Arizona Department of Corrections
Rehabilitation & Reentry

DOUGLAS A. DUCEY
GOVERNOR

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
(602) 542-5497
https://corrections.az.gov

DAVID SHINN
DIRECTOR

October 29, 2021

Khahilia Shaw
American Oversight
1030 15th Street NW, Suite B255
Washington, DC 20005

Re: Public Records Request R009205-030821

Ms. Shaw,

Please find the enclosed records responsive to your request. The records have been redacted in accordance with A.R.S § 31-211(C). They have been redacted to remove personal identifying information such as home addresses, telephone numbers, as well as Social Security and Employee Identification numbers. The records have also been redacted to remove information that if released could endanger the life or safety of a person.

Should you have any questions, please contact our office at (602) -542-5886.

Sincerely,

Amy Mueller

Amy Mueller
Program Project Specialist II
Public Access Unit

NOTICE: A.R.S. 31-221(E) *prohibits* any active inmate from viewing or obtaining any inmate records, including his or her own prison records, except as provided in A.R.S. § 31-221(D) and Rule 123 of the Arizona Supreme Court.

AMERICAN OVERSIGHT

From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Sandy Wang; Rusty Johnson; Perry Craglow; Joseph Nicoletti; Holly Greene; Keith Barrier
Cc: Joe Miles; Justin Baker; Marlene Coffee; Spencer Scott; gmartinez1; Al Dubrowa; Dustin Nestoff; Jey Whitson1
Subject: RE: ACTION - Emergency ACIS CAB Approval Request (CW 13479)
Date: Thursday, April 15, 2021 2:42:57 PM

This has been deployed to the UAT environment and is ready to test.

Thanks,
Aaron

From: Sandy Wang <swang@azadc.gov>
Sent: Thursday, April 15, 2021 2:10 PM
To: Rusty Johnson <sjohnson@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
Cc: Joe Miles <joe.miles@bndna.com>; Justin Baker <justin.baker@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: ACTION - Emergency ACIS CAB Approval Request (CW 13479)

To CAB Board members, there is an Emergency Change to ACIS that we are requesting your approval so B&D can deploy it to the Production environment tonight (4/15/21), dependent on successful UAT testing.

This production issue was reported on 4/14/21 as TFS# 44905 (CW Incident #411640)- User unable to update Medical Grievances. There is no workaround at this time.

The emergency fix is a code modification. B&D is to deploy the code fix into the UAT environment this afternoon for Michele Simmons to perform her UAT. Once she is satisfied with the testing, and the emergency CAB has been approved, we will notify B&D to deploy to production, There will be no system outage required to deploy the code.

The Cherwell change request (#13479) will be presented in the next CAB meeting.

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it

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and notify the sender immediately.

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: Agenda
Date: Wednesday, April 14, 2021 8:52:56 AM

Holly and Rusty

Here are the proposed agenda items for today's meeting.

ACIS deployment notifications in Word document
CR 42176 Gannt Chart request
16 new system improvement requests require more information

Joe

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Justin Baker
Subject: Re: ACIS Version 2021.44.1.10 has been deployed to PROD and Training for PROD Release 44
Date: Wednesday, April 14, 2021 3:22:42 AM
Attachments: image002.png
image003.png
image001.png

Thank you

On Tue, Apr 13, 2021 at 8:04 PM Justin Baker <justin.baker@bndna.com> wrote:

> Good evening,
>
> ACIS Version 2021.44.1.10 has been deployed to PROD and Training for PROD Release 44.
>
> No change requests were included in this release.

ID	Work Item Type	Title	Assigned To	Severity	Priority	State	Tags	Iteration Path	Area Path	Resolved Date	Resolved By	Changed Date	Created By	Created Date
42448	Bug	CW356468 - SD# 685 Grievance Coordinator cannot upload Medical Formal Grievances	Michele Simmons	3 - Medium	1	Resolved	A Passed QA; Bug; Grievance; R26	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\16-Grievance	3/31/2021 8:44:12 AM	Khouloud Chebbi	4/5/2021 4:52:01 PM	Alexandria Bailey	5/6/2020 1:28:43 PM
43706	Bug	CW369248 - SD# 788 - DI57/DV Score - Incorrect Table 2 (Adult HistoryScore) value for ADC#'s [redacted]	Al Dubrowa	3 - Medium	1	Resolved	DI57; Programs; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\07-Programs\DI57 GV Score	3/30/2021 1:08:46 PM	Wissem Benaissa	4/5/2021 4:49:20 PM	Justin Baker	10/13/2020 3:53:56 PM
44051	Bug	CW382099- SD# 894 - Warrants - The date released field is not remaining static on a warrant that has been approved and has a # on it.	Chuck Rich	3 - Medium	2	Closed	Service Desk; Warrants	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\14-Warrants and Detainers\Warrants	3/25/2021 3:17:49 PM	Shalini Makam	4/6/2021 8:04:15 AM	Justin Baker	12/7/2020 4:09:51 PM
44281	Bug	CW391298 - SD #1014 - Case Notes - Strange Case Note appears to have migrated from AIMS	Marlene Coffey	4 - Low	10	Closed	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\00 Global\Case Notes	3/23/2021 3:47:46 PM	Raj Gopal	4/7/2021 8:39:23 AM	Justin Baker	1/20/2021 8:14:49 AM
44546	Bug	CW397993 - SD #1073 Programs - Inmates still displaying as Participating in Inactive cycles	Michele Simmons	3 - Medium	10	Closed		Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\07-Programs	3/25/2021 1:39:12 PM	Wissem Benaissa	4/8/2021 12:57:32 PM	Matt Mollenkopf	2/16/2021 11:28:57 AM
44691	Bug	CW402389 - SD# 1144 - Pop management / FITS - FITS Administration information is missing for multiple units	Marlene Coffey	3 - Medium	10	Closed	FITS; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\06-Population Mgmt\FITS	3/30/2021 12:52:09 AM	Hassen Bengamra	4/7/2021 8:58:51 AM	Justin Baker	3/11/2021 7:00:17 PM
44712	Bug	CW404491 - SD# 1159 - Grievance - Grievance not showing on Grievance and Appeals Dashboard	Michele Simmons	3 - Medium	10	Closed	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\16-Grievance	3/24/2021 6:00:14 AM	Khouloud Chebbi	4/8/2021 1:57:04 PM	Justin Baker	3/12/2021 3:00:51 PM
44737	Bug	CW405164 - Service Desk #1163 - Count - EYMAN PRISON WAS NOT ABLE TO CLEAR THE 1100 FORMAL COUNT.	Dan Ford	2 - High	1	Closed	Pop Mgmt: Count; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\06-Population Mgmt\Count	3/24/2021 6:05:52 AM	Hassen Bengamra	4/6/2021 7:35:08 AM	Justin Baker	3/16/2021 1:06:39 PM
44756	Bug	CW 405690 - Service Desk #1173 - Discipline - User the DC completes the DHCR page for a minor but doesn't	Dan Ford	3 - Medium	10	Closed	Discipline; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\08-Discipline	3/22/2021 10:52:31 AM	Wissem Benaissa	4/6/2021 8:41:12 AM	Justin Baker	3/18/2021 1:56:39 PM

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		approve the hearing date and dismissing the case												
44759	Bug	CW405812 - Service Desk 1174 - DT31 Fingerprints - UNABLE TO ENTER A FINGERPRINT VERIFICATION FOR INMATE [redacted] ADC# [redacted]	Jacob Whitson	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\00 Global\DT31 Fingerprints	3/24/2021 3:55:10 AM	Ons Jannene	4/5/2021 4:53:20 PM	Justin Baker	3/19/2021 12:40:24 PM
44771	Bug	CW406474 - SD# 1148 - Discipline - case 21-wn2-000263. It's on the disc dashboard at re-hearing and his rule violation summary	Dan Ford	3 - Medium	10	Closed	Discipline; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\08-Discipline	3/24/2021 1:20:02 PM	Wissem Benaissa	4/6/2021 8:49:13 AM	Justin Baker	3/23/2021 8:59:57 AM
44775	Bug	CW405989 - Service Desk 1185 - Programs/Quality Review - the instant offense box is pre-populated and the time remaining box as well	Michele Simmons	3 - Medium	10	Resolved	Programs; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\07-Programs	3/25/2021 6:38:27 AM	Khouloud Chebbi	4/5/2021 4:56:05 PM	Justin Baker	3/23/2021 2:41:33 PM
44776	Bug	CW406540 - SD# 1186 - Sentence calc - Old Code inmate has 25 to life sentence which does not show any PED on the sentence	Anthony Moreno	3 - Medium	10	Closed	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\03-Sentence Calc	4/6/2021 9:37:01 AM	Anthony Moreno	4/6/2021 9:37:05 AM	Justin Baker	3/23/2021 3:04:32 PM
44794	Bug	CW407439 - SD# 1198 - OMS/ACCAT - ACCAT will not save correctly	Mike Newsome	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\11-Community Corrections\OMS	3/31/2021 8:54:14 AM	Hassen Bengamra	4/7/2021 8:45:03 AM	Justin Baker	3/26/2021 1:07:36 PM
44803	Bug	CW407644 - SD# 1199 - Classification - Minor Disciplinary Violation Appeals are causing classifications to trigger	Dan Ford	3 - Medium	10	Closed	Classification; Discipline; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\02-Classification	3/29/2021 12:11:34 PM	Phil Wussow	4/6/2021 8:37:26 AM	Justin Baker	3/29/2021 10:21:52 AM
44806	Bug	CW407820 - Service Desk #1200 - Victim Services/Case notes - Victim services users can see medical case notes in the victim services module	Jey Whitson	3 - Medium	10	Resolved	Victim Services	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\11-Community Corrections\Victim Services	3/31/2021 6:45:38 PM	Shalini Makam	4/5/2021 4:49:11 PM	Justin Baker	3/29/2021 3:14:55 PM
44812	Bug	CW408358 - SD# 1205 1208 - Classification - Administrative reclass triggered In attempt to C/O/R from CLOSE to MEDIUM. Red indicator notes STG polygraph issue. Inmate has a CSG suspect.	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\02-Classification	3/30/2021 4:46:42 PM	Phil Wussow	4/2/2021 2:21:14 PM	Justin Baker	3/30/2021 2:56:38 PM
44825	Bug	CW408647 - Service desk # 1213, 1234 - PC - 805-11 removal form for inmate to sign not able to print. Get red circle over it.	Marlene Coffey	2 - High	1	Closed	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\06-Population Mgmt\Protective Custody	4/7/2021 1:07:09 PM	Hassen Bengamra	4/8/2021 7:55:09 AM	Justin Baker	3/31/2021 2:25:52 PM

Justin Baker

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Business Analyst

Business & Decision, North America

O:480-795-7220 E:justin.baker@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: gmartinez1
Cc: Jey Whitson1; Aaron Pratt; Sandy Wang; Al Dubrowa; Dustin Nestoff; Holly Greene; jduvall; Joseph Nicoletti; Keith Barrier; Marlene Coffee; Perry Craglow; Rusty Johnson; Spencer Scott; Stewart Bramley; Thad Lowry; dford1
Subject: Re: ACIS Version 44 Release - Hotfix
Date: Tuesday, April 13, 2021 3:51:57 PM

Ok, will do. Thanks!

Get Outlook for iOS

From: George Martinez <gmartinez1@azadc.gov>
Sent: Tuesday, April 13, 2021 5:42:05 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Sandy Wang <swang@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stewart Bramley <stewart.bramley@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; dford1 <dford1@azadc.gov>
Subject: Re: ACIS Version 44 Release - Hotfix

Joe, yes. Just received CAB approval. Proceed with the push for Release 44 to PROD tonight.

Respectfully,

George Martinez, Jr, PMP®

Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Apr 13, 2021 at 2:41 PM Joe Miles <joe.miles@bndna.com> wrote:

> Thank you! We will proceed with the push.
>
> Get Outlook for iOS
>
> ---
>
> **From:** George Martinez <gmartinez1@azadc.gov>

AMERICAN OVERSIGHT

Sent: Tuesday, April 13, 2021 4:25:41 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Sandy Wang <swang@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stewart Bramley <stewart.bramley@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; dford1 <dford1@azadc.gov>
Subject: Re: ACIS Version 44 Release - Hotfix

Received a call from Dan. He tested in UAT and it passed. Confirmed with Jey to continue with the push Release 44 to PROD this evening.

Respectfully,

George Martinez, Jr, PMP®

Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Apr 13, 2021 at 1:39 PM Joe Miles <joe.miles@bndna.com> wrote:

> George,
>
> Can you test again and let us know? It should be good.
>
> Joe
>
> Get Outlook for iOS
>
> ---
>
> **From:** Joe Miles <joe.miles@bndna.com>
> **Sent:** Tuesday, April 13, 2021 3:28:07 PM
> **To:** gmartinez1 <gmartinez1@azadc.gov>
> **Cc:** Jey Whitson1 <jwhitson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Sandy Wang <swang@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson

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<sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stewart Bramley <stewart.bramley@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; dford1 <dford1@azadc.gov>
Subject: Re: ACIS Version 44 Release - Hotfix

George,

Aaron is looking at this right now and will have an answer prior to your CAB meeting so you can make a decision on the push.

Joe

Get Outlook for iOS

From: George Martinez <gmartinez1@azadc.gov>
Sent: Tuesday, April 13, 2021 2:43:27 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Sandy Wang <swang@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stewart Bramley <stewart.bramley@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; dford1 <dford1@azadc.gov>
Subject: Re: ACIS Version 44 Release - Hotfix

Joe M., Dan tested the Hot fix for Bug #44877 and it failed. Will B&D be able to extract Bug #44771 (which caused Bug #44877) from the push Release 44 scheduled for tonight? There is a CAB meeting today at 1430 to discuss the delay in the push. Based on your response, Operations will decide to go forth with the push this evening.

Respectfully,

George Martinez, Jr, PMP®

Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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On Mon, Apr 12, 2021 at 11:36 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Thanks George,
>
> And as a point of clarification, this was a fix for 44877 (as stated in my first communication) not 44822 (as stated in my last).
>
> Thanks,
>
> Aaron

From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, April 12, 2021 9:37 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stewart Bramley <stewart.bramley@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; dford1 <dford1@azadc.gov>
Subject: Re: ACIS Version 44 Release - Hotfix

Thanks for the update. ADCRR will test tomorrow morning in UAT.

George Martinez

On Mon, Apr 12, 2021, 21:05 Aaron Pratt <aaron.pratt@bndna.com> wrote:

> The fix for bug 44822 has been deployed to UAT and is ready for testing by ADCRR to be included with version 44. We are planning on deploying to PROD tomorrow after business hours pending approval by ADCRR.
>
> Thanks!
>
> Aaron

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From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, April 12, 2021 5:17 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stewart Bramley <stewart.bramley@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: ACIS Version 44 Release - Hotfix

Yes, Joe did approve the Hot fix push to UAT.

Respectfully,

George Martinez, Jr, PMP®

Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Apr 12, 2021 at 5:12 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Correct. It will be part of 45 if we do not apply the hotfix. Was Joe's email approving that?
>
> Thanks,

AMERICAN OVERSIGHT

Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Monday, April 12, 2021 5:09 PM
To: Sandy Wang <swang@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stewart Bramley <stewart.bramley@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: ACIS Version 44 Release - Hotfix

Sandy - This fix did require CAB approval because it was a hot fix applied to UAT that was not previously apart of UAT PROD 44.

On Mon, Apr 12, 2021 at 5:07 PM Sandy Wang <swang@azadc.gov> wrote:

> George and all,
>
> The fix to bug 44877 does not require a CAB approval since it will be deployed as a part of release 44. The ACIS production releases are considered "routine changes" to the Production environment and have been pre-approved by the CAB, pending on the business stakeholders approval of their UAT for each release.
>
> I hope this helps!
>
> On Mon, Apr 12, 2021 at 3:37 PM George Martinez <gmartinez1@azadc.gov> wrote:
>
>> Per today's Bug Review meeting, Operations has not approved the Release 44 push to PROD this evening. See B&D's comments below. I am working on an Emergency CAB request now.

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Respectfully,

George Martinez, Jr, PMP®

Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

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Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Aaron Pratt** <aaron.pratt@bndna.com>
Date: Mon, Apr 12, 2021 at 3:24 PM
Subject: ACIS Version 44 Release - Hotfix
To: Sandy Wang <swang@azadc.gov>, George Martinez <gmartinez1@azcorrections.gov>, Spencer Scott <sscott3@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, Marlene Coffee <mcoffey@azadc.gov>
Cc: Al Dubrowa <adubrowa@azadc.gov>, Joe Miles <joe.miles@bndna.com>, Thad Lowry <thad.lowry@bndna.com>, Stewart Bramley <stewart.bramley@bndna.com>

Hello All,

ACIS version 44 was scheduled for deployment today. On the call today it was discussed that this would be delayed a day due to bug 44877. This bug was a regression issue that resulted in the fix for bug 44771. Although this bug has a “low” priority designation it was felt that it is important to not deploy version 44 without this fix due to possible data corruption issues. The fix for the bug was addressed over the weekend by the development team and is being tested by QA at the moment. Pending the approval of the fix by QA we will deploy to UAT for ADC approval which we anticipate will happen today. We all discussed on the status call today to target tomorrow for pushing version 44 to Production after hours.

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Al and Jey mentioned this would likely require CAB approval and wanted me to notify this group for approval.

Additionally, we have bug 44297 which is a medium severity bug. There are 2 issues reported in this bug (should probably be 2 different bugs). The first issue was resolved and another was discovered. The fix for the second appears to have brough the first issue back. The bug is currently assigned to the developer to investigate but it came up on the call today that there are still issues and ADC requested wanted to know what the implications are. Essentially, the fix for issue 2 will be fixed with version 44 and the first will not be fixed until version 45. If this is a problem please let us know.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA

Mobile: [redacted] | Email: aaron.pratt@bndna.com

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Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Sincerely,

Jacob “Jey” Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADCRR CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Spencer Scott; Joe Miles; Aaron Pratt
Cc:	Sandy Wang; jduvall; Al Dubrowa; gmartinez1; Holly Greene; Rusty Johnson; Joseph Nicoletti; Keith Barrier; Perry Craglow; Stewart Bramley
Subject:	RE: Getting reports that Feature (FUAT) is down
Date:	Tuesday, April 13, 2021 10:49:26 AM
Attachments:	image001.png image002.png image003.png image004.png

It's back up

Please have them try again

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Spencer Scott <sscott3@azadc.gov>
Sent: Tuesday, April 13, 2021 10:46 AM
To: Joe Miles <joe.miles@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; jduvall <jduvall@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Stewart Bramley <stewart.bramley@bndna.com>
Subject: Getting reports that Feature (FUAT) is down

Warm Regards,
Spencer Scott, PMP
Certified Lean Six Sigma Green Belt

IT Project Manager

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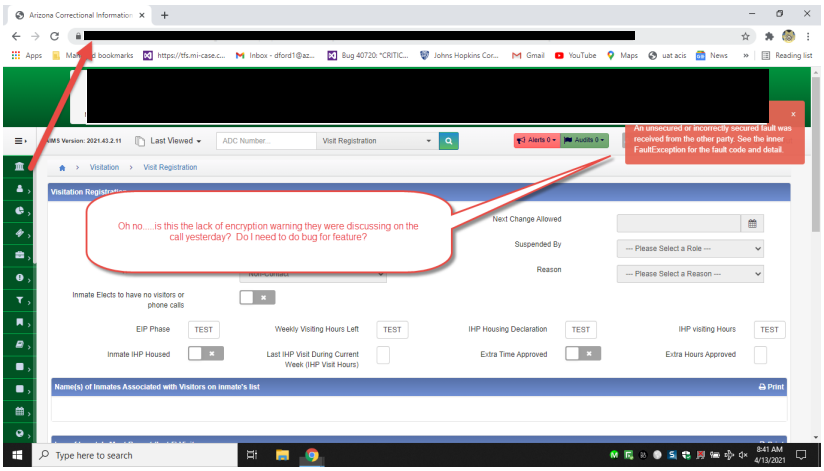
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Daniel Ford** <dford1@azadc.gov>
Date: Tue, Apr 13, 2021 at 10:42 AM
Subject: Re: Feature
To: Brittany Cassiano <bcassiano@azadc.gov>
Cc: Janet Duvall <jduvall@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Albert Dubrowa <adubrowa@azadc.gov>, Anthony Moreno <amoreno2@azadc.gov>, Herbert Haley <hhaley@azadc.gov>, Jacob Whitson <jwhitson@azadc.gov>



On Tue, Apr 13, 2021 at 10:39 AM Brittany Cassiano <bcassiano@azadc.gov> wrote:

> Good morning everyone!
>
> Does anyone know what is going on with feature?
>
> We cannot log in, when we type in the URL, we just get a white screen, Jordan is getting the 501 error? 508? one of those 50 errors
>
> Sincerely,
>
> Brittany Cassiano
> Time Comp Manager
> OSB-Time Comp
> 602-542-1874
>
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From:	Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To:	bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject:	Open Service Desk tickets by Requester. Scheduled At : Apr 12, 2021 08:00 AM
Date:	Monday, April 12, 2021 8:00:50 AM
Attachments:	Service_Ticket_Report (Apr 12, 2021 08 00 AM).pdf

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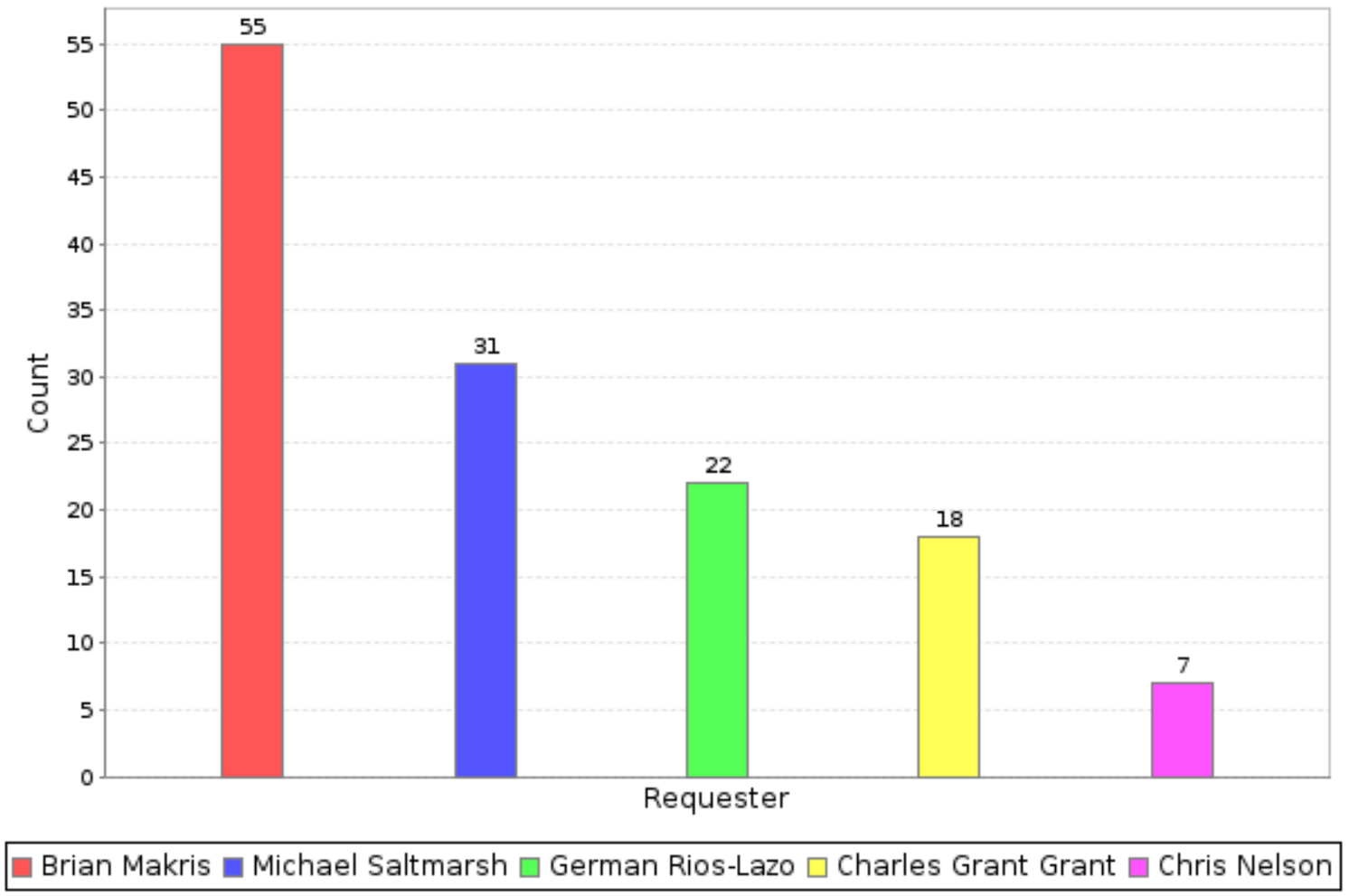
Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 04-12-2021 08:00

Total records : 133



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Sentence Calc	1152	Sentence Calc - New Code inmate is not calculating earned release credits correctly	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Population Mgmt Count	1156	Population Mgmt Count - when requesting a terminal digit, inmate [redacted] ADC #[redacted] is showing as a temp absent but is listed as an escape from 1991	Assigned	Justin Baker	3-Medium
	Scheduling	1157	Scheduling - Once you schedule a recouring activity in ACIS (such as a peer to peer class) you can not find the class using the search features,	Assigned	Matt Mollenkopf	3-Medium
	Population Mgmt Count	1175	Population MGMT Count - 8 inmates have been moved and no longer in the cell that ACIS has them in for the population management.	Assigned	Justin Baker	3-Medium
	Reports	1177	Reports -	Assigned	Justin Baker	3-Medium
	Reports	1180	Reports - Report 1630 should only pick up Custody and Internal Risk overrides	Assigned	Justin Baker	3-Medium
	Sentence Calc	1182	Sentence Calc - ACIS is still applying class III's to the calculation and reflecting 30 class III's on the sentence worksheet.	Assigned	Justin Baker	3-Medium
	Intake	1193	Intake - Unable to access arrival lists 1057 and 1441 on the Intake and Movement Queue	Assigned	Justin Baker	3-Medium
	Other	1195	Data Clean Up and Migration - The automatic comments that should have migrated under INMATE PROGRAM. migrated under the incorrect note type of ICE HEARING HLD	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	1196	Population Mgmt Cell Screening - inmates are no longer at the Morey Unit ,however still remain on our population management queue	Assigned	Justin Baker	3-Medium
	Visitation	1197	Visitation - Column should display all linked for minors	Assigned	Justin Baker	3-Medium
	Reports	1204	Reports - While running reports in ACIS the system triggers for automatic log out.	Assigned	Justin Baker	3-Medium
	Reports	1206	Report - The 2100 report does not start with the right times.	Assigned	Justin Baker	3-Medium
	Programs	1207	Programs - Cog/Think for a Change was deactivated at the program level, but the cycles are still displaying as active statewide (as seen on RPT 2110)	Assigned	Justin Baker	3-Medium
	Programs	1209	Programs - When I review the CO IV Que & attempt to take care of the ones attached (including those on pg 2), it will not allow me to process.	Assigned	Justin Baker	3-Medium
	Warrants	1210	Warrants - Seemingly random offenders who have warrants in the active absconder status, have their addresses marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO_SCREEN	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	1212	Community Corrections RMS - the date and time are no longer carrying over to the Community correction intake page	Assigned	Justin Baker	3-Medium
	Reports	1214	Reports - 0670 Report is listing several other inmates not assigned to ASPC-DOUGLAS	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Intake	1215	Intake - When processing an arrival list in ACIS, the movement code selected is not posting to the inmate traffic history	Assigned	Matt Mollenkopf	3-Medium
	Classification	1216	Classification - Non-Discretionary Overide CLO-Life 2-5 showing an error	Assigned	Matt Mollenkopf	3-Medium
	Classification	1223	Classification - . After I submitted the packet, it changed to 5, overrid,e 4, IR OVERRIDE	Assigned	Matt Mollenkopf	3-Medium
	Community Corrections RMS	1224	Community Corrections RMS -	Assigned	Justin Baker	3-Medium
	Intake	1228	Intake - Random errror message appearing	Assigned	Justin Baker	3-Medium
	Other	1229	Global Medical - Not able to access pages 2,3,4 of Speacial needs Orders	Assigned	Justin Baker	3-Medium
	Visitation	1232	Visitation Visitor states must wait 90 days has been over 8 months	Assigned	Matt Mollenkopf	3-Medium
	Discipline	1235	Disciplne - Both case were minors and found guilty	Assigned	Matt Mollenkopf	3-Medium
	Discipline	1236	Discipline -	Assigned	Matt Mollenkopf	3-Medium
	Discipline	1237	Discipline -	Assigned	Matt Mollenkopf	3-Medium
	Population Mgmt Protective Custody	1238	Population Mgmt Protective Custody - I/M [redacted]	Assigned	Matt Mollenkopf	3-Medium
	Classification	1239	Classification -	Assigned	Matt Mollenkopf	3-Medium
	Reports	1240	Reports -Inmate [redacted] displays on report 2131 Inmate Pay Detail Report for Pay Cycle 20 as being paid twice, but the Inmate Pay History screen (and KeepTrak) reflect that the inmate was only paid once	Assigned	Matt Mollenkopf	3-Medium
	Reports	1241	Reports - Report (1140) is not reading the Self Improvement percentages/numbers correctly	Assigned	Matt Mollenkopf	3-Medium
	Classification	1242	Classification - This inmate on ACIS is not showing any CUSTODY & IR score on his banner	Assigned	Matt Mollenkopf	3-Medium
	Population Mgmt FITS	1144	Population Mgmt FITS - FITS Administration information is missing for multiple units	Pending Deployment	Justin Baker	3-Medium
	Warrants	1148	WARRANTS - The warrant module is currently allowing multiple users to take action on separate computers on the same warrant.	Pending Deployment	Justin Baker	2-High
	Grievance	1159	Grievance - Grievance not showing on Grievance and Appeals Dashboard	Pending Deployment	Justin Baker	3-Medium
	Detainers	1161	Detainers - ACIS will not allow me to place new detainers on inmates	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Count	1163	Population MGMT Count - EYMAN PRISON WAS NOT ABLE TO CLEAR THE 1100 FORMAL COUNT.	Pending Deployment	Justin Baker	2-High
	Discipline	1173	Discipline - User the DC completes the DHCR page for a minor but doesn't approve the hearing date and dismissing the case	Pending Deployment	Justin Baker	3-Medium
	Other	1174	Global DT31 Fingerprints -	Pending Deployment	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	1184	Discipline - case 21-wn2-000263. It's on the disc dashboard at re-hearing and his rule violation summary	Pending Deployment	Justin Baker	3-Medium
	Programs	1185	Programs - the instant offense box is pre-populated and the time remaining box as well	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	1186	Sentence Calc - Old Code inmate has 25 to life sentence which does not show any PED on the sentence	Pending Deployment	Justin Baker	3-Medium
	Community Corrections OMS	1198	Community Corrections OMS -ACCAT will not save correctly	Pending Deployment	Justin Baker	3-Medium
	Other	1199	Multiple Modules -	Pending Deployment	Justin Baker	3-Medium
	Global Case Notes	1200	Global Case Notes - Users are again able to see medical notes	Pending Deployment	Justin Baker	3-Medium
	Warrants	1202	Warrants -	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1213	Population Mgmt Protective Custody - I/M [redacted]	Pending Deployment	Justin Baker	2-High
	Population Mgmt Protective Custody	1234	Population Mgmt Protective Custody - I/M [redacted]	Pending Deployment	Justin Baker	3-Medium
	Discipline	1155	Discipline - Now and then ACIS will not take the LOP entered.	Pending Information	Justin Baker	3-Medium
	Other	1166	PC-AIMS2 - DORS03CE - MaxTerm Data Inaccuracies	Pending Information	Justin Baker	3-Medium
	Programs	1190	Programs - The apply and Daily Roster buttons not responding or not available.	Pending Information	Justin Baker	3-Medium

Count 55

Charles Grant Grant						
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 18

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Global Case Management	1218	Global Case Management - All inmates, even those previously assigned to their correct CO III, are automatically assigned to CO III Tremillio again the next day	Assigned	Justin Baker	3-Medium
	Visitation	1219	Visitation - Unable to make notes on visitation application for approved visitor	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	1220	Population Mgmt Cell Screening - Group shows conflicting with another Group 3	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	1221	Community Corrections OMS: Unable to assign to an officer	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Pending Deployment	Justin Baker	4-Low

Count 7

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 22

Michael Saltmarsh

	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	1078	ACIS BUG - REPORTS - Report 720 not pulling all inmates based on selected criteria	Assigned	Justin Baker	3-Medium
	Other	1091	ACIS BUG - MULTIPLE MODULES - ANNUAL REVIEW IS NOT SHOWING CORRECTLY	Assigned	Justin Baker	3-Medium
	Other	1125	Requesting to get TFS access for Saltmarsh, Michael	On Hold	Justin Baker	3-Medium
	Programs	1073	ACIS BUG - PROGRAMS - Inmates still displaying as Participating in Inactive cycles.	Pending Deployment	Matt Mollenkopf	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Community Corrections RMS	1109	ACIS BUG - COMMUNITY CORRECTIONS RMS - ADC quick search not taking user to the correct offender	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium

Count 31

Summary Report

Count 133

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Barbara Corella; Denel Pickering; Rocky Advani; Rusty Johnson; Holly Greene
Subject: Update on Active EUIL Items
Date: Wednesday, April 7, 2021 3:14:59 PM

Barbara,

As discussed I would provide you an update on active EUIL items. The chart below provides the current status of all active items reported.

ACTIVE CR	STATUS
28992	Delivered to FUAT/Testing ongoing by ADC/Several bugs being resolved by ADC/No ETA on ADC approval
29221	Delivered to FUAT/Testing ongoing by ADC/Several bugs being resolved by ADC/No ETA on ADC approval
39463	Delivered to FUAT/Testing ongoing by ADC/Several bugs being resolved by ADC/No ETA on ADC approval
42364	Delivered to FUAT/Testing ongoing by ADC/Several bugs being resolved by ADC/No ETA on ADC approval
35680	Delivered to FUAT/Testing paused by ADC due to bug 44758/No ETA on ADC approval
42866	Delivered to FUAT/Testing paused by ADC due to bug 44495/No ETA on ADC approval
41273	Delivered to FUAT/Testing paused by ADC due to bugs 44782 & 44798 assigned to B&D (Matt)/No ETA on ADC approval
43330	Development completed by B&D/B&D working on issues with Keefe test environment/FUAT moved to 4/27
30307	Development completed/Currently in QA where issues were identified and being resolved/FUAT moved to 4/16
41403	Development completed/Currently in QA where issues were identified and being resolved/FUAT moved to 4/14
41279	Development completed/Currently in QA where issues were identified and being resolved/FUAT moved to 4/16
40392	Approved in FUAT/Moved to UAT for deployment on 4/19
43532	FUAT delivery date is confirmed for 4/26
32023	FUAT delivery date is confirmed for 4/28
37366	FUAT delivery date is confirmed for 4/29

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: Agenda
Date: Wednesday, April 7, 2021 9:16:12 AM

Holly and Rusty

Here are the proposed agenda items for today's meeting.

Discuss estimation protocol for 16 new requests
Any updates on HB 2713 or HB 2761
Follow up on synchronized deployment of 28992, 29221, 39463 and 42364…Herb email
7 items in FUAT for ADC approval
Enforcer CR cancellations and reissuance of 42020

Joe

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Justin Baker
Subject: Re: ACIS Version 2021.44.1.10 has been deployed to UAT for PROD Release 44
Date: Monday, April 5, 2021 9:17:38 PM
Attachments: image001.png
image002.png
image003.png

Thank you.

On Mon, Apr 5, 2021 at 6:44 PM Justin Baker <justin.baker@bndna.com> wrote:

> Good evening,
>
> ACIS Version 2021.44.1.10 has been deployed to UAT for PROD Release 44
>
> The following Bugs fixes and CR's were included in this deployment.
>
> No change requests were included in this release.

ID	Work Item Type	Title	Assigned To	Severity	Priority	State	Tags	Iteration Path	Area Path	Resolved Date	Resolved By	Changed Date	Created By	Created Date
42448	Bug	CW356468 - SD# 685 Grievance Coordinator cannot upload Medical Formal Grievances	Justin Baker	3 - Medium	1	Resolved	A Passed QA; Bug; Grievance; R26	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\16-Grievance	3/31/2021 8:44:12 AM	Khouloud Chebbi	4/1/2021 4:07:54 PM	Alexandria Bailey	5/6/2020 1:28:43 PM
43706	Bug	CW369248 - SD# 788 - DI57/DV Score - Incorrect Table 2 (Adult HistoryScore) value for ADC#'s [redacted]	Justin Baker	3 - Medium	1	Resolved	DI57; Programs; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\07-Programs\DI57 GV Score	3/30/2021 1:08:46 PM	Wissem Benaissa	3/31/2021 9:05:45 AM	Justin Baker	10/13/2020 3:53:56 PM
44051	Bug	CW382099- SD# 894 - Warrants - The date released field is not remaining static on a warrant that has been approved and has a # on it.	Matt Mollenkopf	3 - Medium	2	Resolved	Service Desk; Warrants	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\14-Warrants and Detainers\Warrants	3/25/2021 3:17:49 PM	Shalini Makam	3/31/2021 9:54:53 AM	Justin Baker	12/7/2020 4:09:51 PM
44281	Bug	CW391298 - SD #1014 - Case Notes - Strange Case Note appears to have migrated from AIMS	Matt Mollenkopf	4 - Low	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\00 Global\Case Notes	3/23/2021 3:47:46 PM	Raj Gopal	3/26/2021 2:56:41 PM	Justin Baker	1/20/2021 8:14:49 AM
44297	Bug	RPT 2040 - CW391671 - SD# 1017 - (Missing Hours) is missing whole crews (WIPP-Maint-Helper) that were not paid for Florence-South Pay Period 14.	Matt Mollenkopf	3 - Medium	10	Resolved	Programs; REPORTS; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\20-Reports	3/29/2021 1:59:00 PM	Harika Chikkala	3/30/2021 2:05:57 PM	Justin Baker	1/22/2021 10:38:01 AM
44546	Bug	CW397993 - SD #1073 Programs - Inmates still displaying as Participating in Inactive cycles	Matt Mollenkopf	3 - Medium	10	Resolved		Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\07-Programs	3/25/2021 1:39:12 PM	Wissem Benaissa	3/26/2021 8:28:23 AM	Matt Mollenkopf	2/16/2021 11:28:57 AM
44691	Bug	CW402389 - SD# 1144 - Pop management / FITS - FITS Administration information is missing for multiple units	Matt Mollenkopf	3 - Medium	10	Resolved	FITS; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\06-Population Mgmt\FITS	3/30/2021 12:52:09 AM	Hassen Bengamra	3/30/2021 3:11:00 PM	Justin Baker	3/11/2021 7:00:17 PM
44712	Bug	CW404491 - SD# 1159 - Grievance - Grievance not showing on Grievance and Appeals Dashboard	Matt Mollenkopf	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\16-Grievance	3/24/2021 6:00:14 AM	Khouloud Chebbi	3/24/2021 4:47:59 PM	Justin Baker	3/12/2021 3:00:51 PM
44737	Bug	CW405164 - Service Desk #1163 - Count - EYMAN PRISON WAS NOT ABLE TO	Justin Baker	2 - High	1	Resolved	Pop Mgmt: Count; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\06-Population Mgmt\Count	3/24/2021 6:05:52 AM	Hassen Bengamra	3/24/2021 4:21:41 PM	Justin Baker	3/16/2021 1:06:39 PM

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		CLEAR THE 1100 FORMAL COUNT.												
44756	Bug	CW 405690 - Service Desk #1173 - Discipline - User the DC completes the DHCR page for a minor but doesn't approve the hearing date and dismissing the case	Justin Baker	3 - Medium	10	Resolved	Discipline; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\08-Discipline	3/22/2021 10:52:31 AM	Wissem Benaissa	3/23/2021 4:26:49 PM	Justin Baker	3/18/2021 1:56:39 PM
44759	Bug	CW405812 - Service Desk 1174 - DT31 Fingerprints - UNABLE TO ENTER A FINGERPRINT VERIFICATION FOR INMATE [redacted] ADC # [redacted]	Matt Mollenkopf	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\00 Global\DT31 Fingerprints	3/24/2021 3:55:10 AM	Ons Jannene	3/24/2021 4:48:13 PM	Justin Baker	3/19/2021 12:40:24 PM
44762	Bug	CW405887 - SD #1177 - Report 2131 - There is a difference of $12,131.59 that we are unable to identify	Justin Baker	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\20-Reports	3/25/2021 2:55:38 PM	Harika Chikkala	3/31/2021 11:48:14 AM	Justin Baker	3/19/2021 4:27:49 PM
44771	Bug	CW406474 - SD# 1148 - Discipline - case 21-wn2-000263. It's on the disc dashboard at re-hearing and his rule violation summary	Matt Mollenkopf	3 - Medium	10	Resolved	Discipline; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\08-Discipline	3/24/2021 1:20:02 PM	Wissem Benaissa	3/29/2021 4:39:54 PM	Justin Baker	3/23/2021 8:59:57 AM
44775	Bug	CW405989 - Service Desk 1185 - Programs/Quality Review - the instant offense box is pre-populated and the time remaining box as well	Matt Mollenkopf	3 - Medium	10	Resolved	Programs; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\07-Programs	3/25/2021 6:38:27 AM	Khouloud Chebbi	3/29/2021 10:04:05 AM	Justin Baker	3/23/2021 2:41:33 PM
44776	Bug	CW406540 - SD# 1186 - Sentence calc - Old Code inmate has 25 to life sentence which does not show any PED on the sentence	Matt Mollenkopf	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\03-Sentence Calc	3/24/2021 8:59:18 AM	Samy Hammami	3/25/2021 8:45:10 AM	Justin Baker	3/23/2021 3:04:32 PM
44794	Bug	CW407439 - SD# 1198 - OMS/ACCAT - ACCAT will not save correctly	Justin Baker	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\11-Community Corrections\OMS	3/31/2021 8:54:14 AM	Hassen Bengamra	4/1/2021 3:05:11 PM	Justin Baker	3/26/2021 1:07:36 PM
44803	Bug	CW407644 - SD# 1199 - Classification - Minor Disciplinary Violation Appeals are causing classifications to trigger	Justin Baker	3 - Medium	10	Resolved	Classification; Discipline; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\02-Classification	3/29/2021 12:11:34 PM	Phil Wussow	3/30/2021 11:17:00 AM	Justin Baker	3/29/2021 10:21:52 AM
44806	Bug	CW407820 - Service Desk #1200 - Victim Services/Case notes - Victim services users can see medical case notes in the victim services module	Justin Baker	3 - Medium	10	Resolved	Victim Services	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\11-Community Corrections\Victim Services	3/31/2021 6:45:38 PM	Shalini Makam	4/1/2021 3:29:12 PM	Justin Baker	3/29/2021 3:14:55 PM
44812	Bug	CW408358 - SD# 1205 1208 - Classification - Administrative reclass triggered In attempt to C/O/R from CLOSE to MEDIUM. Red indicator notes STG polygraph issue. Inmate has a CSG suspect.	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.44.X (PROD Release 44)	Aims2\02-Classification	3/30/2021 4:46:42 PM	Phil Wussow	4/2/2021 2:21:14 PM	Justin Baker	3/30/2021 2:56:38 PM
44825	Bug	CW408647 -	Justin	2 - High	1	Resolved	Service Desk	Aims2\PROD	Aims2\06-	4/1/2021	Hassen	4/2/2021	Justin	3/31/2021

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		Service desk # 1213 - PC - 805-11 removal form for inmate to sign not able to print. Get red circle over it.	Baker					2021\v2021.44.X (PROD Release 44)	Population Mgmt\Protective Custody	10:22:44 AM	Bengamra	1:33:02 PM	Baker	2:25:52 PM

Justin Baker

Business Analyst

Business & Decision, North America

O:480-795-7220 E:justin.baker@bndna.com

Mi-Case

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Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Sandy Wang; jduvall; Spencer Scott
Cc: Holly Greene; Rusty Johnson
Subject: EUIL Tracking
Date: Monday, April 5, 2021 11:15:10 AM
Attachments: ACIS System Improvement and EUIL Hours Tracking 422021.xlsx

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Attached is the latest EUIL Hours Tracking we discussed this morning. I will continue to save Thad's updates on Friday's and forward to you so we have a static weekly report to review and have a historical perspective if needed. We have now moved our review meetings to Monday which will allow us to see the latest information produced on Friday.

As discussed this morning the total approved hours represents a very small increase of 11 hours based on three cancellations by George Martinez on CR's 42019, 41276 and 42018, these hours only represent what accredited work was performed up to the cancellation.

Appreciate the great communication and efforts to ensure all data being reported is accurate and agreed upon by both groups!

Joe

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		CANCELED-16 Items	PENDING-46 Items							
		0-Cancelled	1-Not Approved	2-Approved for Estimation	2a-Received Requirements for Estimatic	2b-Gathering Requirements for Estimati	2c-Estimation in Progress	2d - waiting for requirements	2e-JAR Exceeds Scope - needs re-estima	3-Estimate Sent to ADC - Awaiting Appro
Total	**Count**	**16**	**0**	**1**	**0**	**0**	**1**	**0**	**0**	**20**
	Estimate	**222**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**3148**
Amendment 9 PL	Count	0	0	0	0	0	0	0	0	0
	Estimate	0	0	0	0	0	0	0	0	0
EUIL May 2020	Count	5	0	0	0	0	0	0	0	0
	Estimate	211	0	0	0	0	0	0	0	0
2020 Low Hanging Fruit	Count	0	0	0	0	0	0	0	0	0
	Estimate	0	0	0	0	0	0	0	0	0
EUIL 4th QTR (2020)	Count	6	0	1	0	0	1	0	0	1
	Estimate	11	0	0	0	0	0	0	0	454
2021 Jan Low Hanging Fruit	Count	4	0	0	0	0	0	0	0	18
	Estimate	0	0	0	0	0	0	0	0	2200
EUIL Mar 2021	Count	0	0	16	0	0	0	0	0	4
	Estimate	0	0	0	0	0	0	0	0	440
System Improvement Hours	Count	1	0	0	0	0	0	0	0	1
	Estimate	0	0	0	0	0	0	0	0	494

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			Active-15 Items							COMPLETE-47 Items
3a-Estimated Approved by ADC - Cancel	4-Approved for FSD / JAR	4a-FSD Complete - Awaiting Approval fo	5-Approved for Dev	5a-In Development	5b-In QA	6-QA Completed Ready for Deployment	7-In FUAT	8-Accepted in FUAT	8a-Merged to UAT	9-Deployed to PROD
16	**5**	**3**	**0**	**2**	**5**	**0**	**6**	**2**	**0**	**47**
2179	**9729**	**656**	**0**	**480**	**2025**	**0**	**3073**	**706**	**0**	**5867.5**
0	0	0	0	0	0	0	0	0	0	9
0	0	0	0	0	0	0	0	0	0	1000
5	0	0	0	0	1	0	3	2	0	12
2168	0	0	0	0	958	0	2018	706	0	1434
0	0	0	0	0	0	0	1	0	0	24
0	0	0	0	0	0	0	120	0	0	3120
6	5	3	0	2	4	0	2	0	0	2
11	9729	656	0	480	1067	0	935	0	0	314
4	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0

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ACCEPTED-12 Items	TOTAL-136 Items						
9 - Accepted	Total	Total Cancelled	Total Not Approved	Total Estimates / Requirements in Process	Total Estimated (Sent to ADC)	Total In Process	Total Completed (including cancelled)
12	136	16		2	36	23	75
1474	29,559	222			5,327	16,669	7,564
0	9				-	-	9
0	1,000				-	-	1,000
0	28	5			5	6	17
0	7,494	211			2,168	3,682	1,645
0	25				-	1	24
0	3,240				-	120	3,120
0	33	6		2	7	16	8
0	13,657	11			465	12,867	325
0	26	4			22	-	4
0	2,200				2,200	-	-
0	20			16	4	-	-
0	440				440	-	-
12	15	1			2	-	13
1474	1,968				494	-	1,474

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	Total Approved
	98
	24,232
	9
	1,000
	23
	5,326
	25
	3,240
	24
	13,192
	4
	-
	-
	-
	13
	1,474

	BALANCE		
	Total Hours Allocated	Total Approved Hours	Total Hours Remaining
Amendment 9, EUIL & System Improvement for 2020 & 2021	30000	24232	5768

AMERICAN OVERSIGHT

From:	Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To:	bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject:	Open Service Desk tickets by Requester. Scheduled At : Apr 5, 2021 08:00 AM
Date:	Monday, April 5, 2021 8:00:50 AM
Attachments:	Service_Ticket_Report (Apr 5, 2021 08 00 AM).pdf

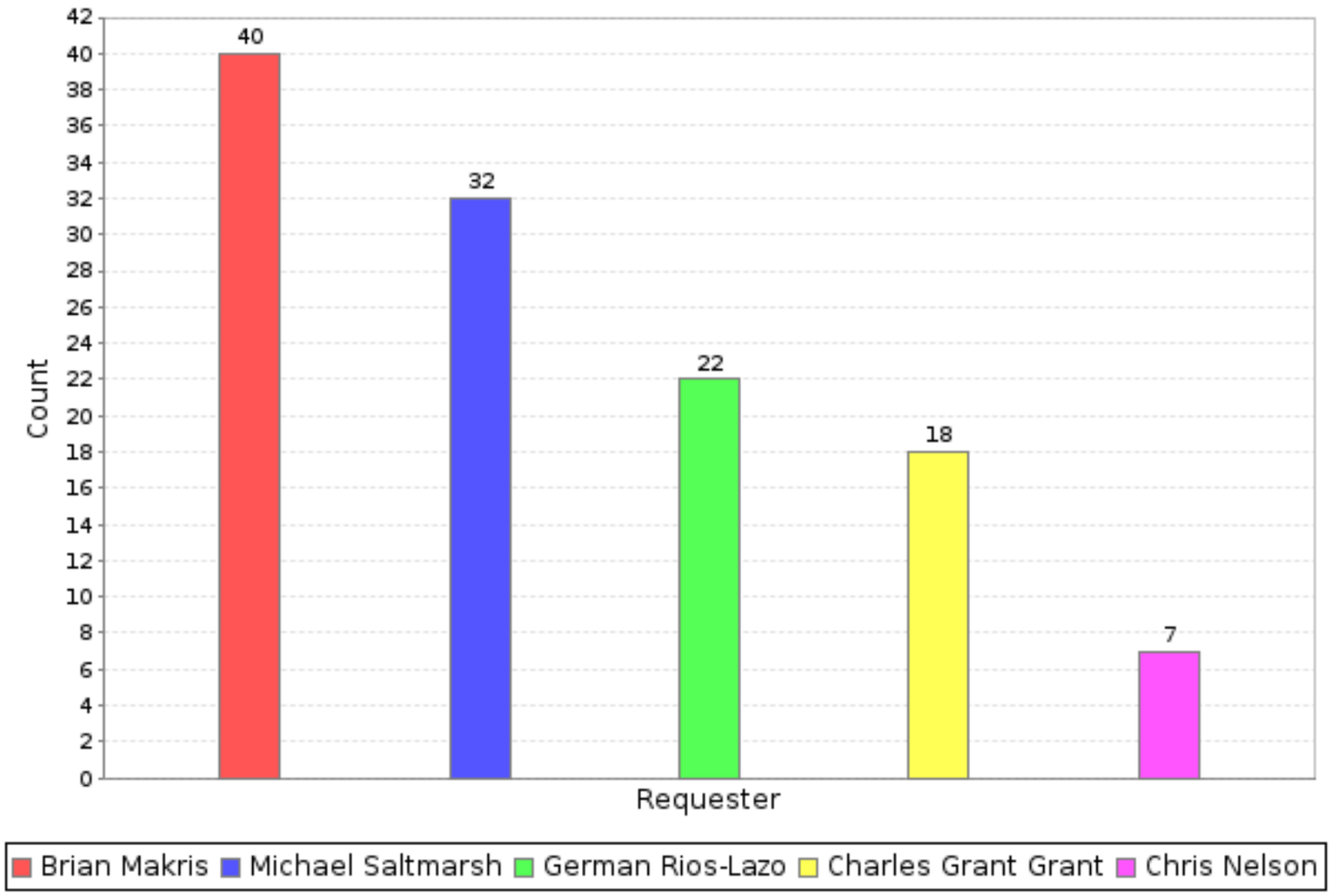
AMERICAN OVERSIGHT

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 04-05-2021 08:00

Total records : 119



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Sentence Calc	1152	Sentence Calc - New Code inmate is not calculating earned release credits correctly	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Population Mgmt Count	1156	Population Mgmt Count - when requesting a terminal digit, inmate [redacted] [redacted] ADC #[redacted] is showing as a temp absent but is listed as an escape from 1991	Assigned	Justin Baker	3-Medium
	Scheduling	1157	Scheduling - Once you schedule a recouring activity in ACIS (such as a peer to peer class) you can not find the class using the search features,	Assigned	Matt Mollenkopf	3-Medium
	Population Mgmt Count	1175	Population MGMT Count - 8 inmates have been moved and no longer in the cell that ACIS has them in for the population management.	Assigned	Justin Baker	3-Medium
	Reports	1177	Reports -	Assigned	Justin Baker	3-Medium
	Reports	1180	Reports - Report 1630 should only pick up Custody and Internal Risk overrides	Assigned	Justin Baker	3-Medium
	Sentence Calc	1182	Sentence Calc - ACIS is still applying class III's to the calculation and reflecting 30 class III's on the sentence worksheet.	Assigned	Justin Baker	3-Medium
	Intake	1193	Intake - Unable to access arrival lists 1057 and 1441 on the Intake and Movement Queue	Assigned	Justin Baker	3-Medium
	Other	1195	Data Clean Up and Migration - The automatic comments that should have migrated under INMATE PROGRAM. migrated under the incorrect note type of ICE HEARING HLD	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	1196	Population Mgmt Cell Screening - inmates are no longer at the Morey Unit ,however still remain on our population management queue	Assigned	Justin Baker	3-Medium
	Visitation	1197	Visitation - Column should display all linked for minors	Assigned	Justin Baker	3-Medium
	Warrants	1202	Warrants -	Assigned	Justin Baker	3-Medium
	Reports	1204	Reports - While running reports in ACIS the system triggers for automatic log out.	Assigned	Justin Baker	3-Medium
	Reports	1206	Report - The 2100 report does not start with the right times.	Assigned	Justin Baker	3-Medium
	Programs	1207	Programs - Cog/Think for a Change was deactivated at the program level, but the cycles are still displaying as active statewide (as seen on RPT 2110)	Assigned	Justin Baker	3-Medium
	Programs	1209	Programs - When I review the CO IV Que & attempt to take care of the ones attached (including those on pg 2), it will not allow me to process.	Assigned	Justin Baker	3-Medium
	Warrants	1210	Warrants - Seemingly random offenders who have warrants in the active absconder status, have their addresses marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO_SCREEN	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	1212	Community Corrections RMS - the date and time are no longer carrying over to the Community correction intake page	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1213	Population Mgmt Protective Custody - I/M [redacted]	Assigned	Justin Baker	2-High

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	1214	Reports - 0670 Report is listing several other inmates not assigned to ASPC-DOUGLAS	Assigned	Justin Baker	3-Medium
	Intake	1215	Intake - When processing an arrival list in ACIS, the movement code selected is not posting to the inmate traffic history	Assigned	Matt Mollenkopf	3-Medium
	Classification	1216	Classification - Non-Discretionary Overide CLO-Life 2-5 showing an error	Assigned	Matt Mollenkopf	3-Medium
	Population Mgmt FITS	1144	Population Mgmt FITS - FITS Administration information is missing for multiple units	Pending Deployment	Justin Baker	3-Medium
	Warrants	1148	WARRANTS - The warrant module is currently allowing multiple users to take action on separate computers on the same warrant.	Pending Deployment	Justin Baker	2-High
	Grievance	1159	Grievance - Grievance not showing on Grievance and Appeals Dashboard	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Count	1163	Population MGMT Count - EYMAN PRISON WAS NOT ABLE TO CLEAR THE 1100 FORMAL COUNT.	Pending Deployment	Justin Baker	2-High
	Discipline	1173	Discipline - User the DC completes the DHCR page for a minor but doesn't approve the hearing date and dismissing the case	Pending Deployment	Justin Baker	3-Medium
	Other	1174	Global DT31 Fingerprints -	Pending Deployment	Justin Baker	3-Medium
	Discipline	1184	Discipline - case 21-wn2-000263. It's on the disc dashboard at re-hearing and his rule violation summary	Pending Deployment	Justin Baker	3-Medium
	Programs	1185	Programs - the instant offense box is pre-populated and the time remaining box as well	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	1186	Sentence Calc - Old Code inmate has 25 to life sentence which does not show any PED on the sentence	Pending Deployment	Justin Baker	3-Medium
	Community Corrections OMS	1198	Community Corrections OMS -ACCAT will not save correctly	Pending Deployment	Justin Baker	3-Medium
	Other	1199	Multiple Modules -	Pending Deployment	Justin Baker	3-Medium
	Global Case Notes	1200	Global Case Notes - Users are again able to see medical notes	Pending Deployment	Justin Baker	3-Medium
	Discipline	1155	Discipline - Now and then ACIS will not take the LOP entered.	Pending Information	Justin Baker	3-Medium
	Other	1166	PC-AIMS2 - DORS03CE - MaxTerm Data Inaccuracies	Pending Information	Justin Baker	3-Medium
	Programs	1190	Programs - The apply and Daily Roster buttons not responding or not available.	Pending Information	Justin Baker	3-Medium

Count 40

Charles Grant Grant

	EIP	474	EIP - Inmate [redacted] [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 18

Chris Nelson

	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Global Case Management	1218	Global Case Management - All inmates, even those previously assigned to their correct CO III, are automatically assigned to CO III Tremillio again the next day	Assigned	Justin Baker	3-Medium
	Visitation	1219	Visitation - Unable to make notes on visitation application for approved visitor	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	1220	Population Mgmt Cell Screening - Group shows conflicting with another Group 3	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	1221	Community Corrections OMS: Unable to assign to an officer	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Pending Deployment	Justin Baker	4-Low

Count 7

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 22

Michael Saltmarsh

	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium
	Reports	1078	ACIS BUG - REPORTS - Report 720 not pulling all inmates based on selected criteria	Assigned	Justin Baker	3-Medium
	Other	1091	ACIS BUG - MULTIPLE MODULES - ANNUAL REVIEW IS NOT SHOWING CORRECTLY	Assigned	Justin Baker	3-Medium
	Other	1125	Requesting to get TFS access for Saltmarsh, Michael	On Hold	Justin Baker	3-Medium
	Programs	1073	ACIS BUG - PROGRAMS - Inmates still displaying as Participating in Inactive cycles.	Pending Deployment	Matt Mollenkopf	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Community Corrections RMS	1109	ACIS BUG - COMMUNITY CORRECTIONS RMS - ADC quick search not taking user to the correct offender	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium

Count 32

Summary Report

Count 119

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Subject: Re: SLA Presentation
Date: Saturday, April 3, 2021 10:37:35 AM

Of course!

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Saturday, April 3, 2021 11:50:10 AM
To: Joe Miles <joe.miles@bndna.com>
Subject: Re: SLA Presentation

Thank you

On Sat, Apr 3, 2021 at 8:58 AM Joe Miles <joe.miles@bndna.com> wrote:

> Here is copy of March 2021 SLA Presentation conducted yesterday.

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rocky Advani; Holly Greene; Sandy Wang; Rusty Johnson
Subject: SLA Presentation
Date: Saturday, April 3, 2021 8:59:18 AM
Attachments: SLA Monthly Report 412021.pdf

Here is copy of March 2021 SLA Presentation conducted yesterday.

AMERICAN OVERSIGHT

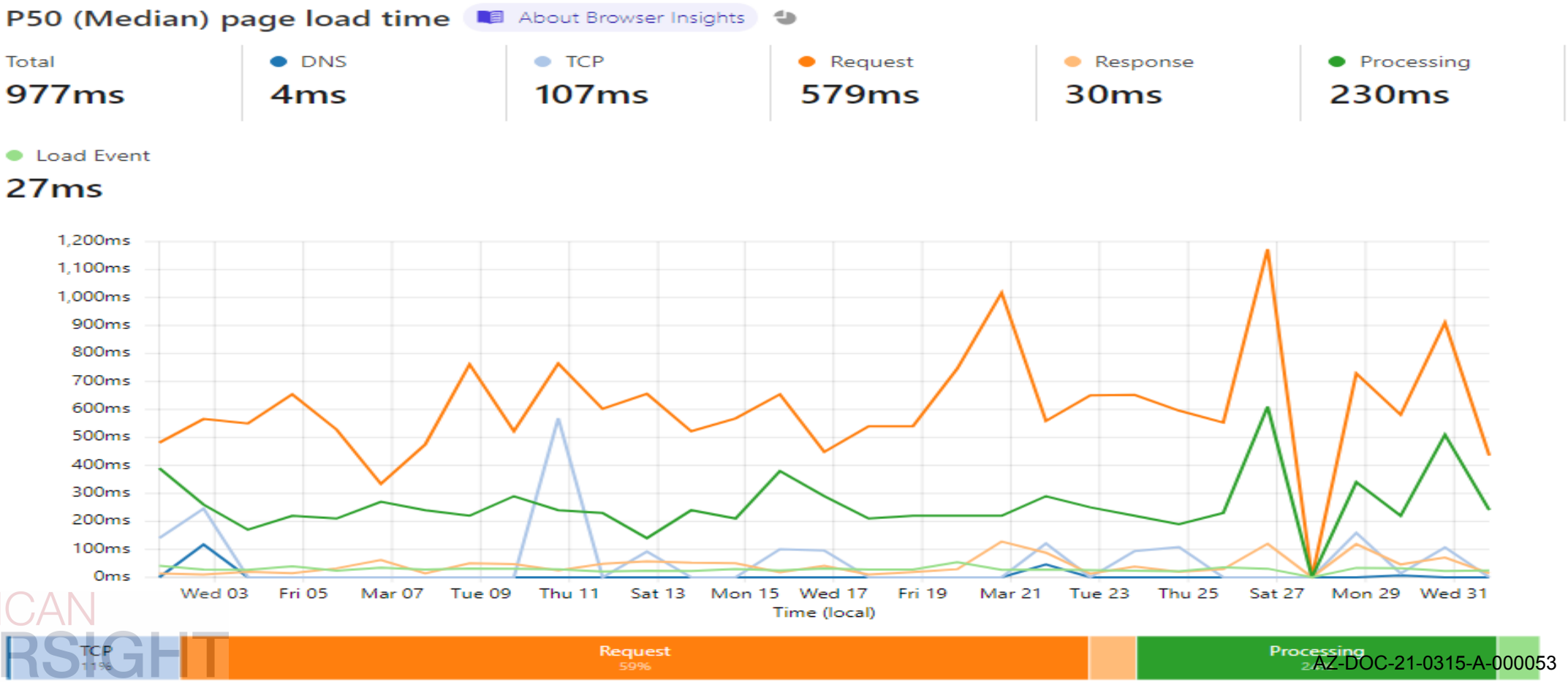
Monthly SLA Package

MARCH 2021 SLA DASHBOARD PRESENTED BY

BUSINESS & DECISION

AMERICAN OVERSIGHT

System Response



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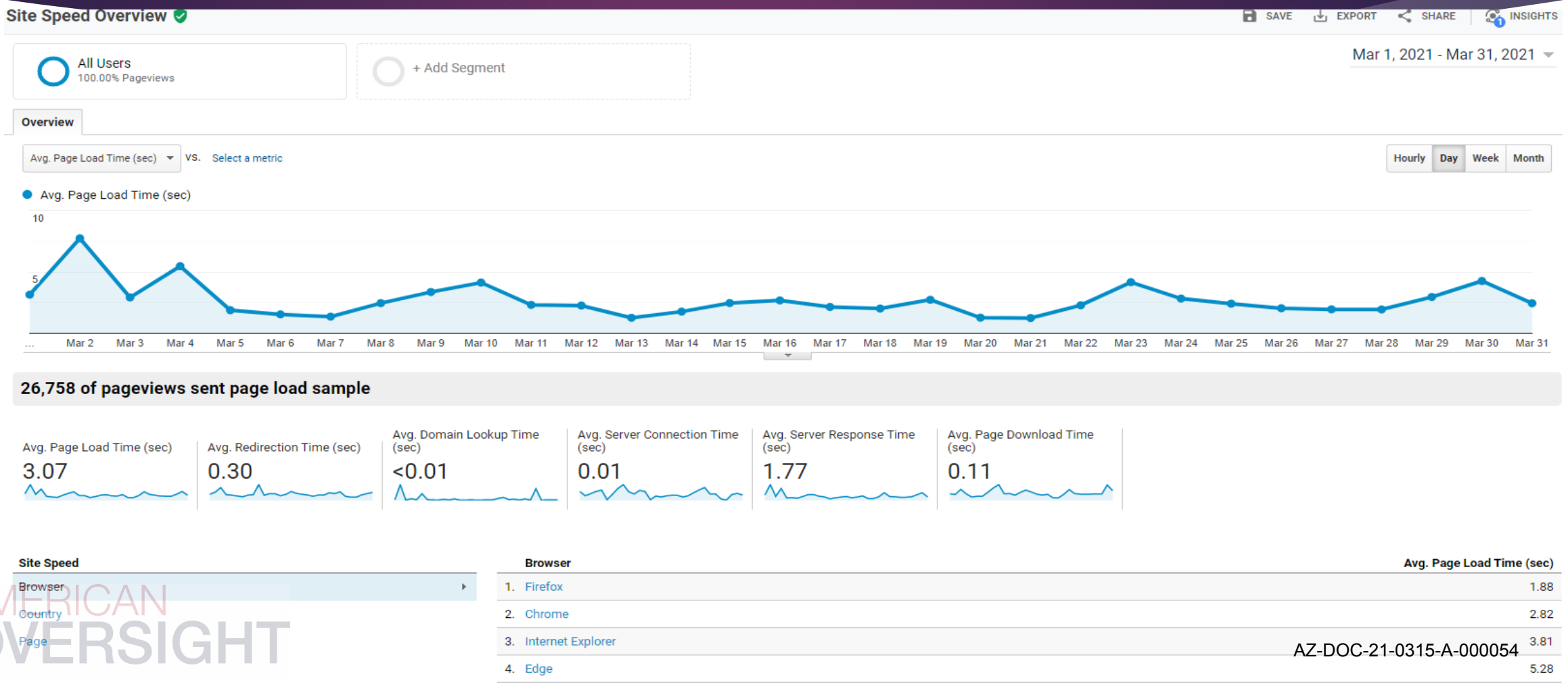
User Response



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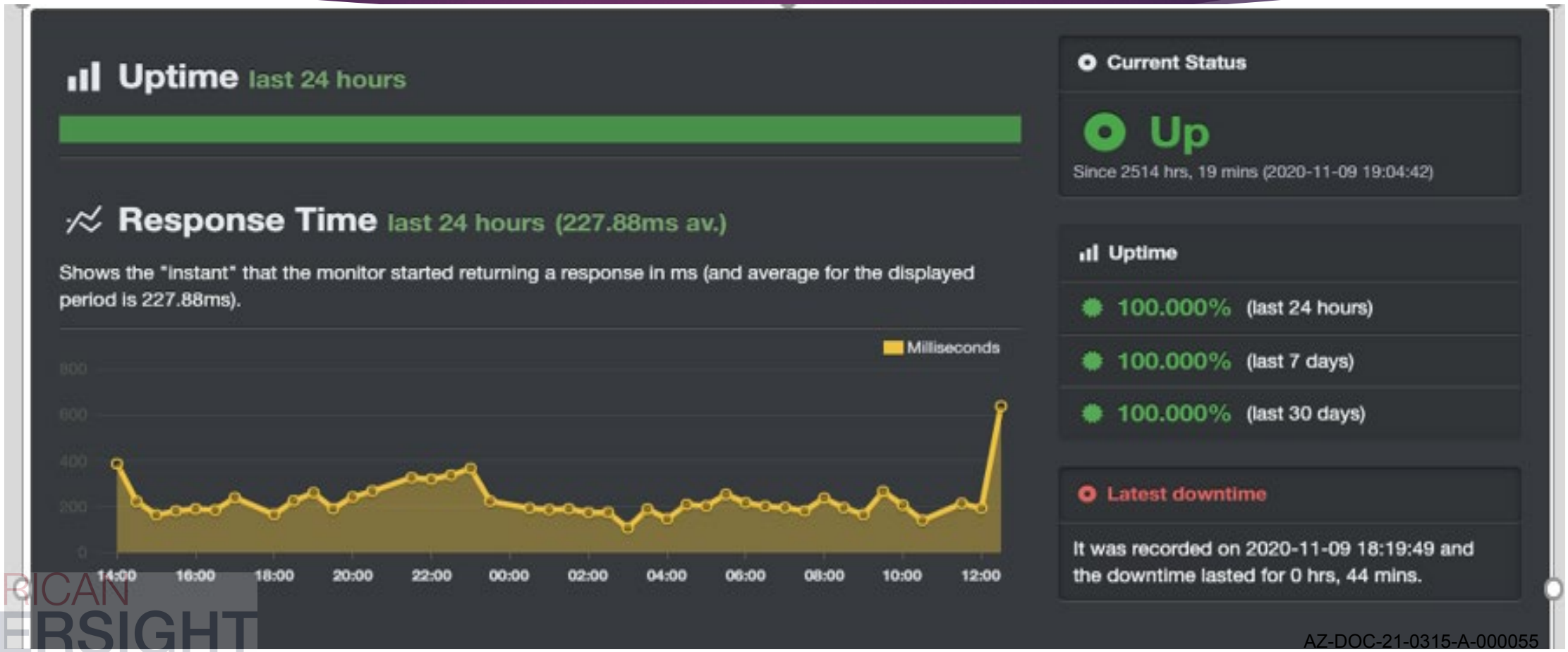
System Availability and Reliability



AMERICAN OVERSIGHT

System Accuracy

During the monthly reporting period of March 2021 all System Accuracy categories were 100% compliant.

AMERICAN OVERSIGHT

Maintenance / Updates /Upgrades

RELEASE #	RELEASE NAME	UAT UDATE	PROD UPDATE
2020.37	Prod Release 37	1/2/21	1/4/21
2020.38	Prod Release 38	1/11/21	1/18/21
2020.39	Prod Release 39	1/25/21	2/1/21
2020.40	Prod Release 40	2/8/21	2/15/21
2020.41	Prod Release 41	2/22/21	3/1/21
2020.42	Prod Release 42	3/8/21	3/15/21
2020.43	Prod Release 43	3/22/21	3/29/21

AMERICAN OVERSIGHT

Data Integrity and Destruction

- AWS Backup Logs – Hourly Backups

☐	aims2prod-2021-03-31-t23-10-33-946	aims2prod	March 31, 2021, 11:11:03 PM UTC
☐	aims2prod-2021-03-31-t22-10-34-903	aims2prod	March 31, 2021, 10:11:07 PM UTC
☐	aims2prod-2021-03-31-t21-10-33-629	aims2prod	March 31, 2021, 9:11:18 PM UTC
☐	aims2prod-2021-03-31-t20-10-34-876	aims2prod	March 31, 2021, 8:11:08 PM UTC
☐	aims2prod-2021-03-31-t19-10-33-024	aims2prod	March 31, 2021, 7:10:58 PM UTC

AMERICAN OVERSIGHT

Security

During the monthly reporting period of March 2021 all Security categories were 100% compliant.

AMERICAN OVERSIGHT

Incident Response Time & Target

Month of March 2021

B&D Service Ticket Report System

	Priority	Request ID Ticket Count
	2-High	7
	3-Medium	125

AMERICAN OVERSIGHT

Incident Response Time & Target

Month of March 2021

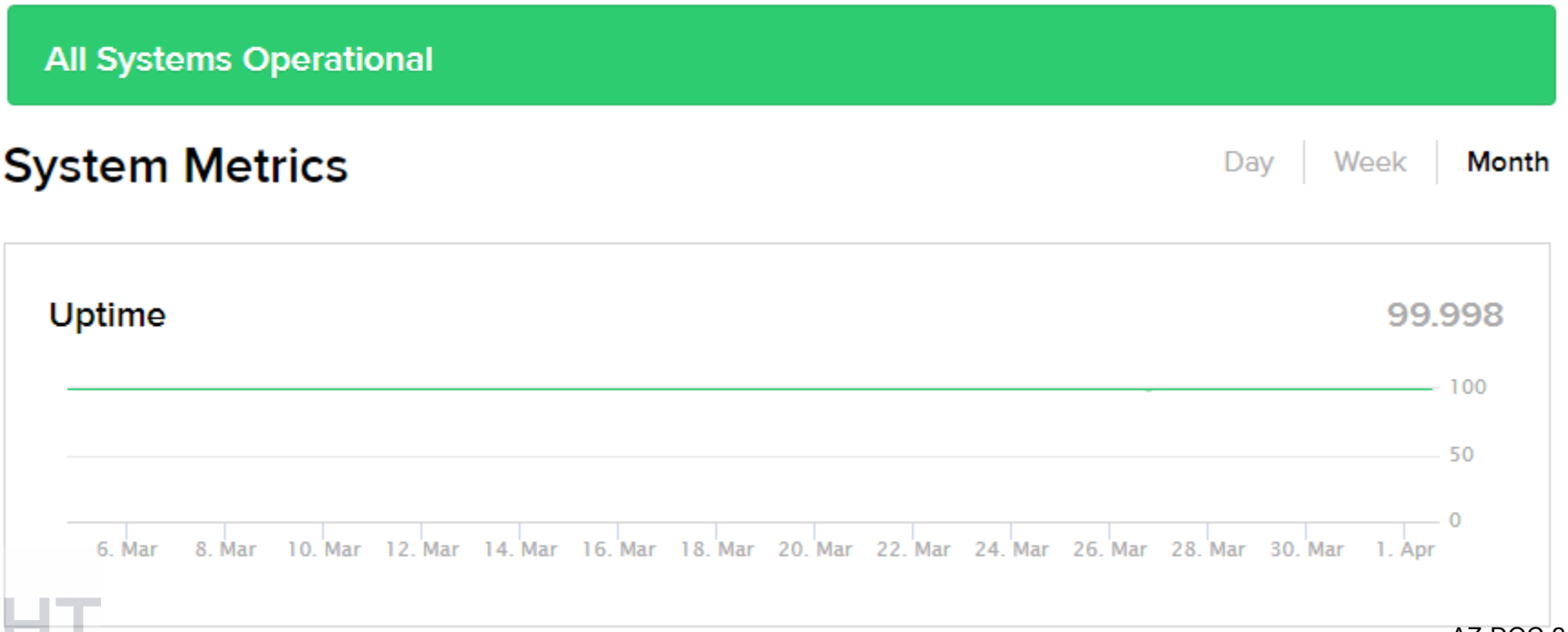
Total Minutes All Tickets In Open Status (132 Tickets)	8039
Total Minutes High Priority Tickets In Open Status (7 Tickets)	389
Average Minutes Per High Priority Ticket In Open Status	55.57
Total Minutes Medium Priority Tickets In Open Status (125 Tickets)	7650
Average Minutes Per Medium Priority Ticket In Open Status	61.2

- ***All requests(125 Med, 7 High) were picked up and responded to within 4 hours by either opening defect for our development team or responding to the ADCRR help desk directly.***

AMERICAN OVERSIGHT

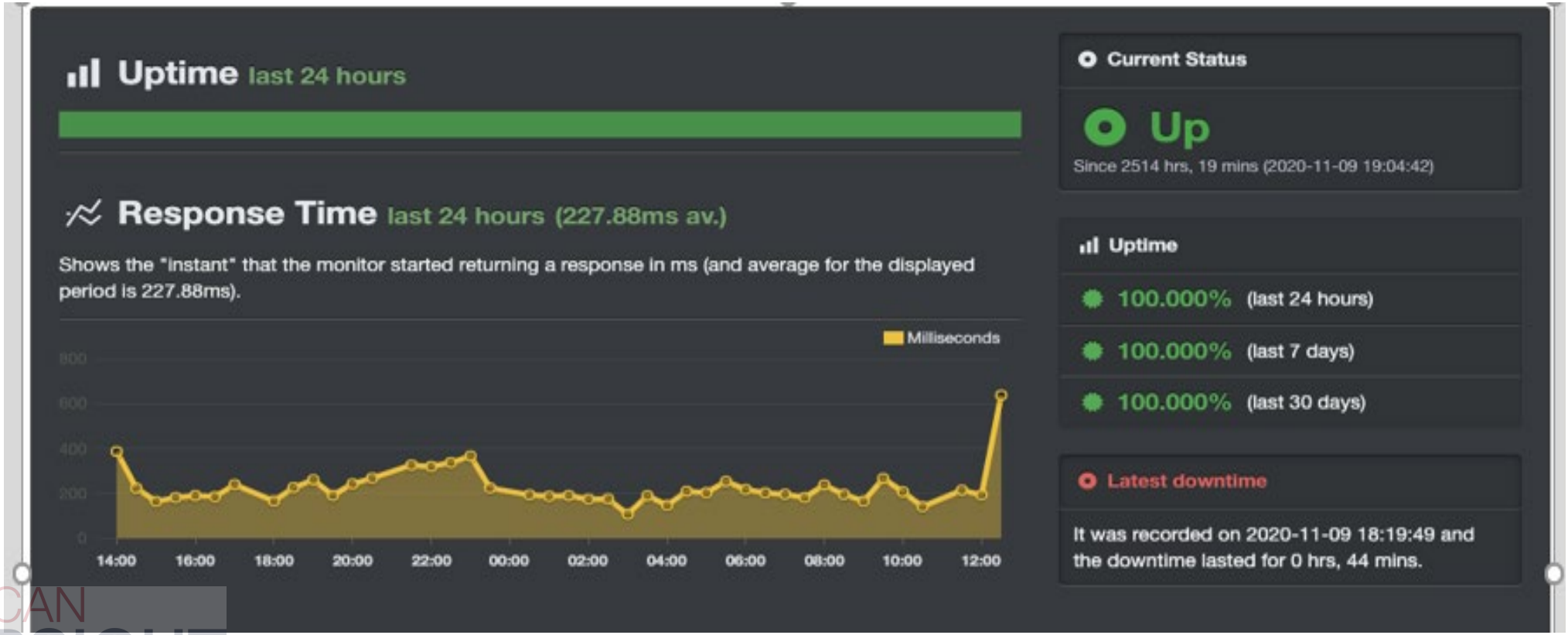
User Support

- ***Ring Central Uptime report – Call Handling Software***



AMERICAN OVERSIGHT

Reporting



AMERICAN OVERSIGHT

SLA Reporting

- ***April 2, 2021 (today) Presentation***

  Power Point Presentation was shared with attendees on April 2, 2021

- ***Monthly Status Report Meeting Schedule***

  Meetings have been scheduled through May 27, 2021

- ***Quarterly meeting***

  1st Quarter meeting has been scheduled for April 13, 2021

AMERICAN OVERSIGHT

Contractor Staffing

We are 100% compliant with Key M&O Staff Roles.

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: hgreene@azadc.gov; Elizabeth Charif; sjohnson@azadc.gov; swang@azadc.gov
Subject: RE: Review EUIL Weekly Tracking Report
Date: Friday, April 2, 2021 8:49:43 AM

Yes, I have not been able to remove her from invite, I will cancel the series and reissue invite later today

---

From: Google Calendar <calendar-notification@google.com> **On Behalf Of** hgreene@azadc.gov
Sent: Friday, April 2, 2021 10:44 AM
To: Joe Miles <joe.miles@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; sjohnson@azadc.gov; swang@azadc.gov; hgreene@azadc.gov
Subject: Review EUIL Weekly Tracking Report

Hi Joe-

Is today's EUIL Weekly Tracking Report meeting the most current? I still see Eli listed.

Thanks!

Holly

Review EUIL Weekly Tracking Report

When Fri Apr 2, 2021 9am – 9:30am Mountain Standard Time - Phoenix

Where Microsoft Teams Meeting (map)

Who
- Joe Miles - organizer
- hgreene@azadc.gov - creator
- Elizabeth Charif
- Rusty Johnson
- Sandy Wang

Microsoft Teams meeting
Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 814-859-9053,,411995693# United States, Erie
Phone Conference ID: [redacted]#
Find a local number | Reset PIN
Learn More | Meeting options

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AMERICAN OVERSIGHT

From:	Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To:	Phil Wussow; Sandy Wang
Cc:	Jey Whitson1; Aaron Pratt; Al Dubrowa; Dustin Nestoff; Holly Greene; Joseph Nicoletti; Marlene Coffee; Perry Craglow; Rusty Johnson; Spencer Scott; gmartinez1; jduvall; Matt DeClue; Thad Lowry
Subject:	RE: ACTION - Emergency ACIS CAB Approval Request (CW 13436)
Date:	Thursday, April 1, 2021 7:20:42 PM

Thanks Phil!

From: Phil Wussow <phil.wussow@bndna.com>
Sent: Thursday, April 1, 2021 8:54 PM
To: Sandy Wang <swang@azadc.gov>; Joe Miles <joe.miles@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; jduvall <jduvall@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: RE: ACTION - Emergency ACIS CAB Approval Request (CW 13436)

Good Evening,

The hotfix for bug #44812 has been deployed to PROD.

Phil Wussow
Consultant/ASP.NET Developer - eBusiness
Business & Decision, North America
M: +1 [redacted]
O: +1 480.795.7220
E: phil.wussow@bndna.com

From: Sandy Wang <swang@azadc.gov>
Sent: Thursday, April 1, 2021 4:43 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; jduvall <jduvall@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: ACTION - Emergency ACIS CAB Approval Request (CW 13436)

Great, thanks for the update.

On Thu, Apr 1, 2021 at 3:15 PM Joe Miles <joe.miles@bndna.com> wrote:

AMERICAN OVERSIGHT

Sandy,

Phil will be deploying the fix to PROD at 6PM AZ time tonight. He will notify everyone when complete.

Joe

From: Sandy Wang <swang@azadc.gov>
Sent: Thursday, April 1, 2021 1:56 PM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; jduvall <jduvall@azadc.gov>
Subject: Re: ACTION - Emergency ACIS CAB Approval Request (CW 13436)

B&D will have to provide us the time.

On Thu, Apr 1, 2021 at 11:53 AM Jey Whitson <jwhitson@azadc.gov> wrote:

> What is the ETA for the PROD push? I can't send out a notice without telling users when to expect the push.
>
> On Thu, Apr 1, 2021 at 9:46 AM Sandy Wang <swang@azadc.gov> wrote:
>
> > Marlene, this has been approved by Rusty. Marlene, please send out an ACIS communication before implementing to Production even though it is not supposed to cause a system outage.
> >
> > On Thu, Apr 1, 2021 at 8:57 AM Marlene Coffey <mcoffey@azadc.gov> wrote:
> >
> > > Sandy,
> > >
> > > This has passed in UAT. Can you please get with the CAB board to proceed with this issue.
> > >
> > > Respectfully,
> > >
> > > Marlene Coffey, ADW
> > >
> > > Protective Custody Unit
> > >
> > > ACIS Administrator
> > >
> > > 602-542-0126

AMERICAN OVERSIGHT

On Wed, Mar 31, 2021 at 8:26 PM Jey Whitson <jwhitson@azadc.gov> wrote:

> Since UAT is down at night, we won't be able to test until tomorrow morning.
>
> On Wed, Mar 31, 2021 at 7:14 PM Joe Miles <joe.miles@bndna.com> wrote:
>
> > The UAT deploy was completed, so Marlene can test when available.
> >
> > ---
> >
> > **From:** Sandy Wang <swang@azadc.gov>
> > **Sent:** Wednesday, March 31, 2021 7:33 PM
> > **To:** Marlene Coffee <mcoffey@azadc.gov>
> > **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Joe Miles <joe.miles@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; jduvall <jduvall@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> > **Subject:** Re: ACTION - Emergency ACIS CAB Approval Request (CW 13436)
> >
> > Ok, thanks for the update. Please let us know tomorrow.
> >
> > On Wed, Mar 31, 2021 at 5:00 PM Marlene Coffey <mcoffey@azadc.gov> wrote:
> >
> > > Unfortunately this is too late for me to test in UAT today since the environment goes down in the evening. I will have to test it in the morning.
> > >
> > > Respectfully,
> > >
> > > Marlene Coffey, ADW
> > >
> > > Protective Custody Unit
> > >
> > > ACIS Administrator
> > >
> > > 602-542-0126
> > >
> > > On Wed, Mar 31, 2021 at 4:44 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
> > >
> > > > Hi Sandy,
> > > >
> > > > The deploy is currently in process.
> > > >
> > > > Thanks,
> > > > Aaron
> > > >
> > > > ---
> > > >
> > > > **From:** Sandy Wang <swang@azadc.gov>

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Sent: Wednesday, March 31, 2021 4:21 PM
To: Joe Miles <joe.miles@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; jduvall <jduvall@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ACTION - Emergency ACIS CAB Approval Request (CW 13436)

Joe/Aaron/Phil:

Can you please give us an update on this? I have not seen any notification on the fix being deployed to the UAT environment yet. ADCRR is standing by to do the UAT and emergency CAB approval.

On Wed, Mar 31, 2021 at 2:20 PM Sandy Wang <swang@azadc.gov> wrote:

> I had a typo to correct - it should be C#, not C+
>
> On Wed, Mar 31, 2021 at 2:15 PM Sandy Wang <swang@azadc.gov> wrote:
>
> > To CAB Board members, there is one Emergency Change to ACIS that we are requesting your approval so B&D can deploy it to the Production environment tonight (3/31/21), dependent on successful UAT testing.
> >
> > This production issue was reported on 3/30/21 as TFS# 44812 (CW#408358)- Classification actions are receiving an incorrect pop up failure citing the need for an STG polygraph for reduction for inmates with an STG or CSG suspect code. The work around proposed by B&D until a normal PROD push cycle (4/12/21) is staff intensive because it would require any affected classification to be finalized by OSB Administration, and at present there are only 5 staff members with that capability. Additionally, it would require staff in the field to notify us via email since there is no trigger for the OSB Administration.
> >
> > The emergency fix is a C+ code modification. As a result, regression testing is required to fully test this change. B&D is to deploy the code fix into the UAT environment this afternoon for Marlene Coffey to perform her testing. Once she is satisfied with the testing, and the emergency CAB has been approved, we will notify B&D to deploy to production, There will be no system outage required to deploy the code.
> >
> > The Cherwell change request will be presented in the next CAB meeting.

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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Sincerely,

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Jacob “Jey” Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To:	Herb Haley
Cc:	Thad Lowry; Luis Blázquez; Samy Hammami; Aaron Pratt; bcassiano; Spencer Scott; jduvall; Al Dubrowa; Leovy De Guzman; Sandy Wang; Holly Greene; Stacey Crabtree; Rusty Johnson
Subject:	RE: CR 39463 is ready to move to UAT - INTERNAL
Date:	Thursday, April 1, 2021 4:19:25 PM
Attachments:	image001.png

Herb,

Here is detailed explanation of change request dependencies from Aaron. After review if you still need to meet let me know asap.

Joe

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Thursday, April 1, 2021 10:38 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Samy Hammami <Samy.hammami@bndna.com>
Subject: RE: CR 39463 is ready to move to UAT - INTERNAL

Here is a brief writeup that we can share with ADCRR if desired. Or we can meet if they want to. The attached diagram goes along with the write to help understand the flow. Let me know what you think. Thanks.

_____

EXPLANATION OF CHANGE REQUEST DEPENDENCIES

Code Branches

In most cases change requests can be released on demand independent of each other. Historically this has been the case for the great majority of change requests. In order for change requests to be released on an ad-hoc schedule a set of "Feature" environments were created. This consists of 2 separate branches of code (Feature-QA and Feature-UAT) which are separate from the normal "bug-fixing" environments and branches of code that are on a 2 week release cycle. The "Feature-QA" branch contains code changes made by developers for change requests. The code changes are made up of sets of code modifications (large and small) called "changesets". When a developer checks in a changeset, each of these changesets is associated to a CR in TFS. Similarly, code "check-ins" are performed against the "bug-fixing" branches of code to resolve bug fixes. These are merged and deployed on the normal 2 week cycle to UAT and PROD environments.

Code Merging

When it comes time to deploy a CR to the "Feature-UAT" environment all the changesets that have been associated with the CR are gathered up and "merged" with the existing code in the Feature-UAT branch. Normally the changeset is a modification of an existing code file. A code file may have code changes for more than one CR at the same time. Since we normally release each CR independent of each other it becomes necessary to separate the changes for each of the CRs in the code file and only move the changes relating to the CR being deployed. To deal with this, the code "source control" software (TFS) will only move (merge) the individual lines of code that were modified for the CR being deployed rather than taking the latest version of the entire code file. It does this to avoid pulling in changes to other lines of code that were modified for a different CR that are not yet ready to be deployed.

Case of Dependencies

Normally when several CRs are in process at the same time they cross different modules and the case of multiple CRs sharing changes in the same file is rare. When they do, the conflicting lines of code can normally be resolved and separated on deployed using the line by line merge process described above. In some rare cases when a CR is large enough to include code changes to many files and many lines of code, and if there are other CRs that share the same code files, the ability for

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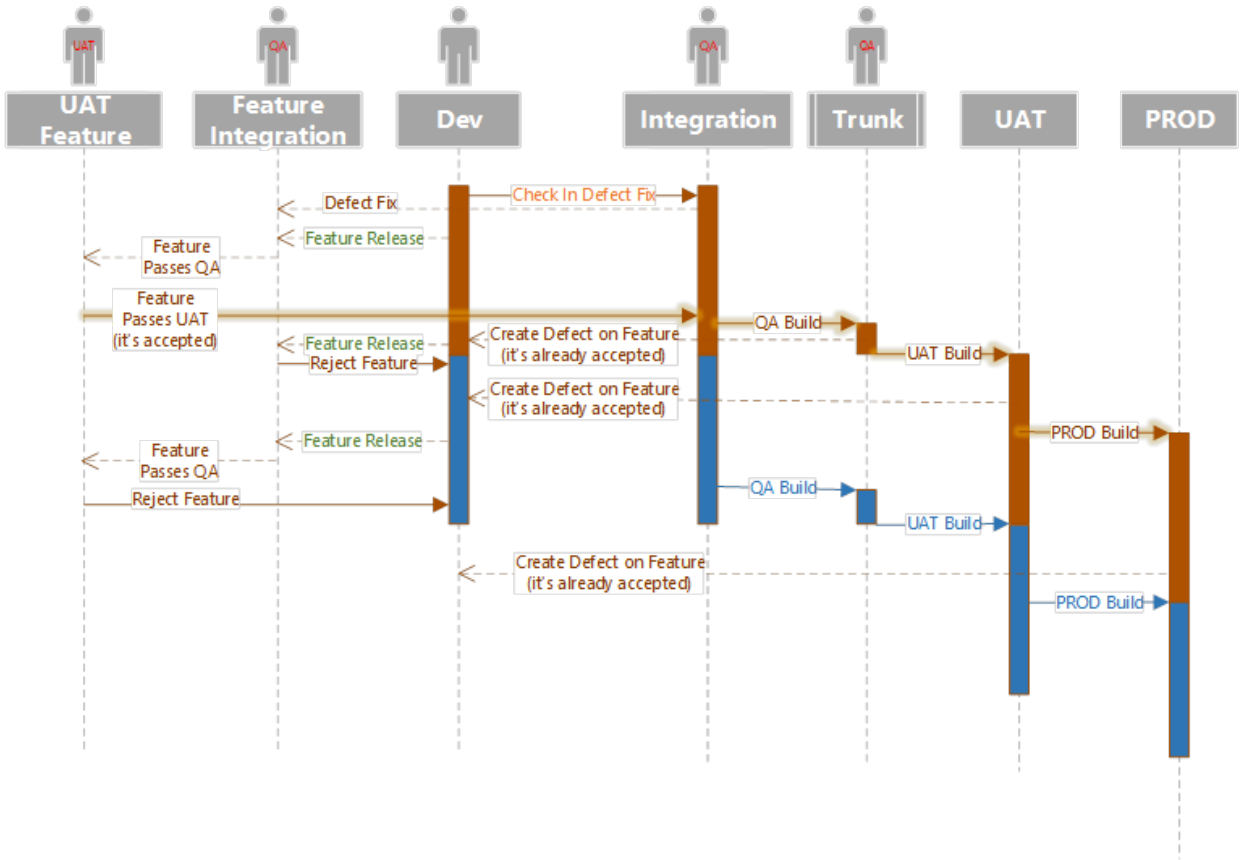
software and humans to separate these lines of code becomes increasingly more difficult. The more changesets there are and the more CRs sharing the code files will compound this complexity. In the case of CR28892 and the 3 other CRs dependent on it, not only were the CRs sharing the same code files but code "blocks" contained changes for more than one CR and *even individual lines of code contained changes for more that one CR*. When this happens, the normal line by line selection process during code merge completely breaks down. Normally a CR has 5-10 changesets to merge and in the case of 28992 there were over 200 changesets in addition to the changesets for the related CRs. This is what created the dependencies between the 4 sentence calc change requests and why they needed to be deployed together.

Avoiding Dependencies

We are evaluating different strategies for avoiding this situation in the future. One possible solution is to create a separate branch of code for larger CRs so that code stays separate from other CR code changes during development. The downside of this is that more environments need to be created and maintained and kept up to date with merges from the bug fix branches. Increased support is also needed to maintain and administer these environments. These separate environments are not usually needed when a simple single environment dedicated to CR changes can effectively be maintained in the majority of cases. We will continue to evaluate the needs based on the size and scope of future CRs while evaluating the other CRs undergoing concurrent development. We will likely choose a separate branch of code in the future for large CRs.



From: Herb Haley <hhaley@azadc.gov>
Sent: Tuesday, March 30, 2021 6:31 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: bcassiano <bcassiano@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Leovy De Guzman <ldeguzman@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: CR 39463 is ready to move to UAT

Joe;

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Thank you for the response and offer to set up a meeting so we can discuss what the possible interdependencies might be - could be logical, I'm just not following where they could be - at least not yet.

Thanks again Joe and I look forward to the discussion.

Herb...

Respectfully,

Herb Haley, Administrator
Time Computation Unit
AZ Department of Corrections, Rehabilitation and Reentry
1601 W. Jefferson
Phoenix, AZ 85007
602-542-1876
hhaley@azadc.gov

On Tue, Mar 30, 2021 at 5:45 PM Joe Miles <joe.miles@bndna.com> wrote:

> Herb,
>
> We can discuss it as there are some interdependencies between all of these. Aaron may be able to provide the specific reasoning via this email and if further discussion is warranted I will set up a meeting.
>
> Best Regards,
>
> Joe
>
> ---
>
> **From:** Herb Haley <hhaley@azadc.gov>
> **Sent:** Tuesday, March 30, 2021 6:48 PM
> **To:** bcassiano <bcassiano@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Leovy De Guzman <ldeguzman@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
> **Subject:** Re: CR 39463 is ready to move to UAT
>
> Joe;
>
> Not sure why there needs to be a delay in the deployment of the other CR's if they test and are ready for production. I really think that decision needs to be re-evaluated so that we can at least have some of the other functionality we need now versus waiting for the Violator CR to be fully ready for production, which may take some time.
>
> Herb...
>
> Respectfully,
>
> Herb Haley, Administrator
> Time Computation Unit
> AZ Department of Corrections, Rehabilitation and Reentry
> 1601 W. Jefferson
> Phoenix, AZ 85007
> 602-542-1876
> hhaley@azadc.gov
>
> On Tue, Mar 30, 2021 at 4:09 PM Brittany Cassiano <bcassiano@azadc.gov> wrote:
>
> > Hey Spence/Janet/Al

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I know you guys are busy so I'm sorry for bugging you!

But it just occurred to me that Joe said he cannot release my CR's 1 at a time, they have to all be released as a group? For CR's:

28992 - TIS Violators
39463 - SBD not allowed to be prior to Date of Offense
29221 - TIS Lifers
42364 - Flat/Earning option

Even if it will probably be months before we get 28992 passed? I already have 2 bugs, and I have 3 more I am about to enter on that one :(

It just doesn't make sense.....if 1 of them is good to go, why can't we get it into PROD? like now? and not have to wait for months before they can fix all of the bugs I am submitting in TFS :(

Sincerely,

Brittany Cassiano
Time Comp Manager
OSB-Time Comp
602-542-1874

---------- Forwarded message ---------
From: **Joe Miles** <joe.miles@bndna.com>
Date: Mon, Mar 29, 2021 at 10:18 AM
Subject: RE: CR 39463 is ready to move to UAT
To: Spencer Scott <sscott3@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>, jduvall <jduvall@azadc.gov>, Al Dubrowa <adubrowa@azadc.gov>, bcassiano <bcassiano@azadc.gov>

Spencer,

As a reminder this one will need to be released in coordination with 28992, 29221 and 42364.

Joe

From: Spencer Scott <sscott3@azadc.gov>
Sent: Monday, March 29, 2021 11:18 AM
To: Joe Miles <joe.miles@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; jduvall <jduvall@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; bcassiano <bcassiano@azadc.gov>
Subject: CR 39463 is ready to move to UAT

Hi Joe:

CR 39463 has been tested in Feature by Operations and it's approved to move to UAT on Monday, April 5, 2021.

Warm Regards,
Spencer Scott, PMP
Certified Lean Six Sigma Green Belt

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)

AMERICAN OVERSIGHT

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson; Vitale, John
Subject: Re: Request
Date: Thursday, April 1, 2021 5:14:18 AM

Thank you!

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, March 31, 2021 10:37:47 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Vitale, John <jvitale@keefegroup.com>
Subject: Re: Request

The number I have is: [redacted]

On Wed, Mar 31, 2021 at 6:46 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Would you happen to have John Vitale's (keefe) cellphone number?
>
> Regards,
>
> Joe

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

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From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Rusty Johnson; Joe Miles
Subject: Code Escrow Deposit
Date: Wednesday, March 31, 2021 7:00:51 PM
Attachments: image001.png

Hi Holly,

I've completed the code deposit to IronMountain for the Arizona code escrow.

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Re: Sign Off Documents
Date: Wednesday, March 31, 2021 1:18:35 PM

Joe-

Any updates?

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

On Mon, Mar 29, 2021 at 4:19 PM Joe Miles <joe.miles@bndna.com> wrote:

> Working on it now.
>
> Get Outlook for iOS
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, March 29, 2021 4:29:07 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: Sign Off Documents
>
> Hi Joe-
>
> 41403 is still lacking ADCRR signatures. Please provide the doc containing all three. Work with Sandy and Spencer.
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | hgreene@azadc.gov

On Mon, Mar 29, 2021 at 1:44 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Here are sign off documents for your file as discussed.
>
> Joe

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Sandy Wang
Cc: Holly Greene; Rusty Johnson
Subject: FW: ADC still not updating resolved bugs
Date: Wednesday, March 31, 2021 8:39:59 AM
Attachments: image001.png
image002.png
AFF43CAA100942479E3229C06CD6D378[79087841].png
6C2B5BDA92CF4DB88F8449E2DAC4AC64[79087851].png
3517DA064FEA49D891A655F7A0A2FA20[79087861].png

Sandy,

Can you provide some assistance on these?

Joe

Joe Miles
Business Development Director
Business and Decision, North America
M [redacted]
E: joe.miles@bndna.com

Mi-Case

From: Wissem BenAissa
Sent: Wednesday, March 31, 2021 6:35 AM
To: Thad Lowry; Joe Miles; Dean Allen; Aaron Pratt
Subject: RE: ADC still not updating resolved bugs

Hi All,

Please find below the updated list that still have some bugs assigned to ADC since months.
Prod version is now 2021.43.1.11 :

ID	Assigned To	State	Tags	Area Path	Iteration Path
43267	Christae Spivey	Resolved	Bug; REPORTS; Service Desk	Aims2\20-Reports	Aims2\PROD 2020\v2020.36.X (PROD Release 36)
43478	Amanda Adkins	Resolved	REPORTS; Service Desk	Aims2\20-Reports	Aims2\PROD 2020\v2020.36.X (PROD Release 36)
44080	Spencer Scott	Resolved	DIM; Service Desk	Aims2\18-Document Image Mgmt	Aims2\PROD 2020\v2020.37.X (PROD Release 37)
44032	Stacy Paul	Resolved	REPORTS; Service Desk	Aims2\20-Reports	Aims2\PROD 2021\v2021.38.X (PROD Release 38)
43764	Joseph Hinsberg	Resolved	Service Desk; Warrants	Aims2\14-Warrants and Detainers\Warrants	Aims2\PROD 2021\v2021.40.X (PROD Release 40)
44421	Bill Meola	Resolved	OMS; Service Desk	Aims2\11-Community Corrections\OMS	Aims2\PROD 2021\v2021.40.X (PROD Release 40)
43635	Jey Whitson	Resolved	Detainers; Production	Aims2\14-Warrants and Detainers\Detainers	Aims2\PROD 2021\v2021.42.X (PROD Release 42)
43973	Mike Newsome	Resolved	RMS; Service Desk	Aims2\11-Community Corrections\RMS	Aims2\PROD 2021\v2021.42.X (PROD Release 42)
44521	Michele Simmons	Resolved	REPORTS; Service Desk	Aims2\20-Reports	Aims2\PROD 2021\v2021.42.X (PROD Release 42)
44612	Michele Simmons	Resolved	Programs; Service Desk	Aims2\07-Programs	Aims2\PROD 2021\v2021.42.X (PROD Release 42)
44614	Michele Simmons	Resolved	Grievance; Service Desk	Aims2\16-Grievance	Aims2\PROD 2021\v2021.42.X (PROD Release 42)

Thanks,

Best Regards,
Wissem ben Aissa.
Business & Decision, North America
M [redacted]

Business & Decision Accelerating Digital Transformation Mi-Case

From: Wissem BenAissa
Sent: Monday, February 8, 2021 11:34 AM
To: Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: RE: ADC still not updating resolved bugs
Importance: High

Good morning,

Any updates on the below ? Can we bring this to ADC staff attention during the ADC daily or weekly meetings ?

Best Regards,
Wissem ben Aissa.
Business & Decision, North America
M [redacted]

Business & Decision Accelerating Digital Transformation Mi-Case

From: Wissem BenAissa
Sent: Friday, January 29, 2021 3:05 PM
To: Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: ADC still not updating resolved bugs

Hi All,

We are still not able to reduce the number of production non-closed bugs in ACIS to less than 100, and one of the reason is that ADC Staffs are not updating those to assign them back to us or to close them.
Dean I remember you stated we need some kind of rule defined with ADC so that if they do not close a resolved bug assigned to them for more than one month, it will be closed by us ?

Can we require ADC to look at the below bugs (46 resolved) and make a decision by updating the status, by end of February ?
That will allow us to have around 60 non closed bugs, by end of February, instead of an overall 110 currently :

ID	Assigned To	State	Area Path	Resolved Date	Iteration Path	Module Name	Severity
43858	Brittany Cassiano	Resolved	Aims2\20-Reports	12/7/2020 20:02	Aims2\PROD 2020\v2020.36.X (PROD Release 36)	20 Reports	3 - Medium
43706	Al Dubrowa	Resolved	Aims2\07-Programs\DI57 GV Score	12/11/2020 13:55	Aims2\PROD 2020\v2020.36.X (PROD Release 36)	07 Programs	3 - Medium
43671	Michele Simmons	Resolved	Aims2\07-Programs	12/21/2020 16:46	Aims2\PROD 2020\v2020.36.X (PROD Release 36)	07 Programs	3 - Medium
43478	Amanda Adkins	Resolved	Aims2\20-Reports	10/30/2020 19:12	Aims2\PROD 2020\v2020.36.X (PROD Release 36)	20 Reports	3 - Medium
43378	Michele Simmons	Resolved	Aims2\07-Programs	1/12/2021 17:06	Aims2\PROD 2020\v2020.36.X (PROD Release 36)	07 Programs	3 - Medium
43267	Christae Spivey	Resolved	Aims2\20-Reports	11/25/2020 11:54	Aims2\PROD 2020\v2020.36.X (PROD Release 36)	20 Reports	3 - Medium
44080	Elizabeth Charif	Resolved	Aims2\18-Document Image Mgmt	1/10/2021 15:53	Aims2\PROD 2020\v2020.37.X (PROD Release 37)	18 Document Image Mgmt	3 - Medium

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44100	Bill Meola	Resolved	Aims2\11-Community Corrections\OMS	12/18/2020 10:08	Aims2\PROD 2020\v2020.37.X (PROD Release 37)	11 Community Corrections - OMS	3 - Medium
44101	Bill Meola	Resolved	Aims2\11-Community Corrections\OMS	12/22/2020 2:50	Aims2\PROD 2020\v2020.37.X (PROD Release 37)	11 Community Corrections - OMS	3 - Medium
44281	Michele Simmons	Resolved	Aims2\00 Global\Case Notes	1/21/2021 12:51	Aims2\PROD 2020\v2020.37.X (PROD Release 37)	00 Global - Case Notes	4 - Low
44215	Bill Meola	Resolved	Aims2\11-Community Corrections\OMS	1/13/2021 14:30	Aims2\PROD 2021\v2021.38.X (PROD Release 38)	11 Community Corrections - OMS	3 - Medium
43945	Michele Simmons	Resolved	Aims2\07-Programs	12/21/2020 16:50	Aims2\PROD 2021\v2021.38.X (PROD Release 38)	07 Programs	3 - Medium
44032	Stacy Paul	Resolved	Aims2\20-Reports	1/13/2021 13:32	Aims2\PROD 2021\v2021.38.X (PROD Release 38)	20 Reports	3 - Medium
44193	Michele Simmons	Resolved	Aims2\12-EIP	1/13/2021 13:32	Aims2\PROD 2021\v2021.38.X (PROD Release 38)	12 EIP	3 - Medium
44186	Josh Connolly	Resolved	Aims2\20-Reports	1/8/2021 17:07	Aims2\PROD 2021\v2021.38.X (PROD Release 38)	20 Reports	3 - Medium
44147	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/21/2021 15:28	Aims2\PROD 2021\v2021.38.X (PROD Release 38)	10 Visitation	3 - Medium
44406	Michele Simmons	Resolved	Aims2\07-Programs	1/25/2021 18:54	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	07 Programs	3 - Medium
44236	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/21/2021 15:08	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	3 - Medium
44237	Michele Simmons	Resolved	Aims2\09-Scheduling	1/20/2021 3:39	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	09 Scheduling	3 - Medium
44239	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/19/2021 16:42	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	4 - Low
44270	Mike Newsome	Resolved	Aims2\11-Community Corrections\RMS	1/20/2021 12:22	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	11 Community Corrections - RMS	3 - Medium
44271	Michele Simmons	Resolved	Aims2\12-EIP	1/20/2021 9:59	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	12 EIP	3 - Medium
44273	Brittany Cassiano	Resolved	Aims2\03-Sentence Calc	1/19/2021 18:50	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	03 Sentence Calc	3 - Medium
44216	Bill Meola	Resolved	Aims2\11-Community Corrections\OMS	1/19/2021 10:12	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	11 Community Corrections - OMS	3 - Medium
44213	Michele Simmons	Resolved	Aims2\20-Reports	1/20/2021 15:04	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	20 Reports	4 - Low
44229	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/22/2021 10:48	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	3 - Medium
42960	Michele Simmons	Resolved	Aims2\20-Reports	1/21/2021 11:01	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	20 Reports	4 - Low
43271	Michele Simmons	Resolved	Aims2\16-Grievance	1/21/2021 9:45	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	16 Grievance	4 - Low
43308	Marlene Coffey	Resolved	Aims2\06-Population Mgmt\Protective Custody	1/11/2021 11:20	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	06 Pop Mgmt, - Protective Custody	3 - Medium
42513	Marlene Coffey	Resolved	Aims2\06-Population Mgmt\Protective Custody	1/11/2021 11:10	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	06 Pop Mgmt, - Protective Custody	3 - Medium
43619	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/19/2021 14:07	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	4 - Low
43740	Brittany Cassiano	Resolved	Aims2\03-Sentence Calc	1/20/2021 13:42	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	03 Sentence Calc	3 - Medium
43937	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/19/2021 11:31	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	4 - Low
43745	Brittany Cassiano	Resolved	Aims2\03-Sentence Calc	1/20/2021 18:37	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	03 Sentence Calc	3 - Medium
44112	Michele Simmons	Resolved	Aims2\16-Grievance	1/14/2021 17:53	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	16 Grievance	3 - Medium
44120	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/19/2021 11:31	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	3 - Medium
43959	Marlene Coffey	Resolved	Aims2\02-Classification	1/19/2021 20:10	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	02 Classification	3 - Medium
43999	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/16/2021 13:46	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	3 - Medium
44007	Michele Simmons	Resolved	Aims2\09-Scheduling	1/15/2021 9:49	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	09 Scheduling	3 - Medium
44019	Michele Simmons	Resolved	Aims2\09-Scheduling	1/13/2021 8:39	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	09 Scheduling	3 - Medium
44159	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/8/2021 15:43	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	4 - Low
44134	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/18/2021 12:54	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	3 - Medium
44166	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/21/2021 15:12	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	3 - Medium
44197	Alexandria Bailey	Resolved	Aims2\10-Visitation	1/10/2021 15:45	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	10 Visitation	4 - Low
44198	Elizabeth Charif	Resolved	Aims2\20-Interfaces	1/11/2021 12:42	Aims2\PROD 2021\v2021.39.X (PROD Release 39)	20 Interfaces	3 - Medium

Thanks,

Best Regards,
Wissem ben Aissa.
Business & Decision, North America
M [redacted]

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Herb Haley
Cc:	Albert Dubrowa; Brittany Cassiano; Janet Duvall; Joe Miles; Leovy De Guzman; Rusty Johnson; Sandy Wang; Spencer Scott; Stacey Crabtree; Thad Lowry
Subject:	Re: CR 39463 is ready to move to UAT
Date:	Tuesday, March 30, 2021 6:05:38 PM

+Rusty Johnson

On Tue, Mar 30, 2021 at 4:48 PM Herb Haley <hhaley@azadc.gov> wrote:

> Joe;
>
> Not sure why there needs to be a delay in the deployment of the other CR's if they test and are ready for production. I really think that decision needs to be re-evaluated so that we can at least have some of the other functionality we need now versus waiting for the Violator CR to be fully ready for production, which may take some time.
>
> Herb...

Respectfully,

Herb Haley, Administrator

Time Computation Unit

AZ Department of Corrections, Rehabilitation and Reentry
1601 W. Jefferson
Phoenix, AZ 85007
602-542-1876

hhaley@azadc.gov

On Tue, Mar 30, 2021 at 4:09 PM Brittany Cassiano <bcassiano@azadc.gov> wrote:

> Hey Spence/Janet/Al
>
> I know you guys are busy so I'm sorry for bugging you!
>
> But it just occurred to me that Joe said he cannot release my CR's 1 at a time, they have to all be released as a group? For CR's:
>
> 28992 - TIS Violators
> 39463 - SBD not allowed to be prior to Date of Offense
> 29221 - TIS Lifers
> 42364 - Flat/Earning option
>
> Even if it will probably be months before we get 28992 passed? I

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already have 2 bugs, and I have 3 more I am about to enter on that one :(

It just doesn't make sense.....if 1 of them is good to go, why can't we get it into PROD? like now? and not have to wait for months before they can fix all of the bugs I am submitting in TFS :(

Sincerely,

Brittany Cassiano
Time Comp Manager
OSB-Time Comp
602-542-1874

---------- Forwarded message ---------
From: **Joe Miles** <joe.miles@bndna.com>
Date: Mon, Mar 29, 2021 at 10:18 AM
Subject: RE: CR 39463 is ready to move to UAT
To: Spencer Scott <sscott3@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>, jduvall <jduvall@azadc.gov>, Al Dubrowa <adubrowa@azadc.gov>, bcassiano <bcassiano@azadc.gov>

Spencer,

As a reminder this one will need to be released in coordination with 28992, 29221 and 42364.

Joe

From: Spencer Scott <sscott3@azadc.gov>
Sent: Monday, March 29, 2021 11:18 AM
To: Joe Miles <joe.miles@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; jduvall <jduvall@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; bcassiano <bcassiano@azadc.gov>
Subject: CR 39463 is ready to move to UAT

Hi Joe:

AMERICAN OVERSIGHT

> CR 39463 has been tested in Feature by Operations and it's approved to move to UAT on Monday, April 5, 2021.
>
> Warm Regards,
> Spencer Scott, PMP
>
> Certified Lean Six Sigma Green Belt
>
> IT Project Manager
> **Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)**
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
> Office: 602.542.8938 | SSCOTT3@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Herb Haley; bcassiano; Thad Lowry; Aaron Pratt
Cc: Spencer Scott; jduvall; Al Dubrowa; Leovy De Guzman; Sandy Wang; Holly Greene; Stacey Crabtree
Subject: RE: CR 39463 is ready to move to UAT
Date: Tuesday, March 30, 2021 5:45:15 PM

Herb,

We can discuss it as there are some interdependencies between all of these. Aaron may be able to provide the specific reasoning via this email and if further discussion is warranted I will set up a meeting.

Best Regards,

Joe

From: Herb Haley <hhaley@azadc.gov>
Sent: Tuesday, March 30, 2021 6:48 PM
To: bcassiano <bcassiano@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Leovy De Guzman <ldeguzman@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: CR 39463 is ready to move to UAT

Joe;

Not sure why there needs to be a delay in the deployment of the other CR's if they test and are ready for production. I really think that decision needs to be re-evaluated so that we can at least have some of the other functionality we need now versus waiting for the Violator CR to be fully ready for production, which may take some time.

Herb...

Respectfully,

Herb Haley, Administrator
Time Computation Unit
AZ Department of Corrections, Rehabilitation and Reentry
1601 W. Jefferson
Phoenix, AZ 85007
602-542-1876
hhaley@azadc.gov

On Tue, Mar 30, 2021 at 4:09 PM Brittany Cassiano <bcassiano@azadc.gov> wrote:

> Hey Spence/Janet/Al

AMERICAN OVERSIGHT

I know you guys are busy so I'm sorry for bugging you!

But it just occurred to me that Joe said he cannot release my CR's 1 at a time, they have to all be released as a group? For CR's:

28992 - TIS Violators
39463 - SBD not allowed to be prior to Date of Offense
29221 - TIS Lifers
42364 - Flat/Earning option

Even if it will probably be months before we get 28992 passed? I already have 2 bugs, and I have 3 more I am about to enter on that one :(

It just doesn't make sense.....if 1 of them is good to go, why can't we get it into PROD? like now? and not have to wait for months before they can fix all of the bugs I am submitting in TFS :(

Sincerely,

Brittany Cassiano
Time Comp Manager
OSB-Time Comp
602-542-1874

---------- Forwarded message ---------
From: **Joe Miles** <joe.miles@bndna.com>
Date: Mon, Mar 29, 2021 at 10:18 AM
Subject: RE: CR 39463 is ready to move to UAT
To: Spencer Scott <sscott3@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>, jduvall <jduvall@azadc.gov>, Al Dubrowa <adubrowa@azadc.gov>, bcassiano <bcassiano@azadc.gov>

Spencer,

As a reminder this one will need to be released in coordination with 28992, 29221 and 42364.

Joe

From: Spencer Scott <sscott3@azadc.gov>
Sent: Monday, March 29, 2021 11:18 AM
To: Joe Miles <joe.miles@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; jduvall <jduvall@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; bcassiano <bcassiano@azadc.gov>
Subject: CR 39463 is ready to move to UAT

AMERICAN OVERSIGHT

Hi Joe:

CR 39463 has been tested in Feature by Operations and it's approved to move to UAT on Monday, April 5, 2021.

Warm Regards,
Spencer Scott, PMP
Certified Lean Six Sigma Green Belt

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Justin Baker
Subject: Re: ACIS Version 2021.43.1.13 has been deployed to PROD and Training for PROD Release 43
Date: Tuesday, March 30, 2021 6:18:03 AM

Thank you.

On Mon, Mar 29, 2021 at 7:17 PM Justin Baker <justin.baker@bndna.com> wrote:

> Good evening,
>
> ACIS Version 2021.43.1.13 has been deployed to PROD and Training for PROD Release 43.
>
> The following Bugs fixes and CR's were included in this deployment. I've attached the improvement bulletins for the change requests deployed in this prod this release.

ID	Work Item Type	Title	Assigned To	Iteration Path	State	Tags
40386	Change Request	CL 5 year non-discretionary medium is not triggering a new classification review	Phil Wussow	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Active	2Q2020; ADC Priority 1; Bug; Classification; EUIL; EUIL 2020 May; Not in FSD; Pilot
42934	Change Request	Add certain App areas to the Quick Search	Spencer Scott	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Resolved	Change Request; EUIL 2020 LHF; LHF; Parking Lot

ID	Work Item Type	Title	Assigned To	Severity	Priority	State	Tags	Iteration Path	Area Path	Resolved Date	Resolved By	Changed Date	Created By	Created Date
42341	Bug	Warrants-Information Changing on Warrants While Approving	Joseph Hinsberg	3 - Medium	1	Closed	Bug; Production; UAT; Warrants	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\14-Warrants and Detainers	3/10/2021 12:16:02 PM	Shalini Makam	3/23/2021 11:09:09 AM	Joseph Hinsberg	4/29/2020 1:04:05 PM
43684	Bug	(Not provided) - SD #781 - Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Al Dubrowa	4 - Low	10	Closed	DI57; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/23/2021 8:26:57 AM	Wissem Benaissa	3/23/2021 11:01:00 AM	Justin Baker	10/9/2020 3:01:50 PM
43741	Bug	CW370048 - Service Desk #800 - Classification - Two Unit Admin review recommendations are being completed	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/10/2021 3:45:30 AM	Khouloud Chebbi	3/23/2021 3:55:08 PM	Justin Baker	10/16/2020 12:23:57 PM
44203	Bug	CW389107 - SD# 988 - Classification - not allowing an override decrease for inmate [redacted] says system error unable to to not polygraph, inmate has prior to ACIS. Also saying less than a year in current custody. This is also incorrect	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/10/2021 2:49:57 PM	Phil Wussow	3/23/2021 3:58:55 PM	Justin Baker	1/8/2021 3:28:03 PM
44247	Bug	CW390217 - Service Desk #1010 - Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Chuck Rich	3 - Medium	2	Closed	Service Desk; Warrants	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\14-Warrants and Detainers\Warrants	3/11/2021 8:30:10 AM	Hassen Bengamra	3/23/2021 9:04:43 AM	Justin Baker	1/15/2021 3:29:12 PM
44297	Bug	RPT 2040 - CW391671 - SD# 1017 - (Missing Hours) is missing whole crews (WIPP-Maint-Helper) that were not paid for Florence-South Pay Period 14.	Matt Mollenkopf	3 - Medium	10	Resolved	Programs; REPORTS; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\20-Reports	3/29/2021 1:59:00 PM	Harika Chikkala	3/29/2021 1:59:00 PM	Justin Baker	1/22/2021 10:38:01 AM
44598	Bug	CW399107 - SD #1084 - Community	Bill Meola	3 - Medium	1	Closed	RMS; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release	Aims2\11-Community Corrections\RMS	3/16/2021 12:45:06 PM	Ons Jannene	3/25/2021 10:03:36 AM	Justin Baker	2/26/2021 10:51:34 AM

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		Corrections RMS - The DCAC conditions on ACIS is not displaying the correct conditions.						43)						
44602	Bug	CW399810 - Service Desk #1086 - STG - ACIS is showing him as a successfully debriefed Barrio Chicano Locos.	Dan Ford	3 - Medium	10	Closed	Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\05-STG	3/11/2021 8:47:03 AM	Matt Mollenkopf	3/23/2021 8:31:15 AM	Justin Baker	3/1/2021 5:40:52 PM
44605	Bug	CW400745 - SD# 1092, 746 - RMS - I keep getting an add forwarding address trigger	Mike Newsome	3 - Medium	10	Closed	RMS	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\RMS	3/8/2021 6:27:43 AM	Hassen Bengamra	3/25/2021 7:56:58 AM	Justin Baker	3/1/2021 7:25:38 PM
44608	Bug	CW396272 - SD# 1096 - Classification - Criminal history update with Federal Prison disposition did not populate into Prior Criminal History Calculations	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/9/2021 3:20:16 PM	Phil Wussow	3/23/2021 2:38:28 PM	Justin Baker	3/1/2021 11:38:12 PM
44611	Bug	CW397612 - Service Desk Ticket # 1101 - Inmate has duplicate Episodes	Brittany Cassiano	3 - Medium	10	Closed	Intake; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\01 Intake	3/10/2021 6:31:03 AM	Hassen Bengamra	3/23/2021 2:50:35 PM	Justin Baker	3/2/2021 12:02:58 AM
44613	Bug	CW398024 - SD# 1103 - Programs/Keeptrak - With the new ability to enter pay hours with decimals a new issue has arisen	Michele Simmons	3 - Medium	10	Resolved	Interfaces; Programs; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\07-Programs	3/18/2021 8:47:35 AM	Luis Blazquez	3/26/2021 3:30:51 PM	Justin Baker	3/2/2021 12:13:01 AM
44650	Bug	CW399001 - SD# 1129 - BoEC - ISSUES WITH INMATE PROGRESS REPORT	Anthony Moreno	3 - Medium	10	Closed	BoeC; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\BOEC	3/23/2021 7:28:24 AM	Anthony Moreno	3/24/2021 7:48:22 AM	Justin Baker	3/4/2021 10:44:01 AM
44673	Bug	CW363395 - SD# 735 - Grievances - Error when deleting documents	Michele Simmons	3 - Medium	10	Closed	Grievance; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\16-Grievance	3/15/2021 3:12:16 AM	Khouloud Chebbi	3/26/2021 3:25:23 PM	Justin Baker	3/10/2021 11:39:11 AM
44682	Bug	CW384718 - SD# 917 - EIP/DIM - EIP letter saved to inmate's documents changes after being viewed then disappears.	Michele Simmons	3 - Medium	10	Closed	DIM; EIP; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\12-EIP	3/15/2021 7:26:51 AM	Wissem Benaissa	3/26/2021 3:28:23 PM	Justin Baker	3/11/2021 12:35:10 PM
44683	Bug	CW399948 - SD# 1134 - AIMS Functional Literacy Data did not get transferred to ACIS	Michele Simmons	3 - Medium	10	Closed	Programs; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\07-Programs	3/12/2021 11:04:57 AM	Wissem Benaissa	3/26/2021 3:29:50 PM	Justin Baker	3/11/2021 4:37:07 PM
44685	Bug	CW(Not provided) - SD# 1137 - EIP - Inmate disciplinary not displaying appropriately on EIP Compliance Summary screen	Michele Simmons	3 - Medium	10	Closed	EIP; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\12-EIP	3/12/2021 11:27:30 AM	Wissem Benaissa	3/26/2021 3:46:54 PM	Justin Baker	3/11/2021 5:09:06 PM
44686	Bug	CW401684 - SD#1138 - Grievance - Grievance Stages not properly recording when an informal grievance is Submitted	Khouloud Chebbi	3 - Medium	10	Active	Grievances; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\16-Grievance			3/26/2021 3:35:25 PM	Justin Baker	3/11/2021 5:16:42 PM
44687	Bug	CW401699 - SD# 1139 - Grievance remains as Unprocessed when Unprocessed toggle checked then unchecked	Michele Simmons	3 - Medium	10	Closed	Grievances; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\16-Grievance	3/17/2021 4:03:05 AM	Khouloud Chebbi	3/26/2021 3:46:40 PM	Justin Baker	3/11/2021 5:23:19 PM
44688	Bug	CW401725 - SD# 1140 - Sentence Calc - when a sentence has been vacated, the status of the sentence still shows active	Brittany Cassiano	3 - Medium	10	Closed	Sentence Calc; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\03-Sentence Calc	3/18/2021 4:37:30 PM	Luis Blazquez	3/23/2021 2:47:56 PM	Justin Baker	3/11/2021 5:30:09 PM
44692	Bug	CW 402607 - SD# 1145 - Protective Custody - The above inmate's POP status reads PC. However, when I try to	Marlene Coffey	3 - Medium	10	Closed	Protective Custody; Service Desk	Aims2\PROD 2021						

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		initiate the 805-11 Removal, the following error message appears: "Protective Custody Removal is not appropriate at this time. The inmate is not in							

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

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From: Justin Baker on behalf of Justin Baker <justin.baker@bndna.com>
To: Joseph Hinsberg; Charles Rich; Michael Newsom; Christina Luft; bcassiano; gmartinez1; Stacey Crabtree; Jey Whitson1; Marlene Coffee; Al Dubrowa; dford1; Michele Simmons; jduvall; Herb Haley; wmeola; amoreno2; Spencer Scott; Sandy Wang; Stacy Paul; Amanda Adkins-Germeister; Christae Spivey; Arrin Mccoy; Joseph Lankford; Michael Deiana; Jordan Willcox; Chris Nelson; Brian Makris; Michael Saltmarsh; Charles Grant; German Rios-Lazo; Holly Greene; Perry Craglow; Rusty Johnson
Cc: Thad Lowry; Aaron Pratt; Phil Wussow; Keith Francen; Harika Chikkala; Justin Baker; Joe Miles; Trevor Baker; Cindy Hyser-Crauwels; Matt Mollenkopf; Stewart Bramley
Subject: ACIS Version 2021.43.1.13 has been deployed to PROD and Training for PROD Release 43
Date: Monday, March 29, 2021 7:18:02 PM
Attachments: ACIS SYSTEM IMPROVEMENT BULLETIN 40386.pdf
ACIS SYSTEM IMPROVEMENT BULLETIN 42934.pdf
image001.png
image002.png
image003.png

Good evening,

ACIS Version 2021.43.1.13 has been deployed to PROD and Training for PROD Release 43.

The following Bugs fixes and CR's were included in this deployment. I've attached the improvement bulletins for the change requests deployed in this prod this release.

ID	Work Item Type	Title	Assigned To	Iteration Path	State	Tags
40386	Change Request	CL 5 year non-discretionary medium is not triggering a new classification review	Phil Wussow	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Active	2Q2020; ADC Priority 1; Bug; Classification; EUIL; EUIL 2020 May; Not in FSD; Pilot
42934	Change Request	Add certain App areas to the Quick Search	Spencer Scott	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Resolved	Change Request; EUIL 2020 LHF; LHF; Parking Lot

ID	Work Item Type	Title	Assigned To	Severity	Priority	State	Tags	Iteration Path	Area Path	Resolved Date	Resolved By	Changed Date	Created By	Created Date
42341	Bug	Warrants- Information Changing on Warrants While Approving	Joseph Hinsberg	3 - Medium	1	Closed	Bug; Production; UAT; Warrants	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\14-Warrants and Detainers	3/10/2021 12:16:02 PM	Shalini Makam	3/23/2021 11:09:09 AM	Joseph Hinsberg	4/29/2020 1:04:05 PM
43684	Bug	(Not provided) - SD #781 - Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Al Dubrowa	4 - Low	10	Closed	DI57; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/23/2021 8:26:57 AM	Wissem Benaissa	3/23/2021 11:01:00 AM	Justin Baker	10/9/2020 3:01:50 PM
43741	Bug	CW370048 - Service Desk #800 - Classification - Two Unit Admin review recommendations are being completed	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/10/2021 3:45:30 AM	Khouloud Chebbi	3/23/2021 3:55:08 PM	Justin Baker	10/16/2020 12:23:57 PM
44203	Bug	CW389107 - SD# 988 - Classification - not allowing an override decrease for inmate [redacted] says system error unable to to not polygraph, inmate has prior to ACIS. Also saying less than a year in current custody. This is also incorrect	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/10/2021 2:49:57 PM	Phil Wussow	3/23/2021 3:58:55 PM	Justin Baker	1/8/2021 3:28:03 PM
44247	Bug	CW390217 - Service Desk #1010 - Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Chuck Rich	3 - Medium	2	Closed	Service Desk; Warrants	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\14-Warrants and Detainers\Warrants	3/11/2021 8:30:10 AM	Hassen Bengamra	3/23/2021 9:04:43 AM	Justin Baker	1/15/2021 3:29:12 PM
44297	Bug	RPT 2040 - CW391671 - SD# 1017 - (Missing Hours) is missing whole crews (WIPP-Maint-Helper) that were not paid for Florence-South Pay	Matt Mollenkopf	3 - Medium	10	Resolved	Programs; REPORTS; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\20-Reports	3/29/2021 1:59:00 PM	Harika Chikkala	3/29/2021 1:59:00 PM	Justin Baker	1/22/2021 10:38:01 AM

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		Period 14.												
44598	Bug	CW399107 - SD #1084 - Community Corrections RMS - The DCAC conditions on ACIS is not displaying the correct conditions.	Bill Meola	3 - Medium	1	Closed	RMS; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\RMS	3/16/2021 12:45:06 PM	Ons Jannene	3/25/2021 10:03:36 AM	Justin Baker	2/26/2021 10:51:34 AM
44602	Bug	CW399810 - Service Desk #1086 - STG - ACIS is showing him as a successfully debriefed Barrio Chicano Locos.	Dan Ford	3 - Medium	10	Closed	Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\05-STG	3/11/2021 8:47:03 AM	Matt Mollenkopf	3/23/2021 8:31:15 AM	Justin Baker	3/1/2021 5:40:52 PM
44605	Bug	CW400745 - SD# 1092, 746 - RMS - I keep getting an add forwarding address trigger	Mike Newsome	3 - Medium	10	Closed	RMS	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\RMS	3/8/2021 6:27:43 AM	Hassen Bengamra	3/25/2021 7:56:58 AM	Justin Baker	3/1/2021 7:25:38 PM
44608	Bug	CW396272 - SD# 1096 - Classification - Criminal history update with Federal Prison disposition did not populate into Prior Criminal History Calculations	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/9/2021 3:20:16 PM	Phil Wussow	3/23/2021 2:38:28 PM	Justin Baker	3/1/2021 11:38:12 PM
44611	Bug	CW397612 - Service Desk Ticket # 1101 - Inmate has duplicate Episodes	Brittany Cassiano	3 - Medium	10	Closed	Intake; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\01 Intake	3/10/2021 6:31:03 AM	Hassen Bengamra	3/23/2021 2:50:35 PM	Justin Baker	3/2/2021 12:02:58 AM
44613	Bug	CW398024 - SD# 1103 - Programs/Keeptrak - With the new ability to enter pay hours with decimals a new issue has arisen	Michele Simmons	3 - Medium	10	Resolved	Interfaces; Programs; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\07-Programs	3/18/2021 8:47:35 AM	Luis Blazquez	3/26/2021 3:30:51 PM	Justin Baker	3/2/2021 12:13:01 AM
44650	Bug	CW399001 - SD# 1129 - BoEC - ISSUES WITH INMATE PROGRESS REPORT	Anthony Moreno	3 - Medium	10	Closed	BoeC; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\BOEC	3/23/2021 7:28:24 AM	Anthony Moreno	3/24/2021 7:48:22 AM	Justin Baker	3/4/2021 10:44:01 AM
44673	Bug	CW363395 - SD# 735 - Grievances - Error when deleting documents	Michele Simmons	3 - Medium	10	Closed	Grievance; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\16-Grievance	3/15/2021 3:12:16 AM	Khouloud Chebbi	3/26/2021 3:25:23 PM	Justin Baker	3/10/2021 11:39:11 AM
44682	Bug	CW384718 - SD# 917 - EIP/DIM - EIP letter saved to inmate's documents changes after being viewed then disappears.	Michele Simmons	3 - Medium	10	Closed	DIM; EIP; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\12-EIP	3/15/2021 7:26:51 AM	Wissem Benaissa	3/26/2021 3:28:23 PM	Justin Baker	3/11/2021 12:35:10 PM
44683	Bug	CW399948 - SD# 1134 - AIMS Functional Literacy Data did not get transferred to ACIS	Michele Simmons	3 - Medium	10	Closed	Programs; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\07-Programs	3/12/2021 11:04:57 AM	Wissem Benaissa	3/26/2021 3:29:50 PM	Justin Baker	3/11/2021 4:37:07 PM
44685	Bug	CW(Not provided) - SD# 1137 - EIP - Inmate disciplinary not displaying appropriately on EIP Compliance Summary screen	Michele Simmons	3 - Medium	10	Closed	EIP; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\12-EIP	3/12/2021 11:27:30 AM	Wissem Benaissa	3/26/2021 3:46:54 PM	Justin Baker	3/11/2021 5:09:06 PM
44686	Bug	CW401684 - SD#1138 - Grievance - Grievance Stages not properly recording when an informal grievance is Submitted	Khouloud Chebbi	3 - Medium	10	Active	Grievances; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\16-Grievance			3/26/2021 3:35:25 PM	Justin Baker	3/11/2021 5:16:42 PM
44687	Bug	CW401699 - SD# 1139 - Grievance	Michele Simmons	3 - Medium	10	Closed	Grievances; Service Desk	Aims2\PROD 2021\v2021.43.X	Aims2\16-Grievance	3/17/2021 4:03:05	Khouloud Chebbi	3/26/2021 3:46:40	Justin Baker	3/11/2021 5:23:19 PM

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		remains as Unprocessed when Unprocessed toggle checked then unchecked						(PROD Release 43)		AM		PM		
44688	Bug	CW401725 - SD# 1140 - Sentence Calc - when a sentence has been vacated, the status of the sentence still shows active	Brittany Cassiano	3 - Medium	10	Closed	Sentence Calc; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\03-Sentence Calc	3/18/2021 4:37:30 PM	Luis Blazquez	3/23/2021 2:47:56 PM	Justin Baker	3/11/2021 5:30:09 PM
44692	Bug	CW 402607 - SD# 1145 - Protective Custody - The above inmate's POP status reads PC. However, when I try to initiate the 805-11 Removal, the following error message appears: "Protective Custody Removal is not appropriate at this time. The inmate is not in	Marlene Coffey	3 - Medium	10	Closed	Protective Custody; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\06-Population Mgmt\Protective Custody	3/16/2021 7:04:54 AM	Hassen Bengamra	3/23/2021 4:00:44 PM	Justin Baker	3/11/2021 7:05:02 PM
44693	Bug	CW402717 - Service Desk # 1147 - OMS - Inactive offender showing on Community Corections caseload	Mike Newsome	3 - Medium	10	Resolved	OMS; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\OMS	3/15/2021 12:44:09 AM	Hassen Bengamra	3/25/2021 7:54:34 AM	Justin Baker	3/11/2021 7:43:50 PM
44717	Bug	CW404815 - SD# 1160 - Movement reasons that have been disassociated from a movement code are still showing up as being available to use	Dan Ford	3 - Medium	10	Closed	Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\06-Population Mgmt\Transportation	3/15/2021 12:45:38 PM	Shalini Makam	3/23/2021 8:36:13 AM	Justin Baker	3/15/2021 10:31:08 AM
44738	Bug	CW404012 - Service Desk 1164 - Warrants - On the warrant prep page the "Prior Convictions" area is not in chronological order by date	Joseph Hinsberg	3 - Medium	10	Closed	Service Desk; Warrants	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\14-Warrants and Detainers	3/17/2021 12:01:13 PM	Luis Blazquez	3/23/2021 12:09:16 PM	Justin Baker	3/16/2021 5:40:22 PM
44739	Bug	CW(not provided) - SD# 1165 - RMS - Inmate triggering for home plan action type for an update in home plan address	Mike Newsome	3 - Medium	10	Resolved	RMS; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\RMS	3/24/2021 11:56:08 AM	Justin Baker	3/25/2021 7:58:52 AM	Justin Baker	3/16/2021 5:48:45 PM

Justin Baker
Business Analyst
Business & Decision, North America
O:480-795-7220 E: justin.baker@bndna.com
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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: Sign Off Documents
Date: Monday, March 29, 2021 1:44:38 PM
Attachments: Sign Off Documents BNDNA.pdf

Holly,

Here are sign off documents for your file as discussed.

Joe

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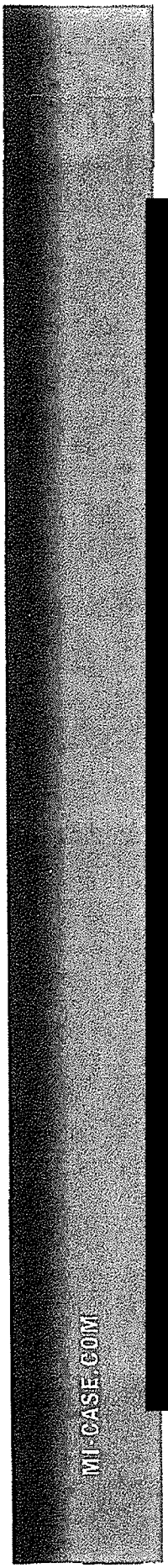

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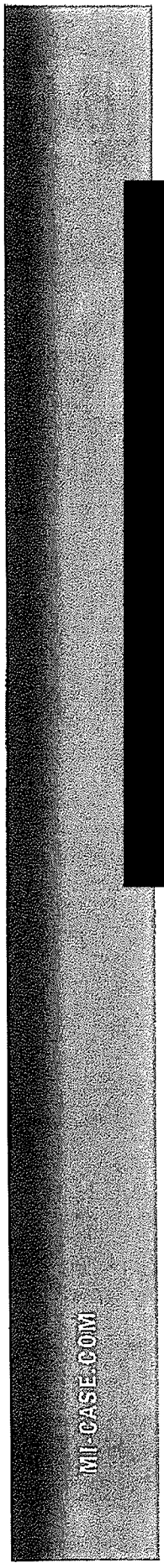

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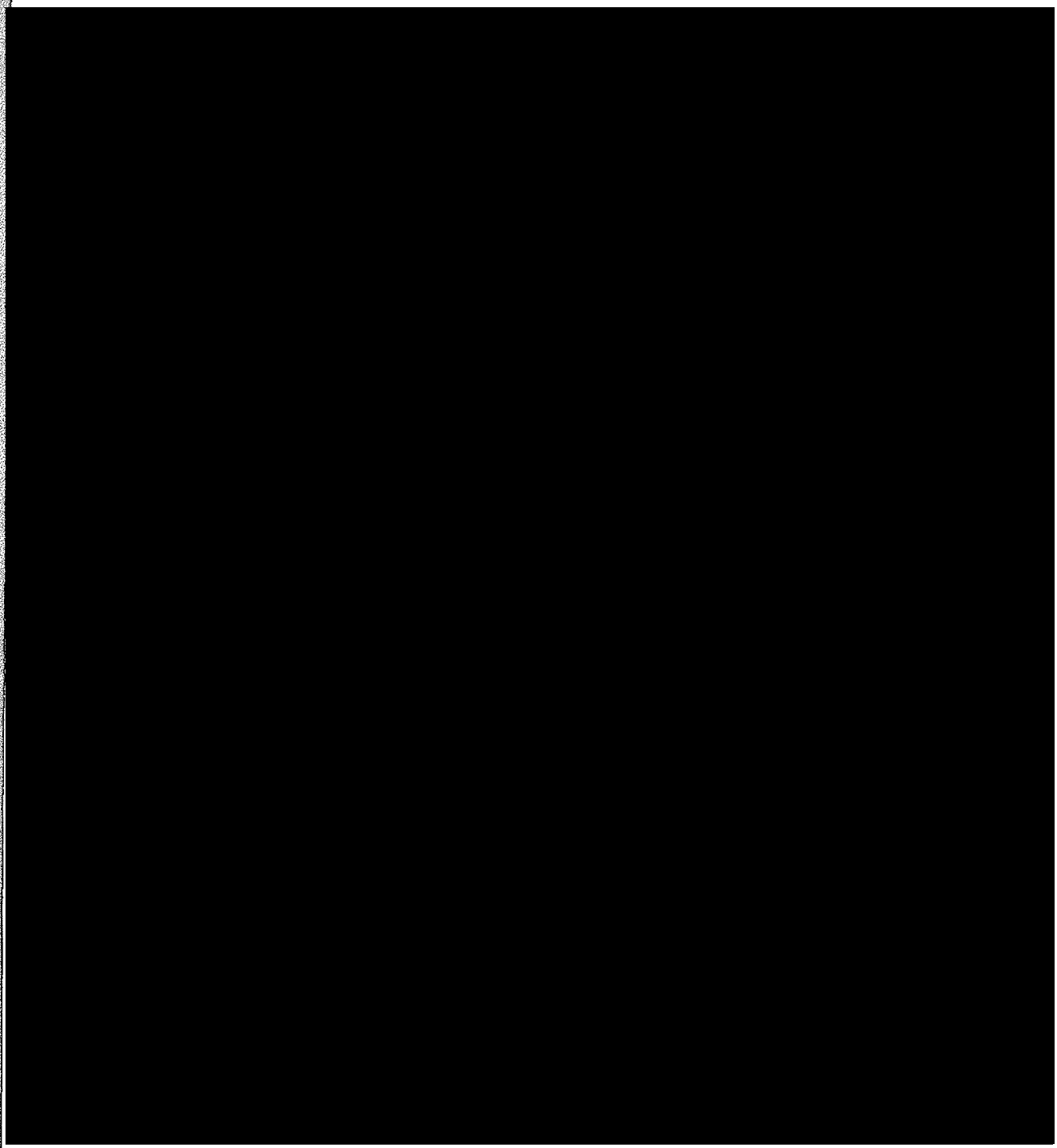

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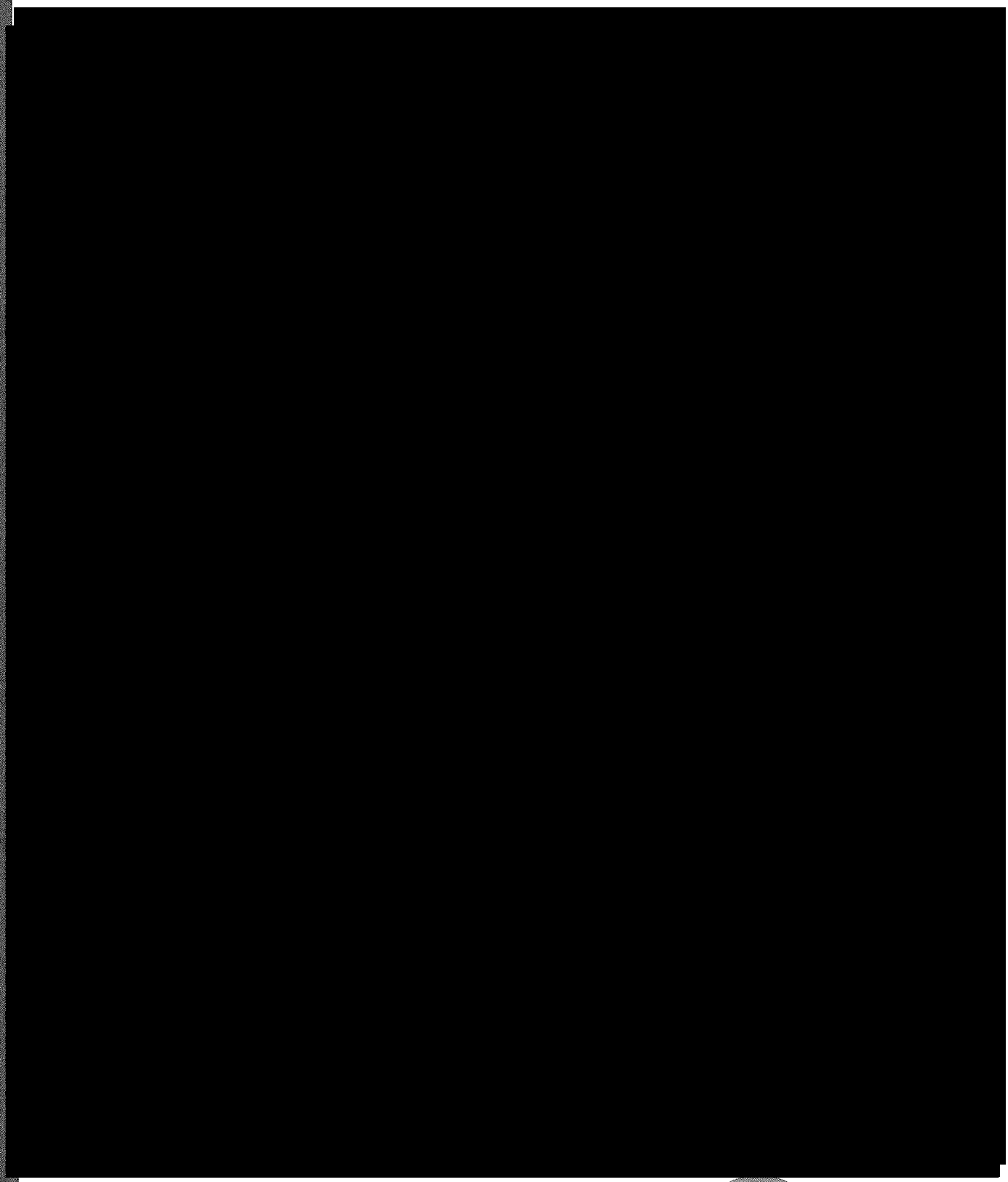

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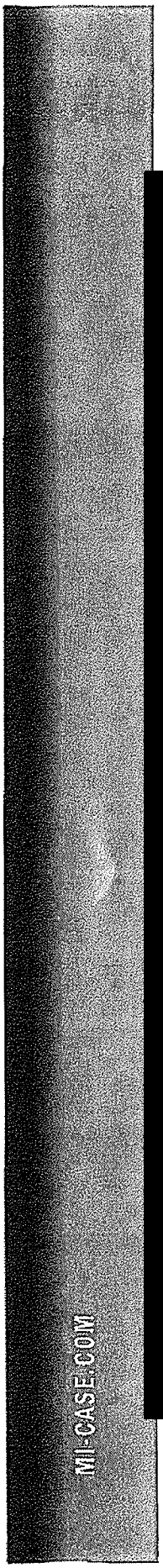

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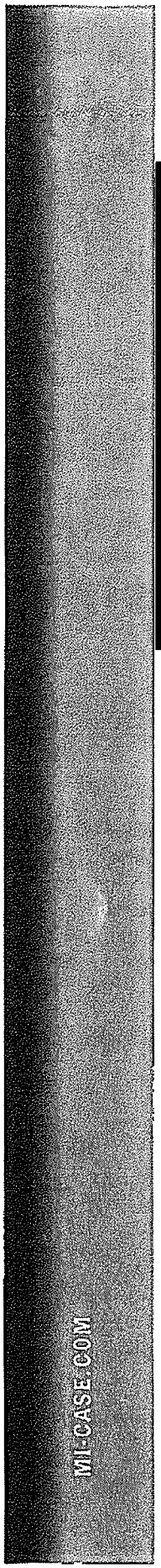

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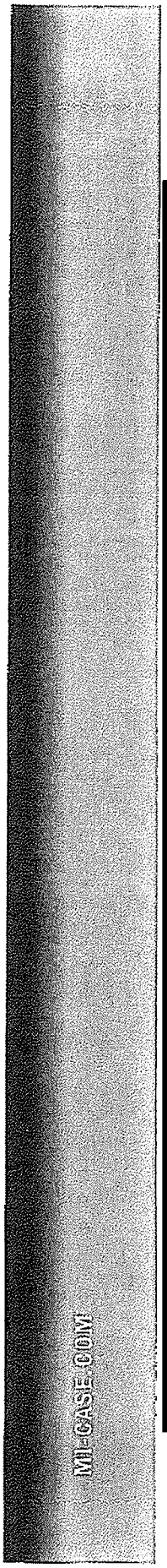

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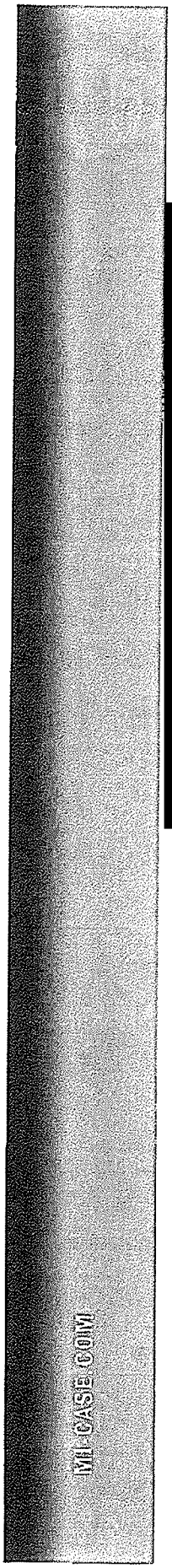

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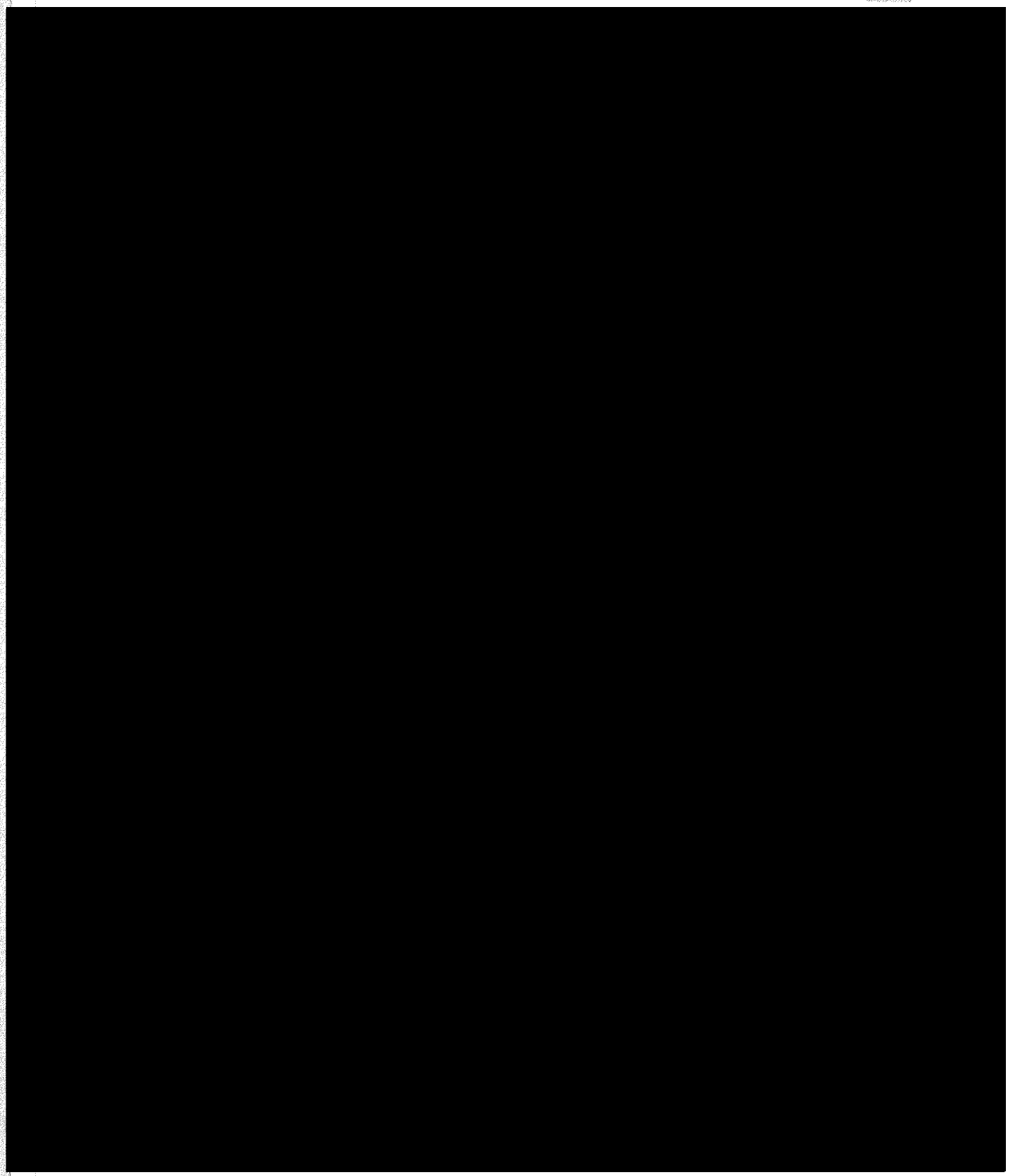

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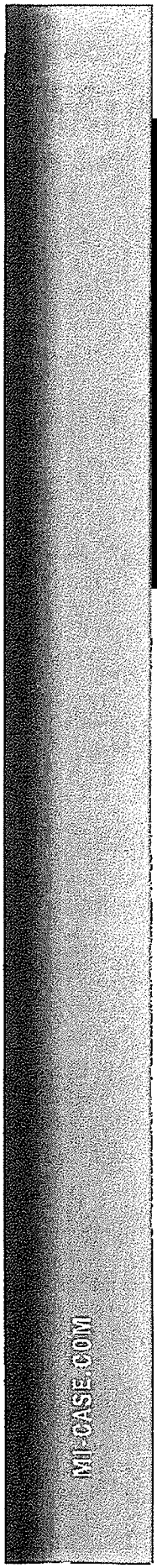

[redacted]

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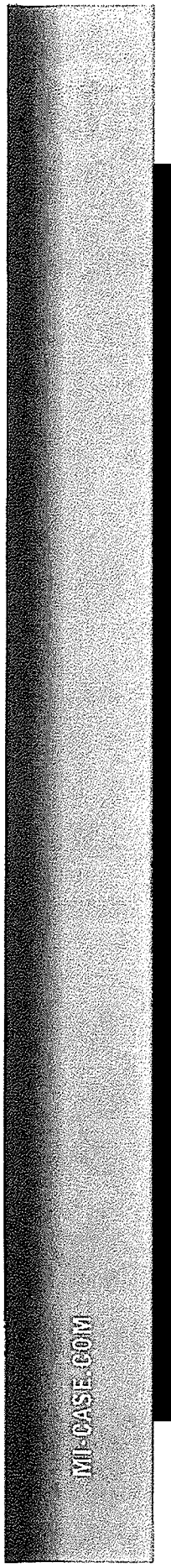

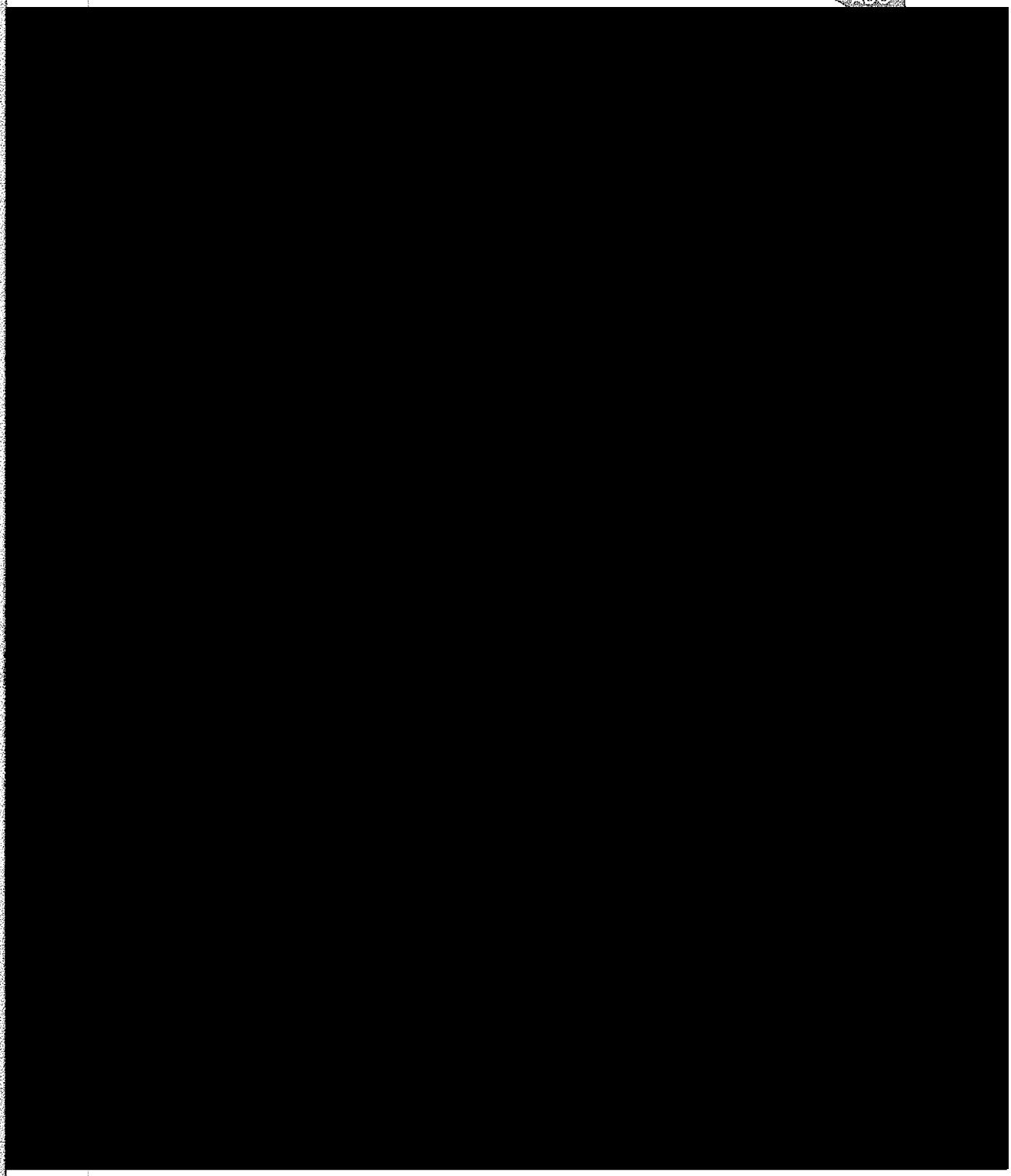

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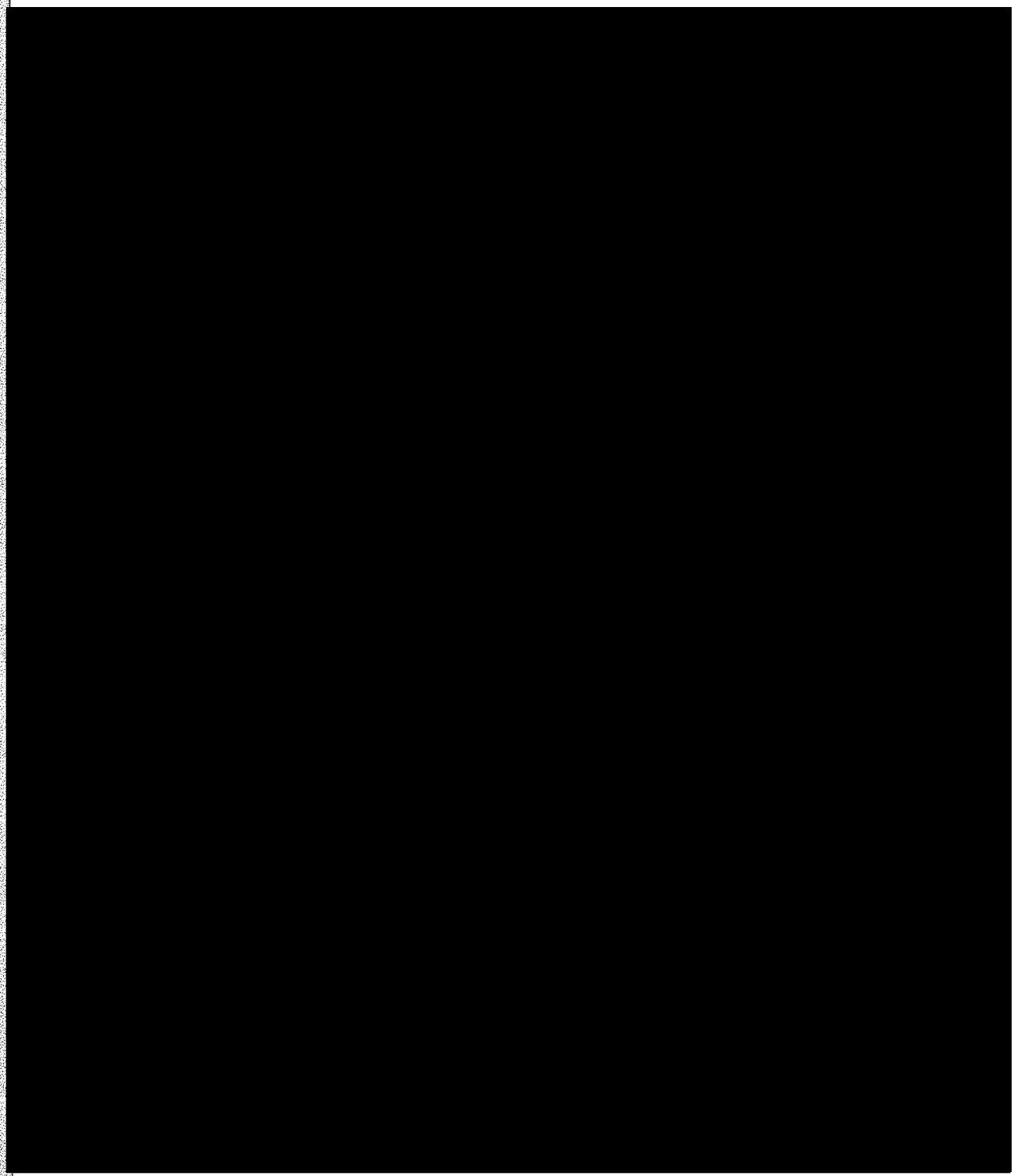

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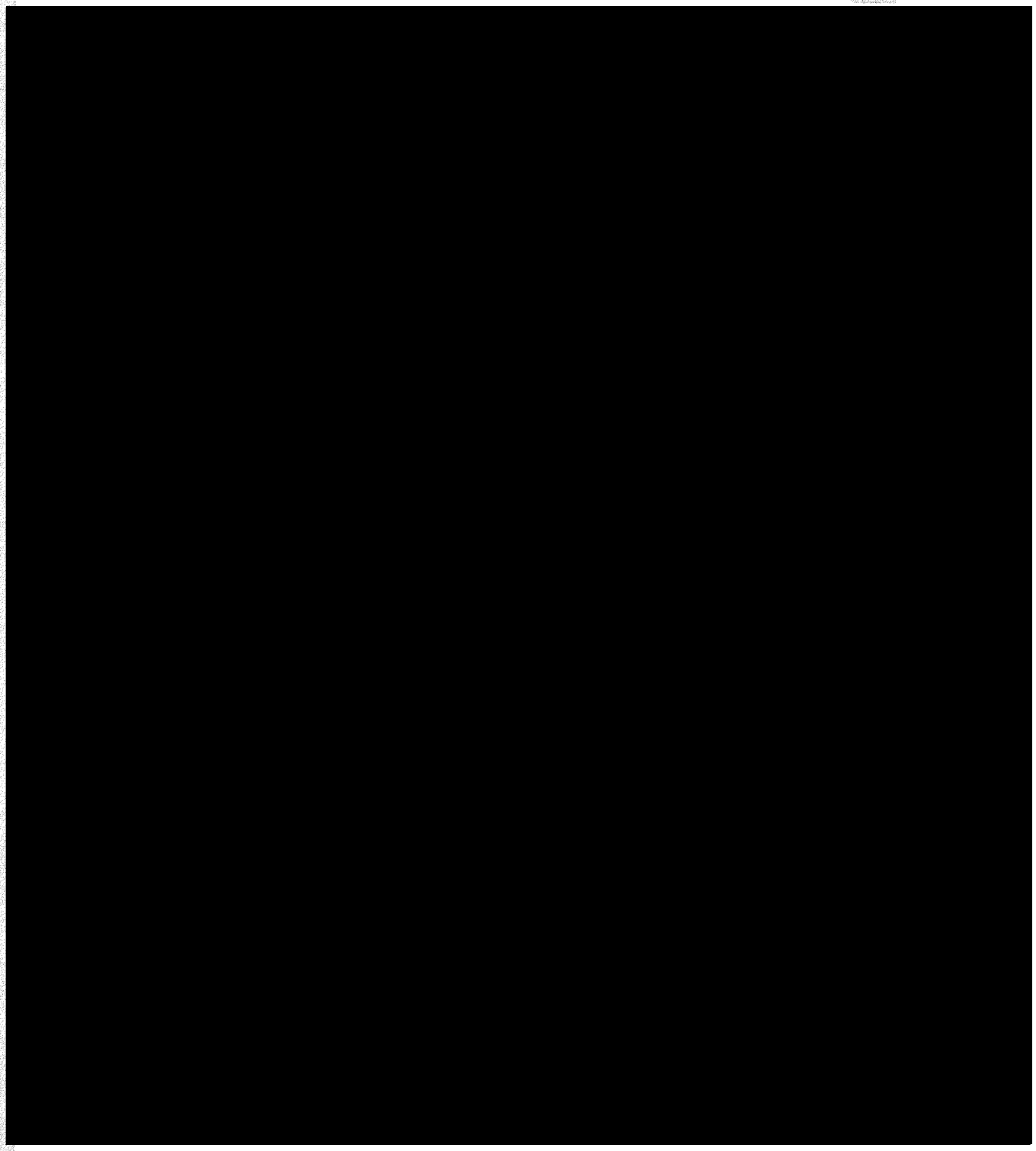

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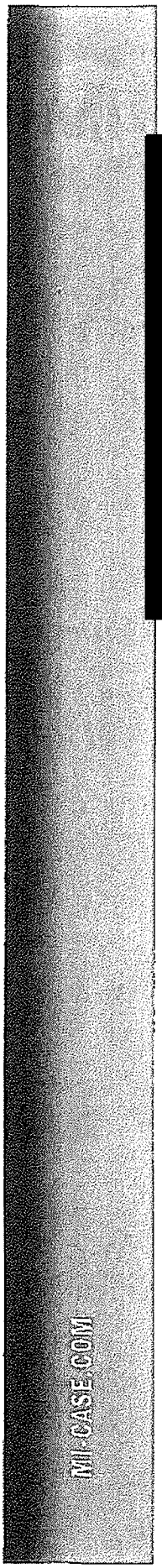

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From: Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To: bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject: Open Service Desk tickets by Requester. Scheduled At : Mar 29, 2021 08:00 AM
Date: Monday, March 29, 2021 8:00:55 AM
Attachments: Service_Ticket_Report (Mar 29, 2021 08 00 AM).pdf

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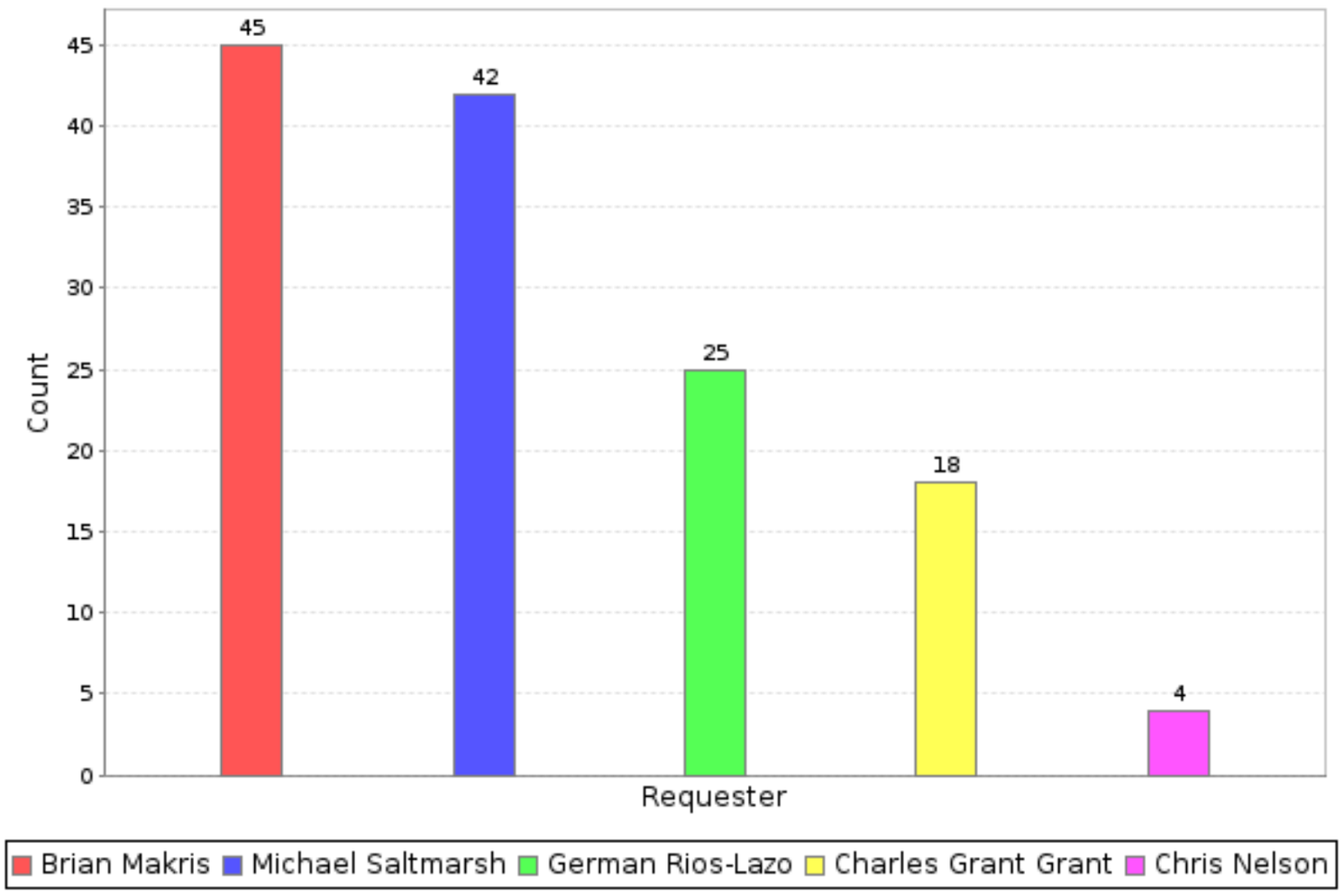
Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 03-29-2021 08:00

Total records : 134



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium
	Detainers	1142	Detainers - Screen does not change to "Awaiting Receipt" like it should.	Assigned	Justin Baker	3-Medium

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Module	RequestID	Subject	Request Status	Technician	Priority
Population Mgmt FITS	1144	Population Mgmt FITS - FITS Administration information is missing for multiple units	Assigned	Justin Baker	3-Medium
Population Mgmt Protective Custody	1145	Population Mgmt Protective Custody - inmate's POP status reads PC.	Assigned	Justin Baker	3-Medium
Sentence Calc	1152	Sentence Calc - New Code inmate is not calculating earned release credits correctly	Assigned	Justin Baker	3-Medium
Population Mgmt Count	1156	Population Mgmt Count - when requesting a terminal digit, inmate [redacted] [redacted] ADC #[redacted] is showing as a temp absent but is listed as an escape from 1991	Assigned	Justin Baker	3-Medium
Scheduling	1157	Scheduling - Once you schedule a recouring activity in ACIS (such as a peer to peer class) you can not find the class using the search features,	Assigned	Matt Mollenkopf	3-Medium
Programs	1158	Programs - Issues with I/M [redacted] MVD	Assigned	Justin Baker	3-Medium
Detainers	1161	Detainers - ACIS will not allow me to place new detainers on inmates	Assigned	Justin Baker	3-Medium
Other	1165	Global Action Queue - Inmate triggering for home plan action type for an update in home plan address	Assigned	Justin Baker	3-Medium
Other	1166	PC-AIMS2 - DORS03CE - MaxTerm Data Inaccuracies	Assigned	Justin Baker	3-Medium
Other	1167	Interfaces Other - Clipped count data coming to nightly PC-AIMS2 files.	Assigned	Justin Baker	3-Medium
Community Corrections RMS	1171	Community Corrections RMS - when attempting to process MVD for inmate [redacted] ADC# [redacted] all controls are inactive	Assigned	Justin Baker	3-Medium
Population Mgmt Count	1175	Population MGMT Count - 8 inmates have been moved and no longer in the cell that ACIS has them in for the population management.	Assigned	Justin Baker	3-Medium
Reports	1177	Reports -	Assigned	Justin Baker	3-Medium
Reports	1180	Reports - Report 1630 should only pick up Custody and Internal Risk overrides	Assigned	Justin Baker	3-Medium
Sentence Calc	1182	Sentence Calc - ACIS is still applying class III's to the calculation and reflecting 30 class III's on the sentence worksheet.	Assigned	Justin Baker	3-Medium
Discipline	1184	Discipline - case 21-wn2-000263. It's on the disc dashboard at re-hearing and his rule violation summary	Assigned	Justin Baker	3-Medium
Programs	1185	Programs - the instant offense box is pre-populated and the time remaining box as well	Assigned	Justin Baker	3-Medium
Interfaces	1191	Inmate was sent over to Keeptrak with 2 ADC Numbers	Assigned	Justin Baker	3-Medium
Intake	1193	Intake - Unable to access arrival lists 1057 and 1441 on the Intake and Movement Queue	Assigned	Justin Baker	3-Medium
Other	1195	Data Clean Up and Migration - The automatic comments that should have migrated under INMATE PROGRAM. migrated under the incorrect note type of ICE HEARING HLD	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Population Mgmt Cell Screening	1196	Population Mgmt Cell Screening - inmates are no longer at the Morey Unit ,however still remain on our population management queue	Assigned	Justin Baker	3-Medium
	Visitation	1197	Visitation - Column should display all linked for minors	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	1198	Community Corrections OMS -ACCAT will not save correctly	Assigned	Justin Baker	3-Medium
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Pending Deployment	Justin Baker	3-Medium
	Other	1134	Data Clean Up and Migration - AIMS Functional Literacy Data did not get transferred to ACIS	Pending Deployment	Justin Baker	3-Medium
	EIP	1137	EIP - Inmate disciplinary not displaying appropriately on EIP Compliance Summary screen.	Pending Deployment	Justin Baker	3-Medium
	Grievance	1138	Grievance - Grievance Stages not properly recording when an informal grievance is Submitted	Pending Deployment	Justin Baker	3-Medium
	Grievance	1139	Grievance - Remains unprocessed.	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	1140	Sentence Calc - when a sentence has been vacates, the status of the sentence still shows active	Pending Deployment	Justin Baker	3-Medium
	Community Corrections OMS	1147	Community Corrections OMS - Inactive offender showing on Community Corections caseload	Pending Deployment	Justin Baker	3-Medium
	Warrants	1148	WARRANTS - The warrant module is currently allowing multiple users to take action on separate computers on the same warrant.	Pending Deployment	Justin Baker	2-High
	Grievance	1159	Grievance - Grievance not showing on Grievance and Appeals Dashboard	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Prison Admin	1160	Population Mgmt Prison Admin - Movement reasons that have been disassociated from a movement code are still showing up as being available to use	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Count	1163	Population MGMT Count - EYMAN PRISON WAS NOT ABLE TO CLEAR THE 1100 FORMAL COUNT.	Pending Deployment	Justin Baker	2-High
	Warrants	1164	Warrants - On the warrant prep page the "Prior Convictions" area is not in chronological order by date	Pending Deployment	Justin Baker	3-Medium
	Discipline	1173	Discipline - User the DC completes the DHCR page for a minor but doesn't approve the hearing date and dismissing the case	Pending Deployment	Justin Baker	3-Medium
	Other	1174	Global DT31 Fingerprints -	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	1186	Sentence Calc - Old Code inmate has 25 to life sentence which does not show any PED on the sentence	Pending Deployment	Justin Baker	3-Medium
	Discipline	1155	Discipline - Now and then ACIS will not take the LOP entered.	Pending Information	Justin Baker	3-Medium
	Programs	1190	Programs - The apply and Daily Roster buttons not responding or not available.	Pending Information	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
Charles Grant Grant						
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 18

Chris Nelson

	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Pending Deployment	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Pending Deployment	Justin Baker	4-Low

Count 4

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Deployment	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Deployment	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 25

Michael Saltmarsh						
	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium
	Reports	1078	ACIS BUG - REPORTS - Report 720 not pulling all inmates based on selected criteria	Assigned	Justin Baker	3-Medium
	Other	1091	ACIS BUG - MULTIPLE MODULES - ANNUAL REVIEW IS NOT SHOWING CORRECTLY	Assigned	Justin Baker	3-Medium
	Programs	1092	ACIS BUG - PROGRAMS - I keep getting an add forwarding address trigger	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	1100	ACIS BUG - COMMUNITY CORRECTIONS OMS - when trying to complete a Static 99 assessment for officers on ICS officers on Parole the Assessment Forms does not open in the left navigation bar.	Assigned	Justin Baker	3-Medium
	Reports	1126	ACIS BUG - REPORTS - ISSUES WITH REPORT 1140	Assigned	Justin Baker	3-Medium
	Other	1125	Requesting to get TFS access for Saltmarsh, Michael	On Hold	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Deployment	Justin Baker	3-Medium
	Programs	1073	ACIS BUG - PROGRAMS - Inmates still displaying as Participating in Inactive cycles.	Pending Deployment	Matt Mollenkopf	3-Medium
	Community Corrections RMS	1084	ACIS BUG - Community Corrections RMS - The DCAC conditions on ACIS is not displaying the correct conditions.	Pending Deployment	Justin Baker	3-Medium
	STG	1086	ACIS BUG - STG - ACIS is showing him as a successfully debriefed Barrio Chicano Locos.	Pending Deployment	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	1096	ACIS BUG - CLASSIFICATION - Criminal history update with Federal Prison disposition did not populate into Prior Criminal History Calculations	Pending Deployment	Justin Baker	3-Medium
	Intake	1101	ACIS BUG - INTAKE - Inmate has duplicate Episodes	Pending Deployment	Justin Baker	3-Medium
	Interfaces	1103	ACIS BUG - INTERFACES KEEPTRAK - With the new ability to enter pay hours with decimals a new issue has arisen	Pending Deployment	Justin Baker	3-Medium
	Community Corrections BOEC	1129	ACIS BUG - COMMUNITY CORRECTIONS BOEC - ISSUES WITH INMATE PROGRESS REPORT	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Community Corrections RMS	1109	ACIS BUG - COMMUNITY CORRECTIONS RMS - ADC quick search not taking user to the correct offender	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium

Count 42

Summary Report

Count 134

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Judy Keane
Cc: Joseph Profiri
Subject: RE: response to Business Insider journalist
Date: Wednesday, March 24, 2021 9:54:59 AM

Thank you very much!

From: Judy Keane <jkeane@azadc.gov>
Sent: Wednesday, March 24, 2021 8:48 AM
To: Dean Allen <dean.allen@bndna.com>
Cc: Joseph Profiri <jprofiri@azadc.gov>
Subject: Re: response to Business Insider journalist

Hi Dean - Please find our following response below that we sent to the reporter.

The Department utilizes multiple resources to accomplish its statutory requirements, including the calculation of sentences and the timely release of inmates from their legally imposed sentences. An automated calculation method is not part of this process. Regardless of the sentence calculation method, the Department can not solely rely upon any automated sentence calculation method and each sentence is manually reviewed and certified by our staff for accuracy prior to release. The Department takes this responsibility very seriously as inmates rely on it to receive justice according to the law, and the public relies on it to ensure accurate time is spent incarcerated for crimes committed.

The source documentation includes Presentence investigative reports which are not transmitted electronically, current and prior criminal history which must be manually obtained, and Judicially imposed sentence order which are also unavailable electronically from the numerous county and court systems For these reasons, the calculation process will always require human interaction.

As planned from inception, the system design occurred prior to passage of SB1310 and was never intended to automatically calculate this sentence modification. Well established and administered procedures have been implemented and remain in place to address this and any future statutory requirements.

Judy

On Wed, Mar 24, 2021 at 7:29 AM Dean Allen <dean.allen@bndna.com> wrote:

> Hi Judy,
>
> Thank you for the time on the phone yesterday, I appreciate you were very busy.
>
> My group communications director has asked me, to ask you, for a copy of the response to the Business Insider journalist that ADCRR sent, would you be willing to share it with us?
>
> For complete transparency, we sent the following to the reporter:

AMERICAN OVERSIGHT

> *“Our role as a digital and data services company is to provide ADCRR with a software tool to assist with offender management. We confirm our software is working optimally based on the criteria provided by our customer. We stand by the accuracy of our software and remain ready to make any and all adjustments to our software upon customer request.“*
>
> Thanks
>
> Dean

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Judy Keane
Cc: Joseph Profiri
Subject: response to Business Insider journalist
Date: Wednesday, March 24, 2021 7:29:11 AM

Hi Judy,

Thank you for the time on the phone yesterday, I appreciate you were very busy.

My group communications director has asked me, to ask you, for a copy of the response to the Business Insider journalist that ADCRR sent, would you be willing to share it with us?

For complete transparency, we sent the following to the reporter:

"Our role as a digital and data services company is to provide ADCRR with a software tool to assist with offender management. We confirm our software is working optimally based on the criteria provided by our customer. We stand by the accuracy of our software and remain ready to make any and all adjustments to our software upon customer request."

Thanks

Dean

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Denel Pickering; Rocky Advani; Barbara Corella
Cc: Rusty Johnson; Joe Miles
Subject: Fwd: Proposed System Improvements
Date: Tuesday, March 23, 2021 10:29:16 AM

Below is the list that Joe is referencing in the meeting.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

---------- Forwarded message ---------
From: **Holly Greene** <hgreene@azadc.gov>
Date: Tue, Jan 26, 2021 at 6:10 PM
Subject: Re: Proposed System Improvements
To: Joe Miles <joe.miles@bndna.com>
Cc: Elizabeth Charif <echarif@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>

Thank you. Rusty and I will work with those to review this list and get back to you.

On Tue, Jan 26, 2021 at 5:59 PM Joe Miles <joe.miles@bndna.com> wrote:

> This is new business.
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, January 26, 2021 6:52 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Elizabeth Charif <echarif@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: Proposed System Improvements
>
> Is this new business? Or is this the same list I indicated we would research?
>
> On Tue, Jan 26, 2021 at 4:33 PM Joe Miles <joe.miles@bndna.com> wrote:
>
> > Holly,
> >
> > Holly,

AMERICAN OVERSIGHT

We have looked extensively in “Parking Lot Items” for some opportunities to provide ADC with system improvements that require minimal number of hours and still provide ADC with beneficial results. We value our partnership with ADC and as such we are continuing to look

for opportunities like those proposed below that provide advantageous results in very short timeframes. All of the items are stand alone and not associated with current proposed work or items in development. We look forward to your approval of this proposed work and working together

on projects such as these to the benefit of ADC.

Best Regards,

Joe

TFS ID	Module Name	Title of Change Request	Hours
38843	Banner	Global: No indication of which episode you are in when selecting a previous episode	80
42387	Classification	Classification Arrest and Escape History page should display all Criminal History Record Data on one screen with scrolling not pagination	180
42860	Discipline	Disciplinary- Stop the system from pre-populating loss of visitation on the disc charge of 22B.	140
42627	Grievances	Grievance: Cannot Differentiate between Inmate Submitted date and entry into ACIS date	120
43000	Intake	Need the ability to update the modified date for Emergency contacts when the inmate has no emergency contact	120
33817	OMS	UC-CC-OMS-37: Judgment Creditor Report column value on CC Closeout Dashboard should default to "N/A" for ISC offender	100
42316	OMS	OMS offender address info have ASIC auto note when the address is marked primary	80
40393	Programs	UC-PR-5.10: Once an inmate turns 23 their SPED status should change.	160
42592	Programs	Need the ability to print passes for a cycle	140
42631	Programs	WIPP: Cannot see what the inmate's projected pay is	180
32220	Programs-Assessments	UC-PR-5.0: Add a "Section 504" Yes/No button on the Education screen with a drop down of what the ADA education accommodation is.	120
37371	RMS	UC-CC-RMS-01: No Address Verified checkbox on Home Plan screen	100
43034	RMS	MVD screen- Need the ability to change the State and type in the City (when State is other than Arizona) in MVD Details section	120
28697	Sentence Calc	Intake - Legal Summary -Inmate Name	120
42633	Transportation	Add Locator Code as a filter on the Transportation Queue	80
42634	Transportation	Add a "Select All" button on the Transportation Queue	80
42636	Transportation	Add a "Delete" button on the Transportation Queue	80
42643	Transportation	Transportation Queue: Unable to edit the reason an inmate is moving	80
42644	Transportation	Transportation Queue: Unable to multi-select filter options	160
42481	Visitation	Visitation:Cannot search by Inmate on the Visitation dashboards	160
41336	Warrants	Warrants - Entered in ACJIS Flag needs to be visible on warrants dashboard results	120
43869	Victim Services	Requestor should be required when adding a new victim	120

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Justin Baker
Subject: Re: ACIS Version 2021.43.1.13 has been deployed to UAT for PROD Release 43
Date: Tuesday, March 23, 2021 6:09:54 AM

Thank you

On Mon, Mar 22, 2021 at 7:00 PM Justin Baker <justin.baker@bndna.com> wrote:

> Good evening,
>
> ACIS Version 2021.43.1.11 has been deployed to UAT for PROD Release 43
>
> The following Bugs fixes and CR's were included in this deployment.

ID	Work Item Type	Title	Assigned To	Iteration Path	State	Tags
40386	Change Request	CL 5 year non-discretionary medium is not triggering a new classification review	Phil Wussow	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Active	2Q2020; ADC Priority 1; Bug; Classification; EUIL; EUIL 2020 May; Not in FSD; Pilot
42934	Change Request	Add certain App areas to the Quick Search	Spencer Scott	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Resolved	Change Request; EUIL 2020 LHF; LHF; Parking Lot

ID	Work Item Type	Title	Assigned To	Severity	Priority	State	Tags	Iteration Path	Area Path	Resolved Date	Resolved By	Changed Date	Created By	Created Date
42341	Bug	Warrants-Information Changing on Warrants While Approving	Joseph Hinsberg	3 - Medium	1	Resolved	Bug; Production; UAT; Warrants	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\14-Warrants and Detainers	3/10/2021 12:16:02 PM	Shalini Makam	3/22/2021 4:33:53 PM	Joseph Hinsberg	4/29/2020 1:04:05 PM
43684	Bug	(Not provided) - SD #781 - Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Al Dubrowa	4 - Low	10	Active	DI57; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification			3/22/2021 4:35:43 PM	Justin Baker	10/9/2020 3:01:50 PM
43741	Bug	CW370048 - Service Desk #800 - Classification - Two Unit Admin review recommendations are being completed	Marlene Coffey	3 - Medium	10	Resolved	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/10/2021 3:45:30 AM	Khouloud Chebbi	3/22/2021 4:30:54 PM	Justin Baker	10/16/2020 12:23:57 PM
44203	Bug	CW389107 - SD# 988 - Classification - not allowing an override decrease for inmate [redacted] says system error unable to to not polygraph, inmate has prior to ACIS. Also saying less than a year in current custody. This is also incorrect	Marlene Coffey	3 - Medium	10	Resolved	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/10/2021 2:49:57 PM	Phil Wussow	3/22/2021 4:32:31 PM	Justin Baker	1/8/2021 3:28:03 PM
44247	Bug	CW390217 - Service Desk #1010 - Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Chuck Rich	3 - Medium	2	Resolved	Service Desk; Warrants	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\14-Warrants and Detainers\Warrants	3/11/2021 8:30:10 AM	Hassen Bengamra	3/22/2021 4:30:10 PM	Justin Baker	1/15/2021 3:29:12 PM
44297	Bug	RPT 2040 - CW391671 - SD# 1017 - (Missing Hours) is missing whole crews (WIPP-Maint-Helper) that were not paid for Florence-South Pay Period 14.	Michele Simmons	3 - Medium	10	Resolved	Programs; REPORTS; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\20-Reports	3/17/2021 2:56:21 PM	Harika Chikkala	3/22/2021 4:31:55 PM	Justin Baker	1/22/2021 10:38:01 AM
44598	Bug	CW399107 - SD #1084 - Community Corrections RMS - The DCAC conditions on ACIS is not	Bill Meola	3 - Medium	1	Resolved	RMS; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\RMS	3/16/2021 12:45:06 PM	Ons Jannene	3/22/2021 4:27:58 PM	Justin Baker	2/26/2021 10:51:34 AM

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		displaying the correct conditions.												
44602	Bug	CW399810 - Service Desk #1086 - STG - ACIS is showing him as a successfully debriefed Barrio Chicano Locos.	Alexandria Bailey	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\05-STG	3/11/2021 8:47:03 AM	Matt Mollenkopf	3/22/2021 4:36:44 PM	Justin Baker	3/1/2021 5:40:52 PM
44605	Bug	CW400745 - SD# 1092, 746 - RMS - I keep getting an add forwarding address trigger	Mike Newsome	3 - Medium	10	Resolved	RMS	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\RMS	3/8/2021 6:27:43 AM	Hassen Bengamra	3/22/2021 4:28:10 PM	Justin Baker	3/1/2021 7:25:38 PM
44608	Bug	CW396272 - SD# 1096 - Classification - Criminal history update with Federal Prison disposition did not populate into Prior Criminal History Calculations	Marlene Coffey	3 - Medium	10	Resolved	Classification; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\02-Classification	3/9/2021 3:20:16 PM	Phil Wussow	3/22/2021 4:32:56 PM	Justin Baker	3/1/2021 11:38:12 PM
44611	Bug	CW397612 - Service Desk Ticket # 1101 - Inmate has duplicate Episodes	Brittany Cassiano	3 - Medium	10	Resolved	Intake; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\01 Intake	3/10/2021 6:31:03 AM	Hassen Bengamra	3/22/2021 4:36:52 PM	Justin Baker	3/2/2021 12:02:58 AM
44613	Bug	CW398024 - SD# 1103 - Programs/Keeptrak - With the new ability to enter pay hours with decimals a new issue has arisen	Michele Simmons	3 - Medium	10	Resolved	Interfaces; Programs; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\07-Programs	3/18/2021 8:47:35 AM	Luis Blazquez	3/22/2021 4:33:20 PM	Justin Baker	3/2/2021 12:13:01 AM
44650	Bug	CW399001 - SD# 1129 - BoEC - ISSUES WITH INMATE PROGRESS REPORT	Anthony Moreno	3 - Medium	10	Resolved	BoeC; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\11-Community Corrections\BOEC	3/8/2021 8:24:23 AM	Khouloud Chebbi	3/22/2021 4:29:43 PM	Justin Baker	3/4/2021 10:44:01 AM
44673	Bug	CW363395 - SD# 735 - Grievances - Error when deleting documents	Michele Simmons	3 - Medium	10	Resolved	Grievance; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\16-Grievance	3/15/2021 3:12:16 AM	Khouloud Chebbi	3/22/2021 4:32:43 PM	Justin Baker	3/10/2021 11:39:11 AM
44682	Bug	CW384718 - SD# 917 - EIP/DIM - EIP letter saved to inmate's documents changes after being viewed then disappears.	Michele Simmons	3 - Medium	10	Resolved	DIM; EIP; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\12-EIP	3/15/2021 7:26:51 AM	Wissem Benaissa	3/22/2021 4:33:40 PM	Justin Baker	3/11/2021 12:35:10 PM
44683	Bug	CW399948 - SD# 1134 - AIMS Functional Literacy Data did not get transferred to ACIS	Michele Simmons	3 - Medium	10	Resolved	Programs; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\07-Programs	3/12/2021 11:04:57 AM	Wissem Benaissa	3/22/2021 4:34:59 PM	Justin Baker	3/11/2021 4:37:07 PM
44685	Bug	CW(Not provided) - SD# 1137 - EIP - Inmate disciplinary not displaying appropriately on EIP Compliance Summary screen	Michele Simmons	3 - Medium	10	Resolved	EIP; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\12-EIP	3/12/2021 11:27:30 AM	Wissem Benaissa	3/22/2021 4:32:20 PM	Justin Baker	3/11/2021 5:09:06 PM
44686	Bug	CW401684 - SD#1138 - Grievance - Grievance Stages not properly recording when an informal grievance is Submitted	Michele Simmons	3 - Medium	10	Resolved	Grievances; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\16-Grievance	3/17/2021 10:54:30 AM	Khouloud Chebbi	3/22/2021 4:34:12 PM	Justin Baker	3/11/2021 5:16:42 PM
44687	Bug	CW401699 - SD# 1139 - Grievance remains as Unprocessed when Unprocessed toggle checked then unchecked	Michele Simmons	3 - Medium	10	Resolved	Grievances; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\16-Grievance	3/17/2021 4:03:05 AM	Khouloud Chebbi	3/22/2021 4:29:29 PM	Justin Baker	3/11/2021 5:23:19 PM
44688	Bug	CW401725 - SD# 1140 - Sentence Calc - when a sentence has been vacated, the status of the sentence still shows active	Brittany Cassiano	3 - Medium	10	Resolved	Sentence Calc; Service Desk	Aims2\PROD 2021\v2021.43.X (PROD Release 43)	Aims2\03-Sentence Calc	3/18/2021 4:37:30 PM	Luis Blazquez	3/22/2021 5:17:32 PM	Justin Baker	3/11/2021 5:30:09 PM
44692	Bug	CW 402607 - SD# 1145 - Protective Custody - The above inmate's POP status reads PC. However, when I try to initiate the 805-11 Removal, the following error message appears:												

AMERICAN OVERSIGHT

		"Protective Custody Removal is not appropriate at this time. The inmate is not in	

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Jey Whitson; Perry Craglow; German Rios-lazo; Charles Grant; Joe Miles
Cc:	Michele Simmons; Marlene Coffey; Albert Dubrowa; Daniel Ford; Janet Duvall; Chris Nelson; Brian Makris; Michael Saltmarsh; Spencer Scott; Sandy Wang; George Martinez; Rusty Johnson; Stacey Crabtree
Subject:	Re: ACIS UAT & Feature UAT
Date:	Monday, March 22, 2021 8:50:11 AM

+Perry Craglow +German Rios-lazo +Charles Grant +Joe Miles

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

On Mon, Mar 22, 2021 at 8:40 AM Jey Whitson <jwhitson@azadc.gov> wrote:

> Please be advised that both of the above environments are both down for an unknown reason. We receive a 503 error when attempting to connect to either environment.
>
> CW406076 has been created and assigned to the IT Service Desk with the request to log a high bug with B&D to resolve.
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Spencer Scott; Janet Duvall; Sandy Wang
Cc: Joe Miles; Rusty Johnson
Subject: Re: Sign Off CR"s 41403 & 41272
Date: Monday, March 22, 2021 8:47:49 AM

Thank you, Joe.

Team - Please go through the binders to ensure that we have the final copies (all three signatures) for all of the ACIS Change Request Approvals and their associated MiCase Estimation forms. If we don't, please obtain them from Joe Miles.

Thank you,

Holly

On Fri, Mar 19, 2021 at 12:47 PM Joe Miles <joe.miles@bndna.com> wrote:

AMERICAN OVERSIGHT

From: Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To: bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject: Open Service Desk tickets by Requester. Scheduled At : Mar 22, 2021 08:00 AM
Date: Monday, March 22, 2021 8:03:41 AM
Attachments: Service_Ticket_Report (Mar 22, 2021 08 00 AM).pdf

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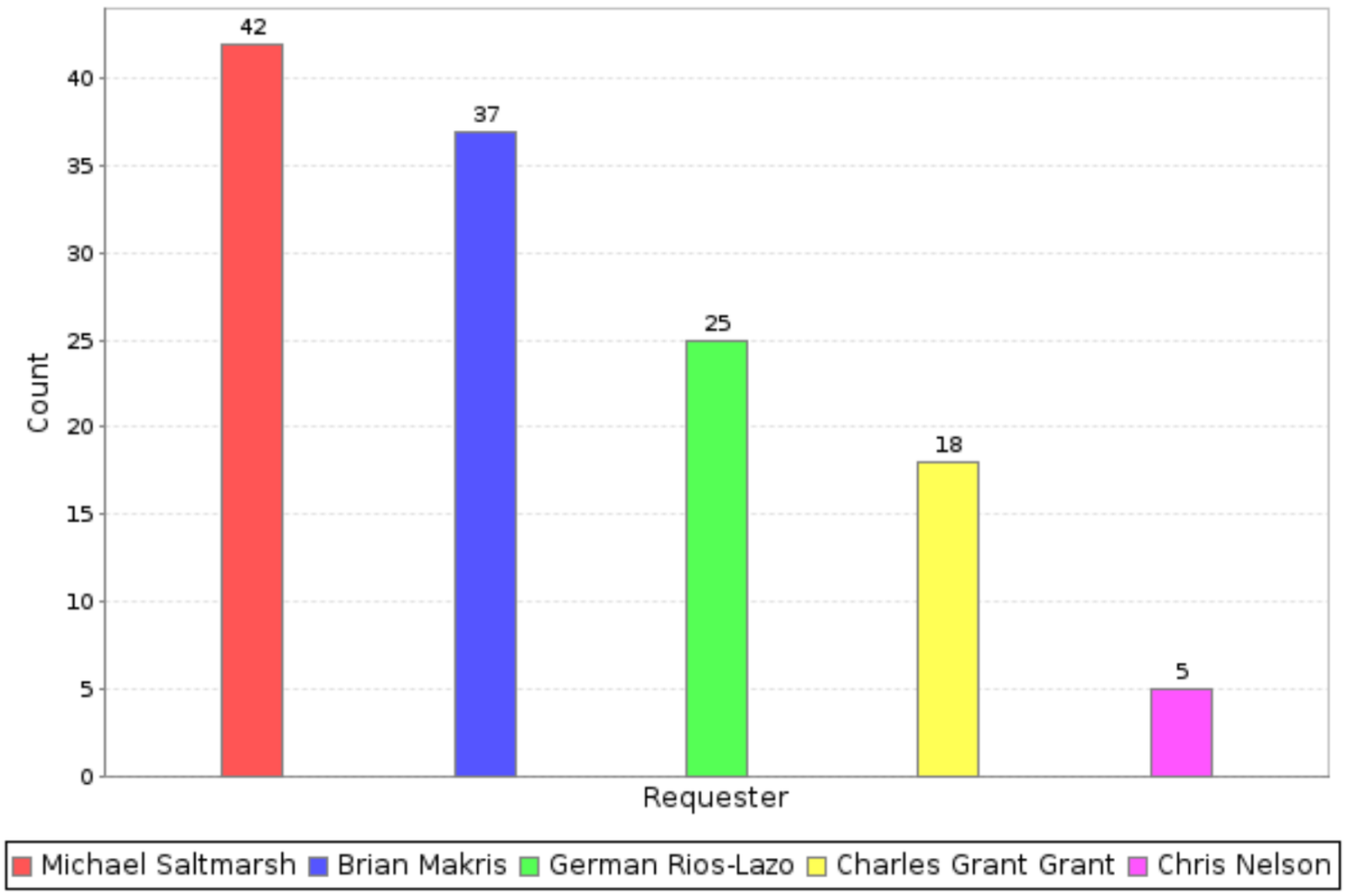
Business & Decision
Empowering Digital Business

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 03-22-2021 08:00

Total records : 127



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium
	Grievance	1139	Grievance - Remains unprocessed.	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Detainers	1142	Detainers - Screen does not change to "Awaiting Receipt" like it should.	Assigned	Justin Baker	3-Medium
	Detainers	1143	Detainers - Inmate has a felony hold logged under Detainer Summary which should make his release date default to ERC: 09/17/21 .	Assigned	Justin Baker	3-Medium
	Population Mgmt FITS	1144	Population Mgmt FITS - FITS Administration information is missing for multiple units	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1145	Population Mgmt Protective Custody - inmate's POP status reads PC.	Assigned	Justin Baker	3-Medium
	Sentence Calc	1152	Sentence Calc - New Code inmate is not calculating earned release credits correctly	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	1156	Population Mgmt Count - when requesting a terminal digit, inmate [redacted] [redacted] ADC #[redacted] is showing as a temp absent but is listed as an escape from 1991	Assigned	Justin Baker	3-Medium
	Scheduling	1157	Scheduling - Once you schedule a recouring activity in ACIS (such as a peer to peer class) you can not find the class using the search features,	Assigned	Matt Mollenkopf	3-Medium
	Programs	1158	Programs - Issues with I/M [redacted] MVD	Assigned	Justin Baker	3-Medium
	Grievance	1159	Grievance - Grievance not showing on Grievance and Appeals Dashboard	Assigned	Justin Baker	3-Medium
	Detainers	1161	Detainers - ACIS will not allow me to place new detainers on inmates	Assigned	Justin Baker	3-Medium
	Other	1165	Global Action Queue - Inmate triggering for home plan action type for an update in home plan address	Assigned	Justin Baker	3-Medium
	Other	1166	PC-AIMS2 - DORS03CE - MaxTerm Data Inaccuracies	Assigned	Justin Baker	3-Medium
	Other	1167	Interfaces Other - Clipped count data coming to nightly PC-AIMS2 files.	Assigned	Justin Baker	3-Medium
	Discipline	1168	Disciplne - ACIS will not allow me to upload a 1st step appeal on this inmate	Assigned	Justin Baker	3-Medium
	Visitation	1169	Visitation - State visitor already exists but no record exists	Assigned	Justin Baker	3-Medium
	Reports	1170	Reports 3040 some areas are blank or incorrect	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	1171	Community Corrections RMS - when attempting to process MVD for inmate [redacted] ADC# [redacted] all controls are inactive	Assigned	Justin Baker	3-Medium
	Discipline	1173	Discipline - User the DC completes the DHCR page for a minor but doesn't approve the hearing date and dismissing the case	Assigned	Justin Baker	3-Medium
	Other	1174	Global DT31 Fingerprints -	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	1175	Population MGMT Count - 8 inmates have been moved and no longer in the cell that ACIS has them in for the population management.	Assigned	Justin Baker	3-Medium
	Reports	1177	Reports -	Assigned	Justin Baker	3-Medium
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Other	1134	Data Clean Up and Migration - AIMS Functional Literacy Data did not get transferred to ACIS	Pending Deployment	Justin Baker	3-Medium
	EIP	1137	EIP - Inmate disciplinary not displaying appropriately on EIP Compliance Summary screen.	Pending Deployment	Justin Baker	3-Medium
	Grievance	1138	Grievance - Grievance Stages not properly recording when an informal grievance is Submitted	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	1140	Sentence Calc - when a sentence has been vacates, the status of the sentence still shows active	Pending Deployment	Justin Baker	3-Medium
	Community Corrections OMS	1147	Community Corrections OMS - Inactive offender showing on Community Corections caseload	Pending Deployment	Justin Baker	3-Medium
	Warrants	1148	WARRANTS - The warrant module is currently allowing multiple users to take action on separate computers on the same warrant.	Pending Deployment	Justin Baker	2-High
	Population Mgmt Prison Admin	1160	Population Mgmt Prison Admin - Movement reasons that have been disassociated from a movement code are still showing up as being available to use	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Count	1163	Population MGMT Count - EYMAN PRISON WAS NOT ABLE TO CLEAR THE 1100 FORMAL COUNT.	Pending Deployment	Justin Baker	2-High
	Warrants	1164	Warrants - On the warrant prep page the "Prior Convictions" area is not in chronological order by date	Pending Deployment	Justin Baker	3-Medium
	Discipline	1155	Discipline - Now and then ACIS will not take the LOP entered.	Pending Information	Justin Baker	3-Medium

Count 37

Charles Grant Grant						
	EIP	474	EIP - Inmate [redacted] [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
Count		18				
Chris Nelson						
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Classification	988	Classification -	Pending Deployment	Justin Baker	3-Medium
Count		5				
German Rios-Lazo						
	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Deployment	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Deployment	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 25

Michael Saltmarsh						
	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium
	Programs	1073	ACIS BUG - PROGRAMS - Inmates still displaying as Participating in Inactive cycles.	Assigned	Matt Mollenkopf	3-Medium
	Reports	1078	ACIS BUG - REPORTS - Report 720 not pulling all inmates based on selected criteria	Assigned	Justin Baker	3-Medium
	Other	1091	ACIS BUG - MULTIPLE MODULES - ANNUAL REVIEW IS NOT SHOWING CORRECTLY	Assigned	Justin Baker	3-Medium
	Programs	1092	ACIS BUG - PROGRAMS - I keep getting an add forwarding address trigger	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	1100	ACIS BUG - COMMUNITY CORRECTIONS OMS - when trying to complete a Static 99 assessment for officers on ICS officers on Parole the Assessment Forms does not open in the left navigation bar.	Assigned	Justin Baker	3-Medium
	Reports	1126	ACIS BUG - REPORTS - ISSUES WITH REPORT 1140	Assigned	Justin Baker	3-Medium
	Other	1125	Requesting to get TFS access for Saltmarsh, Michael	On Hold	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	1084	ACIS BUG - Community Corrections RMS - The DCAC conditions on ACIS is not displaying the correct conditions.	Pending Deployment	Justin Baker	3-Medium
	STG	1086	ACIS BUG - STG - ACIS is showing him as a successfully debriefed Barrio Chicano Locos.	Pending Deployment	Justin Baker	3-Medium
	Classification	1096	ACIS BUG - CLASSIFICATION - Criminal history update with Federal Prison disposition did not populate into Prior Criminal History Calculations	Pending Deployment	Justin Baker	3-Medium
	Intake	1101	ACIS BUG - INTAKE - Inmate has duplicate Episodes	Pending Deployment	Justin Baker	3-Medium
	Interfaces	1103	ACIS BUG - INTERFACES KEEPTRAK - With the new ability to enter pay hours with decimals a new issue has arisen	Pending Deployment	Justin Baker	3-Medium
	Community Corrections BOEC	1129	ACIS BUG - COMMUNITY CORRECTIONS BOEC - ISSUES WITH INMATE PROGRESS REPORT	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Community Corrections RMS	1109	ACIS BUG - COMMUNITY CORRECTIONS RMS - ADC quick search not taking user to the correct offender	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium

Count 42

Summary Report

Count 127

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Re: House Bills
Date: Friday, March 19, 2021 3:08:13 PM

This is just fine. Thank you for the efforts :) Much appreciated.
Have a great weekend!!

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

On Fri, Mar 19, 2021 at 2:48 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Regarding the request for us to provide ballpark cost on 2 potential Arizona House Bills, HB 2713 Sentence Calculation and HB 2261 Visitation it is important to note that providing any projected number is extremely difficult without the specific detailed requirements and therefore we are unable to provide a ballpark cost; however, we can offer a suggested framework that will allow you to have an idea of cost based on your understanding of the bill and utilization of your SME's to project potential cost. In project management the concept of T-Shirt size would be used to identify size of the project, Small,
>
> Medium, Large, X-Large.
>
> For HB 2713 it should be compared to CR 42176/1310 (sentence calculation), which is X-Large, your SME's should be able to identify if HB 2713 is about same size or smaller or larger and apply reasonable adjustment of hours to formulate ballpark number.
>
> For HB 2261 it should be compared to CR 35680 (visitation), which is medium, your SME's should be able to identify if HB 2261 is about same size or smaller or larger and apply reasonable adjustment of hours to formulate ballpark number.

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Best Regards,

Joe

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: jduvall; Sandy Wang; Spencer Scott
Cc: Holly Greene
Subject: Sign Off CR"s 41403 & 41272
Date: Friday, March 19, 2021 12:48:17 PM
Attachments: Sign Off CR 41272.PDF
Sign Off CR 41403.PDF

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[redacted]

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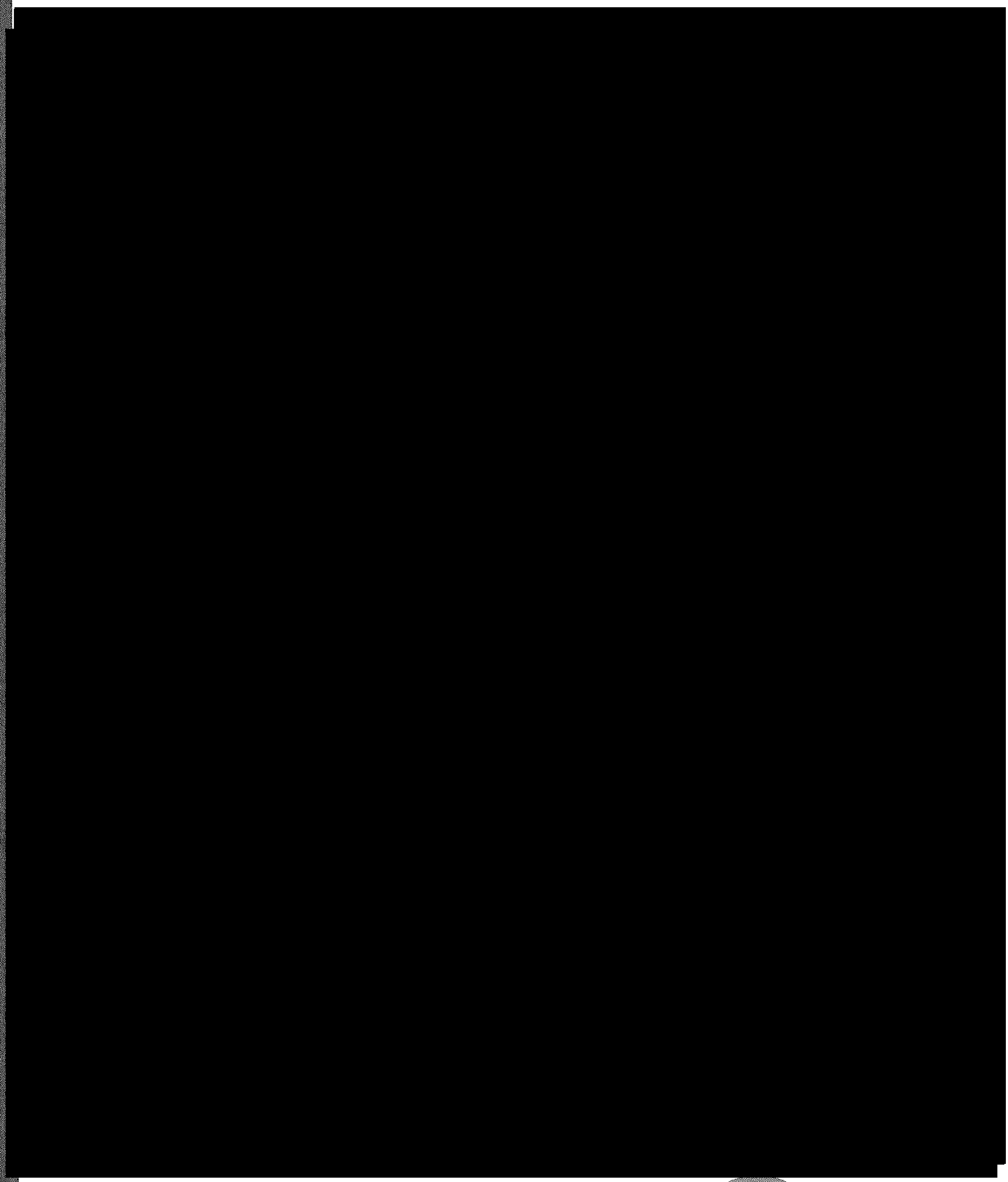

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Mi-Case

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Subject: Re: HB 2261
Date: Wednesday, March 17, 2021 5:17:39 PM

Yes - it's HB2261: https://www.azleg.gov/legtext/55leg/1R/bills/hb2261h.pdf

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

On Wed, Mar 17, 2021 at 1:55 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Is 2261 the correct HB number for visitation by individuals under 18? I could not find information?
>
> Joe

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Sandy Wang; Joe Miles
Cc:	Rusty Johnson; Perry Craglow; Joseph Nicoletti; Keith Barrier; Jacob Whitson; Janet Duvall; Spencer Scott; George Martinez; adubrowa
Subject:	Re: FYI - Eyman Count Issue
Date:	Wednesday, March 17, 2021 5:14:42 PM

Thank you for the information, Sandy.

Joe and Sandy-

Please provide me with information concerning the process in place to track problems.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

On Wed, Mar 17, 2021 at 4:31 PM Sandy Wang <swang@azadc.gov> wrote:

> Holly and Rusty**,** this is just a heads-up of a production issue reported yesterday regarding Eyman count, the work we have done, and the agreement reached.
>
> **Problem**
> During today's ACIS bug review call, the Eyman count issue was brought up for discussion and a potential emergency CAB was suggested.
> EYMAN PRISON WAS NOT ABLE TO CLEAR THE 1100 FORMAL COUNT. INMATE [redacted] WAS TRANSFERRED OUT OF EYMAN RYNNING UNIT AT 0715AM ON 3/16/2021. THE BANNER RETAINED EYMAN. THE COUNT MODULE WAS OPENED FOR 1100 FORMAL COUNT. THE EXPECTATION WAS THE INMATE WOULD APPEAR ON EYMAN COMPLEX "OUT OUTS" AREA. HE WAS NOT LISTED. THE INMATE WAS NOT ON RYNNING UNITS OTHER OUTS EITHER. WHEN A EMERGENCY COUNT WAS OPENED HE THEN DISPLAYED ON RYNNING OTHER OUTS AREA.
>
> **Analysis**
> Later on, IT, Operations (Jey), and B&D met to discuss further:
>
> - The issue only occurred in the 11 am count on 3/16, not the counts before or after.
> - When opening an emergency count at the 11 am count on 3/16, this inmate did display.
> - Aaron from B&D explained that the issue is due to a piece of SQL code that updates a

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procedure for counts (for the purpose of optimizing the db performance) was introduced to production two and half weeks ago with release 41.
- However, this code was never checked in, nor tested in any of the environments, which is an oversight on the B&D side.

Conclusion

- At this time, it looks like a one-off issue since the code has been in production for over two weeks and we only encountered this issue once on 3/16. It is probably an edge case which would require more research to identify.
- We agree (1) for B&D to do more research and testing to identify the edge case, (2) alert Operations and management, and (3) implement an emergency fix or wait for the next regular release once we find out more information about this issue and the piece of code.

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Herb Haley
Cc: Joe Miles; Rusty Johnson
Subject: Re: Meeting
Date: Tuesday, March 16, 2021 4:44:28 PM

Absolutely understood.

On Tue, Mar 16, 2021 at 4:43 PM Herb Haley <hhaley@azadc.gov> wrote:

> Holly - yes, it does work - although based on some other developments we may not have much to discuss just yet... it would all be pure speculation at this time.
>
> Herb...
>
> Respectfully,
>
> Herb Haley, Administrator
>
> Time Computation Unit
>
> AZ Department of Corrections, Rehabilitation and Reentry
> 1601 W. Jefferson
> Phoenix, AZ 85007
> 602-542-1876
>
> hhaley@azadc.gov
>
> On Tue, Mar 16, 2021 at 4:40 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Herb - Does that work for you?
> >
> > On Tue, Mar 16, 2021 at 4:32 PM Joe Miles <joe.miles@bndna.com> wrote:
> >
> > > How about tomorrow at our already scheduled meeting time of 10 am your time..just extend invite to Herb...I will add our staff as necessary
> > >
> > > Get Outlook for iOS
> > >
> > > ---
> > >
> > > **From:** Rusty Johnson <sjohnson@azadc.gov>
> > > **Sent:** Tuesday, March 16, 2021 6:27:01 PM
> > > **To:** Joe Miles <joe.miles@bndna.com>
> > > **Cc:** Herbert Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> > > **Subject:** Meeting
> > >
> > > Hi Joe-
> > >
> > > We would like to setup a meeting to discuss upcoming legislative changes.

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Holly Greene
Rusty Johnson
Herb Haley

We need to do this rather quickly as these bills are already being introduced.

--
Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

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--

Respectfully,

AMERICAN OVERSIGHT

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From: Justin Baker on behalf of Justin Baker <justin.baker@bndna.com>
To: Joseph Hinsberg; Charles Rich; Michael Newsom; Christina Luft; Elianna Jacobs; ABAILEY; bcassiano; gmartinez1; Stacey Crabtree; Jey Whitson1; Marlene Coffee; Elizabeth Charif; Al Dubrowa; dford1; Michele Simmons; Janah Barreras; jduvall; Herb Haley; wmeola; amoreno2; Spencer Scott; Anthony Oliveri; Sandy Wang; Stacy Paul; Christae Spivey; Amanda Adkins-Germeister; Courtney Gottschalk; Arrin Mccoy; Joseph Lankford; Michael Deiana; Jordan Willcox; Chris Nelson; Brian Makris; Michael Saltmarsh; Charles Grant; German Rios-Lazo; Holly Greene; Perry Craglow; Joseph Nicoletti; Rusty Johnson
Cc: Thad Lowry; Aaron Pratt; Phil Wussow; Keith Francen; Harika Chikkala; Justin Baker; Joe Miles; Trevor Baker; Cindy Hyser-Crauwels; Matt Mollenkopf; Stewart Bramley
Subject: ACIS Version 2021.42.1.12 has been deployed to PROD and Training for PROD Release 42
Date: Monday, March 15, 2021 7:10:24 PM
Attachments: ACIS SYSTEM IMPROVEMENT BULLETIN 40685.pdf
ACIS SYSTEM IMPROVEMENTS BULLETIN 42693.pdf
ACIS SYSTEM IMPROVEMENT BULLETIN 44034.pdf
ACIS SYSTEM IMPROVEMENT BULLETIN 35571.pdf
image001.png

Good evening,

ACIS Version 2021.42.1.12 has been deployed to PROD and Training for PROD Release 42.

The following Bugs fixes and CR's were included in this deployment. I've attached the improvement bulletins for the change requests deployed in this prod this release.

ID	Work Item Type	Title	Assigned To	Iteration Path	State	Tags
35571	Change Request	Add a new column on the Victim Search screen called "Type of Victim"	Spencer Scott	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	4Q2020; Change Request; EUIL 2020 4th Qtr; Not in FSD; Victim Services
40685	Change Request	*CRITICAL ~ WARRANTS: Unable to make entries on FSU Review screen when warrant in warrant issued status	Chuck Rich	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	4Q2020; EUIL 2020 4th Qtr; Warrants
42693	Change Request	Auto-populate Quality Review screen with as much information as possible	Aaron Pratt	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	EUIL 2020 LHF; LHF; Programs; Work Levels
44034	Change Request	Out of State Home Plan approval process	Mike Newsome	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	Non-Chargeable

ID	Work Item Type	Title	Assigned To	Severity	Priority	State	Tags	Iteration Path	Area Path	Resolved Date	Resolved By	Changed Date	Created By	Created Date
42448	Bug	CW356468 - SD# 685 Grievance Coordinator cannot upload Medical Formal Grievances	Michele Simmons	3 - Medium	1	Resolved	A Passed QA; Bug; Grievance; R26	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\16-Grievance	3/3/2021 10:05:20 AM	Khouloud Chebbi	3/10/2021 11:05:04 AM	Alexandria Bailey	5/6/2020 1:28:43 PM
42968	Bug	Service Desk Ticket #414 - Warrant - under the "Hearing Officer Review" area, the CC Officer Name and CC Supervisor Name is not populating and/or populating incorrectly	Chuck Rich	3 - Medium	1	Closed	Bug; Service Desk; Warrants	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\14-Warrants and Detainers\Warrants	3/2/2021 2:08:25 PM	Hassen Bengamra	3/9/2021 12:11:36 PM	Steven Williams	7/1/2020 7:43:24 AM
43635	Bug	UC-WD-25 IAD Out-of-State Detainers - Not putting correct information for commitment offense	Jey Whitson	3 - Medium	10	Resolved	Detainers; Production	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\14-Warrants and Detainers\Detainers	2/26/2021 7:48:28 AM	Khouloud Chebbi	3/8/2021 4:19:49 PM	Carolyn DeLuzio	10/1/2020 10:18:43 AM
43684	Bug	(Not provided) - SD #781 - Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Marlene Coffey	4 - Low	10	Closed	DI57; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\02-Classification	2/22/2021 4:57:06 PM	Phil Wussow	3/9/2021 8:35:30 AM	Justin Baker	10/9/2020 3:01:50 PM
43973	Bug	CW378980 - Service Desk ticket #869 - RMS - RMS	Mike Newsome	3 - Medium	10	Resolved	RMS; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\11-Community Corrections\RMS	2/26/2021 5:49:52 AM	Hassen Bengamra	3/8/2021 4:19:06 PM	Justin Baker	11/19/2020 2:25:56 PM

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		RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE												
44055	Bug	CW381385 - Service Desk ticket #898 - Warrants - In multiple instances ACIS is displaying an assigned community corrections office on the warrants dashboard but blank on the warrant detail screen or vice versa.	Chuck Rich	3 - Medium	2	Closed	Service Desk; Warrants	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\14-Warrants and Detainers	3/2/2021 2:08:25 PM	Hassen Bengamra	3/9/2021 12:05:50 PM	Justin Baker	12/8/2020 3:03:47 PM
44273	Bug	CW391306 - SD# 1015- Sentence Calc - ERROR RECIEVED WHEN WE ATTEMPT TO ENTER THE SENTENCE ELEMENT.	Brittany Cassiano	3 - Medium	10	Resolved	Sentence Calc; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\03-Sentence Calc	3/10/2021 3:38:18 PM	Luis Blazquez	3/10/2021 4:01:17 PM	Justin Baker	1/19/2021 4:45:50 PM
44511	Bug	RPT 1140 - CW392014 - SD #1066 - Report displaying data for Tucson Minor, this Unit is deactivated in Prison Admin.	Michele Simmons	3 - Medium	10	Resolved	REPORTS; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\20-Reports	2/23/2021 1:01:04 PM	Harika Chikkala	3/8/2021 4:17:56 PM	Justin Baker	2/9/2021 3:11:24 PM
44521	Bug	RPT 2130 - CW395316 - SD# 1070 - WIPP Pay detail report, not accurate, reflecting inmates not getting paid when they do get pay.	Michele Simmons	3 - Medium	10	Resolved	REPORTS; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\20-Reports	3/3/2021 4:28:17 PM	Harika Chikkala	3/8/2021 4:18:15 PM	Justin Baker	2/10/2021 2:36:21 PM
44569	Bug	CW(not provided) - Service Desk #1080, 1107, 1154 - IHP - Error occurring on Phase Override for ADC# [redacted]	Michele Simmons	3 - Medium	10	Closed	Integrated Housing; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\00 Global\Integrated Housing	2/22/2021 2:59:26 PM	Wissem Benaissa	3/15/2021 3:04:55 PM	Justin Baker	2/22/2021 11:55:22 AM
44583	Bug	CW400197 - SD# 1082 1135 - ADC# [redacted] DNHW list displays pending which is stuck and has already been approved by DW	Marlene Coffey	3 - Medium	10	Closed	DNHW; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\06-Population Mgmt\DNHW	2/24/2021 1:14:15 PM	Wissem Benaissa	3/11/2021 4:46:47 PM	Justin Baker	2/24/2021 11:17:02 AM
44601	Bug	CW 399864 - SD# 1085 Intake - Issue when entering FBI	Jacob Whitson	3 - Medium	10	Resolved		Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\01 Intake	3/3/2021 2:57:49 PM	Shalini Makam	3/10/2021 2:11:38 PM	Matt Mollenkopf	3/1/2021 4:43:39 PM
44606	Bug	CW395314 - SD# 1093 -	Dan Ford	3 - Medium	10	Closed	Service Desk; Visitation	Aims2\PROD 2021\v2021.42.X	Aims2\10-Visitation	3/2/2021 4:30:58	Wissem Benaissa	3/9/2021 7:09:50	Justin Baker	3/1/2021 7:34:28 PM

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		Visitation - MINOR VISITORS: [redacted] WERE PREBVIOUSLY APPROVED AND NOW ARE PENDING ACJIS.						(PROD Release 42)		PM		AM		
44607	Bug	CW396176 - Service desk #1095 - Case Manager - BANNER IS NOT DISPLAYING CORRECTLY	Marlene Coffey	3 - Medium	10	Closed	Case Manager	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\00 Global\Case Management	3/8/2021 9:08:13 AM	Wissem Benaissa	3/9/2021 8:29:44 AM	Justin Baker	3/1/2021 7:46:42 PM
44609	Bug	CW396534 - SD# 1098 - Global - Casenotes - COIII's are able to see under case notes information about Medical	Marlene Coffey	3 - Medium	10	Closed	Case Nots; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\00 Global\Case Notes	3/3/2021 12:15:59 PM	Shalini Makam	3/9/2021 8:46:31 AM	Justin Baker	3/1/2021 11:48:27 PM
44612	Bug	CW398007 - SD# 1102 - Programs - ACI Longevity Adjustment does not save.	Michele Simmons	3 - Medium	10	Resolved	Programs; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\07-Programs	3/2/2021 10:53:09 AM	Wissem Benaissa	3/8/2021 4:16:12 PM	Justin Baker	3/2/2021 12:08:21 AM
44614	Bug	CW398049 - Service Desk #1104 - Print Grievance Appeal Response Action Queue items not dropping off	Michele Simmons	3 - Medium	10	Resolved	Grievance; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\16-Grievance	3/2/2021 6:28:44 AM	Khouloud Chebbi	3/8/2021 4:15:06 PM	Justin Baker	3/2/2021 12:17:12 AM
44615	Bug	RPT 0140 - CW400431 - SD #1105 - Reports - Trying to complete report #0140 for inmate [redacted] for his 02/2021 grant and the report says 1 loaded but does not show any results.	Anthony Moreno	3 - Medium	10	Resolved	REPORTS; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\20-Reports	3/3/2021 8:03:31 AM	Harika Chikkala	3/8/2021 4:17:37 PM	Justin Baker	3/2/2021 12:22:52 AM
44616	Bug	CW399018 - SD# 1108 - Visitation - Issues adding visitor to inmates visitation screen	Dan Ford	3 - Medium	10	Closed	Service Desk; Visitation	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\10-Visitation	3/2/2021 2:45:52 PM	Wissem Benaissa	3/9/2021 7:16:59 AM	Justin Baker	3/2/2021 12:36:57 AM
44618	Bug	CW398881 - SD# 1111 - Classification - On 10/08/2020 inmate [redacted] triggered for reclassification but did not show up on my queue.	Marlene Coffey	3 - Medium	10	Closed	Classification; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\02-Classification	3/3/2021 11:38:10 AM	Phil Wussow	3/9/2021 8:11:53 AM	Justin Baker	3/2/2021 12:48:00 AM
44625	Bug	CW398377 -	Dan Ford	3 -	10	Closed	Service Desk	Aims2\PROD	Aims2\10-Visitation	3/2/2021	Wissem	3/9/2021	Justin	3/2/2021

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		SD# 1114 - Visitation - Inmate [redacted] is triggering for a minor who turned 18 but once you access the trigger the minor is unable to be located to print out the notification and clear out the trigger.		Medium				2021\v2021.42.X (PROD Release 42)		3:32:46 PM	Benaissa	7:21:29 AM	Baker	12:48:02 PM
44626	Bug	CW398096 - SD# 1119 - Discipline - Extra duty on inmate [redacted]	Dan Ford	3 - Medium	10	Closed	Discipline; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\08-Discipline	3/3/2021 11:27:24 AM	Wissem Benaissa	3/9/2021 8:38:27 AM	Justin Baker	3/2/2021 1:02:54 PM

Justin Baker
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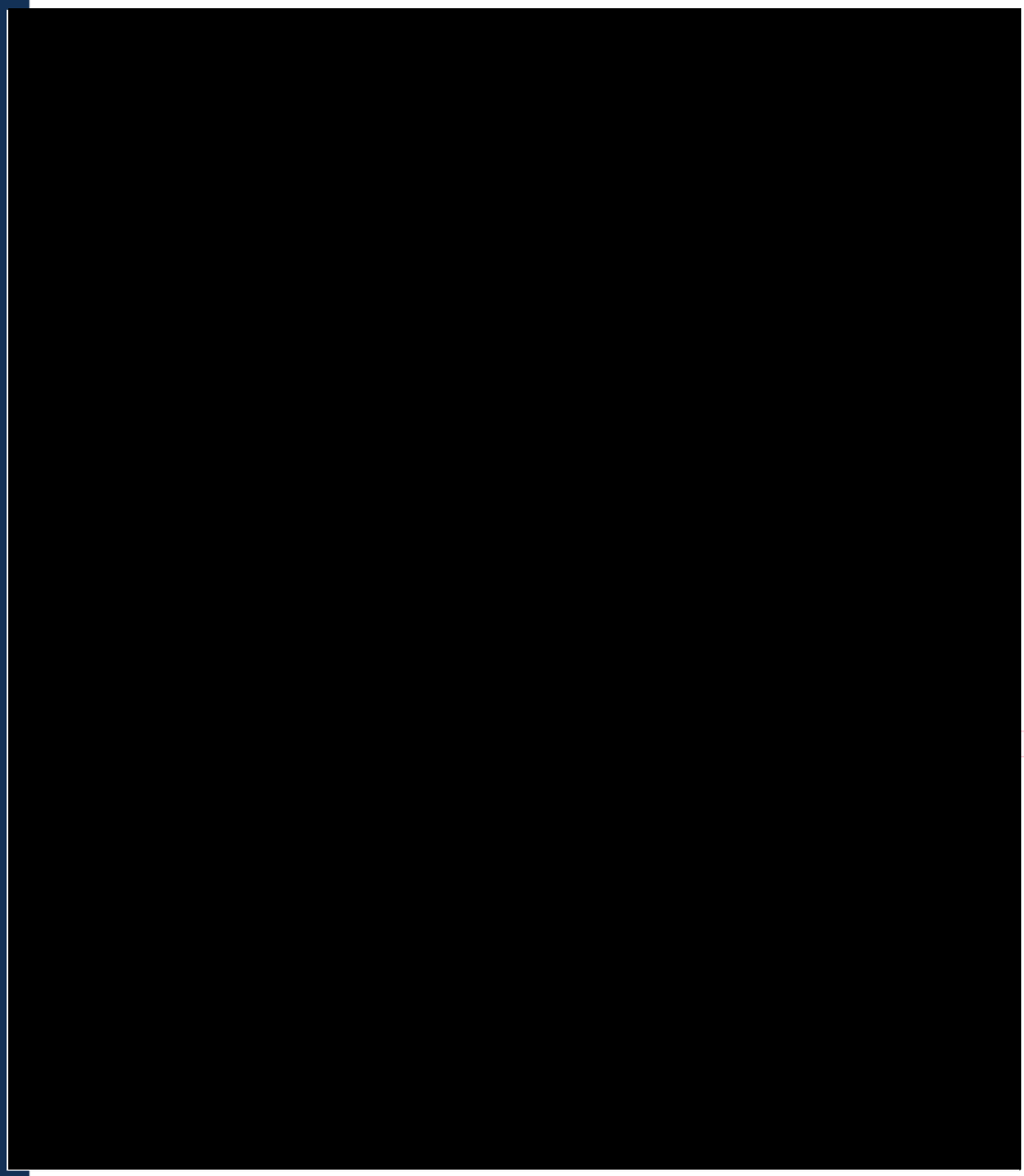

nted [TB1]: Decrease?

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Lightening the load of those managing the corrections journey.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Justin Baker
Cc: Joe Miles; Rusty Johnson
Subject: Re: ACIS Version 2021.42.1.12 has been deployed to UAT for PROD Release 42
Date: Monday, March 15, 2021 5:33:09 PM
Attachments: image001.png

Thank you for sending! This is great information. Please continue to keep me looped in. :)

-Holly

On Mon, Mar 8, 2021 at 6:57 PM Justin Baker <justin.baker@bndna.com> wrote:

> Good evening,
>
> ACIS Version 2021.42.1.12 has been deployed to UAT for PROD Release 42
>
> The following Bugs fixes and CR's were included in this deployment.

ID	Work Item Type	Title	Assigned To	Iteration Path	State	Tags
35571	Change Request	Add a new column on the Victim Search screen called "Type of Victim"	Spencer Scott	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	4Q2020; Change Request; EUIL 2020 4th Qtr; Not in FSD; Victim Services
40386	Change Request	CL 5 year non-discretionary medium is not triggering a new classification review	Spencer Scott	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	2Q2020; ADC Priority 1; Bug; Classification; EUIL; EUIL 2020 May; Not in FSD; Pilot
40685	Change Request	*CRITICAL ~ WARRANTS: Unable to make entries on FSU Review screen when warrant in warrant issued status	Spencer Scott	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	4Q2020; EUIL 2020 4th Qtr; Warrants
42693	Change Request	Auto-populate Quality Review screen with as much information as possible	Spencer Scott	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	EUIL 2020 LHF; LHF; Programs; Work Levels
44034	Change Request	Out of State Home Plan approval process	Spencer Scott	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Resolved	Non-Chargeable

ID	Work Item Type	Title	Assigned To	Severity	Priority	State	Tags	Iteration Path	Area Path	Resolved Date	Resolved By	Changed Date	Created By	Created Date
42448	Bug	Grievance Coordinator cannot upload Medical Formal Grievances	Michele Simmons	3 - Medium	1	Resolved	A Passed QA; Bug; Grievance; R26	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\16-Grievance	3/3/2021 10:05:20 AM	Khouloud Chebbi	3/8/2021 4:17:08 PM	Alexandria Bailey	5/6/2020 1:28:43 PM
42968	Bug	Service Desk Ticket #414 - Warrant - under the "Hearing Officer Review" area, the CC Officer Name and CC Supervisor Name is not populating and/or populating incorrectly	Chuck Rich	3 - Medium	1	Resolved	Bug; Service Desk; Warrants	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\14-Warrants and Detainers\Warrants	3/2/2021 2:08:25 PM	Hassen Bengamra	3/8/2021 4:19:19 PM	Steven Williams	7/1/2020 7:43:24 AM
43635	Bug	UC-WD-25 IAD Out-of-State Detainers - Not putting correct information for commitment offense	Jey Whitson	3 - Medium	10	Resolved	Detainers; Production	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\14-Warrants and Detainers\Detainers	2/26/2021 7:48:28 AM	Khouloud Chebbi	3/8/2021 4:19:49 PM	Carolyn DeLuzio	10/1/2020 10:18:43 AM
43684	Bug	(Not provided) - SD #781 - Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Marlene Coffey	4 - Low	10	Resolved	DI57; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\02-Classification	2/22/2021 4:57:06 PM	Phil Wussow	3/8/2021 4:20:46 PM	Justin Baker	10/9/2020 3:01:50 PM
43973	Bug	CW378980 - Service Desk ticket #869 - RMS - RMS RELEASE	Mike Newsome	3 - Medium	10	Resolved	RMS; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\11-Community Corrections\RMS	2/26/2021 5:49:52 AM	Hassen Bengamra	3/8/2021 4:19:06 PM	Justin Baker	11/19/2020 2:25:56 PM

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		DASHBOARD NOT PROMPTING HOME ARREST RELEASE												
44055	Bug	CW381385 - Service Desk ticket #898 - Warrants - In multiple instances ACIS is displaying an assigned community corrections office on the warrants dashboard but blank on the warrant detail screen or vice versa.	Chuck Rich	3 - Medium	2	Resolved	Service Desk; Warrants	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\14-Warrants and Detainers	3/2/2021 2:08:25 PM	Hassen Bengamra	3/8/2021 4:16:57 PM	Justin Baker	12/8/2020 3:03:47 PM
44247	Bug	CW390217 - Service Desk #1010 - Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Chuck Rich	3 - Medium	2	Resolved	Service Desk; Warrants	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\14-Warrants and Detainers\Warrants	3/5/2021 8:50:23 AM	Justin Baker	3/8/2021 4:19:31 PM	Justin Baker	1/15/2021 3:29:12 PM
44511	Bug	RPT 1140 - CW392014 - SD #1066 - Report displaying data for Tucson Minor, this Unit is deactivated in Prison Admin.	Michele Simmons	3 - Medium	10	Resolved	REPORTS; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\20-Reports	2/23/2021 1:01:04 PM	Harika Chikkala	3/8/2021 4:17:56 PM	Justin Baker	2/9/2021 3:11:24 PM
44521	Bug	RPT 2130 - CW395316 - SD# 1070 - WIPP Pay detail report, not accurate, reflecting inmates not getting paid when they do get pay.	Michele Simmons	3 - Medium	10	Resolved	REPORTS; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\20-Reports	3/3/2021 4:28:17 PM	Harika Chikkala	3/8/2021 4:18:15 PM	Justin Baker	2/10/2021 2:36:21 PM
44569	Bug	CW(not provided) - Service Desk #1080, 1107 - IHP - Error occurring on Phase Override for ADC# [redacted]	Michele Simmons	3 - Medium	10	Resolved	Integrated Housing; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\00 Global\Integrated Housing	2/22/2021 2:59:26 PM	Wissem Benaissa	3/8/2021 4:21:06 PM	Justin Baker	2/22/2021 11:55:22 AM
44583	Bug	CW400197 - SD# 1082 - ADC# [redacted] DNHW list displays pending which is stuck and has already been approved by DW	Marlene Coffey	3 - Medium	10	Resolved	DNHW; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\06-Population Mgmt\DNHW	2/24/2021 1:14:15 PM	Wissem Benaissa	3/8/2021 4:21:55 PM	Justin Baker	2/24/2021 11:17:02 AM
44601	Bug	CW 399864 - SD# 1085 Intake - Issue when entering FBI	Jacob Whitson	3 - Medium	10	Resolved		Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\01 Intake	3/3/2021 2:57:49 PM	Shalini Makam	3/8/2021 4:14:21 PM	Matt Mollenkopf	3/1/2021 4:43:39 PM
44606	Bug	CW395314 - SD# 1093 - Visitation - MINOR VISITORS: [redacted] WERE PREBVIOUSLY APPROVED AND NOW ARE PENDING ACJIS.	Alexandria Bailey	3 - Medium	10	Resolved	Service Desk; Visitation	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\10-Visitation	3/2/2021 4:30:58 PM	Wissem Benaissa	3/8/2021 4:16:40 PM	Justin Baker	3/1/2021 7:34:28 PM
44607	Bug	CW396176 - Service desk #1095 - Case Manager - BANNER IS NOT DISPLAYING CORRECTLY	Marlene Coffey	3 - Medium	10	Resolved	Case Manager	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\00 Global\Case Management	3/8/2021 9:08:13 AM	Wissem Benaissa	3/8/2021 4:18:52 PM	Justin Baker	3/1/2021 7:46:42 PM
44609	Bug	CW396534 - SD# 1098 -	Marlene Coffey	3 - Medium	10	Resolved	Case Nots; Service Desk	Aims2\PROD 2021\v2021.42.X	Aims2\00 Global\Case Notes	3/3/2021 12:15:59	Shalini Makam	3/8/2021 4:20:33	Justin Baker	3/1/2021 11:48:27

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		Global - Casenotes - COIII's are able to see under case notes information about Medical						(PROD Release 42)		PM		PM		PM
44612	Bug	CW398007 - SD# 1102 - Programs - ACI Longevity Adjustment does not save.	Michele Simmons	3 - Medium	10	Resolved	Programs; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\07-Programs	3/2/2021 10:53:09 AM	Wissem Benaissa	3/8/2021 4:16:12 PM	Justin Baker	3/2/2021 12:08:21 AM
44614	Bug	CW398049 - Service Desk #1104 - Print Grievance Appeal Response Action Queue items not dropping off	Michele Simmons	3 - Medium	10	Resolved	Grievance; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\16-Grievance	3/2/2021 6:28:44 AM	Khouloud Chebbi	3/8/2021 4:15:06 PM	Justin Baker	3/2/2021 12:17:12 AM
44615	Bug	RPT 0140 - CW400431 - SD #1105 - Reports - Trying to complete report #0140 for inmate [redacted] for his 02/2021 grant and the report says 1 loaded but does not show any results.	Anthony Moreno	3 - Medium	10	Resolved	REPORTS; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\20-Reports	3/3/2021 8:03:31 AM	Harika Chikkala	3/8/2021 4:17:37 PM	Justin Baker	3/2/2021 12:22:52 AM
44616	Bug	CW399018 - SD# 1108 - Visitation - Issues adding visitor to inmates visitation screen	Alexandria Bailey	3 - Medium	10	Resolved	Service Desk; Visitation	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\10-Visitation	3/2/2021 2:45:52 PM	Wissem Benaissa	3/8/2021 4:17:09 PM	Justin Baker	3/2/2021 12:36:57 AM
44618	Bug	CW398881 - SD# 1111 - Classification - On 10/08/2020 inmate [redacted] triggered for reclassification but did not show up on my queue.	Marlene Coffey	3 - Medium	10	Resolved	Classification; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\02-Classification	3/3/2021 11:38:10 AM	Phil Wussow	3/8/2021 4:16:03 PM	Justin Baker	3/2/2021 12:48:00 AM
44625	Bug	CW398377 - SD# 1114 - Visitation - Inmate [redacted] is triggering for a minor who turned 18 but once you access the trigger the minor is unable to be located to print out the notification and clear out the trigger.	Alexandria Bailey	3 - Medium	10	Resolved	Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\10-Visitation	3/2/2021 3:32:46 PM	Wissem Benaissa	3/8/2021 4:16:29 PM	Justin Baker	3/2/2021 12:48:02 PM
44626	Bug	CW398096 - SD# 1119 - Discipline - Extra duty on inmate [redacted]	Dan Ford	3 - Medium	10	Resolved	Discipline; Service Desk	Aims2\PROD 2021\v2021.42.X (PROD Release 42)	Aims2\08-Discipline	3/3/2021 11:27:24 AM	Wissem Benaissa	3/8/2021 4:17:21 PM	Justin Baker	3/2/2021 1:02:54 PM

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: DUVALL, JANET; Sandy Wang; Spencer Scott; Holly Greene; Rusty Johnson
Subject: Total Approved Hours
Date: Monday, March 15, 2021 11:28:20 AM
Attachments: EUIL Total Approved Hours Weekly Summary 312021.xlsx

---

All,

Attached is EUIL Total Approved Hours Weekly Summary through 3/12/2021 and as discussed at our last review meeting we would be looking at this weekly for your confirmation and approval. Please provide the requested confirmation and approval via response to this email. If there is a issue with the reported number please let me know asap.

Joe

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		CANCELED-9 Items	PENDING-13406 Items							
		0-Cancelled	1-Not Approved	2-Approved for Estimation	2a-Received Requirements for Estimatic	2b-Gathering Requirements for Estimati	2c-Estimation in Progress	2d - waiting for requirements	2e-JAR Exceeds Scope - needs re-estima	3-Estimate Sent to ADC - Awaiting Appro
Total	**Count**	**9**	**0**	**0**	**0**	**0**	**3**	**3**	**1**	**25**
	Estimate	**211**	**0**	**0**	**0**	**0**	**0**	**0**	**2396**	**3134**
Amendment 9 PL	Count	0	0	0	0	0	0	0	0	0
	Estimate	0	0	0	0	0	0	0	0	0
EUIL May 2020	Count	5	0	0	0	0	0	0	0	0
	Estimate	211	0	0	0	0	0	0	0	0
2020 Low Hanging Fruit	Count	0	0	0	0	0	0	0	0	0
	Estimate	0	0	0	0	0	0	0	0	0
EUIL 4th QTR (2020)	Count	3	0	0	0	0	3	3	1	2
	Estimate	0	0	0	0	0	0	0	2396	0
2021 Jan Low Hanging Fruit	Count	0	0	0	0	0	0	0	0	22
	Estimate	0	0	0	0	0	0	0	0	2640
System Improvement Hours	Count	1	0	0	0	0	0	0	0	1
	Estimate	0	0	0	0	0	0	0	0	494

AMERICAN OVERSIGHT

			Active-14 Items						COMPLETE-46 Items	ACCEPTED-12 Items
3a-Estimated Approved by ADC - Cancel	4-Approved for FSD / JAR	4a-FSD Complete - Awaiting Approval fo	5-Approved for Dev	5a-In Development	5b-In QA	6-QA Completed Ready for Deployment	7-In FUAT	8-Accepted in FUAT	9-Deployed to PROD	9 - Accepted
13367	**4**	**3**	**3**	**3**	**1**	**5**	**2**	**0**	**46**	**12**
2168	**7262**	**566**	**1164**	**1589**	**496**	**2348**	**545**	**0**	**5747.5**	**1474**
13358	0	0	0	0	0	0	0	0	9	0
0	0	0	0	0	0	0	0	0	1000	0
5	0	0	0	1	1	4	0	0	12	0
2168	0	0	0	958	496	2228	0	0	1434	0
0	0	0	0	0	0	1	1	0	23	0
0	0	0	0	0	0	120	120	0	3000	0
3	4	3	3	2	0	0	1	0	2	0
0	7262	566	1164	631	0	0	425	0	314	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	12
0	0	0	0	0	0	0	0	0	0	1474

AMERICAN OVERSIGHT

TOTAL-13487 Items							
Total	Total Cancelled	Total Not Approved	Total Estimates / Requirements in Process	Total Estimated (Sent to ADC)	Total In Process	Total Completed (including cancelled)	Total Approved
13,487	9		7	13,392	21	67	88
29,100	211		2,396	5,302	13,970	7,433	21,402
13,367				13,358	-	9	9
1,000					-	1,000	1,000
28	5			5	6	17	23
7,494	211			2,168	3,682	1,645	5,326
25					2	23	25
3,240					240	3,000	3,240
30	3		7	5	13	5	18
12,758			2,396		10,048	314	10,362
22				22	-	-	-
2,640				2,640	-	-	-
15	1			2	-	13	13
1,968				494	-	1,474	1,474

Amendment 9, EUIL & System Improvement for 2020 & 2021

AMERICAN OVERSIGHT

BALANCE			
	Total Hours Allocated	Total Approved Hours	Total Hours Remaining
	30000	21402	8598

AMERICAN OVERSIGHT

From:	Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To:	bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject:	Open Service Desk tickets by Requester. Scheduled At : Mar 15, 2021 08:00 AM
Date:	Monday, March 15, 2021 8:00:55 AM
Attachments:	Service_Ticket_Report (Mar 15, 2021 08 00 AM).pdf

AMERICAN OVERSIGHT

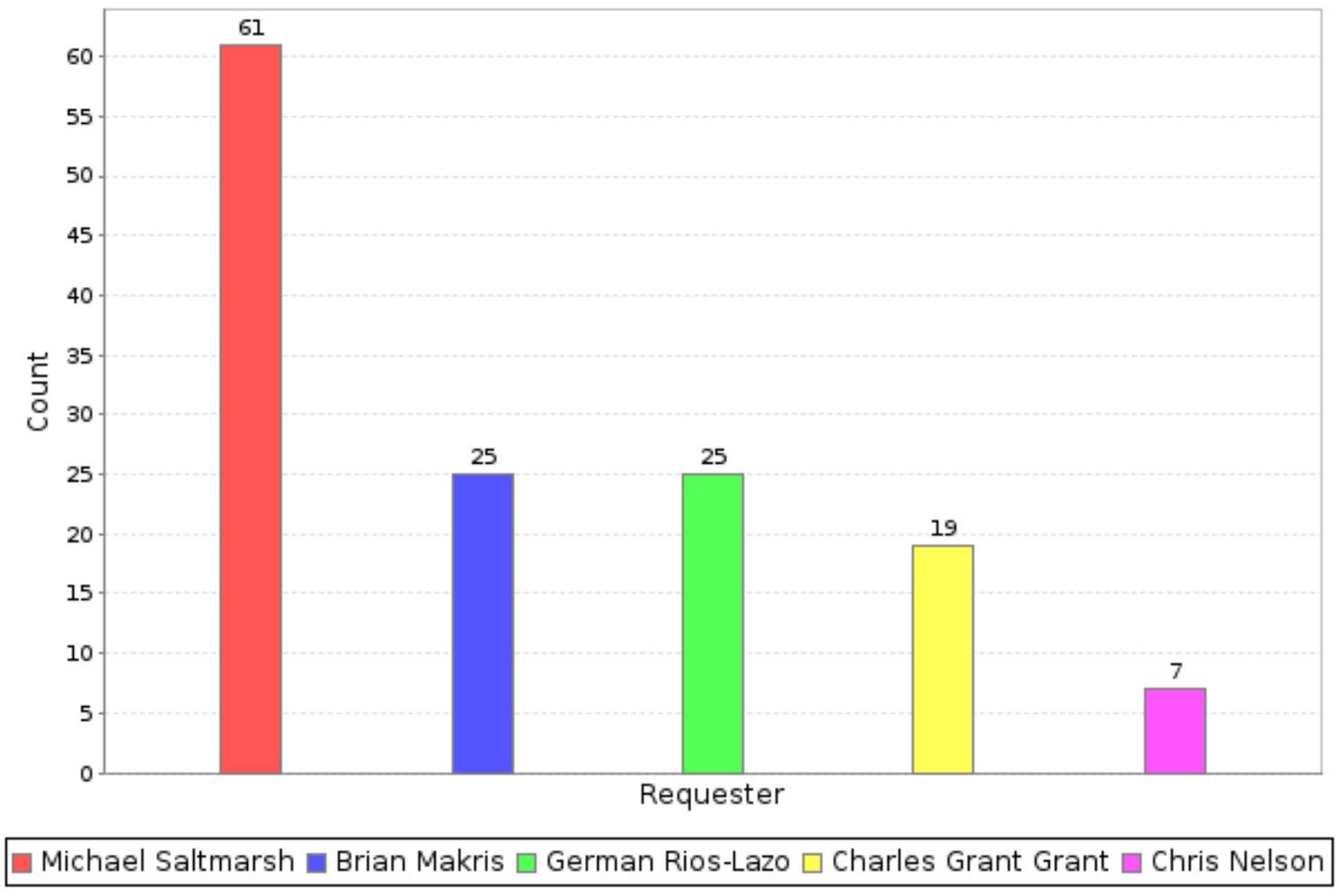
Business & Decision
Empowering Digital Business

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 03-15-2021 08:00

Total records : 137



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium
	Other	1134	Data Clean Up and Migration - AIMS Functional Literacy Data did not get transferred to ACIS	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	EIP	1137	EIP - Inmate disciplinary not displaying appropriately on EIP Compliance Summary screen.	Assigned	Justin Baker	3-Medium
	Grievance	1138	Grievance - Grievance Stages not properly recording when an informal grievance is Submitted	Assigned	Justin Baker	3-Medium
	Grievance	1139	Grievance - Remains unprocessed.	Assigned	Justin Baker	3-Medium
	Sentence Calc	1140	Sentence Calc - when a sentence has been vacates, the status of the sentence still shows active	Assigned	Justin Baker	3-Medium
	Detainers	1142	Detainers - Screen does not change to "Awaiting Receipt" like it should.	Assigned	Justin Baker	3-Medium
	Detainers	1143	Detainers - Inmate has a felony hold logged under Detainer Summary which should make his release date default to ERC: 09/17/21 .	Assigned	Justin Baker	3-Medium
	Population Mgmt FITS	1144	Population Mgmt FITS - FITS Administration information is missing for multiple units	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1145	Population Mgmt Protective Custody - inmate's POP status reads PC.	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	1147	Community Corrections OMS - Inactive offender showing on Community Corections caseload	Assigned	Justin Baker	3-Medium
	Warrants	1148	WARRANTS - The warrant module is currently allowing multiple users to take action on separate computers on the same warrant.	Assigned	Justin Baker	2-High
	Sentence Calc	1152	Sentence Calc - New Code inmate is not calculating earned release credits correctly	Assigned	Justin Baker	3-Medium
	Discipline	1153	Discipline -	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	1156	Population Mgmt Count - when requesting a terminal digit, inmate [redacted] [redacted] ADC #[redacted] is showing as a temp absent but is listed as an escape from 1991	Assigned	Justin Baker	3-Medium
	Scheduling	1157	Scheduling - Once you schedule a recouring activity in ACIS (such as a peer to peer class) you can not find the class using the search features,	Assigned	Matt Mollenkopf	3-Medium
	Programs	1158	Programs - Issues with I/M [redacted] MVD	Assigned	Justin Baker	3-Medium
	Grievance	1159	Grievance - Grievance not showing on Grievance and Appeals Dashboard	Assigned	Justin Baker	3-Medium
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	1135	Population Mgmt DNHW - DNHW screen indicates a DNHW pending for I/M [redacted] # [redacted] however when this inmate is selected the approval screen opens and the inmate	Pending Deployment	Justin Baker	3-Medium
	EIP	1154	EIP - Inmate [redacted] [redacted] refused to sign IHP.	Pending Deployment	Justin Baker	3-Medium
	Discipline	1155	Discipline - Now and then ACIS will not take the LOP entered.	Pending Information	Justin Baker	3-Medium

Count 25

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
Charles Grant Grant						
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Pending Deployment	Justin Baker	4-Low
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 19

Chris Nelson

	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Other	1080	IHP - Trigger will not clear from DQ queue	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Pending Deployment	Justin Baker	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium

Count 7

German Rios-Lazo

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM #[redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Deployment	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 25

Michael Saltmarsh						
	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Assigned	Justin Baker	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium
	Programs	1066	ACIS ISSUE - PROGRAMS -	Assigned	Justin Baker	3-Medium
	Programs	1073	ACIS BUG - PROGRAMS - Inmates still displaying as Participating in Inactive cycles.	Assigned	Matt Mollenkopf	3-Medium
	Reports	1078	ACIS BUG - REPORTS - Report 720 not pulling all inmates based on selected criteria	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	1084	ACIS BUG - Community Corrections RMS - The DCAC conditions on ACIS is not displaying the correct conditions.	Assigned	Justin Baker	3-Medium
	Other	1091	ACIS BUG - MULTIPLE MODULES - ANNUAL REVIEW IS NOT SHOWING CORRECTLY	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Programs	1092	ACIS BUG - PROGRAMS - I keep getting an add forwarding address trigger	Assigned	Justin Baker	3-Medium
	Visitation	1093	ACIS BUG - VISITATION - MINOR VISITORS	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	1100	ACIS BUG - COMMUNITY CORRECTIONS OMS - when trying to complete a Static 99 assessment for officers on ICS officers on Parole the Assessment Forms does not open in the left navigation bar.	Assigned	Justin Baker	3-Medium
	Intake	1101	ACIS BUG - INTAKE - Inmate has duplicate Episodes	Assigned	Justin Baker	3-Medium
	Interfaces	1103	ACIS BUG - INTERFACES KEEPTRAK - With the new ability to enter pay hours with decimals a new issue has arisen	Assigned	Justin Baker	3-Medium
	EIP	1107	ACIS BUG - EIP - Inmate [redacted] refused to sign IHP documentation.	Assigned	Justin Baker	3-Medium
	Visitation	1108	ACIS BUG - VISITATION - Issues adding visitor to inmates visitation screen	Assigned	Justin Baker	3-Medium
	Reports	1126	ACIS BUG - REPORTS - ISSUES WITH REPORT 1140	Assigned	Justin Baker	3-Medium
	Other	1125	Requesting to get TFS access for Saltmarsh, Michael	On Hold	Justin Baker	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	1082	ACIS BUG - Population Mgmt DNHW - list displays pending which is stuck	Pending Deployment	Justin Baker	3-Medium
	Intake	1085	ACIS ISSUE - INTAKE - Issue when entering FBI#	Pending Deployment	Matt Mollenkopf	3-Medium
	STG	1086	ACIS BUG - STG - ACIS is showing him as a successfully debriefed Barrio Chicano Locos.	Pending Deployment	Justin Baker	3-Medium
	Global Banner	1095	ACIS BUG - GLOBAL BANNER - BANNER IS NOT DISPLAYING CORRECTLY	Pending Deployment	Justin Baker	3-Medium
	Classification	1096	ACIS BUG - CLASSIFICATION - Criminal history update with Federal Prison disposition did not populate into Prior Criminal History Calculations	Pending Deployment	Justin Baker	3-Medium
	Global Case Notes	1098	ACIS BUG - GLOBAL CASE NOTES - COIII's are able to see under case notes information about Medical	Pending Deployment	Justin Baker	3-Medium
	Programs	1102	ACIS BUG - PROGRAMS - ACI Longevity Adjustment does not save.	Pending Deployment	Justin Baker	3-Medium
	Grievance	1104	ACIS BUG - GRIEVANCE - Print Grievance Appeal Response Action Queue items not dropping off	Pending Deployment	Justin Baker	3-Medium
	Reports	1105	ACIS BUG - REPORTS - Trying to complete report #0140 for inmate	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	1111	ACIS BUG - CLASSIFICATION - On 10/08/2020 inmate [redacted] [redacted] triggered for reclassification but did not show up on my queue.	Pending Deployment	Justin Baker	3-Medium
	Visitation	1114	ACIS BUG - VISITATION - Inmate London [redacted] [redacted] is triggering for a minor who turned 18 but once you access the trigger the minor is unable to be located to print out the notification and clear out the trigger.	Pending Deployment	Justin Baker	3-Medium
	Discipline	1119	ACIS BUG - DISCIPLINE - issues with disciplinary screens	Pending Deployment	Justin Baker	3-Medium
	Community Corrections BOEC	1129	ACIS BUG - COMMUNITY CORRECTIONS BOEC - ISSUES WITH INMATE PROGRESS REPORT	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Reports	1013	ACIS BUG - Reports - The following classes are active in Mohave unit (D06) and when trying to print the TOSS . They are not included.	Pending Information	Justin Baker	3-Medium
	Community Corrections RMS	1109	ACIS BUG - COMMUNITY CORRECTIONS RMS - ADC quick search not taking user to the correct offender	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium

Count 61

AMERICAN OVERSIGHT

Summary Report	
Count	137

AMERICAN OVERSIGHT

From:	Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To:	bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject:	Open Service Desk tickets by Requester. Scheduled At : Mar 8, 2021 08:00 AM
Date:	Monday, March 8, 2021 8:01:00 AM
Attachments:	Service_Ticket_Report (Mar 8, 2021 08 00 AM).pdf

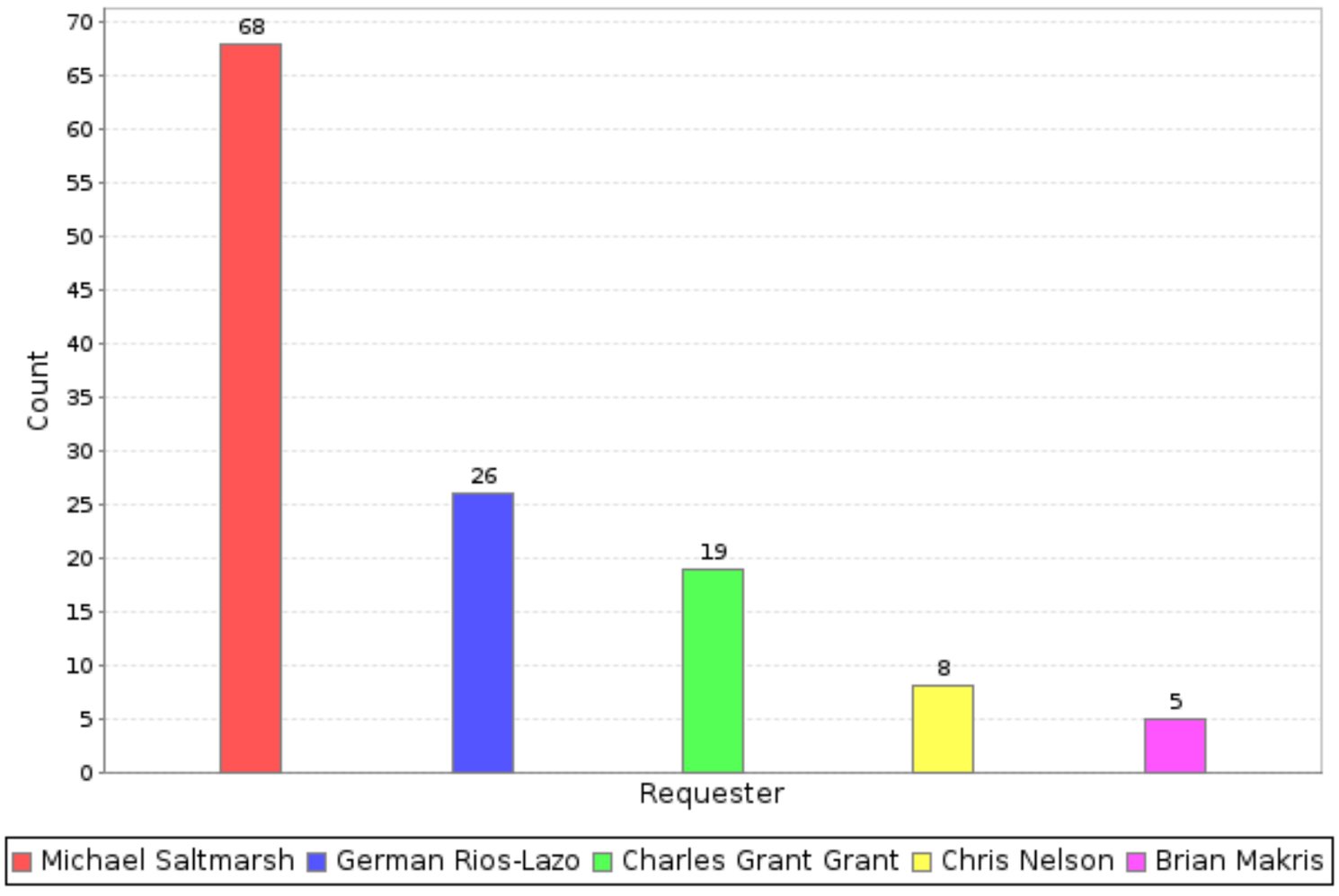
AMERICAN OVERSIGHT

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 03-08-2021 08:00

Total records : 126



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
Count		5				
Charles Grant Grant						
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Pending Deployment	Justin Baker	4-Low
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 19

Chris Nelson						
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Other	1080	IHP - Trigger will not clear from DQ queue	Assigned	Justin Baker	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
Count		8				
German Rios-Lazo						
	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 26

Michael Saltmarsh

	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium
	Programs	1066	ACIS ISSUE - PROGRAMS -	Assigned	Justin Baker	3-Medium
	Programs	1073	ACIS BUG - PROGRAMS - Inmates still displaying as Participating in Inactive cycles.	Assigned	Matt Mollenkopf	3-Medium
	Reports	1078	ACIS BUG - REPORTS - Report 720 not pulling all inmates based on selected criteria	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	1084	ACIS BUG - Community Corrections RMS - The DCAC conditions on ACIS is not displaying the correct conditions.	Assigned	Justin Baker	3-Medium
	STG	1086	ACIS BUG - STG - ACIS is showing him as a successfully debriefed Barrio Chicano Locos.	Assigned	Justin Baker	3-Medium
	Other	1091	ACIS BUG - MULTIPLE MODULES - ANNUAL REVIEW IS NOT SHOWING CORRECTLY	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Programs	1092	ACIS BUG - PROGRAMS - I keep getting an add forwarding address trigger	Assigned	Justin Baker	3-Medium
	Visitation	1093	ACIS BUG - VISITATION - MINOR VISITORS	Assigned	Justin Baker	3-Medium
	Global Banner	1095	ACIS BUG - GLOBAL BANNER - BANNER IS NOT DISPLAYING CORRECTLY	Assigned	Justin Baker	3-Medium
	Classification	1096	ACIS BUG - CLASSIFICATION - Criminal history update with Federal Prison disposition did not populate into Prior Criminal History Calculations	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	1100	ACIS BUG - COMMUNITY CORRECTIONS OMS - when trying to complete a Static 99 assessment for officers on ICS officers on Parole the Assessment Forms does not open in the left navigation bar.	Assigned	Justin Baker	3-Medium
	Intake	1101	ACIS BUG - INTAKE - Inmate has duplicate Episodes	Assigned	Justin Baker	3-Medium
	Interfaces	1103	ACIS BUG - INTERFACES KEEPTRAK - With the new ability to enter pay hours with decimals a new issue has arisen	Assigned	Justin Baker	3-Medium
	EIP	1107	ACIS BUG - EIP - Inmate [redacted] refused to sign IHP documentation.	Assigned	Justin Baker	3-Medium
	Visitation	1108	ACIS BUG - VISITATION - Issues adding visitor to inmates visitation screen	Assigned	Justin Baker	3-Medium
	Population Mgmt DNHW	1110	ACIS BUG - POPULATION MGMT DNHW - ACIS would not allow me to to a comment so the date of removal will show.	Assigned	Justin Baker	3-Medium
	EIP	1121	ACIS BUG - EIP - The inmate should have already been a phase 2 given the requirements that he has met.	Assigned	Matt Mollenkopf	3-Medium
	Reports	1126	ACIS BUG - REPORTS - ISSUES WITH REPORT 1140	Assigned	Justin Baker	3-Medium
	Community Corrections BOEC	1129	ACIS BUG - COMMUNITY CORRECTIONS BOEC - ISSUES WITH INMATE PROGRESS REPORT	Assigned	Justin Baker	3-Medium
	Other	1125	Requesting to get TFS access for Saltmarsh, Michael	On Hold	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	1082	ACIS BUG - Population Mgmt DNHW - list displays pending which is stuck	Pending Deployment	Justin Baker	3-Medium
	Intake	1085	ACIS ISSUE - INTAKE - Issue when entering FBI#	Pending Deployment	Matt Mollenkopf	3-Medium
	Global Case Notes	1098	ACIS BUG - GLOBAL CASE NOTES - COIII's are able to see under case notes information about Medical	Pending Deployment	Justin Baker	3-Medium
	Programs	1102	ACIS BUG - PROGRAMS - ACI Longevity Adjustment does not save.	Pending Deployment	Justin Baker	3-Medium
	Grievance	1104	ACIS BUG - GRIEVANCE - Print Grievance Appeal Response Action Queue items not dropping off	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	1105	ACIS BUG - REPORTS - Trying to complete report #0140 for inmate	Pending Deployment	Justin Baker	3-Medium
	Classification	1111	ACIS BUG - CLASSIFICATION - On 10/08/2020 inmate [redacted] triggered for reclassification but did not show up on my queue.	Pending Deployment	Justin Baker	3-Medium
	Visitation	1114	ACIS BUG - VISITATION - Inmate London [redacted] is triggering for a minor who turned 18 but once you access the trigger the minor is unable to be located to print out the notification and clear out the trigger.	Pending Deployment	Justin Baker	3-Medium
	Discipline	1119	ACIS BUG - DISCIPLINE - issues with disciplinary screens	Pending Deployment	Justin Baker	3-Medium
	Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium
	Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
	Reports	1013	ACIS BUG - Reports - The following classes are active in Mohave unit (D06) and when trying to print the TOSS . They are not included.	Pending Information	Justin Baker	3-Medium
	Scheduling	1087	ACIS BUG - SCHEDULING - 02/22/2021 ACIS Scheduling not able create a Rooster Report	Pending Information	Justin Baker	3-Medium
	Community Corrections RMS	1109	ACIS BUG - COMMUNITY CORRECTIONS RMS - ADC quick search not taking user to the correct offender	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Reconsider	Justin Baker	3-Medium

Count 68

Summary Report

Count 126

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rusty Johnson
Cc: Holly Greene; Sandy Wang; Spencer Scott
Subject: Re: Cancelled EUIL"s
Date: Saturday, March 6, 2021 3:56:41 PM

Will do, thank you.

Get Outlook for iOS

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Friday, March 5, 2021 10:23:21 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Cancelled EUIL's

Joe-

The 211 hours of work that was done on those CR's prior to being cancelled as previously discussed are approved.

Please ensure this is captured and noted in your reports.

Thank you.

On Wed, Mar 3, 2021 at 13:08 Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> These are the EUIL Items I reference today that we began work on and then they were cancelled. The total hours are 211…..thanks Joe

Group		EUIL	Comments				Estimate	Hours Worked Before Cancelled
	5	31598	US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR					

AMERICAN OVERSIGHT

EUIL May 2020	Cancelled		Eligibility Criteria -- ADC -- Returned to Parking Lot Backlog --		0- Cancelled		1102	21
EUIL May 2020	5 Cancelled	40940	CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification -- ADC --Cancelled --		0- Cancelled		262	64
EUIL May 2020	5 Cancelled	42233	RMS: Home plan Action queue to display the earliest eligible release date. -- ADC -- No Longer Needed --		0- Cancelled		144	8
EUIL May 2020	5 Cancelled	43279	New Code Violator not calculating correctly -- ADC -- Returned to Parking Lot Backlog --		0- Cancelled		660	118

--
Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Justin Baker
Subject: Re: ADCRR Service Desk members
Date: Thursday, March 4, 2021 5:46:23 PM
Attachments: image001.png

Thank you!

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

On Thu, Mar 4, 2021 at 2:08 PM Justin Baker <justin.baker@bndna.com> wrote:

> I'll add these to the email distribution that goes out on Monday evenings.
>
> Thank you,
>
> **Justin Baker**
> QA Analyst
> Business & Decision, North America
>
> O: 480-795-7220
>
> E: Justin.Baker@businessdecision.com
>
> Business & Decision
> Empowering Digital Business
>
> ---
>
> **From:** Chris Nelson <cnelson1@azadc.gov>

AMERICAN OVERSIGHT

Sent: Thursday, March 4, 2021 1:59 PM
To: Justin Baker <justin.baker@bndna.com>; Holly Greene <hgreene@azadc.gov>; Brian Makris <bmakris@azadc.gov>; Michael Saltmarsh <msaltmarsh@azadc.gov>; Joe Miles <joe.miles@bndna.com>
Subject: ADCRR Service Desk members

Hey Justin,

Below is the list of Service Desk members:

Chris Nelson - cnelson1@azadc.gov

Brian Makris - bmakris@azadc.gov

Michael Saltmarsh - msaltmarsh@azadc.gov

Charles Grant - cgrant@azadc.gov

German Rios-Lazos - grios@azadc.gov

Senior leadership:

Holly Greene - hgreene@azadc.gov

Perry Craglow - pcraglow@azadc.gov

Joe Nicoletti - jnicole@azadc.gov

Rusty Johnson - sjohnson@azadc.gov

Sandy Wang - swang@azadc.gov

This is for adding us to the mailing lists for UAT and PROD release email notifications.

Respectfully,

Chris Nelson

Systems/LAN Administrator

Arizona Department of Corrections, Rehabilitation & Reentry

AMERICAN OVERSIGHT

Information Technology Bureau

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.542.4850 | Cell: 602.686.9713 | cnelson1@azcorrections.gov

IT Service Desk 602.542.AZDC

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: Medical Interface Issues
Date: Thursday, March 4, 2021 10:05:12 AM

Holly and Rusty,

We have identified that your MQ went down this morning for at least 7 minutes. Just want to make you aware of this so you can ask your administrator about this incident and look into the possible cause.

Best Regards,

Joe

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Rusty Johnson
Cc: Joe Miles
Subject: Re: Cancelled EUIL"s
Date: Thursday, March 4, 2021 6:16:11 AM

Hi Rusty-

Please find out why these were *classified as noted in the comments below; *if some of these made it to other lists; *if they didn't, why?

Thanks,

Holly

On Wed, Mar 3, 2021 at 1:08 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> These are the EUIL Items I reference today that we began work on and then they were cancelled. The total hours are 211…..thanks Joe

Group		EUIL	Comments				Estimate	Hours Worked Before Cancelled
EUIL May 2020	5 Cancelled	31598	US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria -- ADC -- Returned to Parking Lot Backlog --		0-Cancelled		1102	21
EUIL May	5 Cancelled	40940	CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification -- ADC --Cancelled		0-			

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2020			--		Cancelled		262	64
EUIL May 2020	5 Cancelled	42233	RMS: Home plan Action queue to display the earliest eligible release date. -- ADC -- No Longer Needed --		0- Cancelled		144	8
EUIL May 2020	5 Cancelled	43279	New Code Violator not calculating correctly -- ADC -- Returned to Parking Lot Backlog --		0- Cancelled		660	118

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: FW: Follow up...
Date: Wednesday, March 3, 2021 1:27:03 PM
Attachments: License AgreementJuly2020.pdf
SLA with ADCRR Reviewed August 4.doc

Rusty,

This may help with question you had today about ensuring no billing for System Performance and/or Tuning..

Joe

From: Joe Miles
Sent: Sunday, November 8, 2020 8:17 PM
To: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: FW: Follow up...

Holly and Rusty,

I was able to follow up with Dean on billable items and non-billable items of the contract, i.e. What you could be billed for as we discussed. The email from Dean below provides our position on billable and non-billable items and should provide the information needed.

As we discussed recently there was discussion or reference to 1200 hours (20-30 hours per week) for System
Performance and/or Tuning. This can be put to rest as there will be no billing for this type of work . Dean has previously agreed in an email to ADC that such work should be covered under Maintenance and thus not billable.

I hope this provides the information you were seeking.

Best Regards,

Joe

From: Dean Allen <dean.allen@bndna.com>
Sent: Thursday, November 5, 2020 9:12 AM
To: Joe Miles <joe.miles@bndna.com>
Subject: FW: Follow up...

From: Dean Allen
Sent: Friday, October 16, 2020 1:26 PM

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To: 'Rocky Advani' <radvani@azadc.gov>
Subject: FW: Follow up...

Hello Rocky,

As requested, please see below the email I was referencing…

Thanks

Dean

From: Dean Allen
Sent: Tuesday, September 15, 2020 12:01 PM
To: radvani@azadc.gov
Cc: Joseph Profiri <jprofiri@azadc.gov>
Subject: Follow up...

Hello Rocky

First I would like to say it was a pleasure speaking to you last Wednesday, following from that call we agreed to share some information. Please see attached the last version of the SLA agreement and License that was sent to ADCRR. This issue has been taking some time to resolve and conclude, so I am formally asking we set a deadline of the 25th September to conclude both topics, is that achievable?

We agreed that I share with you the BDNA expectation around the billable items and non-billable items of the contract. As far as BNDNA are concerned, there is no confusion around these items as they are stated within the contract and subsequent amendments. However it seems that there is some clarification requested on the ADCRR side.

For clarity:

Anything that is related to the maintenance of the system, as it was implemented on the 2nd December 2019, is considered Maintenance.

Anything that enhances, improves, changes, modifies the system in any way or is found to not be the fault of BDNA is considered chargeable and the hours shall be deducted from the M&O Support Hours.

As discussed on the telephone and during our call on the 2nd September 2020, Business and Decision, from this point forward will notify ADCRR in writing of an item that shall require hours to be deducted from the M&O Support Hours, this process will be the same as that which is being executed today for EUIL. ADCRR shall approve, ahead of BND commencing any work, the use of the M&O hours for the item that has been quoted. We hope this will make those M&O hours more

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controllable for ADC.

In the event that a support ticket is raised with BDNA, that requires BNDNA to perform tasks that go beyond triage of the ticket, and it subsequently is found that the issue is not the fault of BDNA, then BDNA will notify ADC that hours related to the remediation of this will require hours from the M&O hours. BDNA will await the approval of ADCRR before commencing any remediation.

Finally – I understand that there is outstanding approval from past M&O activities for Performance Improvements, Document Storage, and other items, (192hrs) that I would like to seek approval so that we can move forward with a clear and clean situation with the above future approval process, could you please provide feedback on these topics, the items are detailed in the below screenshot highlighted in red.

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Total				8,642.25	192.75

Feel free to call me should you wish to discuss these items.

Thanks

Dean

[redacted]

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[redacted]

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Contents

[redacted]

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1. DEFINITIONS

Documentation

Equipment

License or Agreement

Licensee

Licensor

Program or Software

Contract

2. LICENSE

3. CHARGES

4. TERMS OF PAYMENT

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against. The Licensor will provide details on a monthly basis a report of the balance

5. DELIVERY

6. ACCEPTANCE

7. USE

8. DOCUMENTATION

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the Licensee may reasonably require for the normal operation of his business at the

[redacted]

9. PROGRAM COPYING

10. PERFORMANCE

11. MAINTENANCE AND SUPPORT

12. MODIFYING

13. OWNERSHIP

14. ASSIGNMENT

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15. COPYRIGHT INDEMNITY

[redacted]

16. INDEMNITY AND INSURANCE

[redacted]

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16.3. Without thereby limiting their responsibilities under Sub-Clauses 17.1 and 17.2 each

[redacted]

17. CONSEQUENTIAL LOSS

18. TERMINATION

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but not yet paid; plus all payments that would, but for early termination, have fallen

19. SOURCE CODING

20. CONFIDENTIALITY

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21. FORCE MAJEURE

22. WAIVERS

23. PUBLICITY

24. ARBITRATION

25. LAW AND VENUE

26. INTELLECTUAL PROPERTY

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27. EFFECTIVE DATE

[redacted]

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[redacted]

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MAINTENANCE AND OPERATION Addendum

ADDENDUM 10 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, the "Contract"), the Arizona Department of Corrections ("ADC") and Business & Decision, North America, Inc. ("B&D") (together, the "Parties") hereby enter into this official Contract Addendum (the "Addendum").

This Addendum is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Addendum shall control. However, the Parties reaffirm their respective responsibilities pursuant to the original Contract, including previous Amendments, to the extent they are not modified by this Addendum. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing.

Overview

This document represents the Service Level Addendum ("SLA" or "Addendum") for the maintenance and operation of the Mi-Case offender case management software, which consists of all Mi-Case modules, code, the Mi-Case Interface Server, Mi-Case AWS Environment, and the Mi-Case Telerik Server (collectively, the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D"). The "Services" that are within the scope of this SLA are defined in Appendix 1 and incorporated throughout this SLA by reference.

Under the terms of this SLA, maintenance and operation Services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not included within the Software.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

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The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 3 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, part of Operations, or Maintenance, B&D agrees to provide a resolution within the time-period set forth in Exhibit G In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, email or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

1.2.1. Contact details (contact name, location, and telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Appendix 7. B&D will at all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Exhibit G.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 5.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Exhibit G. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the

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current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5. In the event that a response cannot be provided within the target response times set out in Exhibit G the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an enhancement or modification of the Software or its related products where such enhancement or modification is implemented by ADCRR without B&D assistance or requested by ADCRR pursuant to Section III.10.a of the RFP, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 6 for the implementation of the change. In order to progress on any such works thereafter, B&D would require a written agreement and authorization from ADCRR IT
Leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 5.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information

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within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Exhibit G.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Guide detailed in Appendix 2.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication.

2.4 All support tickets for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the Services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

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3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

3.3 Following receipt of a change request or variation to the Services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the Services to be technically feasible. If so, any amendment or variation to the changes and /or Services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the not to exceed number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the Services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an appropriate purchase order for the effort, prior to beginning work, in line with the time and materials rate card as noted in Appendix 6 for the implementation of the change.

3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the five (5) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change
request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours, hours not used in the EOE, or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Addendum, and for reporting to ADCRR.

3.11 If rework hours appear to jeopardize on-time release delivery, the Contractor shall present a written mitigation plan to ADC, including the provision of additional resources at no additional cost to ADC.

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment and provide Quality Control documentation consisting of Performed systems tests on all MSRs and MnSRs unless exceptions are approved by ADC. Systems tests shall include unit testing, functional testing, regression testing using automated regression testing tools, and support ADC's UAT.

3.13.1 ADCRR will then test the change request

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3.13.1.1 Any support, not identified as correcting a Bug, B&D provides during UAT testing will be billed
against the change request while working within the parameters defined in section 3.11.

3.13.1.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change is ready for the ADCRR UAT process.

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3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be submitted to ACDRR for Approval and any outstanding monies due for the change shall be invoiced and paid for by ADCRR when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment and accepted by ADCRR.

3.17 A standardized weekly report by email of all change requests will be provided by the B&D-CSH to the ADCRR IT leadership team. This report will show no less than:

3.17.4 All open change requests (for the entire time-period of the report).

3.17.5 All change requests closed during the entire time-period of the report.

3.17.6 The status (such as “in development”, “under investigation” or “waiting for CMRB”) for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Addendum shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

4.3 B&D Management

A list of the B&D Directors, Managers will be provided to the ADCRR IT leadership upon initiation of this contract as Appendix 3 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Addendum to measure B&D's performance of the M&O service. These key metrics are detailed in Appendix 4 – Exhibit G.

ALL OTHER REQUIREMENTS, SPECIFICATIONS, TERMS AND CONDITIONS REMAIN UNCHANGED

ACKNOWLEDGEMENT AND AUTHORIZATION

This Contract Addendum is not binding against the State of Arizona unless signed by an authorized representative of the Contractor and then accepted in writing by an authorized representative of the State.

BUSINESS & DECISION, NORTH AMERICA, INC. HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE ABOVE ADDENDUM	THE ABOVE REFERENCED CONTRACT ADDENDUM IS HEREBY EXECUTED THIS DATE BY ARIZONA DEPARTMENT OF CORRECTIONS, REHABILITATION & REENTRY
Signature of Authorized Representative	Signature of Authorized Representative
Typed or Printed Name	Typed or Printed Name Ken Sanchez
Title	Title Chief Procurement Officer
Date	Date

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Appendix 1 - THE SERVICES

The Services: The Services shall include the following:

1) Operations - B&D shall provide qualified personnel, resources, and supplies to support the operation of any module or functionality of the Software that is implemented to meet the SLAs defined in the contract.

2) Maintenance - Maintenance shall include supporting the Software once any module or functionality is implemented at any ADC sites. Maintenance shall include:

   a) Activities necessary for the Software to perform efficiently under the standards and conditions for which it is approved

   b) Activities necessary to ensure that all data and programs are current, and errors and defects are corrected

   c) Activities necessary to meet new or revised Arizona or federal requirements

   d) Implementation of edits and audits required to meet Arizona and federal requirements

   e) Changes to established report, screen, or database formats, such as sort sequence, new data elements, or report items

   f) Addition of new values and changes to existing system tables and reference tables, and conversion of prior records as necessary

   g) Activities related to file growth and partitioning

   h) Data and file maintenance activities for updates to all databases and files

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i) Ongoing activities to ensure system tuning, performance, response time, database stability, and processing

j) Changes to the job scripts or system parameters concerning the frequency, number and media of reports

k) Updates to software, operating systems or other system components requiring version updates, manufacturer "patches," and other routine manufacturers' updates to software

l) Maintenance of security for user accounts

m) Responses to production problems and emergency situations according to ADC-approved guidelines

n) Investigation and correction of batch job failures and defects

o) Repair of jobs scheduled or run incorrectly, problems due to system hardware or software failures, problems due to operator/scheduler error, problems due to program or control language errors, security problems, corrupted files or databases, documentation or problems due to jobs run with incorrect data

p) Response to "emergency requests" which are problems having a significant impact on the end user's ability to perform their job. These requests will require "emergency fixes" and shall be resolved within 24 hours of notification.

3) Support in event of notification of system problems as specified in this contract
4) Evaluation of support tickets
5) Determining the extent of any change required to deal with a support ticket
6) Progression, documentation and resolution of all support tickets
7) Impact analysis of requests for changes to the product
8) Progression of approved change requests
9) Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
10) Remote installation of application software upgrades

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11) On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR
12) Agreement of acceptance criteria testing for software upgrades
13) Holding master development copies (by B&D and in escrow pursuant to Tab 7, Section 7.2.3 of the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System) of the Software and all associated documentation as produced by B&D.
14) Assuring ADCRR has latest copies of all software included in the project and associated documentation
15) Maintenance of relevant documentation where applicable

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Appendix 2 – ADCRR IT Service Desk Guide

ADCRR IT Service Desk Guide.pdf

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Appendix 3 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:

B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Thad Lowery

Local Account Manager: Charles Spannagel

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

Data Integrity Owner: Keith Francen

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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Appendix 4 – EXHIBIT G

Exhibit G Final.pdf

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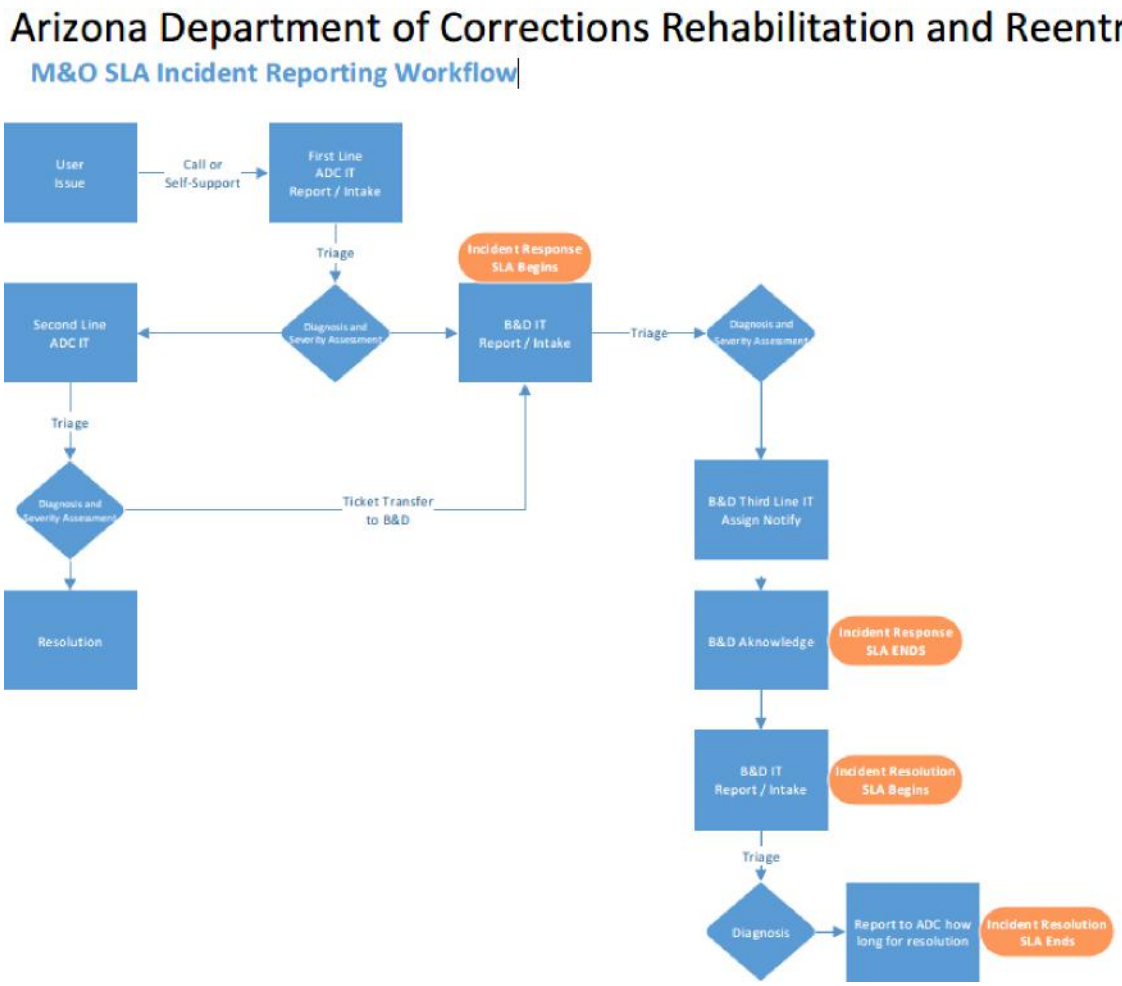
Appendix 5 – SLA INCIDENT REPORTING FLOW



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Appendix 6 – TIME AND MATERIALS RATE CARD

10.5 Cost Schedule C– Modification Activities: The following **blended hourly rate** is provided for the ADC AIMS project for going system changes and modifications in-line with the change control procedure previously documented.

Unless otherwise agreed upon in writing between ADCRR and B&D, the Blended Hourly Rate for applicable Services from SFY 2017 through SFY 2025 shall be-: $105

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Appendix 7 – PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

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Go Live Report List

Report Number	Report Title	
0110	Parole Board Agenda Units Rpt 0110	
0120	Parole Board Agenda Rpt 0120	
0130	Summary Of Events Rpt 0130	
0140	Parole Board Proclamation Letter Rpt 0140	
0150	C.S.R. Revocation Violation Hearing Results Rpt 0150	
0160	Parole Board Dispositions Rpt 0160	
0170	Parole Work-Sheet Rpt 0170	
0180	Continuation Dispostion - Board Hearing Results Rpt 0180	
0190	Modification Hearing Results Rpt 0190	
0200	Pbs Revocation Agenda Rpt 0200	
0210	Pbs Special Hearing Agenda Rpt 0210	
0220	Max Custody Management Rpt 0220	
0230	Custody And Internal Risk Changes Rpt 0230	
0270	Inmate Discipline Report Summ Rpt 0270	
0290	Disciplinary Case Summary Rpt 0290	
0300	Disciplinary Summary Report Rpt 0300	
0320	Disciplinary Actions Rpt 0320	
0340	Discipline Violation - Year To Date Statistical Summary Rpt 0340	
0350	Discipline Forfeiture Log By Release Date Rpt 0350	
0360	Statistical Summary - Inmates By Phase Level Rpt 0360	
0370	This Weeks Incentive Phase Roster -Level By Location Rpt 0370	
0410	This Weeks Incentive Phase Changes (By Phase) Rpt 0410	
0420	Weekly Incentive Phase Changes C1A - C2A (By Name) Rpt 0420	
0430	Inmates At Location Rpt 0430	
0440	List Inmates By Citizenship/Suffix Code Rpt 0440	
0450	Inmate Deaths Report Rpt 0450	
0460	Print Di14 Reports Rpt 0460	
0470	Housing Exceptions Report Rpt 0470	
0480	All Foreign Born Mst Lst - Comment Section	
0490	Death Row Report	
0500	Inmate Count Sheet Rpt 0500	
0560	Escape Flyer By Group Rpt 0560	
0570	Releases By Date Report Rpt 0570	
0600	Inmates By Counselor	
0660	Murder/Escape List	
0670	Inmates By Terminal Digit Rpt 0670	
0690	Dnhw Report	
0700	Prnt Duplicate Ssn/Sid/Fbi	

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0710	Reported Inmates By Classification Data And Occupation Rpt 0710
0720	Print Di70 Reports Rpt 0720
0740	Print Medical Data (Snos) Rpt 0720
0760	Inmate Mental Health By Admin Region
0810	Dwi Commitments
0820	Inmates By Name In Fac. Rpt 0820
0860	No Fingerprint Id Rpt 0860
0880	Inmates With No Dna Dates Rpt0880
0900	Date Photo Taken Report Rpt 0900
0910	Emergency Contact Rpt Rpt 0910
0920	Inmate No Di85 Entries
0960	Caseload Per Officer
0970	Clients By Office
0990	Gain/Loss Summary
1030	Inmate Notice - Custody And/Or Internal Risk Reclassification
1060	Sonoran Report
1070	Undcmnted Criminal Aliens
1081	Prea Orientation Status Aims Report
1090	Monthly Prea Performance Overview 1 Rpt 1090
1110	Daily Prea Status Report
1140	Weekly Capacity Summary - Section I
1160	Daily Housing Changes Report
1170	Escape Report Rpt 1170
1180	Plan Managers Performance Results
1190	Sex Offender Treatment Aims Report - Section I
1200	Psycoeducational Programs Aims Report - Section I
1210	Substance Abuse Treatment Aims Report - Section I
1220	Post-Secondary Academic Education Performance Summary - Section I
1280	Protective Custody Report
1300	Escaped Absconded Report
1400	Discretionary Override With Discipline Violation
1440	Life Planning Report
1490	Cte Statistical Detail Rpt 1490
1500	Cte Performance Summary Rpt 1500
1510	504 Accomodation Aims Report Section I
1520	Di77 Status Report
1550	Employment Center Assigned And Released Report
1570	Sex Offender Releases To Probation
1580	Weekly Report To Kathy Waters From Rms For All Releases With A Prob
1600	Weekly List Of Inmates Housed By Race Declaration (Section I)
1610	Bed Assignment By Date
1630	Classification Overrides By Location
1640	Housing Screening Report
1670	Inmates Who Are Under 25 Years Of Age
1680	Inmates By Unit Not Meeting Literacy Standards

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1690	Inmate Program Record Stats Rpt 1690
1700	Work Program Hours Scheduled Per Week - Section I
1720	Weekly Programs Placement Report
1730	Monthly Pgms Placement And Release Recap Report
1740	Weekly Education Testing Status Report
1750	Monthly Education Testing Recap Report
1760	Daily Education Testing Status Report
1810	Corrections Plan Statistical Summary
1840	Aci Evaluation Sheet
1850	Tx Evaluation Sheet
1860	Literacy History Report
1870	Monthly Program Evaluation Overdue Report
1880	Literacy Standard Summary
1900	Inmate Education Level
1920	Minimum Qualification Discrepancy Report - Section I
1950	Summary Of Inmates Less Than Age 21 With No Ged/Hsd
1960	Ged Statistical Summary
1970	Academic Education Performance Summary Rpt 1970
1990	Ged Statistical Detail - I. Ged Enrollment Rpt 1990
2000	Function Literacy Statistical Detail
2010	Monthly Aci Evaluation Overdue Report
2040	Print Missing Hours Report
2041	Missing Hours Admin Report
2050	Daily Roster
2070	Inmate Religious Preference
2080	Inmates Probation Report
2100	Print Turn Out Schedules - Shift Commander Turn Outs Rpt 2100
2110	Work Capacity Detail
2130	Wipp Pay Detail Report
2131	Wipp Pay Detail Report - All
2140	Revised Wipp Time Sheet
2170	Print Medical Appointments
2190	Job Assign Change Notification
2210	Work Program Assgn Detail - Section I
2220	Inmate Skills Inventory
2230	Release List
2240	Parole Board Actions
2250	Parole Elig/Cert Review
2260	Parole Cert List
2280	Transition Release Report - Section Ia Thru Iv Rpt 2280-3
2290	Transition Program Review Ineligibility Report
2320	Case Number Search
2360	Print Gate Roster - Rpt 2360
2370	Stg Members By Loc/Stg
2430	Stg Members By Release Date
2440	Stg Members By Name/Release
2460	Create Release Notice

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2470	Visitors Annual Background Check
2480	Visitor Phone Matches
2490	Visitor List For Inmate
2500	Visitor List For Office
2510	Multiple Visits Reports Rpt 2510.
2520	Minor Visitors Currently 18
2530	Child Visitors 10 & Older
2560	Inmate Visit Report
2570	Current Visitors Report
2580	Visitation By Date
2590	Special Visit Report
2600	Visitors Suspended/Viol
2610	Visit Summary - Inmate
2620	Visit Summary - C,S,A Rpt 2620
2640	Level Of Supervision
2700	Offender Profile Report
2710	Life W/Sex Code Of A
2720	Inmate Pay Override Report Rpt 2720

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles; Rusty Johnson
Subject: Fwd: ACIS - ADCRR IT Leadership Meeting Notes 8/7/2020
Date: Wednesday, March 3, 2021 11:21:25 AM
Attachments: image011.png
image012.png

Here's additional info

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Mon, Aug 10, 2020 at 2:48 PM
Subject: ACIS - ADCRR IT Leadership Meeting Notes 8/7/2020
To: Holly Greene <hgreene@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>, Joseph Profiri <jprofiri@azadc.gov>, Keith Barrier <kbarrier@azadc.gov>, Sandy Wang <swang@azadc.gov>

Please find the meeting notes below. If you have any comments or feedback please let me know. Thank you.

1: System Monitoring: ADCRR IT Leadership is dissatisfied with the current state of the performance monitoring of the ACIS System. This is a customer service issue for ADCRR IT Leadership and need it to be addressed.

- Request is to review system alerts
  - Review communication practices between B&D and ADCRR
- System Monitoring Tools
- **ADCRR IT is scheduling an internal meeting**
- **Charles to schedule B&D Internal Meeting**

2: SLA Agreement is currently with Procurement and will update B&D once an update is available

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3: High Level Governance Meeting is scheduled for 8/13/2020. Proposed agenda below:

- EUIL Ledger (see below)
- M&O Hours (see below)
- Service Desk Statistics
- OCI Involvement and Updates (Enforcer)
- Issues/Concerns (Round Robin)
- Success (Round Robin)

4: DB Refresh Schedule

- As of July 3rd all Database (DB) refreshes stopped automatically
  - B&D will do DB Refreshes on request and estimates it's 10 hours per environment (TRAIN, UAT, RPT_DEV)
  - B&D will only charge for the actual hours spent on the work

5: Excel Workbook in TFS

- B&D is under the impression from the information that George Martinez supplied to Matt DeClue that this is an issue for ADCRR IT Desktop Support. We ask that you first research this further internally.

6: ADCRR IT Leadership has requested the following:

- Explanation for why items that were previously "free" or considered part of maintenance and upkeep are now chargeable
- A detailed list of everything that will be chargeable moving forward

7: Keefe Social Security Number issue is currently being worked internally by ADCRR

8: Enforcer discovery close to completion by ADCRR IT and OPS. Once complete B&D will work with ADCRR on possible solutions for the ongoing End User dissatisfaction

EUIL

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EUIL Item	JAR Session Date	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000
Amendment 9 PL Items	5/1/2020		-1,000	9,000
EUIL - 25143	7/28/2020		-77.5	
EUIL - 25275	8/3/2020		-112	
EUIL - 28917			-90	
EUIL - 28992	8/4/2020		-1027.5	
EUIL - 29221			-522	
EUIL - 30307			-958	
EUIL - 31598			-1102	
EUIL - 33168	6/9/2020		-132	
EUIL - 39463	6/22/2020		-210	
EUIL - 39609	6/22/2020		-124	
EUIL - 40167	6/9/2020		-160	
EUIL - 40386	6/30/2020		-124	
EUIL - 40392	7/7/2020		-496	
EUIL - 40629	6/19/2020		-28	
EUIL - 40940	6/29/2020		-148	
EUIL - 41361	7/9/2020		-100	
EUIL - 42233			-126	
EUIL - 42235			-230	
EUIL - 42241	8/3/2020		-82	
EUIL - 42335	7/7/2020		-174	
EUIL - 42364			-468	
EUIL - 42463			-160	
EUIL - 43279	8/5/2020		-660	
Totals			-7311	1689

M&O

M&O Work Item	Time Period	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000.00
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25
Total				8,642.25

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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Charles Spannagel
Sent: Thursday, August 6, 2020 2:12 PM
To: Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
Subject: ACIS - ADCRR IT Leadership Meeting Agenda

Please let me know what agenda items you want added to the meeting tomorrow.

1: System Monitoring – It's B&Ds opinion that the current monitoring system that is in place is working appropriately and B&D is required to report on the system performance monthly. B&D does not provide customers access directly to their monitoring tools and AD-Hoc Reports may be requested.

2: SLA Update (currently with Joe P)

3: High Level Governance Meeting

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

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M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miley; Rusty Johnson
Subject: Fwd: ACIS Status Meeting - 10/16/2020
Date: Wednesday, March 3, 2021 11:20:34 AM
Attachments: ACIS System Improvement and EUIL Hours Tracking - ACIS Status Meeting - 10162020.xlsx
image015.png

Here is the information that Charles provided to us previously.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Fri, Oct 16, 2020 at 9:17 AM
Subject: ACIS Status Meeting - 10/16/2020
To: Holly Greene <hgreene@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>, Keith Barrier <kbarrier@azadc.gov>, Elizabeth Charif <echarif@azadc.gov>, Joseph Profiri <jprofiri@azadc.gov>
Cc: Thad Lowry <thad.lowry@bndna.com>, Dean Allen <dean.allen@bndna.com>, Chris Masson <chris.masson@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>

Good morning,

Please see the following information below for our meeting today.

1: EUIL Ledger:

- Per Holly the excel document is attached with screen shots below for quick reference. The document may also be found here - ACIS System Improvement and EUIL Tracking

EUIL Item	EUIL Name	Module	JAR Session Date	Percentage Complete	Status	Estimated FUAT Delivery	Credit	Debit	Approved D	Balance
M/O Signed Agreement			5/1/2020				10,000			10,000
Amendment 9 PL Items			5/1/2020					-1,000		9,000
EUIL - 40167	Remove PRR Rules Preventing Inmates from Being Assigned	Programs	6/9/2020	100	Deployed to PROD	Jul-20		-160	Y	*8840*
EUIL - 40629	Mental Health Screen: Text change for "Title 18 Medicaid ID	Interfaces/Medical & Mental Health Tabs	6/28/2020	100	Deployed to PROD	Jul-20		-28	Y	*8812*
EUIL - 41361	CL Pending Manslaughter review should not allow for an IR reduction below 3	Classification	7/9/2020	100	Deployed to PROD	Aug-20		-100	Y	*8712*
EUIL - 25143	UC-GM-4.0: Display both the CSG and STG in the banner	STG	7/28/2020	100	Accepted in FUAT	Sep-20		-77.5	Y	
EUIL - 28917	Add Hyperlinks to Community Corrections Banner	Community Corrections/OMS	8/4/2020	100	Deployed to FUAT	Oct-20		-90	Y	
EUIL - 28992	Violator CSED not calculating correctly	Sentence Calculation	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/6/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20	70	In Development	Nov-20		-1027.5	Y	
EUIL - 30307	Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to	Sentence Calculation	9/1/2020	20	In SC Queue (February 2021)	May-21		-958	Y	
EUIL - 33168	Past trackers past all dates showing N/A for date in banner	Sentence Calculation	6/9/2020, 8/10/2020	60	In Development	Dec-20		-132	Y	
EUIL - 39463	UC-SE-5.1 SBD not allowed to be prior to Date of Offense	Sentence Calculation	6/22/2020	90	In SC Queue (Novemeber 2020)	Dec-20		-210	Y	
EUIL - 39609	Cell Screening: Years to Release Rules are	Cell Screening	6/22/2020	100	Accepted in FUAT	Jul-20		-124	Y	
EUIL - 40386	CL 5 year non-discretionary medium is not triggering a new classification review	Classification	6/30/2020	100	Deployed to FUAT	Sep-20		-124	Y	
EUIL - 40392	CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	Classification	7/7/2020	80	In SC Queue (Novemeber 2020)	Feb-21		-496	Y	
EUIL - 42235	RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time	RMS	8/10/2020	100	Deployed to FUAT	Sep-20		-230	Y	
EUIL - 42241	Global Banner (Inmate Status) have the assigned COIII to be displayed and	Global	8/3/2020	100	Deployed to FUAT	Sep-20		-82	Y	
EUIL - 42335	UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community	RMS	7/7/2020	100	Deployed to FUAT	Aug-20		-174	Y	
EUIL - 42364	Need to be able to make a Sentence Flat or Earning Without Exceptions	Sentence Calculation	8/14/2020	55	In SC Queue (December 2020)	Feb-21		-468	Y	
EUIL - 25275	UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data	Sentence Calculation	8/3/2020, 8/5/2020	100	Deployed to FUAT	Oct-20		-112	Y	
EUIL - 29221	AIMS2-062: §8121/§ 13-717 law change for o/o 01/01/1994 life sentences	Sentence Calculation	8/17/2020	35	In SC Queue (December 2020)	Jan-21		-522	Y	
EUIL - 31098	UI-SE-4.3 and also release type definitions. AIMS2 not Utilizing PR Eligibility	Sentence Calculation	To Be Scheduled		Cancelled			-1302	N	
EUIL - 40940	CL inmate on supervision came back with New Felony Conviction and did not trigger new initial classification	Classification	8/28/2020		Cancelled			-234	N	
EUIL - 42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	STG	8/19/2020		Cancelled			-390	N	
EUIL - 25275	New Code Violator not calculating correctly	Sentence Calculation	8/5/2020		Cancelled			650	N	
Totals								8291		
Balance										*8712*

	Accepted
	In Development
	On Hold

CR/EUIL Number	May	June	July	August	September	October	November	December	January	February	March	April
PL - 21283			111									
PL - 25141			111									
PL - 25178			111									
PL - 25179			111									
PL - 25204			111									
PL - 31494	111											
PL - 36608			111									
PL - 37369	112											
PL - 40361	111											
Total	334	0	666									
PL Balance	666	666	0									
1000												
EUIL - 40167			160									
EUIL - 40629			28									
EUIL - 39609			124									
EUIL - 41361				100								
EUIL - 42335				174								
EUIL - 25143					77.5							
EUIL - 40386					124							
EUIL - 42235					230							
EUIL - 42241					82							
EUIL - 28917						90						
EUIL - 25275						112						
EUIL - 28992							1027.5					
EUIL - 33168							132					
EUIL - 39463							210					
EUIL - 40392									496			
EUIL - 42364									468			
EUIL - 29221										522		
EUIL - 30307												958
Total	0	0	312	274	513.5	202	1369.5	0	964	522	0	958
EUIL Balance	9000	9000	8688	8414	7900.5	7698.5	6329	6329	5365	4843	4843	3885

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M&O Work Item	Time Period	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000.00
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25
Arbitration	5/24/2020 - 7/31/2020		2.00	8,644.25
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25
Project Management	8/3/2020 - 8/7/2020		10.00	8,632.25
Performance Improvement	8/3/2020 - 8/7/2020		4.50	8,627.75
Document Storage	8/3/2020 - 8/7/2020		4.50	8,623.25
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75	8,606.50
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75	8,600.75
AD HOC Support	8/3/2020 - 8/7/2020		10	8,590.75
Project Management	8/10/2020 - 8/14/2020		24.5	8,566.25
Performance Improvement	8/10/2020 - 8/14/2020		3	8,563.25
Document Storage	8/10/2020 - 8/14/2020		1.5	8,561.75
AD HOC Support	8/10/2020 - 8/14/2020		3.75	8,558.00
Project Management	8/17/2020 - 8/21/2020		35.00	8,523.00
Performance Improvement	8/17/2020 - 8/21/2020		11.50	8,511.50
Document Storage	8/17/2020 - 8/21/2020		3.00	8,508.50
AD HOC Support	8/17/2020 - 8/21/2020		16.50	8,492.00
Project Management	8/24/2020 - 8/28/2020		20.00	8,472.00
Performance Improvement	8/24/2020 - 8/28/2020		2.50	8,469.50
Document Storage	8/24/2020 - 8/28/2020		12.50	8,457.00
AD HOC Support	8/24/2020 - 8/28/2020		7.50	8,449.50
Performance Improvement	8/31/2020 - 9/4/2020		6.00	8,443.50
Document Storage	8/31/2020 - 9/4/2020		2.25	8,441.25
Excessive Postback	8/31/2020 - 9/4/2020		1.00	8,440.25
AD HOC Support	8/31/2020 - 9/4/2020		2.00	8,438.25
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,429.25
AD HOC Support	9/14/2020 - 9/18/2020		2.50	8,426.75
AD HOC Support	9/21/2020 - 9/25/2020		2.50	8,424.25
AD HOC Support	9/28/2020 - 10/2/2020		1.50	8,422.75
				8,422.75
Total				8,422.75
*Hours from 8/3/2020 - 9/4/2020 Not Approved				

- **No System Improvement Hours Billed this week**
- **Hours from 8/3/2020 to 9/4/2020 Not Approved**

2: 4th Quarter EUILS

Ranking	Sponsor	Title	Module	Area of Concentration or Related Process	Functional Impact (What do we gain?)	Brief Description and Goal Being Requested	Justification	CR/ TFS #
1	Stacey Crabtree	**Senate Bill 1310 & Drug Possession Transition (SB1496)**	Sentence Calculation	Sentence Structure and Transition	Calculations Enhancements	New calculation requirements in legislation for Truth-in-Sentencing that allows inmates who meet set criteria to earn time-served credit at a faster rate.	In July, 2019, legislation was passed that added a whole new calculation to Truth-In-Sentencing inmates. There is no system workaround to account for these inmates and the time comp unit is having to rely on ad hoc reports to catch all of these inmates. Both of these programs are monitored closely by the community.	42176 42177
2	Stacey Crabtree	**DNHW (Do Not House With) Screen/Data Changes**	Do Not House With (DNHW)	Inmate Housing	Workflow Improvement	Display the locator code and pending movements of inmates on the Do Not House With screen, and enable the ability to screen for Do Not House With at associated locator codes.	There is currently a staff-intensive workaround that involves looking up each of the inmates on the 'Do Not House With' list and verifying their locator code. In addition, the current tool in ACIS does not identify a conflict between those units which could result in inmates being placed at risk.	43532
3	Stacey Crabtree	**Letterhead**	Global	Forms	Workflow Improvement	Allow all letterheads, footers, forms, logos, signatures, and footers to be configurable by ADCRR.	The headers and footers of letters and forms generated in ACIS are not currently configurable by ADCRR. We need the ability to update these on our own, because the information needs to be updated when there's a change to the director, governor, administrators, phone numbers, or agency name change.	43511
4	Stacey Crabtree	**Transportation Order Search and Tracking During Movement**	Transportation	Transportation and Movement Queue	Workflow Improvement	Add an ADC# search and filter to the Transportation Queue and Travel Orders screens. Additionally, after an inmate is moved through the Transportation Queue, they should display on the 'out count' of the receiving prison.	Staff have to search through an average of 500+ inmates in the Transportation Queue to find a single inmate to move. The addition of an ADC# search will shorten the number of steps the staff need to perform in order to find a single inmate on the Transportation Queue. The next part of the problem is that once an inmate is moved using this same Transportation Queue, they are in 'en-route" status; this means the inmate is not showing up on either the sending or receiving prison's 'out count'. This results in inmates not being accounted for in a timely manner.	41171 40748
5	Stacey Crabtree	**Classification: Mental Health Overrides**	Classification	Steps & Inmate Privileges	Workflow Improvement	Allow the ability to do step reviews for inmates in mental health units and facility overrides at max units.	Inmates receiving mental health treatment in max custody are not able to participate in the Step Program; this results in inmates not receiving the appropriate privileges.	37366
6	Stacey Crabtree	**Gang Intelligence Search**	Security Threat Group	Gang Search	Data Integrity	When a Criminal Street Gang (CSG) is changed to a Security Threat Group (STG), all inmates tagged as the former CSG should remain tagged but now as an STG.	Criminal Street Gangs (CSG) can be certified as Security Threat Groups (STG) by the Director. When this is done, there is no way to identify those inmates associated to those gangs in the Gang Intelligence Search; we lose the data of the tags when the gang changed over from a CSG to an STG. This change request will display those inmates who were in a CSG but were recertified as an STG.	42463
7a	Karen Hellman	**Warrants**	Warrants	Warrants	Workflow Improvement	Users are unable to modify the Fugitive Services Unit (FSU) Review screen on a warrant that's not in FSU Review status. The FSU Review screen should be able to be modified regardless of warrant status.	This will eliminate the need for multiple users' involvement in order to facilitate the completion of the FSU Review screen. Current workaround involves three staff members to process their portion of a warrant, as opposed to one staff member being able to process a warrant in the legacy system.	40685
7b	Karen Hellman	**Warrants**	Warrants	Legal Documents	Data Integrity	The "Current Release Status" and "Release Type" fields are not correct on the first page of a printed warrant.	The printed warrant is a legal document which is reviewed by the Board of Executive Clemency (BOEC), lawyers, judges and other law enforcement agencies. This would eliminate the workaround of having to make written changes to the document, which results in additional process steps.	41273
8	Karen Hellman	**Home Plans**	RMS	Home Plans	Workflow Improvement	Implement the following for new Release Unit processes to be added in ACIS: 1) All homeless home plans need to have the homeless toggle in the home plan selected. When the homeless toggle is active, the homeless home plan needs to automatically route to the "Release Unit" CC Office. 2) TR to ADD and ADD release types do not need a Home Plan; Home Plan column on Release Dashboard should not reflect a "pending" status. 3) When release type is TR to ADD or ADD, TR to ADD cannot be denied for homeless. 4) Release Unit role/workflow needs to be added to existing homeless home plan approval	Release Unit roles/processes were not part of the initial ACIS implementation. This request will add those roles/processes to ACIS, which will result in more efficient release and home plan workflows	43533
9	Gergana Kovatcheva	**Payroll**	Programs	Inmate Pay, KeepTrak	Workflow Improvement	Unable to enter number with decimals for hours completed on Manage Participation screen. Requesting ability to pay in partial hour increments.	Without the ability to pay inmates in partial hours, inmate's time is being rounded up. This results in the overpayment to inmates. Additionally, when the inmate works for an IGA, ADCRR is reimbursed only at the actual hours worked, resulting in a significant increase in WIPP funds being paid for work not performed.	31001
10	Gretchen Mcclellan Singh	**Victim Services: Type of Victim**	Victim Services	Process efficiency	Improved User Experience	Add a new column on the Victim Search screen called "Type of Victim" so that staff can quickly and easily see which type of victim they are viewing (i.e: true victim, judge, county attorney, arresting agency, courtesy notice, etc.) without having to click into each profile.	It's time consuming for the victim services staff to click into the profile of each victim to verify their type. During phone calls with victims, staff need to be able to quickly look up the victim's information and see right away what type of victim they are before giving out any information because not all types of victims are entitled to the same information.	35571
11	Stacey Crabtree	**Enforcer: LOP Start/Stop**	Interfaces	Loss-of-Privileges (LOP) Start/Stop	Workflow Improvement	When an inmate receives an LOP sanction, his Status should remain Active and his Class of Service (COS) should change to "nocall". When LOP expires in ACIS, it should change the COS in Enforcer from "nocall" to current COS.	This manual workaround is labor-intensive; it requires the Disciplinary Coordinators to keep track when an inmate's Loss-of-Privileges expires and make adjustments in Enforcer and KeepTrak.	41272 41276 42018 42020
12	Stacey Crabtree	**Enforcer: Phase Level**	Interfaces	Phase Level, KeepTrak, Enforcer, Visitation, Property,	Workflow Improvement	When a phase (step) in Close Management is changed, it should be reflected in the Banner,	Changes in phase levels affects numerous privileges the inmate receives, such as the number of calls he can make	32023 41275

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				Work Assignments and Recreation.		Count Sheet, and EIP Summary.	per day, visitation, property, work assignments and recreation.	41279 42438
13	Stacey Crabtree	**Make Corrections to submitted Protective Custody**	Protective Custody	Protective Custody (PC) Data Corrections	Data Integrity and Improved User Experience	The request is to add the ability to make corrections to the Protective Custody forms after they have been submitted.	After any of the Protective Custody forms have been submitted, they can no longer be edited in ACIS. So, if a mistake was made then the only workaround is to create an Incident Report (IR) and upload the physical form with the corrections into the system. However, it's then easy for users to not see the uploaded forms and the incorrect data is still in ACIS on the Protective Custody screens.	42702
14	Stacey Crabtree	**Enforcer: Visitor PAN**	Interfaces	Visitor Personal Allowed Numbers (PAN)	Workflow Improvement	When a visitor profile is active in ACIS, it should be active in Enforcer and vice versa. This is not happening right now in Enforcer. Also, all of the Visitor Personal Allowed Numbers (PAN) within Enforcer should become inactive when an inmate is released and this is also not currently occurring.	The workaround is to manually make the changes in Enforcer so the field needs to submit a Service Desk ticket when they are made aware of the issue. This workflow is both time consuming and staff intensive and should be automated.	35680 41403 42019
15	Vanessa Headstream	**Medical Quality of Care**	Interfaces	eOMIS Updates	Data Integrity and Improved User Experience	Implement the following on the Medical/Mental Health screens and eOMIS interface: 1.) Update the eOMIS interface to receive quantiferon gold from eOMIS and display the results on the Medical screen in ACIS. 2.) Display mental health scores for inmates returning to custody that previously have had the same mental health score. Currently ACIS only displays the mental health score of a returning inmate if their mental health score has changed. 3.) Display medical holds on the inmate holds screen. Currently the medical holds are only displayed on the medical screen so users have to look in two separate places for inmate holds.	First, including quantiferon gold in ACIS will allow staff to see the results in ACIS rather than only in eOMIS, which not all staff have access to. Second, displaying mental health scores of returning inmates when their score has not changed will help to avoid confusion and manual entries having to be made for these inmates on the mental health screens. Finally, displaying medical holds on the inmate holds screen will make it easier for staff to see which holds an inmate currently has rather than having to look in two separate places for this information.	43534
16	Gergana Kovatcheva	**1099**	Intake	Reports	Workflow Improvement	Provide SSN field for inmates from ACIS to KeepTrak.	The IRS is requiring that ADCRR provides the SSN of inmates earning more than $600. Currently, the SSN is not sent to KeepTrak where the report would be generated from. ADCRR has already paid several hundred thousand dollars to the IRS because of this	43330

- **NO JAR SESSIONS ALLOWED TO BE SCHEDULED**
  - Expectation is that there is a better understanding of what it will take to estimate more accurately moving forward based on the previous 20 EUILs
  - Analyze original estimates versus final estimates to see what lessons can be learned and put into practice moving forward
  - Where is work similar (Change a field name) and similar estimates could be used without JAR sessions
  - B&D to produce estimates for 4th Quarter items and that is all at this point

3: Low Hanging Fruit

CR	Module Name	Title of Change Request	Estimated Effort (Days)	Hours
40748	Count	COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	30	240
42624	Discipline	Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	30	240
42866	Count	BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many. EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	15	120
42723	Intake	Inmate Search: Include a filter for Inmate Status and Gender	15	120
42693	Programs	Auto-populate Quality Review screen with as much information as possible	15	120
31001	Programs	UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	15	120
36603	Programs	UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	15	120
42699	Intake	Fingerprint Date should display the most recent admission date	15	120
39610	Interfaces-Medical	UC-PR-2.40: COIII / COIV roles unable to access Medical and Mental Health screen (POA section only)	15	120
39679	Interfaces-Medical	Centurion: SMI-C should not be a field that can be manually entered by anyone except for an Admin.	15	120
39886	Interfaces-Medical	Centurion: The mental health tab should not be accessible by everyone	15	120
40864	Interfaces-Medical	Medical Notes should only be visible to medical and mental health staff	15	120
39726	Programs	Exemptions should delete upon return to custody	15	120
42865	Discipline	Disciplinary-Rule Violation Summary page- violation code provides the description of the violation.	15	120
42928	Discipline	Make hearing date/time required fields for a Minor Disciplinary Violation	15	120
39730	Grievances	UC-GR-05: Formal Grievance Response limited to 255 characters	15	120
39731	Grievances	UC-GR-02: Appeal Grievance Response limited to 255 characters	15	120
40794	Intake	Medical shows as completed on the Intake Dashboard for PVT's	15	120
42630	Programs	WIPP: In assignment history, the user can't tell which cycle the inmate is/was assigned to	15	120
42692	Programs	Increase character limit for Quality Review questions	15	120
42996	RMS	MVD tab should be displayed even if the inmate is not eligible	15	120
42778	BOEC	Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"	15	120
42934	Classification	Add certain App areas to the Quick Search	15	120
42701	Global	Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	15	120
42362	Sentence Calc	SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	15	120
				3240

- Holly to provide next steps the week of 10/19/2020

4: Rocky Update

5: ?????

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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AZ-DOC-21-0315-A-000258

EUIL Item	EUIL Name
M/O Signed Agreement Amendment 9 PL Items	
EUIL - 40167	Remove PRR Rules Preventing Inmates from Being Assigned
EUIL - 40629	Mental Health Screen: Text change for "Title 18 Medicaid ID
EUIL - 41361	CL Pending Manslaughter review should not allow for an IR reduction below 3
EUIL - 25143	UC-GM-4.0: Display both the CSG and STG in the banner
EUIL - 28917	Add Hyperlinks to Community Corrections Banner
EUIL - 28992	Violator CSED not calculating correctly
EUIL - 30307	Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)
EUIL - 33168	Fast trackers past all dates showing N/A for date in banner
EUIL - 39463	UC-SE-5.1 SBD not allowed to be prior to Date of Offense
EUIL - 39609	Cell Screening: Years to Release Rules are incorrect
EUIL - 40386	CL 5 year non-discretionary medium is not triggering a new classification review
EUIL - 40392	CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction
EUIL - 42235	RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear
EUIL - 42241	Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked
EUIL - 42335	UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections
EUIL - 42364	Need to be able to make a Sentence Flat or Earning Without Exceptions
EUIL - 25275	UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data
EUIL - 29221	AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences

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EUIL - 31598	US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria
EUIL - 40940	CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification
EUIL - 42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search
EUIL - 43279	New Code Violator not calculating correctly
Totals	
Balance	

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Module	JAR Session Date	Percentage Complete
	5/1/2020 5/1/2020	
Programs	6/9/2020	100
Interfaces/Medical & Mental Health Tabs	6/28/2020	100
Classification	7/9/2020	100
STG	7/28/2020	100
Community Corrections/OMS	8/4/2020	100
Sentence Calculation	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20	70
Sentence Calculation	9/1/2020	20
Sentence Calculation	6/9/2020, 8/10/2020	60
Sentence Calculation	6/22/2020	90
Cell Screening	6/22/2020	100
Classification	6/30/2020	100
Classification	7/7/2020	80
RMS	8/10/2020	100
Global	8/3/2020	100
RMS	7/7/2020	100
Sentence Calculation	8/14/2020	55
Sentence Calculation	8/3/2020, 8/5/2020	100
Sentence Calculation	8/17/2020	35

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Sentence Calculation	To Be Scheduled	
Classification	6/29/2020	
STG	8/13/2020	
Sentence Calculation	8/5/2020	

	Accepted
	In Development
	On Hold

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Status	Estimated FUAT Delivery	Credit
		10,000

Deployed to PROD	Jul-20	
Deployed to PROD	Jul-20	
Deployed to PROD	Aug-20	
Accepted in FUAT	Sep-20	
Deployed to FUAT	Oct-20	
In Develpoment	Nov-20	
In SC Queue (February 2021)	May-21	
In Develpoment	Dec-20	
In SC Queue (Novemeber 2020)	Dec-20	
Accepted in FUAT	Jul-20	
Deployed to FUAT	Sep-20	
In SC Queue (Novemeber 2020)	Feb-21	
Deployed to FUAT	Sep-20	
Deployed to FUAT	Sep-20	
Deployed to FUAT	Aug-20	
In SC Queue (December 2020)	Feb-21	
Deployed to FUAT	Oct-20	
In SC Queue (December 2020)	Jan-21	

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Cancelled		
Cancelled		
Cancelled		
Cancelled		

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Debit	Approved Dev	Balance
		10,000
-1,000		9,000
-160	Y	*8840*
-28	Y	*8812*
-100	Y	*8712*
-77.5	Y	
-90	Y	
-1027.5	Y	
-958	Y	
-132	Y	
-210	Y	
-124	Y	
-124	Y	
-496	Y	
-230	Y	
-82	Y	
-174	Y	
-468	Y	
-112	Y	
-522	Y	

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-1102	N	
-254	N	
-160	N	
-660	N	
8291		
		8712

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Dean Allen
Subject: Re: Declined: Follow-up
Date: Wednesday, March 3, 2021 8:49:48 AM

Hi Dean -

This is a follow-up from last week. I can certainly try to push to 4pm today.

On Wed, Mar 3, 2021 at 8:48 AM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Holly,
>
> I just got the invite, I am already booked at 3pm today unfortunately, I am open for 30mins at 1pm if that helps or could do 4pm?
>
> Dean

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson; Rocky Advani
Subject: SLA Presentation
Date: Tuesday, March 2, 2021 4:40:23 PM
Attachments: ADC SLA February Report Presentation.pdf

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Monthly SLA Package

FEBRUARY 2021 SLA DASHBOARD PRESENTED BY

BUSINESS & DECISION

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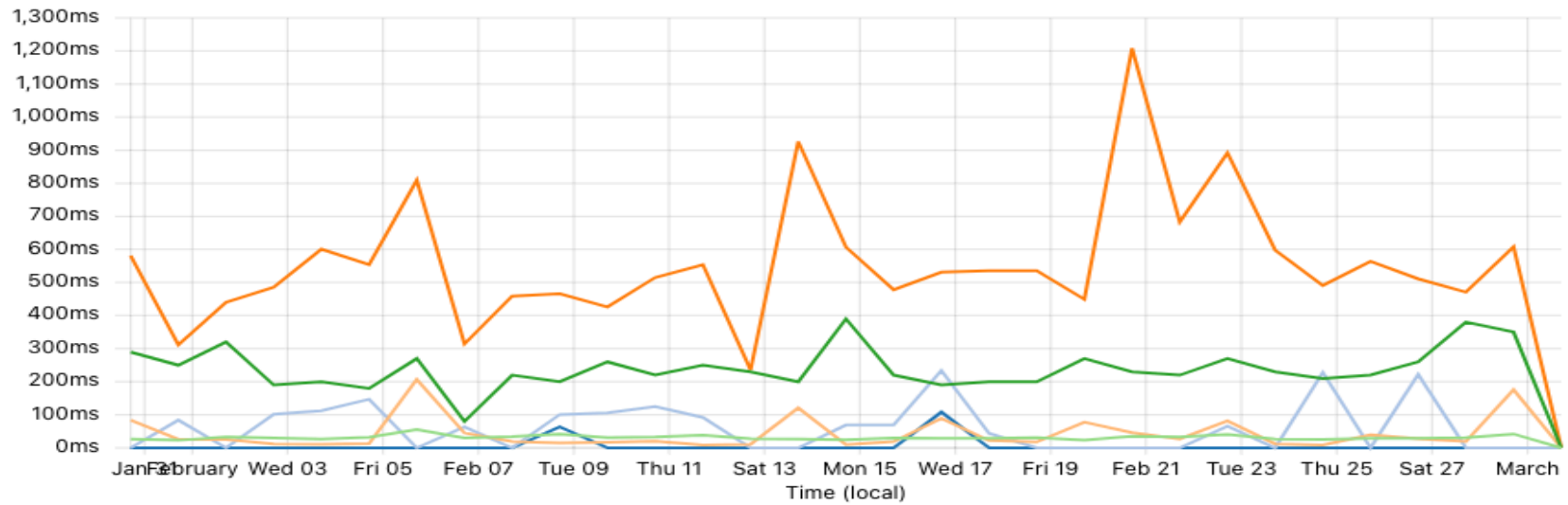
System Response

P50 (Median) page load time About Browser Insights

Total	DNS	TCP	Request	Response	Processing
904ms	0ms	101ms	533ms	20ms	220ms

Load Event
30ms



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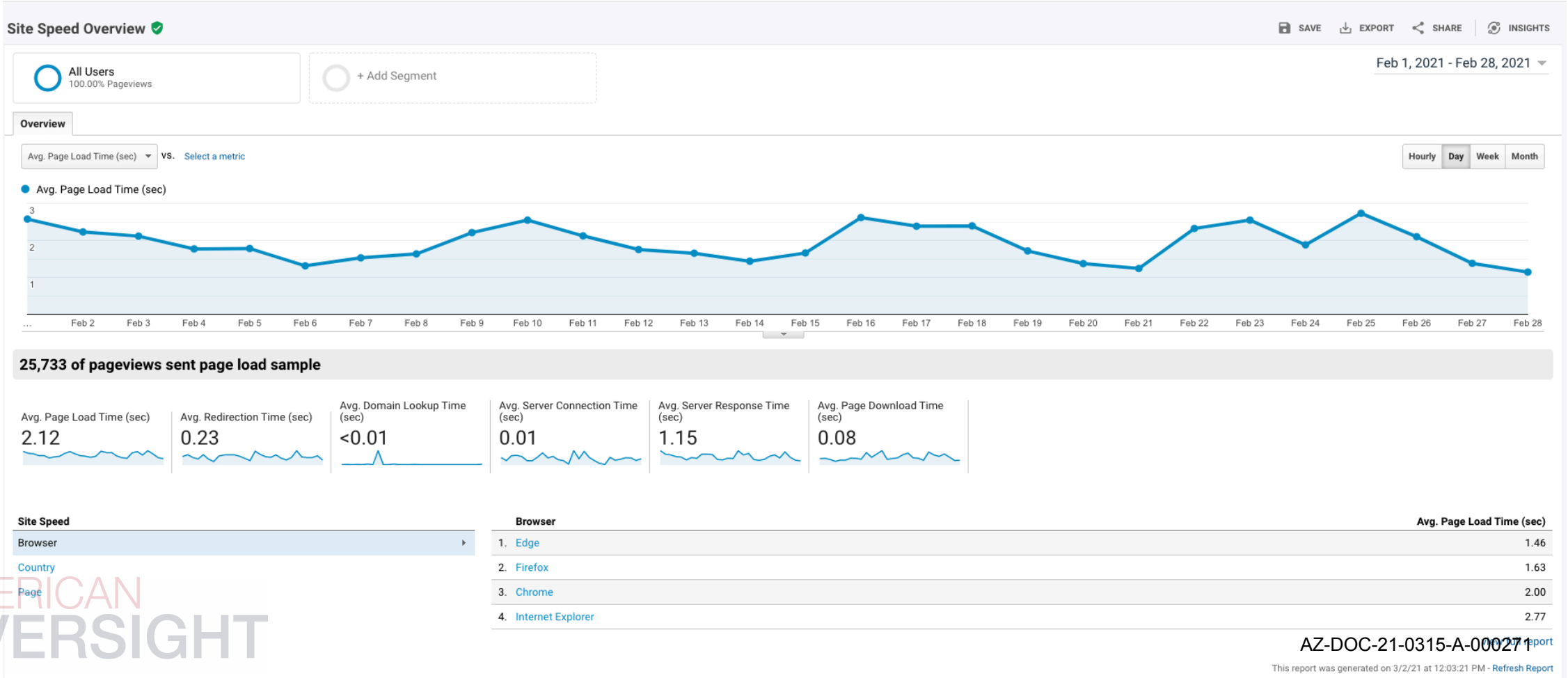
User Response



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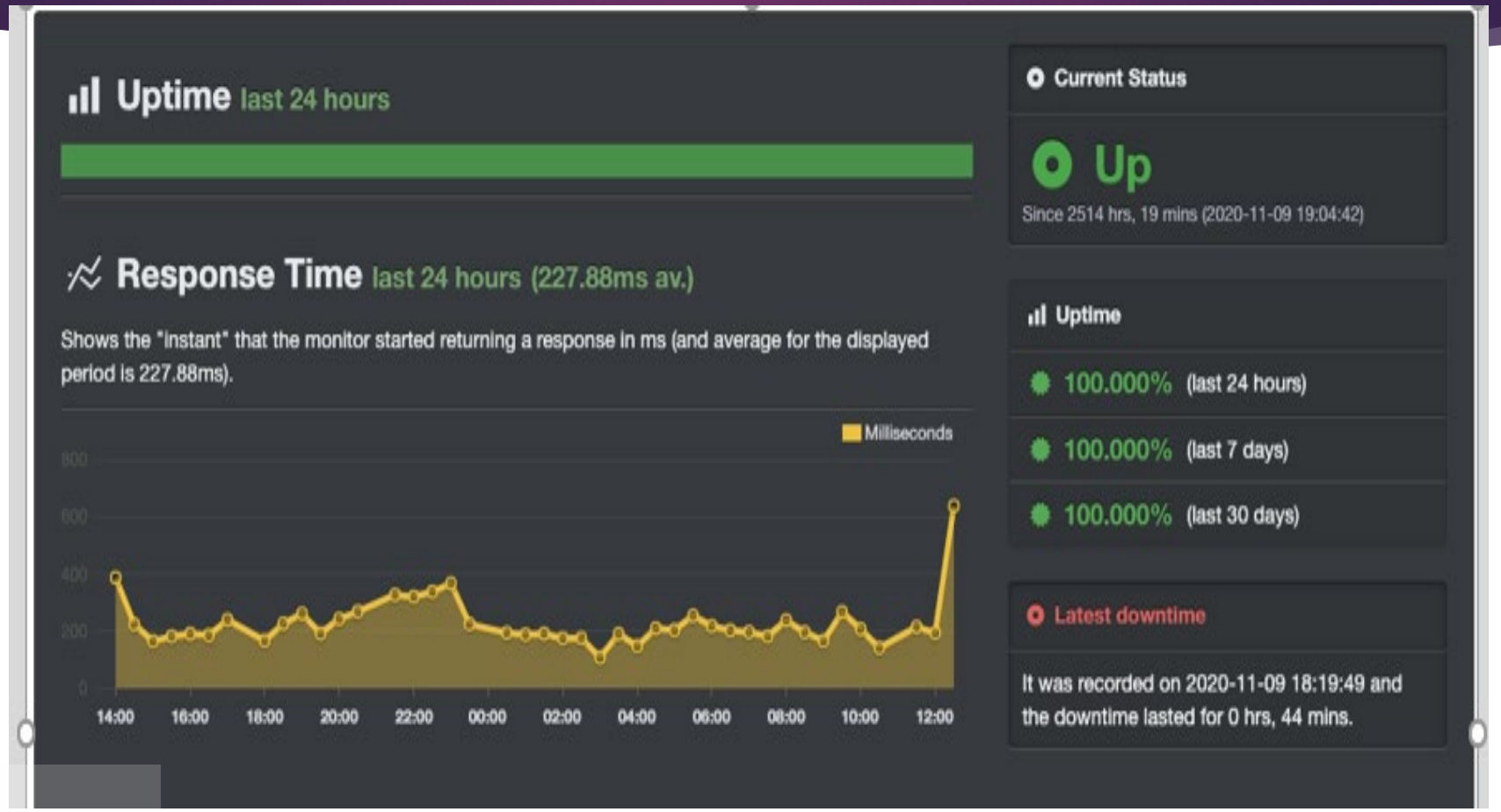
System Availability and Reliability



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System Accuracy

During the monthly reporting period of February 2021 all System Accuracy categories were 100% compliant.

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Maintenance / Updates /Upgrades

RELEASE #	RELEASE NAME	UAT UDATE	PROD UPDATE
2020.37	Prod Release 37	1/2/21	1/4/21
2020.38	Prod Release 38	1/11/21	1/18/21
2020.39	Prod Release 39	1/25/21	2/1/21
2020.4	Prod Release 40	2/8/21	2/15/21
2020.41	Prod Release 41	2/22/21	3/1/21

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Data Integrity and Destruction

Snapshot name	DB instance or cluster	Snapshot creation time
aims2prod-2021-02-22-t20-11-13-535	aims2prod	February 22, 2021, 8:18:28 PM UTC
aims2prod-2021-02-22-t19-11-11-151	aims2prod	February 22, 2021, 7:18:43 PM UTC
aims2prod-2021-02-22-t18-11-13-491	aims2prod	February 22, 2021, 6:18:54 PM UTC
aims2prod-2021-02-22-t17-11-09-005	aims2prod	February 22, 2021, 5:18:33 PM UTC
aims2prod-2021-02-22-t16-11-09-504	aims2prod	February 22, 2021, 4:18:45 PM UTC
aims2prod-2021-02-22-t15-12-10-525	aims2prod	February 22, 2021, 3:19:29 PM UTC
aims2prod-2021-02-22-t14-11-09-335	aims2prod	February 22, 2021, 2:19:47 PM UTC
aims2prod-2021-02-22-t13-11-10-673	aims2prod	February 22, 2021, 1:18:32 PM UTC
aims2prod-2021-02-22-t12-11-14-036	aims2prod	February 22, 2021, 12:18:45 PM UTC

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Security

During the monthly reporting period of February 2021 all Security categories were 100% compliant.

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Incident Response Time & Target

Request Overview Report

☑ Site
☑ ACIS

Request Volume by Priority
Requests Volume by Priority

	Priority	RequestID Count
1	2-High	1
2	3-Medium	50

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Incident Response Time & Target

- All requests(50 Med, 1 High) were picked up and responded to within 4 hours by either opening defect for our development team or responding to the ADCRR help desk directly.

Avg Time in Open Status (Mins)

86 ↑

- Average time for all tickets in an unprocessed state by B&D Service Desk is 86 minutes.

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Incident Resolution Time & Target

Severity - Average time to resolution (Hours:Minutes)

- High(1 ticket) 0:16
- Medium(50 tickets) 1:20

All tickets were resolved within the SLA target

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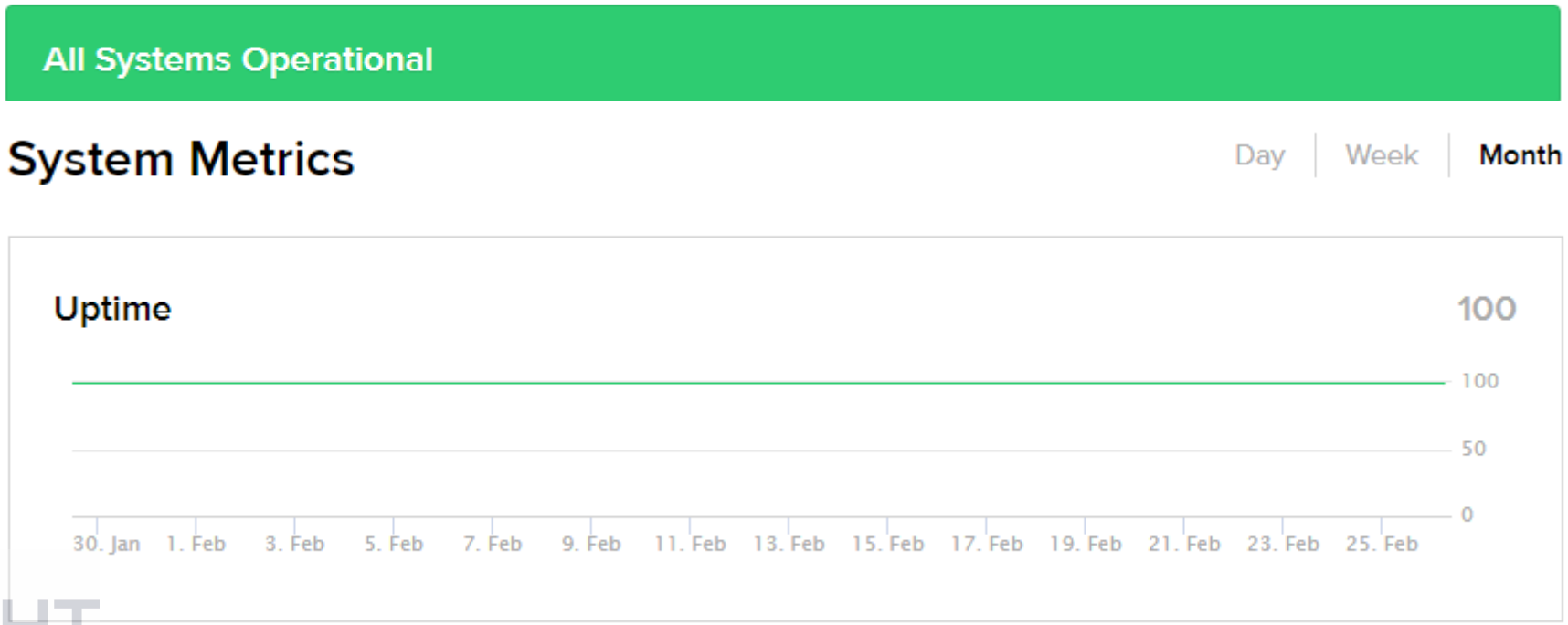
User Support

- ***Ring Central Uptime report – Call Handling Software***



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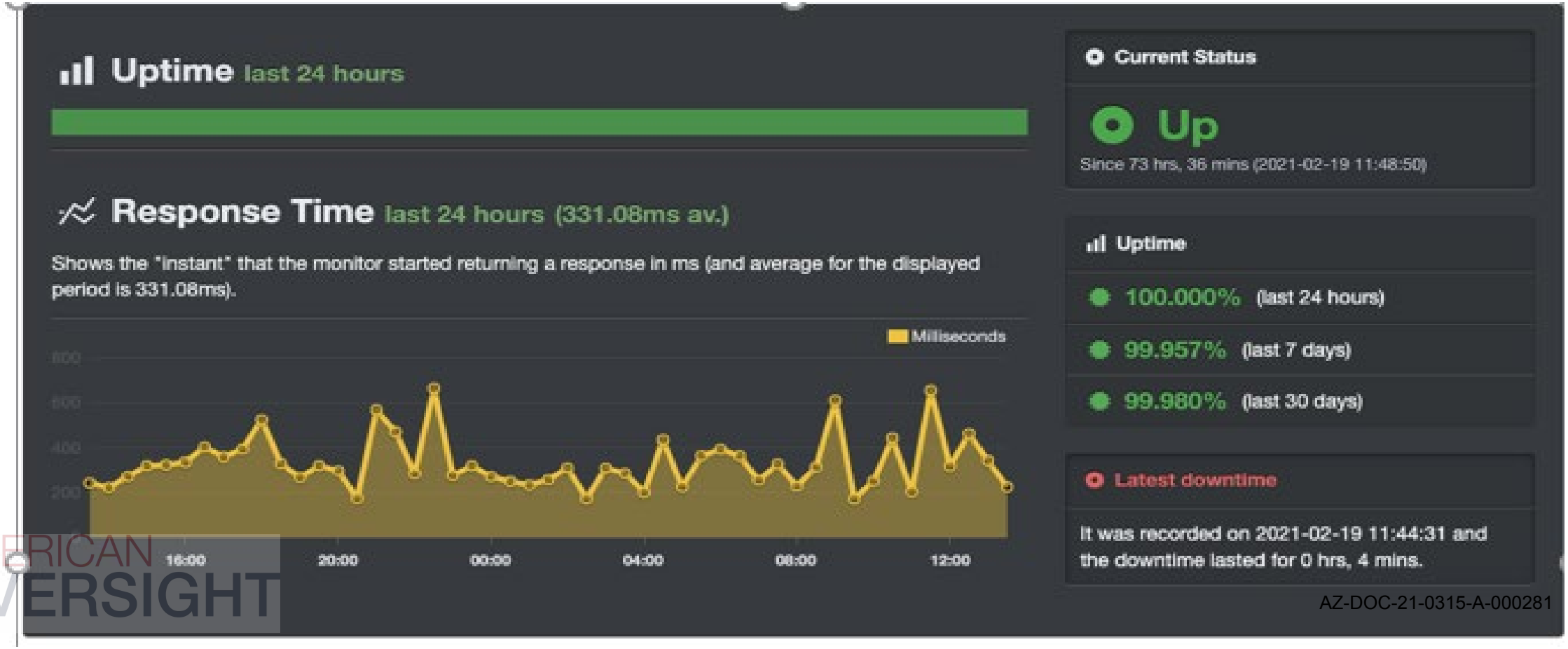
Reporting



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SLA Reporting

- ***March 2, 2021 (today) Presentation***

  Power Point Presentation was shared with attendees on March 2, 2021

- ***Monthly Status Report Meeting Schedule***

  Meetings have been scheduled through May 27, 2021

- ***Quarterly meeting***

  1st Quarter meeting has been scheduled for April 13, 2021

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Contractor Staffing

We are 100% compliant with Key M&O Staff Roles.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Dean Allen
Cc: Joe Miles; Joseph Profiri; Rusty Johnson
Subject: Re: 4th Quarter EUILs & Enforcer List
Date: Tuesday, March 2, 2021 7:27:42 AM
Attachments: image001.png
image002.png

We appreciate your thorough response.

On Mon, Mar 1, 2021 at 10:00 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Holly,
>
> The requirements document, from ADCRR, which is required to estimate SB1310 (Change Request 42176), was only received by B&D on January 26th 2021 and since then we have been working on it with your team. As you may be aware, there is still some information missing to complete the estimate. The last update was today at 11:49am when Trevor requested some further clarification from ADC.
>
> Between October 15th 2020 and January 26th, the SB1310 (Change Request 42176) request was identified and discussed but ADCRR had not submitted the necessary requirements needed for its estimation. Please see the transcript of all email conversations and exchanges regarding this item including confirmation that on 1/20 and 1/21 ADCRR was still working on the requirements.
>
> We have compiled a full record of emails on the matter and, for full transparency, are willing to share with whomever is appropriate. Let us know if you need us to walk you through it.
>
> Thanks
>
> Dean

Item	Date	Correspondence	Comments
1	4/14/2020	42161 Entered as a Bug by ADC (Elianna Jacobs)	
2	4/14/2020	42160 Entered as a Bug by ADC (Elianna Jacobs)	
3	4/14/2020	42176 Entered as a Change Request by ADC (Spencer Scott)	
4	4/14/2020	42177 Entered as a Change Request by ADC (Spencer Scott)	
5	10/8/2020	ADC sends Excel File with Parking Lot List 42176 list in backlog (Elizabeth)	
6	10/15/2020	ADC sends Excel File with Q4 ACIS Requests, 42176 and 42177 are combined (Elizabeth)	New calculation requirements in legislation for Truth-in-Sentencing that allows inmates who meet set criteria to earn time-served credit at a faster rate. In July, 2019, legislation was passed that added a whole new calculation to Truth-In-Sentencing inmates. There is no system workaround to account for these inmates and the time comp unit is having to rely on ad hoc reports to catch all of these inmates. Both of these programs are monitored closely by the community.
7	10/15/2020	Trevor email to Charles that he would need a 2 hour session to define the scope of 42176 & 42177	
8	10/15/2020	Charles Indicated that Holly will not authorize any Requirement session for Q4 EUIL	
9	10/15/2020	Thad has 42176 and 42177 added to EUIL Project in Xpert	
10	10/23/2020	Janet Emails Trevor asking if 42176 and 42177 will be combined or separate	
11	10/23/2020	Elizabeth Emails Trevor asking "Do you want to combine CRs 42176 and 42177 into one ticket number or how do you want to handle it? In the end it should be one estimate from B&D but do you want separate requirements documents from us or should we put them into one document?"	
12	10/23/2020	Trevor Email to Elizabeth/Janet/Al/Spencer recommending we combine them. (At the time, I didn't know the difference between the two)	
13	10/23/2020	Email from Spencer Jey and Herb recommended to keep the CRs separate.	In our discussion today with Jey and Herb, they are recommending that we keep these two separated. I'm not an expert in Sentence Calc, but they were convinced we should not combine them. If BND still feels we should combine these two work efforts, we can have a discussion to determine the best path forward.
14	10/23/2020	Email from Trevor to Elizabeth/Spencer/Janet/Al that I agree with Herb and Brittany.	I trust that Brittany / Herb know more than I do and no issues on my end if they are separate.
15	11/5/2020	42176 Tagged as 4Q2020 Parking Lot	
16	11/19/2020	Eli confirms that 42176 is being worked on by ADC.	Requirements Doc Completed? "No - This will take some time to complete because it's very complicated."
17	11/23/2020	Janet sends Trevor a copy of Drug Transition Program FSD that ADC created using Standard Transition Program FSD	(no context here, don't know why they did this)
18	12/4/2020	Elizabeth/Janet send me the ADC Requirements document for 42177	
19	12/7/2020	Email from Janet that ADC requesting to do 42177 first	Hello Trevor: Based on our last discussion of both SB's 42176 and 42177, (and the decision being made to do 42177 first), when do you propose me setting up a 1st review with you and my team for SB42176? As before, I would let you drive it to extract your information; we would be using an updated FSD, etc.
20	12/7/2020	Trevor Email to Janet no date yet, will follow up when estimate is submitted for 42177	
21	12/15/2020	B&D started estimate process for 42177	
22	12/17/2020	Email from Spencer asking for status, 42176 is tagged as "Need Jar Session" & "We would like to start JAR sessions the week after Christmas for CR42176. We need B&D's BA availability to select days that will work for all stakeholders."	I'm not sure how this information was given to ADC - Seems like Trevor wasn't copied on an email since there is a gap.
23	12/18/2020	Trevor emails Joe "42176 - Have not estimated, not received an ADC requirements interview. Do we need a JAR session to define requirements?	
24	12/18/2020	42177 estimate sent to ADC	
25	12/29/2020	Spencer Emails B&D - Same message as 12/17	42176 is tagged as "Need Jar Session" & "We would like to start JAR sessions the week after Christmas for CR42176. We need B&D's BA availability to select days that will work for all stakeholders."
26	12/31/2020	Elizabeth has a status that 42176 "JAR sessions need to be set up. An email was sent to Trevor requesting B&D's availability next week."	Trevor not sure what email is being referenced or if he has one.
27	1/5/2021	Spencer emails Joe "We have not received any feedback from this request. I was also asked to express our	(at this point ADC still has not provided a

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		need for scheduling JAR sessions to begin ASAP for CR42176."	requirements document or approved an estimate)
28	1/5/2021	Joe replies to Spencer we are working on estimates and will have update tomorrow	
29	1/5/2021	Joe emails spencer specifically about 42176 asking if we need a session to define the requirements	
30	1/5/2021	Spencer emails Joe 42176 requires all new FSDS, there will be many JAR session.	
31	1/5/2021	Trevor emails Joe "I've never received an ADC requirements document. We haven't estimated it yet, so we can't have Jar sessions yet. Maybe he means 42177"	
32	1/5/2021	Joe emails spencer "We have not received a requirements document on CR42176, do you mean 42177?"	
33	1/5/2021	Spencer emails Joe "Please work with Cindy and Trevor. They are best aware of its status."	
34	1/5/2021	Joe loops Trevor into email thread to respond to ADC	
35	1/5/2021	Trevor emails Spencer and ADC "I reviewed my emails and see that 42176 and 42177 should be treated as separate change requests. (They were originally grouped together). I received an ADC requirements interview document for 42177 and we estimated it. I don't have any record of a requirements interview for 42176 and we have not estimated it. "	
36	1/6/2021	Joe emails Spencer "42176 Email on 1/5/21 to Spencer detailed that we have not received requirements and therefore unable to estimate."	
37	1/6/2021	Spencer emails Joe "Thanks for the status update below on those Awaiting Estimates. There appears to be some confusion regarding how to address 42176. When we began this round, it was decided that we would get the estimate for 42177 prior to starting with 42176. For 42176, an entire new FSD will need to be written. The Interview Sheets are in place for modifications to existing FSDs, but are inadequate for such an undertaking as will be required in 42176. We will need B&D to host requirements gathering sessions with our SMEs in order to develop the requirements and ultimately for B&D to author the FSDs for acceptance, prior to the estimate phase. If we aren't on the same page, I think it would be helpful to pull in my leadership to have a meeting to discuss next steps."	
38	1/8/2021	Joe emails Spencer "On 42176 you are requesting B&D to host requirements gathering sessions with your SMEs in order to develop the requirements and ultimately for B&D to author the FSDs (we already do this) for acceptance, prior to the estimate phase. Having us take the lead on gathering information and developing the requirements for an estimate is outside the normal process where you have gathered the appropriate information and provided us the requirements for estimating these requests. The FSD's are always prepared by us. If you want us to proceed with this approach we can do so; however, it is important to note that you will be charged the necessary hours required for these information gathering sessions and development of requirements work, even if you decide not to move forward with the project."	
39	1/11/2021	Spencer emails Joe "I spoke at length with Brittany and Janet about this situation. We'd like to propose the following: Using the Senate Bill 1310 Policy, Brittany will copy/paste data into the Interview Sheet by end of this week. Once your team reviews our submission, you can advise if this will be sufficient for B&D to supply the estimate. Would it be helpful to have the full Statute and Policy included? "	
40	1/11/2021	Joe emails Spencer "I am not sure our review of the Senate Bill 1310 Policy alone would be sufficient to provide an estimate. Obviously your review of the policy in conjunction with your determination of what functions should be implemented for ADC to be compliant would be best. Again, having the full stature and policy may not be sufficient. We may be back at same conclusion as mentioned in my email that this would require hours for information gathering and developing the requirements. I will visit with our team and provide a response asap."	
41	1/13/2021	Joe to Spencer "This approach would still require us to charge the necessary hours required for these information gathering sessions and development of requirements work, even if you decide not to move forward with the project. Let me know if you wish to proceed under these conditions?"	
42	1/13/2021	Spencer to Joe "I'm going to ask that you look at the completed interview sheets (once they've been submitted), prior to making that determination. I am being told the policy should be enough to answer the interview questions that would be required to generate an estimate the normal way."	
43	1/20/2021	Elizabeth emails Joe that Spencer and Janet are working on CR 42176 Requirements	
44	1/21/2021	Sandy Acknowledges that ADC is working on 42176 requirements	
45	1/26/2021	Elizabeth sends the requirements for B&D to provide an estimate	
46	2/3/2021	Janet emails Trevor - Just giving you a heads up; there may be an addendum of a slight additional detail added to CR42177. We are speaking with Brittany now; I will follow up with you as soon as I know more. Janet	
47	2/8/2021	Eli asks for status on CRs waiting for estimates (42176 is included)	

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, March 1, 2021 4:47 PM
To: Dean Allen <dean.allen@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Fwd: 4th Quarter EUILs & Enforcer List

Hi Joe and Dean-

I'm reaching out with this email because a statement was made last week that 1310 was received as recently as January 26 or 28, 2021. I want to make it clear that this was received by B&D on October 15, 2020. It was again resent in December. Development work began in late January on 42177 for the other sentence calc bill.

Please let us know what your estimation is on 1310 as soon as possible.

Thank you,

Holly

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---------- Forwarded message ---------
From: **Elizabeth Charif** <echarif@azadc.gov>
Date: Thu, Oct 15, 2020 at 12:19 PM
Subject: Re: 4th Quarter EUILs & Enforcer List
To: Charles Spannagel <Charles.Spannagel@bndna.com>
CC: Rusty Johnson <sjohnson@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Joseph Profiri <jprofiri@azadc.gov>, Dean Allen <dean.allen@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>, Chris Masson <chris.masson@bndna.com>, Trevor Baker <trevor.baker@bndna.com>, Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>

Hi Charles,

Attached is the list of Q4 items that Holly and Rusty have reviewed. Please note that there are two CR's in this list that are also included in your 25 'low hanging fruit' items. They are CR 40748 and CR 31001.

Thank-you,

Elizabeth Charif

Business Analyst

ADCRR | I.T. Bureau

1645 W. Jefferson St. | Phoenix, AZ 85007

Phone: 602-542-4885

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Oct 14, 2020 at 3:54 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Thank you Rusty. We eagerly await your message.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Wednesday, October 14, 2020 3:44 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Subject: Re: 4th Quarter EUILs & Enforcer List

Charles-

We have the Q4 list as we indicated. We will be completing our review tomorrow and should have the list available for your review. The Q4 list contains some of the higher priority Enforcer CR's.

Thank you. We apologize for the delay.

Sincerely,

Rusty Johnson

Deputy Chief Information Officer

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Wed, Oct 14, 2020 at 3:22 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

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Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Dean Allen; Joe Miles
Cc:	Holly Greene; Joseph Profiri; Rusty Johnson
Subject:	Fwd: 4th Quarter EUILs & Enforcer List
Date:	Monday, March 1, 2021 4:49:05 PM
Attachments:	Q4 ACIS Requests.xlsx image003.png image004.png

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Ranking	Sponsor	Title	Module
1	Stacey Crabtree	**Senate Bill 1310 & Drug Possession Transition (SB1496)**	Sentence Calculation
2	Stacey Crabtree	**DNHW (Do Not House With) Screen/Data Changes**	Do Not House With (DNHW)
3	Stacey Crabtree	**Letterhead**	Global
4	Stacey Crabtree	**Transportation Order Search and Tracking During Movement**	Transportation
5	Stacey Crabtree	**Classification: Mental Health Overrides**	Classification
6	Stacey Crabtree	**Gang Intelligence Search**	Security Threat Group
7a	Karen Hellman	**Warrants**	Warrants

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7b	Karen Hellman	**Warrants**	Warrants
8	Karen Hellman	**Home Plans**	RMS
9	Gergana Kovatcheva	**Payroll**	Programs
10	Gretchen Mcclellan Singh	**Victim Services: Type of Victim**	Victim Services
11	Stacey Crabtree	**Enforcer: LOP Start/Stop**	Interfaces
12	Stacey Crabtree	**Enforcer: Phase Level**	Interfaces

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13	Stacey Crabtree	**Make Corrections to submitted Protective Custody**	Protective Custody
14	Stacey Crabtree	**Enforcer: Visitor PAN**	Interfaces
15	Vanessa Headstream	**Medical Quality of Care**	Interfaces
16	Gergana Kovatcheva	**1099**	Intake

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Area of Concentration or Related Process	Functional Impact (What do we gain?)	Brief Description and Goal Being Requested
Sentence Structure and Transition	Calculations Enhancements	New calculation requirements in legislation for Truth-in-Sentencing that allows inmates who meet set criteria to earn time-served credit at a faster rate.
Inmate Housing	Workflow Improvement	Display the locator code and pending movements of inmates on the Do Not House With screen, and enable the ability to screen for Do Not House With at associated locator codes.
Forms	Workflow Improvement	Allow all letterheads, footers, forms, logos, signatures, and footers to be configurable by ADCRR.
Transportation and Movement Queue	Workflow Improvement	Add an ADC# search and filter to the Transportation Queue and Travel Orders screens. Additionally, after an inmate is moved through the Transportation Queue, they should display on the 'out count' of the receiving prison.
Steps & Inmate Privileges	Workflow Improvement	Allow the ability to do step reviews for inmates in mental health units and facility overrides at max units.
Gang Search	Data Integrity	When a Criminal Street Gang (CSG) is changed to a Security Threat Group (STG), all inmates tagged as the former CSG should remain tagged but now as an STG.
Warrants	Workflow Improvement	Users are unable to modify the Fugitive Services Unit (FSU) Review screen on a warrant that's not in FSU Review status. The FSU Review screen should be able to be modified regardless of warrant status.

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Legal Documents	Data Integrity	The "Current Release Status" and "Release Type" fields are not correct on the first page of a printed warrant.
Home Plans	Workflow Improvement	Implement the following for new Release Unit processes to be added in ACIS: 1) All homeless home plans need to have the homeless toggle in the home plan selected. When the homeless toggle is active, the homeless home plan needs to automatically route to the "Release Unit" CC Office. 2) TR to ADD and ADD release types do not need a Home Plan; Home Plan column on Release Dashboard should not reflect a "pending" status. 3) When release type is TR to ADD or ADD, TR to ADD cannot be denied for homeless. 4) Release Unit role/workflow needs to be added to existing homeless home plan approval
Inmate Pay, KeepTrak	Workflow Improvement	Unable to enter number with decimals for hours completed on Manage Participation screen. Requesting ability to pay in partial hour increments.
Process efficiency	Improved User Experience	Add a new column on the Victim Search screen called "Type of Victim" so that staff can quickly and easily see which type of victim they are viewing (i.e: true victim, judge, county attorney, arresting agency, courtesy notice, etc.) without having to click into each profile.
Loss-of-Privileges (LOP) Start/Stop	Workflow Improvement	When an inmate receives an LOP sanction, his Status should remain Active and his Class of Service (COS) should change to "nocall". When LOP expires in ACIS, it should change the COS in Enforcer from "nocall" to current COS.
Phase Level, KeepTrak, Enforcer, Visitation, Property, Work Assignments and Recreation.	Workflow Improvement	When a phase (step) in Close Management is changed, it should be reflected in the Banner, Count Sheet, and EIP Summary.

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Protective Custody (PC) Data Corrections	Data Integrity and Improved User Experience	The request is to add the ability to make corrections to the Protective Custody forms after they have been submitted.
Visitor Personal Allowed Numbers (PAN)	Workflow Improvement	When a visitor profile is active in ACIS, it should be active in Enforcer and vice versa. This is not happening right now in Enforcer. Also, all of the Visitor Personal Allowed Numbers (PAN) within Enforcer should become inactive when an inmate is released and this is also not currently occurring.
eOMIS Updates	Data Integrity and Improved User Experience	Implement the following on the Medical/Mental Health screens and eOMIS interface: 1.) Update the eOMIS interface to receive quantiferon gold from eOMIS and display the results on the Medical screen in ACIS. 2.) Display mental health scores for inmates returning to custody that previously have had the same mental health score. Currently ACIS only displays the mental health score of a returning inmate if their mental health score has changed. 3.) Display medical holds on the inmate holds screen. Currently the medical holds are only displayed on the medical screen so users have to look in two separate places for inmate holds.
Reports	Workflow Improvement	Provide SSN field for inmates from ACIS to KeepTrak.

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Justification	CR/ TFS #
In July, 2019, legislation was passed that added a whole new calculation to Truth-In-Sentencing inmates. There is no system workaround to account for these inmates and the time comp unit is having to rely on ad hoc reports to catch all of these inmates. Both of these programs are monitored closely by the community.	42176 42177
There is currently a staff-intensive workaround that involves looking up each of the inmates on the 'Do Not House With' list and verifying their locator code. In addition, the current tool in ACIS does not identify a conflict between those units which could result in inmates being placed at risk.	43532
The headers and footers of letters and forms generated in ACIS are not currently configurable by ADCRR. We need the ability to update these on our own, because the information needs to be updated when there's a change to the director, governor, administrators, phone numbers, or agency name change.	43511
Staff have to search through an average of 500+ inmates in the Transportation Queue to find a single inmate to move. The addition of an ADC# search will shorten the number of steps the staff need to perform in order to find a single inmate on the Transportation Queue. The next part of the problem is that once an inmate is moved using this same Transportation Queue, they are in "en-route" status; this means the inmate is not showing up on either the sending or receiving prison's 'out count'. This results in inmates not being accounted for in a timely manner.	41171 40748
Inmates receiving mental health treatment in max custody are not able to participate in the Step Program; this results in inmates not receiving the appropriate privileges.	37366
Criminal Street Gangs (CSG) can be certified as Security Threat Groups (STG) by the Director. When this is done, there is no way to identify those inmates associated to those gangs in the Gang Intelligence Search; we lose the data of the tags when the gang changed over from a CSG to an STG. This change request will display those inmates who were in a CSG but were recertified as an STG.	42463
This will eliminate the need for multiple users' involvement in order to facilitate the completion of the FSU Review screen. Current workaround involves three staff members to process their portion of a warrant, as opposed to one staff member being able to process a warrant in the legacy system.	40685

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The printed warrant is a legal document which is reviewed by the Board of Executive Clemency (BOEC), lawyers, judges and other law enforcement agencies. This would eliminate the workaround of having to make written changes to the document, which results in additional process steps.	41273
Release Unit roles/processes were not part of the initial ACIS implementation. This request will add those roles/processes to ACIS, which will result in more efficient release and home plan workflows	43533
Without the ability to pay inmates in partial hours, inmate's time is being rounded up. This results in the overpayment to inmates. Additionally, when the inmate works for an IGA, ADCRR is reimbursed only at the actual hours worked, resulting in a significant increase in WIPP funds being paid for work not performed.	31001
It's time consuming for the victim services staff to click into the profile of each victim to verify their type. During phone calls with victims, staff need to be able to quickly look up the victim's information and see right away what type of victim they are before giving out any information because not all types of victims are entitled to the same information.	35571
This manual workaround is labor-intensive; it requires the Disciplinary Coordinators to keep track when an inmate's Loss-of-Privileges expires and make adjustments in Enforcer and KeepTrak.	41272 41276 42018 42020
Changes in phase levels affects numerous privileges the inmate receives, such as the number of calls he can make per day, visitation, property, work assignments and recreation.	32023 41275 41279 42438

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After any of the Protective Custody forms have been submitted, they can no longer be edited in ACIS. So, if a mistake was made then the only workaround is to create an Incident Report (IR) and upload the physical form with the corrections into the system. However, it's then easy for users to not see the uploaded forms and the incorrect data is still in ACIS on the Protective Custody screens.	42702
The workaround is to manually make the changes in Enforcer so the field needs to submit a Service Desk ticket when they are made aware of the issue. This workflow is both time consuming and staff intensive and should be automated.	35680 41403 42019
First, including quantiferon gold in ACIS will allow staff to see the results in ACIS rather than only in eOMIS, which not all staff have access to. Second, displaying mental health scores of returning inmates when their score has not changed will help to avoid confusion and manual entries having to be made for these inmates on the mental health screens. Finally, displaying medical holds on the inmate holds screen will make it easier for staff to see which holds an inmate currently has rather than having to look in two separate places for this information.	43534
The IRS is requiring that ADCRR provides the SSN of inmates earning more than $600. Currently, the SSN is not sent to KeepTrak where the report would be generated from. ADCRR has already paid several hundred thousand dollars to the IRS because of this	43330

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles; radvani@azadc.gov
Cc: bcorella@azadc.gov; dpickering@azadc.gov; echarif@azadc.gov; jnicole@azadc.gov; kbarrier@azadc.gov; pcraglow@azadc.gov; sjohnson@azadc.gov; swang@azadc.gov
Subject: Re: SLA/Portfolio Presentation
Date: Monday, March 1, 2021 8:35:46 AM

Please be mindful that there are others in attendance who have an overlapping meeting at 2:30pm. 11 - 12 works for all of IT and it appears that works for all of procurement as well.

On Mon, Mar 1, 2021 at 8:21 AM <radvani@azadc.gov> wrote:

> Good morning Joe-
>
> Can you kindly move this meeting to tomorrow at 2pm instead of 1pm
>
> Barbara, Denel and I have another meeting at 1pm with Centurion.
>
> Thank you,
>
> Rocky

SLA/Portfolio Presentation

When Tue Mar 2, 2021 1pm – 2pm Mountain Standard Time - Phoenix

Where Microsoft Teams Meeting (map)

Who
- Joe Miles - organizer
- radvani@azadc.gov - creator, optional
- Elizabeth Charif
- hgreene@azadc.gov
- jnicole@azadc.gov
- kbarrier@azadc.gov
- pcraglow@azadc.gov
- Rusty Johnson
- Sandy Wang
- bcorella@azadc.gov - optional
- dpickering@azadc.gov - optional

Microsoft Teams meeting
Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 814-859-9053,,249103512# United States, Erie
Phone Conference ID: 249 103 512#
Find a local number | Reset PIN
Learn More | Meeting options

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> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From:	Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To:	bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject:	Open Service Desk tickets by Requester. Scheduled At : Mar 1, 2021 08:00 AM
Date:	Monday, March 1, 2021 8:00:54 AM
Attachments:	Service_Ticket_Report (Mar 1, 2021 08 00 AM).pdf

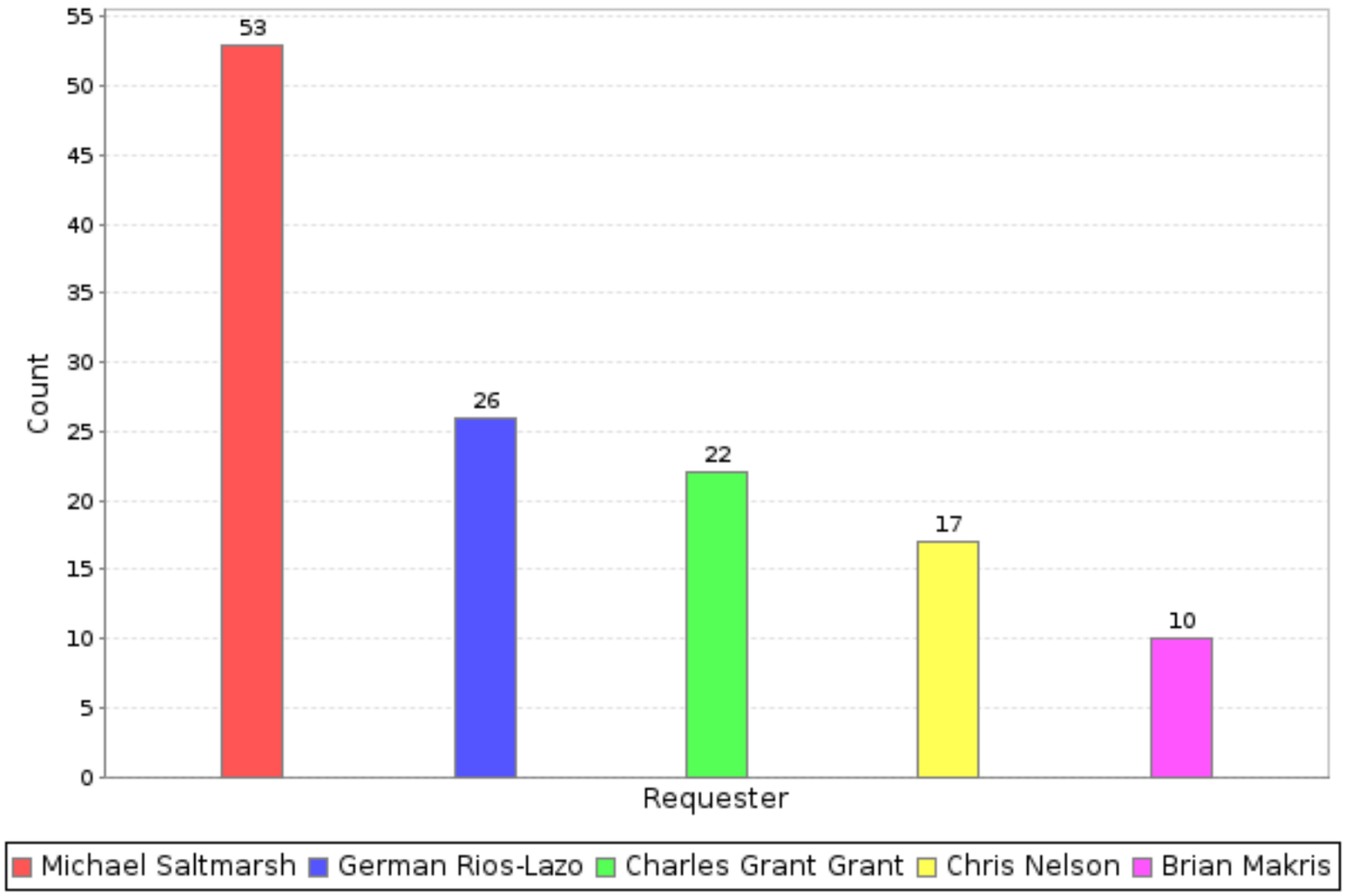
AMERICAN OVERSIGHT

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 03-01-2021 08:00

Total records : 128



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	642	Classification - Inmate [redacted] received an o/r and appears on the 1630 report but the o/r does not appear correctly in the classification history CU Override Column.	Pending Deployment	Justin Baker	4-Low
	Population Mgmt Cell Screening	1024	Population Mgmt Cell Screening - [redacted] and [redacted] have both been verified to be group 3 violent inmates,	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1029	Population Mgmt Protective Custody - I/M [redacted] - PC review is corrupted and staff are unable to complete the informal review. When staff attempt to complete the review, it gives an error	Pending Deployment	Justin Baker	3-Medium
	Visitation	1068	Visitation - I/M [redacted] #[redacted] On the registration screen it shows that the minors need to be attached to an adult. but the minors are already attached	Pending Deployment	Justin Baker	3-Medium
	Interfaces	1069	Global Action Queue - shows a visitor applicant pending ACJIS	Pending Deployment	Justin Baker	3-Medium

Count 10

Charles Grant Grant

	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Warrants	997	Warrants - Unable to print a warrant using the generate warrant button on the warrant detail screen for ADC [redacted]	Assigned	Justin Baker	4-Low
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Pending Deployment	Justin Baker	4-Low
	Grievance	961	Grievance - I am unable to find Grievance Case #20-024902 for inmate [redacted] Eyman SMU I, A70 in ACIS-Grievances.	Pending Deployment	Justin Baker	4-Low
	Grievance	968	Grievance - Description: Inmate was assigned a number for a grievance but now it cannot be located in ACIS	Pending Deployment	Justin Baker	4-Low
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 22

Chris Nelson

	Population Mgmt Count	558	Population Mgmt Count - Inmate number appears in count sheet and system, but not name	Assigned	Hagay Hazan	3-Medium
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	749	Population Mgmg Count -	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Reports	887	Reports -	Assigned	Justin Baker	3-Medium
	EIP	949	EIP - Inmate's phase did not drop after major discipline.	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Other	1080	IHP - Trigger will not clear from DQ queue	Assigned	Justin Baker	3-Medium
	Reports	389	Reports - Report inconsistencies	Pending Information	Not Assigned	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Visitation	708	Visitation - Unable to process visitor application for a returned inmate	Pending Information	Justin Baker	3-Medium
	Reports	630	Reports - Report 2110 missing information needed	Reconsider	Hagay Hazan	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Hagay Hazan	3-Medium
	Global Events	693	Global Events - Unable to initiate a new PC review	Reconsider	Hagay Hazan	3-Medium
	Community Corrections RMS	729	Community Correctios RMS - when trying to update Mode of transportation it will not allow us to do it.	Reconsider	Hagay Hazan	3-Medium

Count 17

German Rios-Lazo

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 26

Michael Saltmarsh

	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Reports	1060	ACIS ISSUE - REPORTS - Unable to download report 0600 inmates by counselor under population management category. Receive error message.	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium
	Programs	1066	ACIS ISSUE - PROGRAMS -	Assigned	Justin Baker	3-Medium
	Programs	1073	ACIS BUG - PROGRAMS - Inmates still displaying as Participating in Inactive cycles.	Assigned	Matt Mollenkopf	3-Medium
	Reports	1078	ACIS BUG - REPORTS - Report 720 not pulling all inmates based on selected criteria	Assigned	Justin Baker	3-Medium
	Community Corrections BOEC	1083	ACIS BUG - Community Corrections BOEC - Unable to grant home arrest to an inmate currently on home arrest	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Community Corrections RMS	1084	ACIS BUG - Community Corrections RMS - The DCAC conditions on ACIS is not displaying the correct conditions.	Assigned	Justin Baker	3-Medium
	Programs	1037	ACIS BUG - PROGRAMS -	Pending Deployment	Justin Baker	3-Medium
	Grievance	1038	ACIS BUG - GRIEVANCE -	Pending Deployment	Justin Baker	3-Medium
	Other	1054	ACIS ISSUE - Multiple Modules - There are 2 triggers to submit a home plan for the above inmate	Pending Deployment	Justin Baker	3-Medium
	Visitation	1058	ACIS ISSUE - VISITATION - When attempting to add associated inmate for visitor [redacted] [redacted] DOB [redacted]. ACIS gives a system error. Code 74235562	Pending Deployment	Justin Baker	3-Medium
	Intake	1062	ACIS ISSUE - INTAKE - ISSUES WITH MVD PORTIONS	Pending Deployment	Justin Baker	3-Medium
	Programs	1064	ACIS ISSUE - PROGRAMS - Issues with Corrections Plan	Pending Deployment	Justin Baker	3-Medium
	Interfaces	1076	ACIS BUG - INTERFACES OTHER - According to my digging in Oracle, I believe that the 04BB sentence information is being affected by [ACTIVE_FLAG = 'N'] values being included in the query.	Pending Deployment	Justin Baker	3-Medium
	EIP	1077	ACIS BUG - EIP	Pending Deployment	Matt Mollenkopf	3-Medium
	Other	1079	ACIS BUG - DATA CLEAN UP AND MIGRATION - In the Education Information tab	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	1082	ACIS BUG - Population Mgmt DNHW - list displays pending which is stuck	Pending Deployment	Justin Baker	3-Medium
	Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium
	Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
	Reports	1013	ACIS BUG - Reports - The following classes are active in Mohave unit (D06) and when trying to print the TOSS . They are not included.	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Reconsider	Justin Baker	3-Medium

Count 53

Summary Report

Count 128

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles; Rusty Johnson; Sandy Wang
Subject: Hold on ACIS Survey
Date: Friday, February 26, 2021 5:35:46 PM

Hello all-

We will not be pursuing a survey at this time. Please stand down for now.

Thank you for the work you did do.

Have a good weekend

-Holly
--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Date: Friday, February 26, 2021 2:00:39 PM

Brittany Cassiano <bcassiano@azadc.gov>

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Chris Masson; Dean Allen; Rusty Johnson
Subject: Re: FW: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion
Date: Friday, February 26, 2021 11:52:44 AM
Attachments: image004.png
image003.png
image006.png
image007.png
image001.png
image005.png
image009.png
image008.png
image002.png

They do not. Trevor needs to reach out to them and ask those questions.

On Fri, Feb 26, 2021 at 11:51 AM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Just want to verify that Herb and Brittany have the questions and are prepared to speak about the requested details provided within the questions when Trevor calls?
>
> Joe
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, February 26, 2021 12:39 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: FW: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion
>
> Hi Joe-
>
> Per our conversation, Trevor is free to reach out to Herb and Brittany as needed for any requirements and questions regarding sentence calculation.
>
> Please keep IT informed, but we do not want to create a bottleneck with the efforts required to move this and others along.
>
> Thanks,
>
> Holly

AMERICAN OVERSIGHT

On Wed, Feb 24, 2021 at 4:24 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Here are the questions we need ADC to answer before we can proceed on the CR42176/SB1310 estimate. Once we have this information we will work quickly on completing the estimate. Please let me know if you have any questions.
>
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>
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>
> **From:** Trevor Baker <trevor.baker@bndna.com>
> **Sent:** Wednesday, February 24, 2021 5:06 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Samy Hammami <Samy.hammami@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Justin Baker <justin.baker@bndna.com>; Matt Mollenkopf <matt.mollenkopf@bndna.com>
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> | | |

AMERICAN OVERSIGHT

H.	Are we missing a requirement or document error?
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Thank you,

Trevor Baker

Sr. Business Analyst

Business & Decision, North America

O:480-795-7220 E:Trevor.Baker@businessdecision.com

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Cc: Dean Allen; Joe Miles
Subject: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion
When: Wednesday, February 24, 2021 2:30 PM-3:30 PM (UTC-07:00) Arizona.
Where: Microsoft Teams Meeting

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting

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Luis Molero Blázquez
Sr. Consultant & Sentence Calc Dev Lead
Business & Decision North America
15333 N Pima Rd. Suite #103 | Scottsdale AZ 85260 USA

Mobile: [redacted] | Email: luis.blazquez@bndna.com

Business & Decision
Accelerating Digital Transformation

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AMERICAN OVERSIGHT

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Your thoughts

Thad

AMERICAN OVERSIGHT

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

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CR#42176 - SB1310 - Earned Release Credit Date Drug Offenses Release (DPR).pdf

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Trevor Baker

Sr. Business Analyst

Business & Decision, North America

O:480-795-7220 E:Trevor.Baker@businessdecision.com

AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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>
> **Participants**
>
> <image001.png>
>
> Thad Lowry (Meeting Organizer)
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> Aaron Pratt (Accepted in Outlook)
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AMERICAN OVERSIGHT

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<image001.png>

Matt Mollenkopf (Accepted in Outlook)

Notes

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  - Will result in a better understanding
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AMERICAN OVERSIGHT

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- Follow this by automating the Earned Release Credit solution

Created with OneNote.

<CR#42176 - SB1310 - Earned Release Credit Date Drug Offenses Release (DPR).pdf>

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Re: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion
Date: Friday, February 26, 2021 11:26:25 AM
Attachments: image005.png
image009.png
image008.png
image011.png
image004.png
image007.png
image001.png
image006.png
image010.png

I will take point on this Joe.

On Fri, Feb 26, 2021 at 10:54 AM Joe Miles <joe.miles@bndna.com> wrote:

> Do we have answers to these questions yet? Do you think we will have them today? Thank You!
>
> ---
>
> **From:** Joe Miles
> **Sent:** Wednesday, February 24, 2021 5:25 PM
> **To:** Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
> **Cc:** Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Subject:** FW: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion
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AMERICAN OVERSIGHT

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Thank you,

Trevor Baker

Sr. Business Analyst

Business & Decision, North America

O:480-795-7220 E:Trevor.Baker@businessdecision.com

Mi-Case

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Sent: Wednesday, February 24, 2021 8:48 AM
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AMERICAN OVERSIGHT

Where: Microsoft Teams Meeting

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting

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15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA

Mobile: [redacted] | Email: luis.blazquez@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Samy Hammami <Samy.hammami@bndna.com>

AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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M: [redacted] E: thad.lowry@bndna.com

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AMERICAN OVERSIGHT

CR#42176 - SB1310 - Earned Release Credit Date Drug Offenses Release (DPR).pdf

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Trevor Baker

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Business & Decision, North America

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- Follow this by automating the Earned Release Credit solution

Created with OneNote.

<CR#42176 - SB1310 - Earned Release Credit Date Drug Offenses Release (DPR).pdf>

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

AMERICAN OVERSIGHT

From: Google Calendar on behalf of hgreene@azadc.gov
To: bcorella@azadc.gov; dpickering@azadc.gov; joe.miles@bndna.com; radvani@azadc.gov; sjohnson@azadc.gov; tcooper@azadc.gov; hgreene@azadc.gov
Subject: Bi-Weekly B&D Meeting
Date: Thursday, February 25, 2021 1:27:56 PM

Please know that I will be OOO the week of 3/8. Rusty will be acting in my stead and will attend our meeting on 3/9 to represent IT.

Thank you,

Holly

Bi-Weekly B&D Meeting

When: Tue Mar 9, 2021 10am – 11am Mountain Standard Time - Phoenix

Where: Google Meets (map)

Joining info: Join with Google Meet
meet.google.com/bgf-hdqu-vtd

Join by phone
(US) +1 901-399-8920 (PIN: 330212012)

More phone numbers

Who:
- radvani@azadc.gov - organizer
- bcorella@azadc.gov
- tcooper@azadc.gov
- dpickering@azadc.gov
- joe.miles@bndna.com
- hgreene@azadc.gov
- sjohnson@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Dean Allen
Subject: Re: Media Statement
Date: Thursday, February 25, 2021 8:15:31 AM

Good morning Dean,

I have shared your email with the Department's Communication Team who will engage BNDNA on this request. You have ADCRR Comm's contact information which I provided earlier in the week.

Thank you,

Joe

On Wed, Feb 24, 2021 at 6:59 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hi Joe,
>
> Here is the media statement we are looking for ADCRR's approval. We intend to publish on our website by the end of the day tomorrow. Let me know the Agency position.
>
> We are aware of media reports about an inmate management software system used by the Arizona Department of Corrections, Rehabilitation and Reentry (ADCRR). Business & Decision North America is a systems integrator that develops custom software for a wide range of industries and counts ADCRR among its customers.
>
> Our role as a digital and data services company is to provide ADCRR with a software tool to assist with sentence calculations. We confirm our software is working optimally based on the criteria provided by our customer. All sentence calculations provided by our tool – using the criteria requested by our customer – are always reviewed by administration personnel as a secondary level of checks and balances. We stand by the accuracy of our software and remain ready to make any and all adjustments to our software upon customer request.
>
> Thanks Dean

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Cc: Dean Allen; Chris Masson
Subject: FW: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion
Date: Wednesday, February 24, 2021 4:24:40 PM
Attachments: image010.png
image012.png
image013.png
image014.png
image015.png
image018.png
image001.png
image002.png
image003.png

Holly,

Here are the questions we need ADC to answer before we can proceed on the CR42176/SB1310 estimate. Once we have this information we will work quickly on completing the estimate. Please let me know if you have any questions.

Joe

From: Trevor Baker <trevor.baker@bndna.com>
Sent: Wednesday, February 24, 2021 5:06 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Samy Hammami <Samy.hammami@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Justin Baker <justin.baker@bndna.com>; Matt Mollenkopf <matt.mollenkopf@bndna.com>
Subject: RE: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion

Hi Joe,

Here are the questions from the team on CR 42176 to send to ADC.
If possible we'd like to have a session with herb an Brittany if these questions lead to more questions and clarifications.

Req Letter	Questions
A.	Are there any exceptions that apply?
A.	Is this completely separate from TIS?
E.	What conditions are signed? Is this 42177? Do both CRs need to be completed?
F.	What does the 85.7% mean? More clarification
F.	Do the TIS guidelines for exceptions apply or not?
F.	Where in RMS, which screens?
G.	Information on the VSED? What do you mean may be eligible?
H.	Are we missing a requirement or document error?
K.	Are we still going to display the release types or not? What does "hold" mean?
L.	Does the CST still calculates as regular TIS rules?
L.	CSED is referring to the DPR CSED or the original?
L.	What happens to the new release dates in mixed ruling case?
L.	Do these only apply to ruling sentences? or any sentence in the chain?

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Thank you,

Trevor Baker
Sr. Business Analyst
Business & Decision, North America
O:480-795-7220 E:Trevor.Baker@businessdecision.com

Mi-Case

-----Original Appointment-----
From: Thad Lowry <thad.lowry@bndna.com>
Sent: Wednesday, February 24, 2021 8:48 AM
To: Thad Lowry; Luis Blázquez; Samy Hammami; Aaron Pratt; Justin Baker; Matt Mollenkopf; Trevor Baker
Cc: Dean Allen; Joe Miles
Subject: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion
When: Wednesday, February 24, 2021 2:30 PM-3:30 PM (UTC-07:00) Arizona.
Where: Microsoft Teams Meeting

Microsoft Teams meeting

Join on your computer or mobile app
Click here to join the meeting

Learn More | Meeting options

From: Luis Blázquez <luis.blazquez@bndna.com>
Sent: Wednesday, February 24, 2021 8:46 AM
To: Samy Hammami <Samy.hammami@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Justin Baker <justin.baker@bndna.com>; Matt Mollenkopf <matt.mollenkopf@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Joe Miles <joe.miles@bndna.com>
Subject: RE: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion

Same here. Can we schedule a meeting for this afternoon?

Thank you,

Luis Molero Blázquez
Sr. Consultant & Sentence Calc Dev Lead
Business & Decision North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA

AMERICAN OVERSIGHT

Mobile: [redacted] | Email: luis.blazquez@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Samy Hammami <Samy.hammami@bndna.com>
Sent: Wednesday, February 24, 2021 8:44 AM
To: Aaron Pratt <aaron.pratt@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Justin Baker <justin.baker@bndna.com>; Matt Mollenkopf <matt.mollenkopf@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Joe Miles <joe.miles@bndna.com>
Subject: Re: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion

I am on step 1 , reviewing the documents , so we can discuss this in the afternoon.

Thanks ,
Sammy

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Wednesday, February 24, 2021 8:38:30 AM
To: Aaron Pratt <aaron.pratt@bndna.com>; Samy Hammami <Samy.hammami@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Justin Baker <justin.baker@bndna.com>; Matt Mollenkopf <matt.mollenkopf@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Joe Miles <joe.miles@bndna.com>
Subject: RE: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion

Ok – we have our marching orders

Produce estimate with what we have (unless we discover that something is missing)

My take on this is that this should be our #1 priority – we need to get this out as soon as possible

Also we will need to let Joe know when we expect to have our estimate ready for the estimate review committee

How's this for a schedule – Let me know

- This morning – review requirements given – identify any deficiencies
- Barring any deficiencies
    - This afternoon – discuss the requirements and develop a strategy
    - Tomorrow morning – put together estimates for each component
    - Tomorrow afternoon – review the estimates as a team and make sure they are ready for the estimate review committee
- If there are deficiencies in the requirements
    - This afternoon write up as a exhaustive list of questions as we can
    - Tomorrow morning contact ADC and try to get answers to the questions
    - Tomorrow afternoon – discuss the requirements and develop a strategy
    - Friday morning – put together estimates for each component
    - Friday afternoon – review the estimates as a team and make sure they are ready for the estimate review committee

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Your thoughts

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Trevor Baker <trevor.baker@bndna.com>
Sent: Wednesday, February 24, 2021 8:24 AM
To: Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Benjamin Bussenault <benjamin.bussenault@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Samy Hammami <Samy.hammami@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Justin Baker <justin.baker@bndna.com>; Matt Mollenkopf <matt.mollenkopf@bndna.com>
Subject: RE: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion

ADC Requirements document is here:
CR#42176 - SB1310 - Earned Release Credit Date Drug Offenses Release (DPR).pdf

Thank you,

Trevor Baker
Sr. Business Analyst
Business & Decision, North America
O:480-795-7220 E:Trevor.Baker@businessdecision.com

Mi-Case

From: Trevor Baker
Sent: Wednesday, February 24, 2021 8:19 AM
To: Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Benjamin Bussenault <benjamin.bussenault@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Samy Hammami <Samy.hammami@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Justin Baker <justin.baker@bndna.com>; Matt Mollenkopf <matt.mollenkopf@bndna.com>
Subject: RE: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion

Estimate Sheet is on SharePoint and ready for the team to review and input hours:

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42176 estimate breakdown.xlsx

Thank you,

Trevor Baker
Sr. Business Analyst
Business & Decision, North America
O:480-795-7220 E:Trevor.Baker@businessdecision.com

Mi-Case

From: Dean Allen <dean.allen@bndna.com>
Sent: Tuesday, February 23, 2021 9:24 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Benjamin Bussenault <benjamin.bussenault@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Samy Hammami <Samy.hammami@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Justin Baker <justin.baker@bndna.com>; Matt Mollenkopf <matt.mollenkopf@bndna.com>
Subject: Re: 42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR) Estimate Discussion

Here is how we will proceed.

Follow the exact same process as we do for all CR's:

Elicit enough requirements to create an estimate.

Review the estimate for my approval

Share estimate with ADCRR

Await ADCRR approval to commence work.

Run a JAR session to create a full specification.

Have ADCRR approve the specification before development commences.

Thanks

Dean

> On Feb 23, 2021, at 4:52 PM, Thad Lowry <thad.lowry@bndna.com> wrote:

Participants

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<image001.png>
Thad Lowry (Meeting Organizer)
<image001.png>
Aaron Pratt (Accepted in Outlook)
<image001.png>
Trevor Baker (Accepted in Outlook)
<image001.png>
Samy Hammami
<image001.png>
Luis Blázquez (Accepted in Outlook)
<image001.png>
Justin Baker (Accepted in Outlook)
<image001.png>
Matt Mollenkopf (Accepted in Outlook)

Notes

Currently have Requirements document from ADC

<<CR#42176 - SB1310 - Earned Release Credit Date Drug Offenses Release (DPR).pdf>>

Track record with Sentence Calc is that what we have done with estimates has not been good for either party

The team discussed 5 approaches / Options for moving forward

The team is recommending a modified approach

- Option 5
- Followed by preferably Option 4
- And if not Option 4 then option 3

Based on your feedback the team will reconvene and proceed accordingly

Option 1 - Proceed with the requirements that we have

- Expected outcome:
  - Track record is that this is a shot in the dark
  - Expect to result in Low confidence estimate
  - Expect to find out requirements for many things that we didn't consider which we will then need to make the case that they are out of scope, but without an FSD this sometimes proves difficult
  - There is a high probability that this estimate is off either high or low

Option 2 - insist on JAR session(s)

- Expected Outcome:
  - Will result in a better understanding
  - Confidence is better but not optimal
  - Still will not identify all of the exceptions and even possibly not all of the use cases
  - Nothing is written to fall back on
  - Scope is not nailed down yet
  - Expect to result in a medium or low confidence estimate

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Option 3 - Insist on complete FSD

- Expected Outcome:
    - Track record is that they will still identify things that weren't discussed that will need to be dealt with in a subsequent Change request
    - Expect to result in a medium confidence estimate

Option 4 - Take an agile approach

- Expected outcome:
    - Have ADC identify stories that we incorporate into sprints
    - Don't know the complete scope or costs until all of the iterations are complete

Option 5 - recommend interim solution

- Make sure there is a report that identifies the affected inmates
- Modify the manual lock capability to allow for unknown manual release dates which will allow for ADC to deal with this manually and maybe other things that come up that we don't know about today
- Follow this by automating the Earned Release Credit solution

Created with OneNote.

<CR#42176 - SB1310 - Earned Release Credit Date Drug Offenses Release (DPR).pdf>

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From: Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To: Holly Greene; Rusty Johnson; Dean Allen; Joe Miles
Subject: DNHW and STG Change Requests
Date: Wednesday, February 24, 2021 4:12:56 PM
Attachments: image001.png

In looking into Change Requests in TFS, here is what I see:

DNHW

It looks like all outstanding issues were incorporated into 43532, and it looks as if it was submitted by B&D for FSD approval in January

STG

There is a list of items that are outstanding items for STG – I can't speak to their urgency or importance:

9972 Renounced STG or Non Disc (AIMS2-021)
17478 STG and Gang Affiliation Multiple Affiliations
18494 STG: Text box in Mug Photo to capture Scars, Marks, Tattoos (SMT's)
25181 UC-POP-General Development: Protective Custody: Debriefed Protective Custody inmates need to be included in the PC process
28702 AIMS2-055: Programs-UC-PR-2.01: Update table for E, C & M STG validation status used in GV calculation

Chris Masson
Mi-Case Product Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103, Scottsdale, AZ 85258 US
M: [redacted]
E: chris.masson@mi-case.com

AMERICAN OVERSIGHT

From: Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To: Holly Greene; Rusty Johnson
Cc: Dean Allen; Joe Miles
Subject: Items discussed today
Date: Wednesday, February 24, 2021 4:02:23 PM
Attachments: image001.png

ID	Title	Area Path	Comments
36605	TIS on/after: 07/13/1995-Refused to sign for ERCD not applying to sentence	Aims2\03-Sentence Calc	Offenders who have refused conditions for an early release will still have that release date/type showing on their record. Potential for a release error?
41954	Forfeitures are not applying correctly on a consecutive sentence	Aims2\03-Sentence Calc	Forfeitures are not applying to the correct sentence in some situations, potentially resulting in inaccurate release dates.
41955	CSBD, CSED and TR days are not adjusting when Date of Sentence is greater than CSBD release date	Aims2\03-Sentence Calc	For short, TR eligible sentences, dates are calculated that may indicate the offenders release has already passed.
41956	UC-SE 10.1 A SENTENCE THAT HAS BEEN 'EARLY TERMINATED' IS SHOWING ACTIVE ON INMATE STATUS	Aims2\03-Sentence Calc	This likely prevents the ability to ignore this sentence from the sentence order/mapping - potentially resulting in inaccurate dates for sentences mapped to the sentence in question.
44105	CR36608/21283 UC-SE-3.3 OLD CODE NOT CALCULATING WITH DISCIPLINE	Aims2\03-Sentence Calc	Potentially doubling the number of forfeitures for Old Code offenders, potentially resulting in late release dates.
42860	Disciplinary- Stop the system from pre-populating loss of visitation on the disc charge of 22B.	Aims2\08-Discipline	This will potentially be incorrectly stripping away visitation/phone privileges from offenders.
43279	New Code Violator not calculating correctly	Aims2\M and O Items\EUIL Items\2020 May	B&D Estimated this but was placed on hold. This impacts both the release date calculations and presence of VCSED release type for New Code Offenders. Potential for release error or holding too long. All of these will be manually calculated and tracked.
31598	US-SE-4.3 and also release type definitions...AIMS2 not utilizing PR eligibility criteria	Aims2\M and O Items\EUIL Items\2020 May	B&D Estimated this but was placed on hold. The lack of this change means that PR eligible New Code offenders are not evaluated for their eligibility for the PR release. Basically anyone within the PR date window gets the projected PR release. Potential for a release error for offenders who are PR ineligible.

Chris Masson
Mi-Case Product Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103, Scottsdale, AZ 85258 US
M: [redacted]
E: chris.masson@mi-case.com

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Sandy Wang; Elizabeth Charif
Cc:	Joe Miles; Rusty Johnson
Subject:	Note RE Eli"s Transition
Date:	Wednesday, February 24, 2021 11:21:09 AM

Hello Eli and Sandy-

I believe the two of you are currently working through a transition plan.

For me, please ensure that the weekly Wednesday meeting to review the ACIS status report (included in the binder) is rescheduled with me by the new designated person. This weekly status report is also sent via email by Eli to me, Denel Pickering, Joe Miles, Rusty, and Barbara Corella. So that will need to be transitioned as well.

Any meetings with Joe Miles will need to be handed to the new person, but I also want to be included on the invite to those meetings. Those meetings should also include Rusty and Sandy.

Thank you!! :)

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Stacey Crabtree; Herbert Haley; Rusty Johnson
Subject: Re: CR42176: Sent Calc SB1310
Date: Tuesday, February 23, 2021 4:43:26 PM

Thank you, Joe.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

On Tue, Feb 23, 2021 at 4:42 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> We are working on a number of estimates for you all which we want to provide asap! We understand the need for CR42176 and I will ensure our best efforts are directed on getting the estimate to you asap.
>
> I will check with our teams and see if a completion estimate can be provided, I will let you know by end of the week.
>
> Joe
>
> Get Outlook for iOS
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, February 23, 2021 5:29:45 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Stacey Crabtree <scrabtre@azadc.gov>; Herbert Haley <hhaley@azadc.gov>; Rusty

AMERICAN OVERSIGHT

Johnson <sjohnson@azadc.gov>
Subject: CR42176: Sent Calc SB1310

Hello Joe-

Please continue on with the estimation efforts for the SB1310 change request 42176.

Also, when do you think you will have that completed?

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To: bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject: Open Service Desk tickets by Requester. Scheduled At : Feb 22, 2021 08:00 AM
Date: Monday, February 22, 2021 8:01:22 AM
Attachments: Service_Ticket_Report (Feb 22, 2021 08 00 AM).pdf

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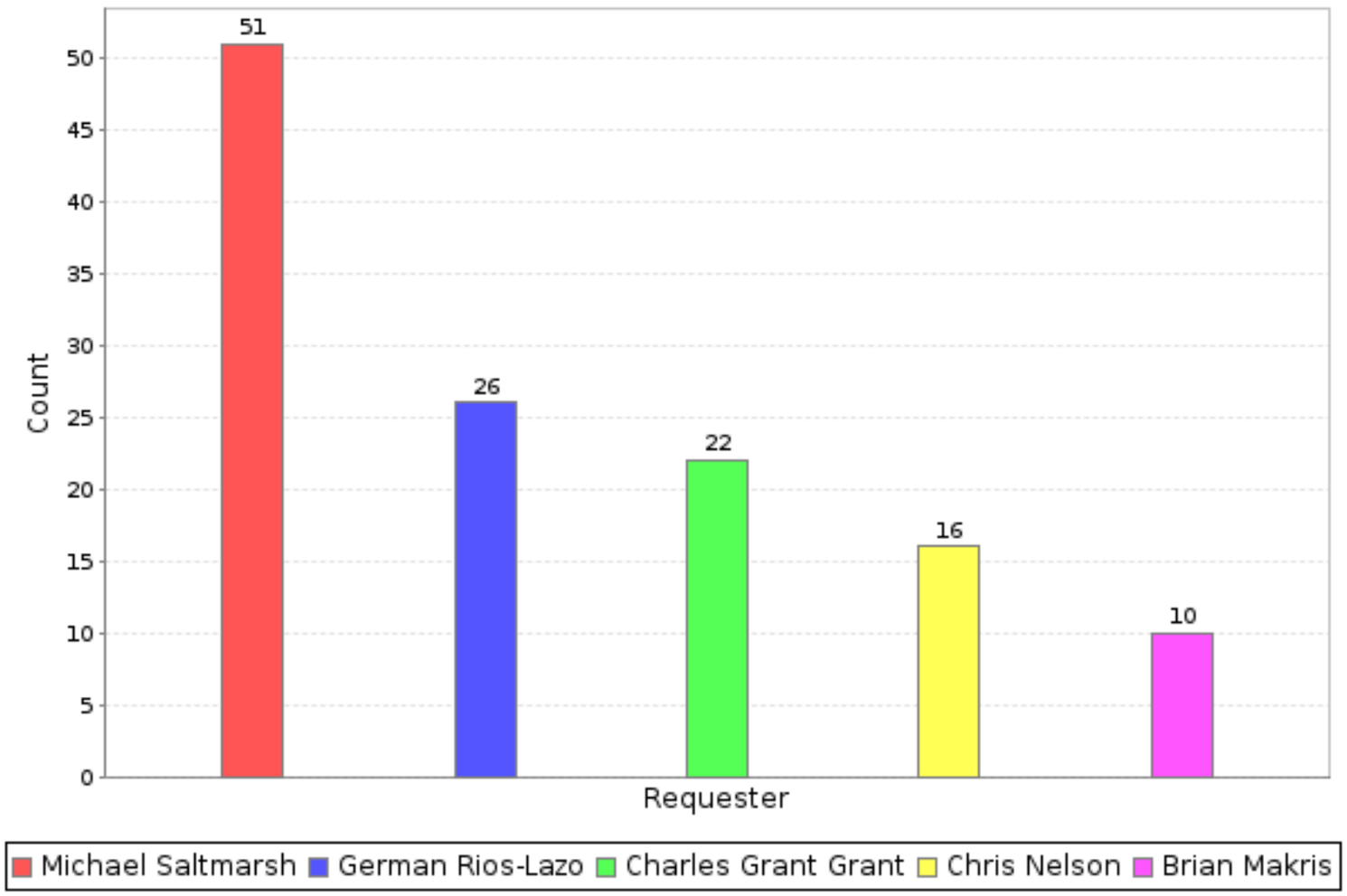
Business & Decision
Empowering Digital Business

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 02-22-2021 08:00

Total records : 125



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	642	Classification - Inmate [redacted] received an o/r and appears on the 1630 report but the o/r does not appear correctly in the classification history CU Override Column.	Pending Deployment	Justin Baker	4-Low
	Population Mgmt Cell Screening	1024	Population Mgmt Cell Screening - [redacted] and [redacted] have both been verified to be group 3 violent inmates,	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1029	Population Mgmt Protective Custody - I/M [redacted] - PC review is corrupted and staff are unable to complete the informal review. When staff attempt to complete the review, it gives an error	Pending Deployment	Justin Baker	3-Medium
	Visitation	1068	Visitation - I/M [redacted] # [redacted] On the registration screen it shows that the minors need to be attached to an adult. but the minors are already attached	Pending Deployment	Justin Baker	3-Medium
	Interfaces	1069	Global Action Queue - shows a visitor applicant pending ACJIS	Pending Deployment	Justin Baker	3-Medium

Count 10

Charles Grant Grant

	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Warrants	997	Warrants - Unable to print a warrant using the generate warrant button on the warrant detail screen for ADC [redacted]	Assigned	Justin Baker	4-Low
	Grievance	961	Grievance - I am unable to find Grievance Case #20-024902 for inmate [redacted] Eyman SMU I, A70 in ACIS-Grievances.	Pending Deployment	Justin Baker	4-Low
	Grievance	968	Grievance - Description: Inmate was assigned a number for a grievance but now it cannot be located in ACIS	Pending Deployment	Justin Baker	4-Low
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 22

Chris Nelson

	Population Mgmt Count	558	Population Mgmt Count - Inmate number appears in count sheet and system, but not name	Assigned	Hagay Hazan	3-Medium
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	749	Population Mgmg Count -	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Reports	887	Reports -	Assigned	Justin Baker	3-Medium
	EIP	949	EIP - Inmate's phase did not drop after major discipline.	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Reports	389	Reports - Report inconsistencies	Pending Information	Not Assigned	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Visitation	708	Visitation - Unable to process visitor application for a returned inmate	Pending Information	Justin Baker	3-Medium
	Reports	630	Reports - Report 2110 missing information needed	Reconsider	Hagay Hazan	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Hagay Hazan	3-Medium
	Global Events	693	Global Events - Unable to initiate a new PC review	Reconsider	Hagay Hazan	3-Medium
	Community Corrections RMS	729	Community Correctios RMS - when trying to update Mode of transportation it will not allow us to do it.	Reconsider	Hagay Hazan	3-Medium

Count 16

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Assigned	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 26

Michael Saltmarsh						
	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Assigned	Justin Baker	3-Medium
	Reports	918	ACIS ISSUE - REPORTS - Can't print out the reports while using Chrome.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Reports	1060	ACIS ISSUE - REPORTS - Unable to download report 0600 inmates by counselor under population management category. Receive error message.	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium
	Programs	1066	ACIS ISSUE - PROGRAMS -	Assigned	Justin Baker	3-Medium
	Programs	1073	ACIS BUG - PROGRAMS - Inmates still displaying as Participating in Inactive cycles.	Assigned	Matt Mollenkopf	3-Medium
	Reports	1078	ACIS BUG - REPORTS - Report 720 not pulling all inmates based on selected criteria	Assigned	Justin Baker	3-Medium
	Programs	1037	ACIS BUG - PROGRAMS -	Pending Deployment	Justin Baker	3-Medium
	Grievance	1038	ACIS BUG - GRIEVANCE -	Pending Deployment	Justin Baker	3-Medium
	Other	1054	ACIS ISSUE - Multiple Modules - There are 2 triggers to submit a home plan for the above inmate	Pending Deployment	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	1058	ACIS ISSUE - VISITATION - When attempting to add associated inmate for visitor [redacted] [redacted] DOB [redacted]. ACIS gives a system error. Code 74235562	Pending Deployment	Justin Baker	3-Medium
	Intake	1062	ACIS ISSUE - INTAKE - ISSUES WITH MVD PORTIONS	Pending Deployment	Justin Baker	3-Medium
	Programs	1064	ACIS ISSUE - PROGRAMS - Issues with Corrections Plan	Pending Deployment	Justin Baker	3-Medium
	Interfaces	1076	ACIS BUG - INTERFACES OTHER - According to my digging in Oracle, I believe that the 04BB sentence information is being affected by [ACTIVE_FLAG = 'N'] values being included in the query.	Pending Deployment	Justin Baker	3-Medium
	EIP	1077	ACIS BUG - EIP	Pending Deployment	Matt Mollenkopf	3-Medium
	Other	1079	ACIS BUG - DATA CLEAN UP AND MIGRATION - In the Education Information tab	Pending Deployment	Justin Baker	3-Medium
	Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium
	Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
	Reports	1013	ACIS BUG - Reports - The following classes are active in Mohave unit (D06) and when trying to print the TOSS . They are not included.	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Reconsider	Justin Baker	3-Medium

Count 51

Summary Report

Count 125

AMERICAN OVERSIGHT

From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Sandy Wang; Gergana Kovatcheva; Holly Greene; Jey Whitson1; Joseph Nicoletti; Lynda Wade; Marlene Coffee; Michele Simmons; John Vitale; Penny Brackett; Rusty Johnson
Cc: Dean Allen; Joe Miles; Thad Lowry
Subject: RE: Payroll in Process of Posting NOW
Date: Friday, February 19, 2021 4:34:15 PM
Attachments: image001.png

The payroll has finished processing. It looks like all records completed successfully except for one inmate:

ADC# [redacted]

John can you check the logs on your side and tell us what happened:

Here is what we sent to the API for this inmate:

{"Batch":"Payroll Jan 30 thru Feb 12 2021 20210219113102",
"CustomTransactionFields":[
{"Name":"hours","Value":"60.00"},
{"Name":"WorkCrew","Value":"TR 0800 --XXXXX TOOL ROOM"},
{"Name":"LCodeE","Value":"S06"},
{"Name":"BCode","Value":"4652"},
{"Name":"AIMS2Complex","Value":"SAFFORD"},
{"Name":"AIMS2UNIT","Value":"SAFFORD TONTO"},
{"Name":"PayRate","Value":"0.45"},
{"Name":"Assignment","Value":"Warehouse Control Clerk"},
{"Name":"Supervisor","Value":"TJ16"},
{"Name":"Gross","Value":"27.00"}],
"HandlingDetails":null,
"OffenderDetails":
{"BookingId":[redacted]"},
"ServiceAuthenticationRequest":
{"Password":"********","Station":"AIMS2SERVICE","UserName":"ACISSERVICE@AZ31855P"},
"TransactionDetails":
{"AccountingEvent":"15 PYRL WI L2 TR L","Amount":27.0,"ClientToken":"82156001-5bc1-427c-8b79-6b6a45866226","Description":"WIPP Payroll LT $2 Transition L","Receipt":null,"ReferenceNumber1":null,"ReferenceNumber2":null}}

The response was:

ResponseCode: 1
ResponseStatus: Error
ResponseText: "Unable to process request."

I imagine this inmate will need manual intervention on the KeepTrak side.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Email: aaron.pratt@bndna.com

From: Sandy Wang <swang@azadc.gov>
Sent: Friday, February 19, 2021 12:46 PM

AMERICAN OVERSIGHT

To: Gergana Kovatcheva <gkovatcheva@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Penny Brackett <pbrackett@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; Joe Miles <joe.miles@bndna.com>; John Vitale <jvitale@keefegroup.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Payroll in Process of Posting NOW

Here is the the latest!
When providing the next update, please reply All.

On Fri, Feb 19, 2021 at 12:39 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

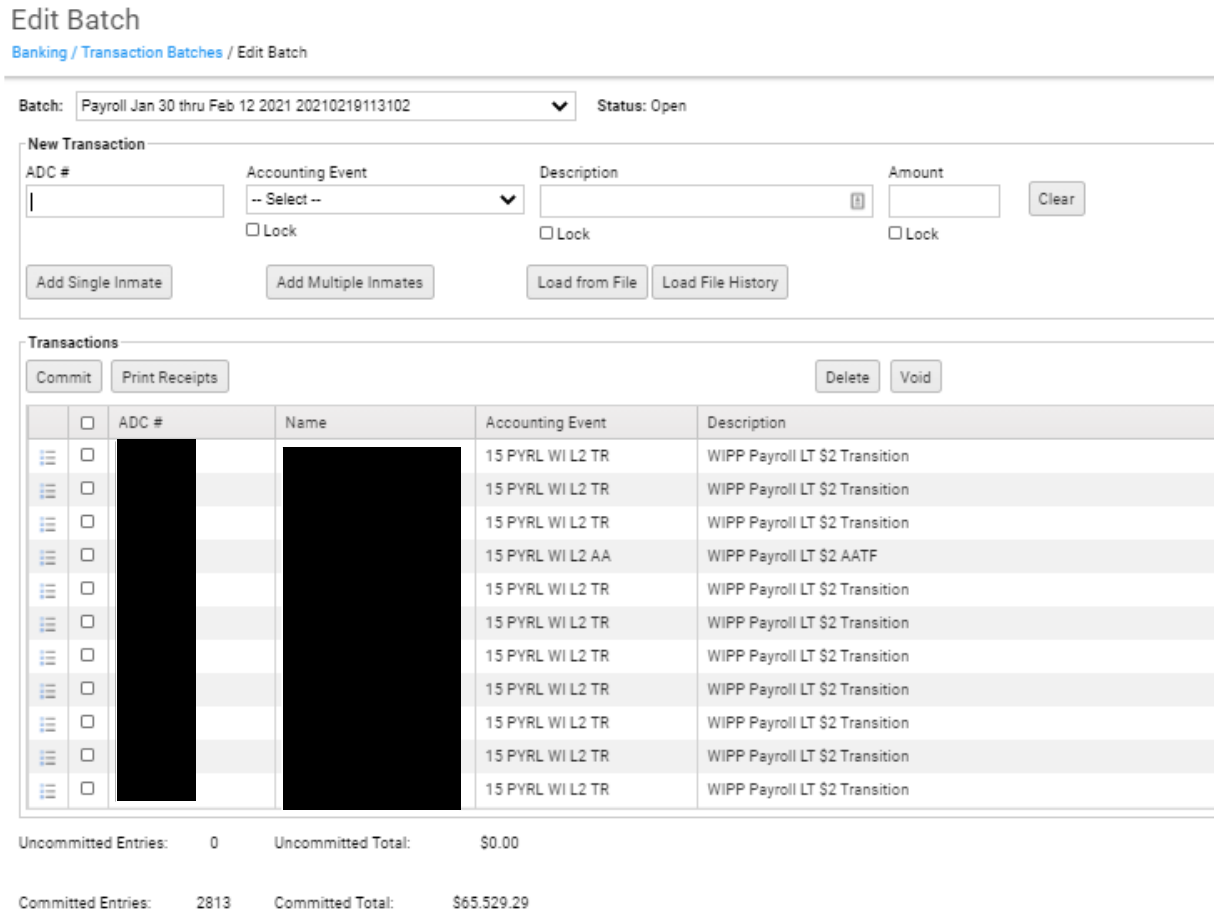
> Thanks George,
>
> I just got off the phone with John Vitale and he mentioned the issue with the security server outage. We started the Payroll again around 11:30 and the API is responding properly now so it should finish around 2pm. John mentioned they would likely add some monitoring to detect such an outage in the future.
>
> Thanks,
> Aaron
>
> ---
>
> **From:** George Martinez <gmartinez1@azadc.gov>
> **Sent:** Friday, February 19, 2021 12:15 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Joe Miles <joe.miles@bndna.com>; Sandy Wang <swang@azadc.gov>
> **Subject:** Fwd: Payroll in Process of Posting NOW
>
> Aaron, this is the response from Keefe.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> Project Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: [redacted] | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> ---------- Forwarded message ---------
> From: **Vitale, John** <jvitale@keefegroup.com>
> Date: Fri, Feb 19, 2021 at 12:09 PM
> Subject: Payroll in Process of Posting NOW
> To: Penny Brackett <pbrackett@azadc.gov>, Jey Whitson <jwhitson@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, George Martinez <gmartinez1@azadc.gov>
> Cc: Lynda Wade <lwade@azadc.gov>, Marlene Coffey <mcoffey@azadc.gov>, Michele Simmons <msimmons@azadc.gov>, Sandy Wang <swang@azadc.gov>, Holly Greene <hgreene@azadc.gov>, gkovatcheva (gkovatcheva@azadc.gov) <gkovatcheva@azadc.gov>, Orange, Samantha <sorange@keefegroup.com>, Perry, Justin A

AMERICAN OVERSIGHT

<juperry@keefegroup.com>, DeFlorian, John <john.deflorian@keefegroup.com>, Sutton, Blake <blake.sutton@keefegroup.com>, Kasinadhuni, Raja <rkasinadhuni@keefegroup.com>

What we are seeing is that payroll has been restarted apparently from ACIS and is processing now. Look at this Transaction Batch to see the progress (it looks like it is posting 100 or more every few minutes. The reason it failed last night was that our security database server went off line and both users and service accounts were unable to authenticate.

John



From: Penny Brackett <pbrackett@azadc.gov>
Sent: Friday, February 19, 2021 11:07 AM
To: Jey Whitson <jwhitson@azadc.gov>
Cc: Vitale, John <jvitale@keefegroup.com>; George Martinez <gmartinez1@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Marlene Coffey <mcoffey@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Globe WIPP pay not posted

KeepTrak staff are working to resolve this issue and I am waiting to hear from them when they will start a download of the payroll.
Respectfully,

AMERICAN OVERSIGHT

Penny Brackett
Accounting Specialist II
Inmate Trust Accounts
Central Office
(602) 364-3382
pbrackett@azadc.gov

On Fri, Feb 19, 2021 at 9:58 AM Jey Whitson <jwhitson@azadc.gov> wrote:

> Can someone please provide an update on what the status of this issue is?
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> On Fri, Feb 19, 2021 at 8:15 AM Michele Simmons <msimmons@azadc.gov> wrote:
>
> > Do we have an ETA of it being processed? We need to get an update out to the field, especially if it's department wide.
> >
> > **Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/**
> >
> > **OR**
> >
> > **Call the IT Service Desk at: 602.542.3971**
> >
> > Respectfully,
> >
> > COIV Michele Simmons #4465
> > **Arizona Department of Corrections**
> > ACIS Test/Training Administrator
> > 1601 W Jefferson St. | Phoenix, AZ 85007
> > 602-542-1861 msimmons@azadc.gov
> >
> > On Fri, Feb 19, 2021 at 8:13 AM Lynda Wade <lwade@azadc.gov> wrote:
> >
> > > No payroll posted last night into Keep Trak. We have reported the issue.. have no idea why
> > >
> > > On Fri, Feb 19, 2021 at 8:10 AM Michele Simmons <msimmons@azadc.gov> wrote:
> > >
> > > > Does anyone know if there was an issue running pay last night? I have an entire unit has not been posted yet.

AMERICAN OVERSIGHT

Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/

OR

Call the IT Service Desk at: 602.542.3971

Respectfully,

COIV Michele Simmons #4465
Arizona Department of Corrections
ACIS Test/Training Administrator
1601 W Jefferson St. | Phoenix, AZ 85007
602-542-1861 msimmons@azadc.gov

---------- Forwarded message ---------
From: **Mark Barden** <mbarden@azadc.gov>
Date: Fri, Feb 19, 2021 at 7:57 AM
Subject: Globe WIPP pay not posted
To: Michele Simmons <msimmons@azadc.gov>
Cc: Dolores Mendoza <dmendoza5@azadc.gov>, Paul Sieger <psieger@azadc.gov>, Melinda Shalley <mshalley@azadc.gov>

Good Morning Michele, I have spoken with Christine White in inmate banking and she stated that you are the one to contact. I am getting reports that the inmate pay has not been posted to Keefe banking, I have attached the Pay Detail Report for Globe for pay period 17. If I need to to do a cherwell ticket for ACIS not communicating to Keefe Banking please let me know. Thank you

--
Respectfully,
Mark Barden, CO IV
ASPC-Florence
Globe Unit Programs
(928) 425-8141 x 8426
MBarden@azdoc.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

AMERICAN OVERSIGHT

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>
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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: [redacted] | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Rusty Johnson; Vitale, John; Joe Miles
Subject:	ACIS/KeepTrack Payroll Issue Timeline and Summary
Date:	Friday, February 19, 2021 3:07:27 PM

Hello Team-

Below is the timeline and summary I put together for ADCRR executive leadership.

I'd like to see this level of detail used for all communications between us for critical technical incidents.

I will schedule a meeting with this group next week to talk through everything noted below and how we can work more effectively with each other during future events.

Issue Summary:

On 2/18 at 11:50 PM AZ, ACIS attempted to create the payroll batch with the KeepTrak application. KeepTrak responded to the job with an error and as such, the batch could not be created and processed.

Cause:

Keefe experienced an outage with their security database server the evening of 2/18. This caused an authentication issue for both user and security accounts which impacted the ability to create the payroll batch.

IT Vendor Support Owners:

B&D: Aaron Pratt

Keefe: John Vitale and Raja Kasinadhuni

Vendor Management Liaisons:

B&D: Joe Miles

Keefe: John Vitale

ADCRR: George Martinez

Event Timeline (AZ MT):

2:19 PM: Payroll, Penny Brackett, confirmed that the batch job is about half-way through completion

12:58 PM: Updated ACIS communication was sent to all ADC staff stating that the ETA is 3hrs to completion of the payroll updates

12:09 PM: Keefe, John Vitale, confirmed that payroll was restarted from ACIS and it is processing

11:30 AM: B&D, Aaron Pratt, confirmed that B&D restarted payroll and that the API is responding

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properly. The estimated time to complete payroll is within 3 hours (2:30 to 3 PM)

11:18 AM: B&D, Aaron Prartt, provided a status update stating that they are able to re-run the payroll without ADCRR needing to change the post date. They can pass a parameter to the process to tell it what date to run with (yesterday's date was used). They will alert the team's once they begin the restart.

11:13 AM: INC0439097 was submitted to the Keefe service desk

10:46 AM: Joe Miles stated that B&D validated that the normal batch operation ran at 11:50 PM AZ MT on 2/18, but the KeepTrak system was unavailable. This prevented distribution. B&D is working to resend.

10:15 AM: IT PMO confirmed that B&D will send an update to the teams regarding the status of the issue

10:07 AM: IT PMO response notes that Keefe is investigating the issue and B&D is looking to re-run the file

9:58 AM: Operations escalated this issue to Payroll, IT leadership and PMO

9:17 AM: ACIS urgent communication was sent to all ADC staff alerting to the inmate banking issue

8:13 AM: Issue was escalated to the Payroll, Lynda Wade, who confirmed the issue and that this issue had been reported to Keefe

02/19 @ 7:57 AM: Issue with posting of inmate pay was reported to Michele Simmons via email by a CO IV

02/18 @ 11:50 PM: ACIS payroll batch process failed

Resolution:

The Keefe security database servers were brought back online. B&D re-ran payroll in ACIS and it is now processing as desired.

General Observations:

- ADCRR discovered and reported the issue with Payroll. Our Vendor support should consider enhancing their monitoring methods to alert them of a job failure, server outages, or other high impact technical incidents. This will allow for faster response and resolution times.
- Disconnects in communication such as missing contacts, slow responses, owners, etc. appeared to slow this process down. Stronger communication pathways between the Vendors could have lessened the time of impact for this issue. With the information received thus far, I speculate that this issue could have been resolved in far less time. ADCRR IT needs to facilitate all communications between the vendors during critical technical incidents using both email and a bridge for real-time updates. Operations must also directly engage IT leadership more quickly when a critical technical incident is realized. No template was used by our vendors to provide updates to ADCRR. Each should consider constructing their own so as to relay the clear and consistent details regarding the outage. Standard mailing lists should also be considered for use by our vendors for status update communications.

Preventative Actions:

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B&D will implement a broader text notification process to ensure real time failures are provided to ADCRR.

Keefe has scheduled a meeting with ADCRR on 2/23 to discuss their monitoring. They are looking to add monitoring to detect an outage failure in the future.

ADCRR will implement their Major Incident Management plan by mid-March. This will include an escalation process, bridge number, vendor contact list, and internal IT contact list.

Have a great weekend

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To:	Holly Greene
Cc:	Aaron Pratt; Dean Allen; Rusty Johnson
Subject:	RE: Globe WIPP pay not posted
Date:	Friday, February 19, 2021 12:14:51 PM

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, February 19, 2021 1:05 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: Globe WIPP pay not posted

RE support owner: I am looking for those performing the work at B&D and Keefe

Aaron Pratt/B&D, Keeptrack/Unknown

On Fri, Feb 19, 2021 at 11:59 AM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Although Aaron has provided a detailed explanation associated with this issue, I have provided in RED below information in your requested format.
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AMERICAN OVERSIGHT

create the payroll batch.
Support Owner(s) Aaron Pratt/B&D, Keeptrack/Unknown
Liaison Owner for each vendor-Joe Miles/B&D, Keeptrack/Unknown
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now successfully accept and process the payroll batch.
Preventative action-KeepTrack would need to provide this. Regarding real time notification by B&D to ADC of failure by KeepTrack to accept payroll batch, B&D will implement a broader text notification process to ensure real time failures are provided to ADC asap.

Thank you,

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Respectfully,

George Martinez, Jr, PMP®

Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: [redacted] gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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Date: Fri, Feb 19, 2021 at 8:13 AM
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To: Michele Simmons <msimmons@azadc.gov>
Cc: George Martinez <gmartinez1@azadc.gov>, Vitale, John <jvitale@keefegroup.com>

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AMERICAN OVERSIGHT

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Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/

OR

Call the IT Service Desk at: 602.542.3971

Respectfully,

COIV Michele Simmons #4465
Arizona Department of Corrections
ACIS Test/Training Administrator
1601 W Jefferson St. | Phoenix, AZ 85007
602-542-1861 msimmons@azadc.gov

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Date: Fri, Feb 19, 2021 at 7:57 AM
Subject: Globe WIPP pay not posted
To: Michele Simmons <msimmons@azadc.gov>
Cc: Dolores Mendoza <dmendoza5@azadc.gov>, Paul Sieger <psieger@azadc.gov>, Melinda Shalley <mshalley@azadc.gov>

Good Morning Michele, I have spoken with Christine White in inmate banking and she stated that you are the one to contact. I am getting reports that the inmate pay has not been posted to Keefe banking, I have attached the Pay Detail Report for Globe for pay period 17. If I need to to do a cherwell ticket for ACIS not communicating to Keefe Banking please let me know. Thank you

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Respectfully,
Mark Barden, CO IV
ASPC-Florence
Globe Unit Programs
(928) 425-8141 x 8426
MBarden@azdoc.gov

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Lynda Wade

Accounting Specialist Manager

Inmate Trust Accounts

602 364-3412

LWADE@AZADC.GOV

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
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To: Joe Miles
Cc: Aaron Pratt; Dean Allen; Rusty Johnson
Subject: Re: Globe WIPP pay not posted
Date: Friday, February 19, 2021 12:01:52 PM

Thank you. I will review and pass this along to the Deputy. Will reach back out if I have any questions.

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AMERICAN OVERSIGHT

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Support Owner(s) George Martinez/ADC

Liaison Owner for each vendor-Joe Miles/B&D, Keeptrack/Unknown

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Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: [redacted] | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

AMERICAN OVERSIGHT

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Respectfully,

COIV Michele Simmons #4465
Arizona Department of Corrections
ACIS Test/Training Administrator
1601 W Jefferson St. | Phoenix, AZ 85007
602-542-1861 msimmons@azadc.gov

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AMERICAN OVERSIGHT

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Date: Fri, Feb 19, 2021 at 7:57 AM
Subject: Globe WIPP pay not posted
To: Michele Simmons <msimmons@azadc.gov>
Cc: Dolores Mendoza <dmendoza5@azadc.gov>, Paul Sieger <psieger@azadc.gov>, Melinda Shalley <mshalley@azadc.gov>

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Respectfully,
Mark Barden, CO IV
ASPC-Florence
Globe Unit Programs
(928) 425-8141 x 8426
MBarden@azdoc.gov

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Lynda Wade

Accounting Specialist Manager

Inmate Trust Accounts

602 364-3412

LWADE@AZADC.GOV

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AMERICAN OVERSIGHT

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To: Aaron Pratt
Cc: Joe Miles; Rusty Johnson; Sandy Wang; gmartinez1
Subject: Re: Globe WIPP pay not posted
Date: Friday, February 19, 2021 11:38:52 AM

Communication between B&D and Keefe is critical to ensure successful receipt of the file. This should not be a failure to find results and react based on, but rather an orchestrated event between all parties to discuss the risks and quick mitigation. A bridge call between the two parties is recommended...

On Fri, Feb 19, 2021 at 11:18 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> I have confirmed that when ACIS tried to create the batch with KeepTrak last night, KeepTrak responded with an error that the batch could not be created. Keefe would need to check their logs to tell us why the request was not able to be completed.
>
> I have also confirmed that I can re-run the payroll without ADC needing to change the post date. I can pass a parameter to the process to tell it what date to run with (I will pass yesterday's date). I will go ahead and do that now since George indicated we could try again if this was the case. When I do this one of 2 things should happen:
>
> 1. The payroll will post
> 2. Or else there still may be an issue with KeepTrak that will keep a batch from being created again and Keefe should have another failed request to look into.
>
> I'll update the group with the result after I re-run the batch.
>
> Thanks,
>
> Aaron
>
> ---
>
> **From:** Joe Miles <joe.miles@bndna.com>
> **Sent:** Friday, February 19, 2021 10:46 AM
> **To:** Sandy Wang <swang@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
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AMERICAN OVERSIGHT

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Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

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Office: 602.542.4896 | Cell: [redacted] | gmartinez1@azadc.gov

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COIV Michele Simmons #4465
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1601 W Jefferson St. | Phoenix, AZ 85007
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Respectfully,
Mark Barden, CO IV
ASPC-Florence
Globe Unit Programs
(928) 425-8141 x 8426
MBarden@azdoc.gov

AMERICAN OVERSIGHT

> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
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--

Lynda Wade

Accounting Specialist Manager

Inmate Trust Accounts

602 364-3412

LWADE@AZADC.GOV

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Re: Update
Date: Wednesday, February 17, 2021 6:11:58 PM

Wonderful

On Wed, Feb 17, 2021 at 5:04 PM Joe Miles <joe.miles@bndna.com> wrote:

> Good news! We were able to resolve the reporting application issue without having to have an outage this evening.
>
> Thank you for the prompt response and outage approval earlier.
>
> Joe
>
> Get Outlook for iOS

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles; Rusty Johnson
Cc:	Elizabeth Charif; Perry Craglow; Sandy Wang; Joseph Nicoletti; Chris Nelson; Brian Makris; Michael Saltmarsh; German Rios-lazo; Charles Grant; Spencer Scott
Subject:	Re: Request
Date:	Wednesday, February 17, 2021 1:22:07 PM

Hi Joe-

Thank you for the notification. I approve this request.

Hi Rusty-

Please provide your approval as well. Also, please ensure that this is communicated to the appropriate teams and that the impact to service is clearly documented.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Wed, Feb 17, 2021 at 12:27 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly and Rusty,
>
> I have just been notified that our monitoring tools alerted us of an issue with the ACIS PROD Reports running low on memory. We've been troubleshooting the issue using non-disruptive methods. Our typical procedures to clear the memory aren't working due to a large report cycling though the system. The reports system is still 100% functional but to resolve the issue we must take an after-hours outage of the reporting application.
>
> We are requesting to take reports offline today after 6:00pm. The expected duration is 1 – 2 hours.

AMERICAN OVERSIGHT

Best Regards,

Joe

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson
Subject: RE: Agenda
Date: Tuesday, February 16, 2021 2:03:58 PM

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, February 16, 2021 2:00 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: Agenda

Hi Joe-

A few things:

1) We need timelines to be associated for most of these deliverables. Please provide. Provided dates and other information below.
2) Regarding the monitoring license, my notes indicate that you were still researching. You stated that there may be some licensing issues, but that was regarding TFS, not necessarily monitoring. I understand licensing issues and costs, but this needs to be presented to Procurement. Possible mis-communication on this as we will not be able to provide access to monitoring.
3) With respect to TFS, you were going to get me a list of existing licenses so that we may review and redistribute. Working on assembling the list of all existing ADC TFS licenses

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Feb 16, 2021 at 12:33 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> I have attached minutes from our last meeting and proposed agenda items for tomorrow:

AMERICAN OVERSIGHT

SLA/Portfolio Meeting Agenda Initial meeting scheduled for February 26, 2021; discussion tomorrow on SLA targets and results being presented
Service Desk Program and Meeting Initial meeting scheduled for March 4, 2021
Enforcer Workgroup Final workgroup meeting scheduled for February 19, 2021
Property Module Eli is scheduling meeting with operations and B&D
Incident Management Report Discussion
Telerik Report Server Upgrade Planned outage is scheduled for Saturday, February 20, 2021 as coordinated through George Martinez
2021 Low Hanging Fruit Proposals Discussion
Visitation Module Clarification Discussion

Best Regards,

Joe

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson
Subject: Agenda
Date: Tuesday, February 16, 2021 12:33:32 PM
Attachments: ADC Weekly Meeting Minutes February 10, 2021.docx

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Holly,

I have attached minutes from our last meeting and proposed agenda items for tomorrow:

SLA/Portfolio Meeting Agenda
Service Desk Program and Meeting
Enforcer Workgroup
Property Module
Incident Management Report
Telerik Report Server Upgrade
2021 Low Hanging Fruit Proposals
Visitation Module Clarification

Best Regards,

Joe

AMERICAN OVERSIGHT

Minutes Weekly Touchpoint Meeting With ADC

Attendees: Joe Miles, Holly Greene, Rusty Johnson

ADC Meeting February 10, 2021

- Joe provided an update that B&D is focused on completing 6 CR Items from approved 2nd Quarter EUIL list.
- Joe re-affirmed that requested information from Barbara Corella in ADOA purchasing was provided on CR Items 42624, 42693, 42701, 42723.
- Joe spoke about revised Property Module proposal and that a final meeting with operations group is being scheduled asap for their approval of additional items that were identified for inclusion into the revised proposal.
- Joe shared that a Portfolio Meeting was being scheduled for end of February that will review SLA targets in relationship to results.
- Holly and Joe discussed that a support model needs to be identified for better communication and effective clearinghouse for tickets in ADC and B&D systems. Joe will be scheduling a meeting with Help Desk Staff from both B&D and ADC to identify issues and develop an effective program.
- Holly discussed the needs to have an Incident Management Report be distributed weekly to her and Rusty. Joe is working with B&D staff to develop the report.
- Joe reported that he had presented to Dean Allen a request by Holly for her or Rusty be invited to monitor our bridge discussions on events such as the one on Monday evening February 1 that was associated with B&D deployment release and restricted unit count from being cleared. Joe shared that the request was denied as it presented coordination issues. Holly indicated that a separate bridge would be required for communication between B&D and ADC that would be coordinated by Joe. This was agreed upon by Holly and Joe.
- Holly restated that any CR's that are part of future deployments be shared with her and Rusty in advance of any deployments. Joe will check on how this process could work.
- Joe reported that he had presented to Dean Allen a request by Holly for access to the system monitoring application that tracks and reports on system performance. Joe shared that the request was denied due to licensing issues. Holly accepted the reasoning for the decision.
- Joe Miles reported on Enforcer workgroup meetings that have been ongoing to assist ICS on 3 issues that Enforcer is having in ACIS. Interim solutions have been identified for some of the issues and a more permanent solution will be forthcoming when ICS delivers a new API endpoint sometime in late February.

AMERICAN OVERSIGHT

From: Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To: bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject: Open Service Desk tickets by Requester. Scheduled At : Feb 15, 2021 08:00 AM
Date: Monday, February 15, 2021 8:01:05 AM
Attachments: Service_Ticket_Report (Feb 15, 2021 08 00 AM).pdf

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AMERICAN OVERSIGHT

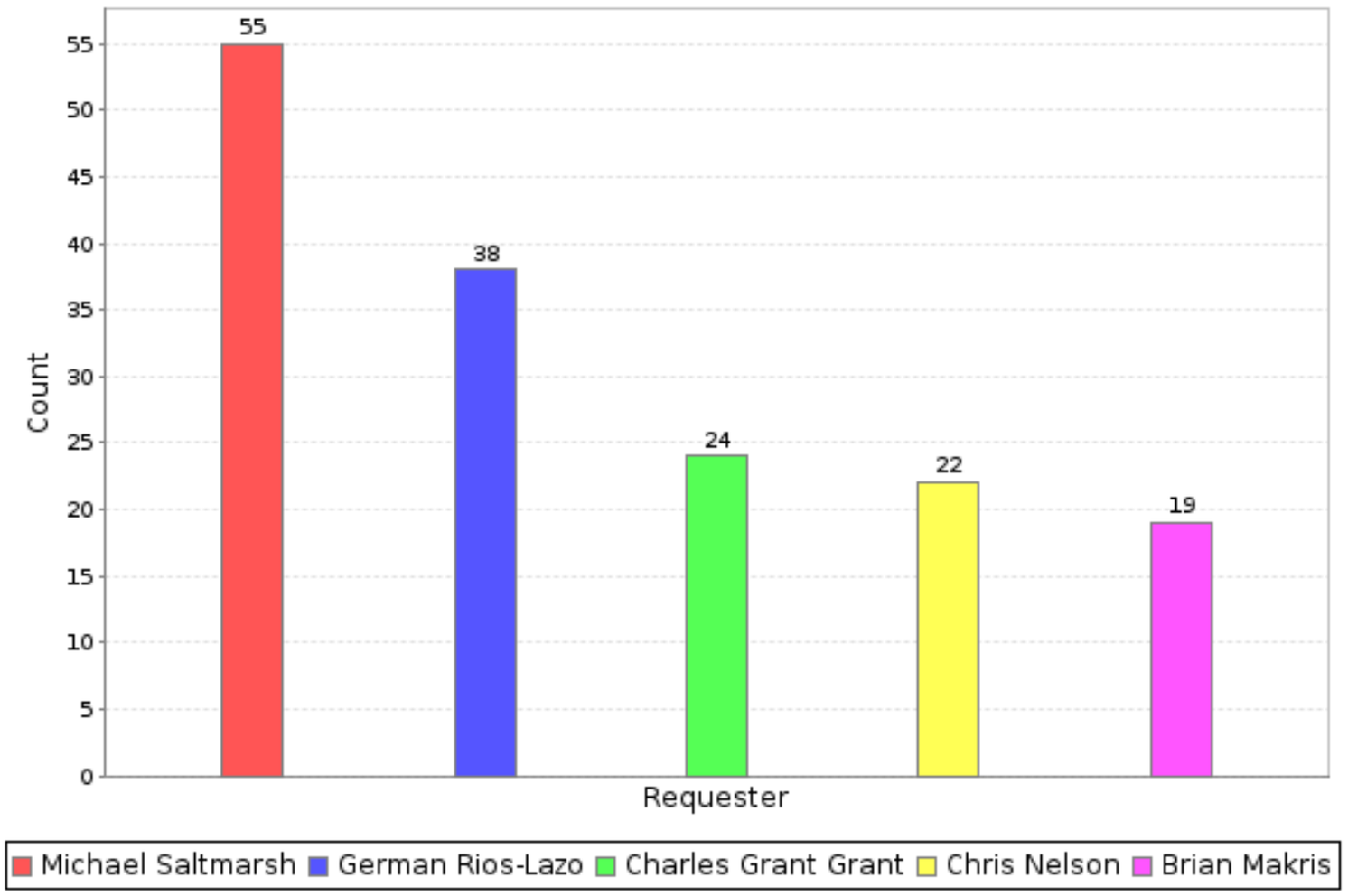
Business & Decision
Empowering Digital Business

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 02-15-2021 08:00

Total records : 158



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Reports	378	Reports - Report 220 is not pulling data as per the documentation	Assigned	Justin Baker	4-Low
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	1017	Reports - Report 2040 (Missing Hours) is missing whole crews (WIPP-Maint-Helper) that were not paid for Florence-South Pay Period 14.	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	1024	Population Mgmt Cell Screening - [redacted] and [redacted] have both been verified to be group 3 violent inmates,	Assigned	Justin Baker	3-Medium
	Reports	1070	Reports - WIPP Pay detail report, not accurate, reflecting inmates not getting paid when they do get pay.	Assigned	Justin Baker	3-Medium
	Classification	642	Classification - Inmate [redacted] received an o/r and appears on the 1630 report but the o/r does not appear correctly in the classification history CU Override Column.	Pending Deployment	Justin Baker	4-Low
	Discipline	736	Discipline - Disc case is at the DHOR status as a major. The DHO deems it should be seem as minor. DHO does nothing. Disciplinary Coordin	Pending Deployment	Justin Baker	3-Medium
	Warrants	890	Warrants - The sentence structure field(warrant detail screen) is not loading correctly on multiple inmates.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	924	Population Mgmt DNHW - A DNHW that was completed is still showing as pending	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	930	Community Corrections RMS - OMS/RMS Community corrections Banner hyperlink “Name” not working correctly	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	1025	Community Corrections RMS - RMS home plans not routing to the correct zip codes	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1029	Population Mgmt Protective Custody - I/M [redacted] - PC review is corrupted and staff are unable to complete the informal review. When staff attempt to complete the review, it gives an error	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1030	Population Mgmt Protective Custody - I/M [redacted]	Pending Deployment	Justin Baker	3-Medium
	Visitation	1068	Visitation - I/M [redacted] # [redacted] On the registration screen it shows that the minors need to be attached to an adult. but the minors are already attached	Pending Deployment	Justin Baker	3-Medium
	Interfaces	1069	Global Action Queue - shows a visitor applicant pending ACJIS	Pending Deployment	Justin Baker	3-Medium

Count 19

Charles Grant Grant

	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Warrants	997	Warrants - Unable to print a warrant using the generate warrant button on the warrant detail screen for ADC [redacted]	Assigned	Justin Baker	4-Low
	Grievance	961	Grievance - I am unable to find Grievance Case #20-024902 for inmate [redacted] Eyman SMU I, A70 in ACIS-Grievances.	Pending Deployment	Justin Baker	4-Low
	Grievance	968	Grievance - Description: Inmate was assigned a number for a grievance but now it cannot be located in ACIS	Pending Deployment	Justin Baker	4-Low
	Discipline	998	Discipline -	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Transportation	1022	Population Mgmt Transportation - Unable to utilize the Scheduling Wizard to schedule transportation for inmate [redacted]	Pending Deployment	Justin Baker	4-Low
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 24

Chris Nelson						
	Population Mgmt Count	558	Population Mgmt Count - Inmate number appears in count sheet and system, but not name	Assigned	Hagay Hazan	3-Medium
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	749	Population Mgmg Count -	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Global Case Notes	801	Global Case Notes - delete or modify a comment	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Reports	887	Reports -	Assigned	Justin Baker	3-Medium
	EIP	949	EIP - Inmate's phase did not drop after major discipline.	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	977	Reports - Unable to make changes to scheduled reporting tasks	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Population Mgmt DNHW	976	Population Mgmt DNHW - DNHW was aded and approved by DW, however unable to change status	Pending Deployment	Justin Baker	3-Medium
	Community Corrections BOEC	1002	Community Corrections BOEC - When attempting to save the notes for the BOEC Progress Report receive an error message	Pending Deployment	Justin Baker	3-Medium
	Classification	1020	Classification - Classification review not triggering	Pending Deployment	Justin Baker	3-Medium
	Discipline	1026	Discipline - PDF IN DISC FOR HEARING RESULTS SEEMS TO BE DEFAULT GUILTY AND SHOULD NOT BE	Pending Deployment	Justin Baker	3-Medium
	Reports	389	Reports - Report inconsistencies	Pending Information	Not Assigned	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Visitation	708	Visitation - Unable to process visitor application for a returned inmate	Pending Information	Justin Baker	3-Medium
	Reports	630	Reports - Report 2110 missing information needed	Reconsider	Hagay Hazan	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Hagay Hazan	3-Medium
	Global Events	693	Global Events - Unable to initiate a new PC review	Reconsider	Hagay Hazan	3-Medium
	Community Corrections RMS	729	Community Correctios RMS - when trying to update Mode of transportation it will not allow us to do it.	Reconsider	Hagay Hazan	3-Medium

Count 22

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	979	Population Mgmt. Count - There are 3 I/Ms at the hospital that are not showing up on the hospital out report.	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Assigned	Justin Baker	3-Medium
	Warrants	414	Warrant - under the "Hearing Officer Review" area, the CC Officer Name and CC Supervisor Name is not populating and/or populating incorrectly	Pending Deployment	Not Assigned	3-Medium
	Warrants	525	Warrants - Warrant Prep Page, the prior convictions area is not separating the sentence and sentence length for crimes under the same commitment.	Pending Deployment	Justin Baker	3-Medium
	EIP	668	EIP - Phase Dropped to Phase 1	Pending Deployment	Justin Baker	3-Medium
	Warrants	777	Warrants - The generated warrants for inmate [redacted] ADC# [redacted] and inmate [redacted] ADC# [redacted] are showing incorrect information for the Date Released "Type" and Reverted to "Date".	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	796	Discipline - CASE IS MISSING THE HEARING DATE. DW ATTEMPTS TO ORDER A RE-HEARING AND SYSTEM WILL NOT ALLOW BECAUSE OF MISSING HEARING DATE.	Pending Deployment	Justin Baker	3-Medium
	Reports	990	Reports - Report 1600 - IHP selection does not match report 1600-Daily List of inmates housed by race declaration	Pending Deployment	Justin Baker	3-Medium
	Discipline	996	Discipline - DHO on the DHOR page goes back to the DHCR page to change the charge.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1009	Population Mgmt Protective Custody - 13/13/2021 while attempting to create a PC event for this inmate [redacted] ACIS is not allowing to create it,	Pending Deployment	Justin Baker	3-Medium
	Other	1027	Other - Application Usage, - This inmate did not migrate correctly.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	1028	Comm Corrections RMS - The IRCR is displaying the fax number from the assigned CC Office.	Pending Deployment	Justin Baker	3-Medium
	Visitation	1031	Visitation - VISITOR [redacted] IS AN INACTIVE VISITOR. SHE APPLIED AGAIN FOR PHONE ONLY AND I CANNOT "ADD NEW APP" UNDER THIS VISITOR. THE SCREEN SHOW "ERROR {0}".	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 38

Michael Saltmarsh						
	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Assigned	Justin Baker	3-Medium
	Reports	918	ACIS ISSUE - REPORTS - Can't print out the reports while using Chrome.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Reports	982	ACIS ISSUE - Reports - The daily scheduler for ADC RPT 3360 is no longer functioning	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Grievance	1038	ACIS BUG - GRIEVANCE -	Assigned	Justin Baker	3-Medium
	Visitation	1058	ACIS ISSUE - VISITATION - When attempting to add associated inmate for visitor [redacted] DOB [redacted]. ACIS gives a system error. Code 74235562	Assigned	Justin Baker	3-Medium
	Reports	1060	ACIS ISSUE - REPORTS - Unable to download report 0600 inmates by counselor under population management category. Receive error message.	Assigned	Justin Baker	3-Medium
	Intake	1062	ACIS ISSUE - INTAKE - ISSUES WITH MVD PORTIONS	Assigned	Justin Baker	3-Medium
	Other	1065	ACIS ISSUE - INTERFACES OTHER - EVALUATION ISSUES	Assigned	Justin Baker	3-Medium
	Programs	1066	ACIS ISSUE - PROGRAMS -	Assigned	Justin Baker	3-Medium
	Grievance	919	ACIS ISSUE - GRIEVANCE - The unprocessed box was checked but did not remain checked after it was submitted.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	987	ACIS BUG - COMMUNITY CORRECTIONS RMS - RMS Home plans not routing to the correct office by Zip code	Pending Deployment	Justin Baker	4-Low
	Visitation	1033	ACIS ISSUE - VISITATION - TRYING TO ADD ASSOCIATED INMATE AND ACIS WONT ALLOW BECAUSE VISITOR WAS PREV DENEID;TRIED ADDING BEFORE VISITOR WAS DENIED AND ACIS WOULDNT ALLOW AT THAT TIME EITHER.	Pending Deployment	Justin Baker	3-Medium
	Programs	1037	ACIS BUG - PROGRAMS -	Pending Deployment	Justin Baker	3-Medium
	Discipline	1039	ACIS ISSUE - DISCIPLINE - System not allowing minors to be processed.	Pending Deployment	Justin Baker	2-High
	Visitation	1040	ACIS Issue - Visitation - cannot create a new application	Pending Deployment	Justin Baker	3-Medium
	Grievance	1050	ACIS ISSUE - GRIEVANCE - Grievance Search page shows case 20-021574 as Unprocessed.	Pending Deployment	Justin Baker	3-Medium
	Other	1054	ACIS ISSUE - Multiple Modules - There are 2 triggers to submit a home plan for the above inmate	Pending Deployment	Justin Baker	3-Medium
	Discipline	1059	ACIS ISSUE - DISCIPLINE - When entering the Hearing Coordinator Review on a ticket, in the drop-down menu for 'Charge', I select 'Minor' and get an error code.	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	1061	ACIS ISSUE - DISCIPLINE - While attempting to process discipline report in ACIS, I'm receiving a Red Error notification.	Pending Deployment	Justin Baker	3-Medium
	Programs	1064	ACIS ISSUE - PROGRAMS - Issues with Corrections Plan	Pending Deployment	Justin Baker	3-Medium
	Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium
	Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
	Reports	1013	ACIS BUG - Reports - The following classes are active in Mohave unit (D06) and when trying to print the TOSS . They are not included.	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium
	Other	1063	ACIS ISSUE - MULTIPLE MODULES - Inmate has a DUI conviction case#2014001467001 and had a deduction being taken out of his pay up until pay cycle 15 & 16.	Reconsider	Justin Baker	3-Medium

Count 55

Summary Report

Count 158

AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Rusty Johnson; Joe Miles
Subject: Code Escrow Deposit
Date: Wednesday, February 10, 2021 8:22:41 AM
Attachments: image001.png

Hi Holly,

I've completed the code deposit to IronMountain for the Arizona code escrow.

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson; Thad Lowry
Cc: Chris Masson; Keith Francen; Michael Gomez
Subject: RE: Access to TELERIK Report Server
Date: Wednesday, February 10, 2021 7:02:45 AM

I will contact Rusty…thanks

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, February 9, 2021 9:01 PM
To: Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Michael Gomez <mgomez@azadc.gov>
Subject: Re: Access to TELERIK Report Server

I approve this request. It's necessary to maintain our business. Please proceed forward with fulfillment.

Hi Joe-

Please work with Rusty to put together the proper SOP for such a request.

Thanks,

Holly

On Tue, Feb 9, 2021 at 7:36 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> I think it needs to go through channels
>
> Joe and Holley should discuss how access requests should be handled
>
> Thad
> ---
> Thad Lowry
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
>
> ---
>
> **From:** Keith Francen <keith.francen@bndna.com>
> **Sent:** Tuesday, February 9, 2021 7:32:53 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Subject:** Fwd: Access to TELERIK Report Server

AMERICAN OVERSIGHT

Can I do this or does someone need to authorize this request?

Get Outlook for iOS

From: Michael Gomez <mgomez@azadc.gov>
Sent: Tuesday, February 9, 2021 3:09:14 PM
To: Keith Francen <keith.francen@bndna.com>
Subject: Access to TELERIK Report Server

Hello Keith,

I need access to the Production Telerik Report Server. I'm not certain if there is anything else, but I will be needing the UserID and Password. Thanks for your help.

Michael Gomez
IT Applications
Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

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--

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To:	Sandy Wang; Joe Miles
Cc:	Perry Craglow; Joseph Nicoletti; Holly Greene; Michael Newsom; wmeola; Michele Simmons; Jey Whitson1; Marlene Coffee; DC_ADCRR_PMO; Dustin Nestoff; Rusty Johnson
Subject:	RE: ACTION - Emergency CAB Approval Request for ACIS
Date:	Monday, February 8, 2021 4:18:18 PM

Thank you. They will be deployed some time after 6pm. Probably between 6 and 7pm.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Email: aaron.pratt@bndna.com

From: Sandy Wang <swang@azadc.gov>
Sent: Monday, February 8, 2021 4:14 PM
To: Joe Miles <joe.miles@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Michael Newsom <mnewsom@azadc.gov>; wmeola <wmeola@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; DC_ADCRR_PMO <adcrrpmo@azadc.gov>; Dustin Nestoff <dnestoff@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: ACTION - Emergency CAB Approval Request for ACIS

B&D, the two emergency fixes to production today have been approved. Please advise the time that they will be taking place.

On Mon, Feb 8, 2021 at 3:54 PM Rusty Johnson <sjohnson@azadc.gov> wrote:

> Sandy-
>
> The Emergency Changes are Approved.
>
> Sincerely,
>
> Rusty Johnson

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Deputy Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Mon, Feb 8, 2021 at 2:58 PM Sandy Wang <swang@azadc.gov> wrote:

> To CAB Board members, there are two Emergency Changes to ACIS that we are requesting your approval so B&D can deploy them to the Production environment tonight (2/8/21)
>
> (1)
> WHAT- The first is a data fix for Community Corrections. This production issue was reported via Cherwell# 394661 (CC Case Summary): Offenders that have warrants are now showing on CCO case summary.
> WHY - The reason for this production issue was that the code fix for **TFS 42968** was pushed to PROD on 2/1 while the code fix has not been approved by business users due to some bugs. There are about 1,000 records impacted by this issue.
> HOW- The emergency fix is a database script to correct the database. Community Corrections has tested the script in the UAT environment and approved the fix. There will be no outage required.
>
> (2)
> WHAT- The second one is the Rollback of CR **42692** and CR **42693**.
> WHY - CR 42692 (Increase character limit for Quality Review questions) was tested and approved to go into production on 2/1. CR 42693 (Auto-populate Quality Review screen with as much information as possible) is still being tested in the Feature environment. However the two change requests shared some files and CR 42693 was pushed to Production along with CR 42692 by accident and causing production issues being reported.
> HOW - The emergency fix is to roll back both the code for CR 42692 and CR 42693 in the Production environment. B&D has rolled back the code in the UAT environment for business users to test, and Michele Simmons has tested and approved the rollback in the UAT environment. This will be a code deployment but no outage is required.
>
> Respective Cherwell change requests will be presented in the next CAB meeting.
> --
> Respectfully,
> Sandy Wang
> PMO Program Manager
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W. Jefferson St | Phoenix AZ 85007
> Office: 602.542-8467 | Cell: [redacted] | swang@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Sandy Wang
Cc: Aaron Pratt; DC_ADCRR_PMO; Dustin Nestoff; Jacob Whitson; Joe Miles; Joseph Nicoletti; Marlene Coffey; Michael Newsom; Michele Simmons; Perry Craglow; Rusty Johnson; William Meola
Subject: Re: ACTION - Emergency CAB Approval Request for ACIS
Date: Monday, February 8, 2021 3:42:13 PM

Rusty is reviewing.

On Mon, Feb 8, 2021 at 2:58 PM Sandy Wang <swang@azadc.gov> wrote:

> To CAB Board members, there are two Emergency Changes to ACIS that we are requesting your approval so B&D can deploy them to the Production environment tonight (2/8/21)
>
> (1)
> WHAT- The first is a data fix for Community Corrections. This production issue was reported via Cherwell# 394661 (CC Case Summary): Offenders that have warrants are now showing on CCO case summary.
> WHY - The reason for this production issue was that the code fix for **TFS 42968** was pushed to PROD on 2/1 while the code fix has not been approved by business users due to some bugs. There are about 1,000 records impacted by this issue.
> HOW- The emergency fix is a database script to correct the database. Community Corrections has tested the script in the UAT environment and approved the fix. There will be no outage required.
>
> (2)
> WHAT- The second one is the Rollback of CR **42692** and CR **42693**.
> WHY - CR 42692 (Increase character limit for Quality Review questions) was tested and approved to go into production on 2/1. CR 42693 (Auto-populate Quality Review screen with as much information as possible) is still being tested in the Feature environment. However the two change requests shared some files and CR 42693 was pushed to Production along with CR 42692 by accident and causing production issues being reported.
> HOW - The emergency fix is to roll back both the code for CR 42692 and CR 42693 in the Production environment. B&D has rolled back the code in the UAT environment for business users to test, and Michele Simmons has tested and approved the rollback in the UAT environment. This will be a code deployment but no outage is required.
>
> Respective Cherwell change requests will be presented in the next CAB meeting.
> --
>
> Respectfully,
>
> Sandy Wang
>
> PMO Program Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry

AMERICAN OVERSIGHT

Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From:	Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To:	wmeola; Holly Greene
Cc:	Sandy Wang; Rusty Johnson; Joe Miles; Perry Craglow; Joseph Nicoletti; Michael Newsom; Trevor Baker; Justin Baker; Rajkumar Gopal; Thad Lowry
Subject:	RE: ACIS CCO Case summary"s across the state are incorrect TFS 42968
Date:	Monday, February 8, 2021 12:51:02 PM

The script was run in UAT and is ready for ADC to review.

Thanks,
Aaron

From: William Meola <wmeola@azadc.gov>
Sent: Monday, February 8, 2021 9:03 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Michael Newsom <mnewsom@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>; Justin Baker <justin.baker@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: ACIS CCO Case summary's across the state are incorrect TFS 42968

I replied on Friday and Mike replied this morning. We gave the approval for the push to be conducted.

William B. Meola
OMS ACIS Administrator
Group Supervisor
Release Unit
801 S. 16th St.
Phoenix, AZ 85034
602-771-5723 Office
602-621-3232 Cell

On Mon, Feb 8, 2021 at 8:41 AM Holly Greene <hgreene@azadc.gov> wrote:

> Sandy and Rusty-
>
> Has anyone responded to Aaron?
>
> Respectfully,
>
> Holly Greene
> CIO | ADCRR I.T. Bureau
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | hgreene@azadc.gov
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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On Fri, Feb 5, 2021 at 3:49 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Just to follow up here… we discussed on the call today to run the script in UAT on Monday since the data there will be refreshed from PROD over the weekend. This way it can be validated against current data. We also discussed that the script should not affect those who had movements since the data changed. Because of this it might be good to take note of inmates that were taken back into custody via intake or external movement before and after running the script. Of course we encourage you to validate anything else you would like to both before and after we run the script.
>
> I wasn't sure if we had official approval to run it in UAT or confirmation of when to run it. Please confirm that we can proceed on Monday and if so what time would be best?
>
> Thanks!
> Aaron
>
> ---
>
> **From:** Sandy Wang <swang@azadc.gov>
> **Sent:** Friday, February 5, 2021 10:48 AM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Joe Miles <joe.miles@bndna.com>; DC_ADCRR_PMO <adcrrpmo@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Michael Newsom <mnewsom@azadc.gov>; wmeola <wmeola@azadc.gov>
> **Subject:** Re: ACIS CCO Case summary's across the state are incorrect TFS 42968
>
> I am going to defer the decision to CCO. We can discuss this in our 1:30 meeting if that's not too late.
>
> On Fri, Feb 5, 2021 at 10:40 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Hi Sandy,
> >
> > We've been validating the fix we prepared in our QA environment. We believe it is ready for UAT. Do we have your permission to run this in UAT for validation? We still have all the open CCO caseloads there from when version 38 went to UAT so you should be able to validate by looking at the before and after data.
> >
> > If you would like to take a look before and then let us know when to deploy so you can compare the results we can do that.
> >
> > Thanks,
> > Aaron

AMERICAN OVERSIGHT

From: Sandy Wang <swang@azadc.gov>
Sent: Friday, February 5, 2021 10:13 AM
To: Joe Miles <joe.miles@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: DC_ADCRR_PMO <adcrrpmo@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Michael Newsom <mnewsom@azadc.gov>; wmeola <wmeola@azadc.gov>
Subject: Re: ACIS CCO Case summary's across the state are incorrect TFS 42968

Aaron/Joe, any update on this?

On Wed, Feb 3, 2021 at 7:15 PM Joe Miles <joe.miles@bndna.com> wrote:

> Sandy,
>
> Aaron will look into this and establish an action plan
>
> Joe
>
> Get Outlook for iOS
>
> ---
>
> **From:** Sandy Wang <swang@azadc.gov>
> **Sent:** Wednesday, February 3, 2021 6:27 PM
> **To:** Joe Miles
> **Cc:** DC_ADCRR_PMO; Rusty Johnson; Holly Greene; Perry Craglow; Joseph Nicoletti; Aaron Pratt; Michael Newsom; wmeola
> **Subject:** Re: ACIS CCO Case summary's across the state are incorrect TFS 42968
>
> Joe, I am forwarding you the email thread from Community Corrections regarding a production issue they are experiencing since Release 39 was deployed to Production this past Monday 2/1. TFS # 42968 was originally part of release 38, however it did not pass UAT so it was removed from Release 38 and put back to backlog. However, the code for #42968 was included in Release 39 even though it was not tagged for that release. and now is causing production issue(s) for Community Corrections.
>
> Community Corrections is asking to have the related code reverted in PROD by this Friday and Aaron is looking into this. Once B&D comes up with a plan, we will require an emergency CAB approval.
>
> On Tue, Feb 2, 2021 at 10:04 AM Michael Newsom <mnewsom@azadc.gov> wrote:
>
> > Guys
> > Chuck a few weeks ago advised not to push the changes to production due to absconders being added to CCO caseloads. This morning in production we are having offenders with active warrants (absconder status) being added to most of the CCO's case summary throwing numbers off. I will be entering a

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separate bug but thought I would give you a heads up

I entered a Cherwell 394661 this morning. I believe this is due to TFS Bug 42968.

Module: RMS

Feature

2021.39.2.11

Title of Bug: Offender with Abscond status showing on CCO Case summary's across the state

Bug Priority : MED

Bug Description: Offender that have warrants are now showing on CCO case summary's

Expected results: Once a warrant is written offenders should not show on case summary's

Steps to Reproduce (or include screenshots/AIMS1 & AIMS2 report/video):

1. Review CCO case summary for CCO
2. Black Canyon / Barraza examples
3. [redacted]

CCO Mike Newsom
Black Canyon Parole
ACIS Team Member
Cell 602-296-9247

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Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To:	Sandy Wang; Holly Greene
Cc:	Rusty Johnson; Joe Miles; Perry Craglow; Joseph Nicoletti; Michael Newsom; wmeola; Trevor Baker; Justin Baker; Rajkumar Gopal; Thad Lowry
Subject:	RE: ACIS CCO Case summary"s across the state are incorrect TFS 42968
Date:	Monday, February 8, 2021 8:59:08 AM

Ok, we have not run the script in UAT yet. We will let you know once we do.

Thanks,
Aaron

From: Sandy Wang <swang@azadc.gov>
Sent: Monday, February 8, 2021 8:57 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Michael Newsom <mnewsom@azadc.gov>; wmeola <wmeola@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>; Justin Baker <justin.baker@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: ACIS CCO Case summary's across the state are incorrect TFS 42968

Yes, Holly, both Bill and Mike have responded and they are testing the fix in UAT. Once they are satisfied with the fix in the UAT environment, we will be requesting an emergency push to production tonight.

On Mon, Feb 8, 2021 at 8:41 AM Holly Greene <hgreene@azadc.gov> wrote:

> Sandy and Rusty-
>
> Has anyone responded to Aaron?
>
> Respectfully,
>
> Holly Greene
> CIO | ADCRR I.T. Bureau
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | hgreene@azadc.gov
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, Feb 5, 2021 at 3:49 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Just to follow up here… we discussed on the call today to run the script in UAT on Monday since the data there will be refreshed from PROD over the weekend. This way it can be validated against current data. We also discussed that the script should not affect those who had

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movements since the data changed. Because of this it might be good to take note of inmates that were taken back into custody via intake or external movement before and after running the script. Of course we encourage you to validate anything else you would like to both before and after we run the script.

I wasn't sure if we had official approval to run it in UAT or confirmation of when to run it. Please confirm that we can proceed on Monday and if so what time would be best?

Thanks!
Aaron

From: Sandy Wang <swang@azadc.gov>
Sent: Friday, February 5, 2021 10:48 AM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Joe Miles <joe.miles@bndna.com>; DC_ADCRR_PMO <adcrrpmo@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Michael Newsom <mnewsom@azadc.gov>; wmeola <wmeola@azadc.gov>
Subject: Re: ACIS CCO Case summary's across the state are incorrect TFS 42968

I am going to defer the decision to CCO. We can discuss this in our 1:30 meeting if that's not too late.

On Fri, Feb 5, 2021 at 10:40 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hi Sandy,
>
> We've been validating the fix we prepared in our QA environment. We believe it is ready for UAT. Do we have your permission to run this in UAT for validation? We still have all the open CCO caseloads there from when version 38 went to UAT so you should be able to validate by looking at the before and after data.
>
> If you would like to take a look before and then let us know when to deploy so you can compare the results we can do that.
>
> Thanks,
> Aaron
>
> ---
>
> **From:** Sandy Wang <swang@azadc.gov>
> **Sent:** Friday, February 5, 2021 10:13 AM
> **To:** Joe Miles <joe.miles@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** DC_ADCRR_PMO <adcrrpmo@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Michael Newsom <mnewsom@azadc.gov>; wmeola <wmeola@azadc.gov>

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Subject: Re: ACIS CCO Case summary's across the state are incorrect TFS 42968

Aaron/Joe, any update on this?

On Wed, Feb 3, 2021 at 7:15 PM Joe Miles <joe.miles@bndna.com> wrote:

> Sandy,
>
> Aaron will look into this and establish an action plan
>
> Joe
>
> Get Outlook for iOS

From: Sandy Wang <swang@azadc.gov>
Sent: Wednesday, February 3, 2021 6:27 PM
To: Joe Miles
Cc: DC_ADCRR_PMO; Rusty Johnson; Holly Greene; Perry Craglow; Joseph Nicoletti; Aaron Pratt; Michael Newsom; wmeola
Subject: Re: ACIS CCO Case summary's across the state are incorrect TFS 42968

Joe, I am forwarding you the email thread from Community Corrections regarding a production issue they are experiencing since Release 39 was deployed to Production this past Monday 2/1. TFS # 42968 was originally part of release 38, however it did not pass UAT so it was removed from Release 38 and put back to backlog. However, the code for #42968 was included in Release 39 even though it was not tagged for that release. and now is causing production issue(s) for Community Corrections.

Community Corrections is asking to have the related code reverted in PROD by this Friday and Aaron is looking into this. Once B&D comes up with a plan, we will require an emergency CAB approval.

On Tue, Feb 2, 2021 at 10:04 AM Michael Newsom <mnewsom@azadc.gov> wrote:

> Guys
> Chuck a few weeks ago advised not to push the changes to production due to absconders being added to CCO caseloads. This morning in production we are having offenders with active warrants (absconder status) being added to most of the CCO's case summary throwing numbers off. I will be entering a separate bug but thought I would give you a heads up
>
> I entered a Cherwell 394661 this morning. I believe this is due to TFS Bug 42968.
>
> Module: RMS
>
> Feature
>
> 2021.39.2.11
>
> Title of Bug: Offender with Abscond status showing on CCO Case summary's across the state

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Bug Priority : MED

Bug Description: Offender that have warrants are now showing on CCO case summary's

Expected results: Once a warrant is written offenders should not show on case summary's

Steps to Reproduce (or include screenshots/AIMS1 & AIMS2 report/video):

1. Review CCO case summary for CCO
2. Black Canyon / Barraza examples
3. [redacted]

CCO Mike Newsom
Black Canyon Parole
ACIS Team Member
Cell 602-296-9247

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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
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> > Sandy Wang
> > PMO Program Manager
> > Arizona Department of Corrections, Rehabilitation & Reentry
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> --
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> PMO Program Manager
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W. Jefferson St | Phoenix AZ 85007
> Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
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>
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and notify the sender immediately.

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Christina Valenzuela; Holly Greene; Rusty Johnson
Subject:	RE: Matt Mollenkopf
Date:	Monday, February 8, 2021 8:47:20 AM
Attachments:	image001.png image002.png image003.png

Thanks Christine

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Christina Valenzuela <cvalenzu@azadc.gov>
Sent: Monday, February 8, 2021 8:11 AM
To: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Matt Mollenkopf

Good morning,

Mr. Mollenkopf has been cleared by our Backgrounds Unit.

Christine Valenzuela | Executive Assistant
HR Liaison for Financial Svcs, Facilities Mgmt & IT
1645 W. Jefferson St., 2nd floor- Mail Code 328
Phoenix, Arizona 85007
Office: 602.364.3808

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From: Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To: bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject: Open Service Desk tickets by Requester. Scheduled At : Feb 8, 2021 08:00 AM
Date: Monday, February 8, 2021 8:01:05 AM
Attachments: Service_Ticket_Report (Feb 8, 2021 08 00 AM).pdf

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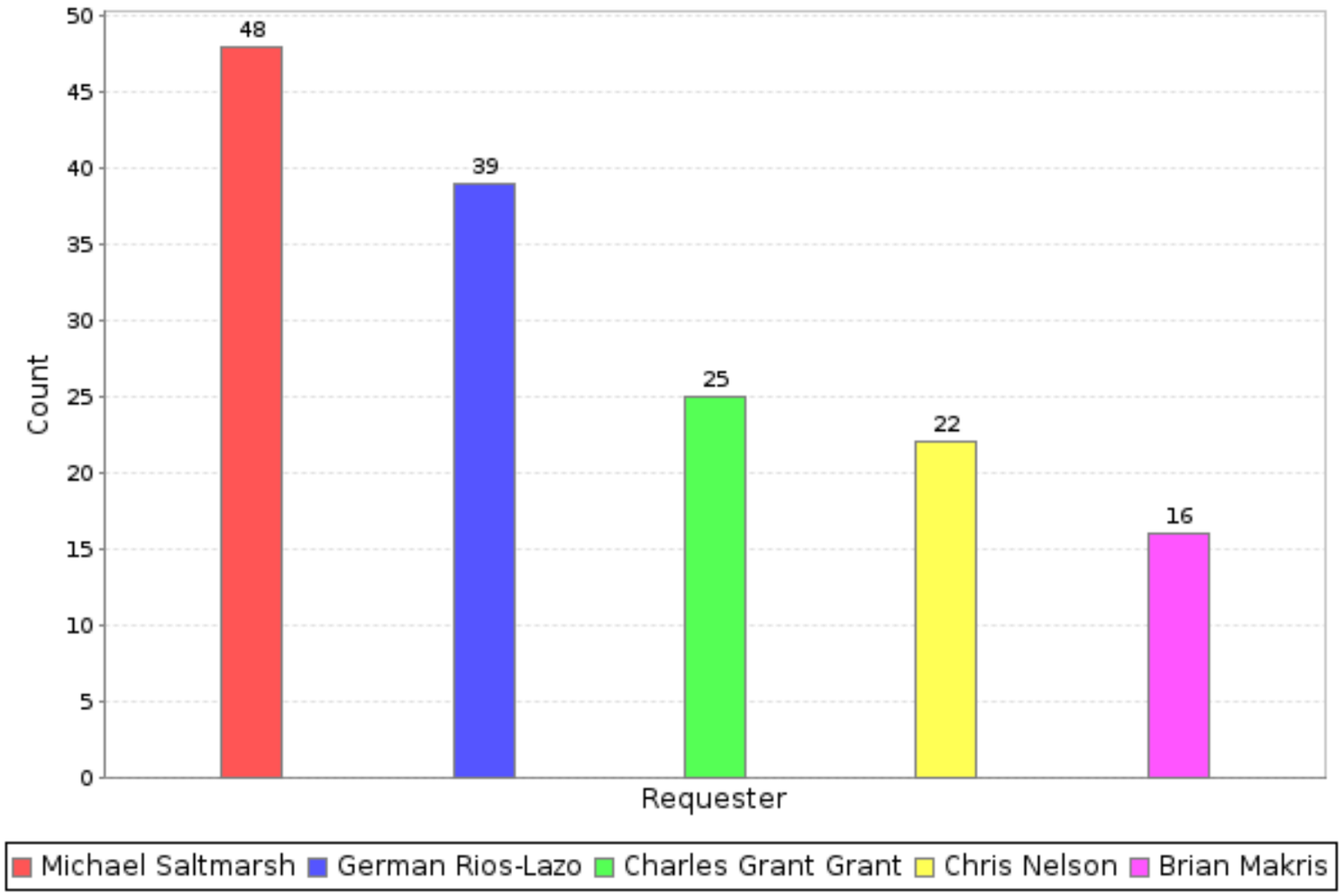
Business & Decision
Empowering Digital Business

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 02-08-2021 08:00

Total records : 150



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Reports	378	Reports - Report 220 is not pulling data as per the documentation	Assigned	Justin Baker	4-Low
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	642	Classification - Inmate [redacted] received an o/r and appears on the 1630 report but the o/r does not appear correctly in the classification history CU Override Column.	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Reports	1017	Reports - Report 2040 (Missing Hours) is missing whole crews (WIPP-Maint-Helper) that were not paid for Florence-South Pay Period 14.	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	1024	Population Mgmt Cell Screening - [redacted] and [redacted] have both been verified to be group 3 violent inmates,	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1029	Population Mgmt Protective Custody - I/M [redacted] - PC review is corrupted and staff are unable to complete the informal review. When staff attempt to complete the review, it gives an error	Assigned	Justin Baker	3-Medium
	Discipline	736	Discipline - Disc case is at the DHOR status as a major. The DHO deems it should be seem as minor. DHO does nothing. Disciplinary Coordin	Pending Deployment	Justin Baker	3-Medium
	Warrants	890	Warrants - The sentence structure field(warrant detail screen) is not loading correctly on multiple inmates.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	924	Population Mgmt DNHW - A DNHW that was completed is still showing as pending	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	930	Community Corrections RMS - OMS/RMS Community corrections Banner hyperlink “Name” not working correctly	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	1025	Community Corrections RMS - RMS home plans not routing to the correct zip codes	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1030	Population Mgmt Protective Custody - I/M [redacted]	Pending Deployment	Justin Baker	3-Medium

Count 16

Charles Grant Grant

	Religious	424	Religious - Correctional Officers didn't let inmates out for religious services because inmates are not in "RPT 2100"	Assigned	Not Assigned	3-Medium
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Assigned	Justin Baker	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	961	Grievance - I am unable to find Grievance Case #20-024902 for inmate [redacted] Eyman SMU I, A70 in ACIS-Grievances.	Assigned	Justin Baker	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	968	Grievance - Description: Inmate was assigned a number for a grievance but now it cannot be located in ACIS	Assigned	Justin Baker	4-Low
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Warrants	997	Warrants - Unable to print a warrant using the generate warrant button on the warrant detail screen for ADC [redacted]	Assigned	Justin Baker	4-Low
	Discipline	998	Discipline -	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Transportation	1022	Population Mgmt Transportation - Unable to utilize the Scheduling Wizard to schedule transportation for inmate [redacted]	Pending Deployment	Justin Baker	4-Low
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 25

Chris Nelson						
	Population Mgmt Count	558	Population Mgmt Count - Inmate number appears in count sheet and system, but not name	Assigned	Hagay Hazan	3-Medium
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	749	Population Mgmg Count -	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Global Case Notes	801	Global Case Notes - delete or modify a comment	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Reports	887	Reports -	Assigned	Justin Baker	3-Medium
	EIP	949	EIP - Inmate's phase did not drop after major discipline.	Assigned	Justin Baker	3-Medium
	Reports	977	Reports - Unable to make changes to scheduled reporting tasks	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Population Mgmt DNHW	976	Population Mgmt DNHW - DNHW was aded and approved by DW, however unable to change status	Pending Deployment	Justin Baker	3-Medium
	Community Corrections BOEC	1002	Community Corrections BOEC - When attempting to save the notes for the BOEC Progress Report receive an error message	Pending Deployment	Justin Baker	3-Medium
	Classification	1020	Classification - Classification review not triggering	Pending Deployment	Justin Baker	3-Medium
	Discipline	1026	Discipline - PDF IN DISC FOR HEARING RESULTS SEEMS TO BE DEFAULT GUILTY AND SHOULD NOT BE	Pending Deployment	Justin Baker	3-Medium
	Reports	389	Reports - Report inconsistencies	Pending Information	Not Assigned	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Visitation	708	Visitation - Unable to process visitor application for a returned inmate	Pending Information	Justin Baker	3-Medium
	Reports	630	Reports - Report 2110 missing information needed	Reconsider	Hagay Hazan	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Hagay Hazan	3-Medium
	Global Events	693	Global Events - Unable to initiate a new PC review	Reconsider	Hagay Hazan	3-Medium
	Community Corrections RMS	729	Community Correctios RMS - when trying to update Mode of transportation it will not allow us to do it.	Reconsider	Hagay Hazan	3-Medium

Count 22

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	979	Population Mgmt. Count - There are 3 I/Ms at the hospital that are not showing up on the hospital out report.	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Property	1001	Property - PROPERTY OFFICER IS UNABLE TO CLOSE THE PROPERTY RECEIVABLE BATCH.	Assigned	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Assigned	Justin Baker	3-Medium
	Warrants	414	Warrant - under the "Hearing Officer Review" area, the CC Officer Name and CC Supervisor Name is not populating and/or populating incorrectly	Pending Deployment	Not Assigned	3-Medium
	Warrants	525	Warrants - Warrant Prep Page, the prior convictions area is not separating the sentence and sentence length for crimes under the same commitment.	Pending Deployment	Justin Baker	3-Medium
	EIP	668	EIP - Phase Dropped to Phase 1	Pending Deployment	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	777	Warrants - The generated warrants for inmate [redacted] ADC# [redacted] and inmate [redacted] ADC# [redacted] are showing incorrect information for the Date Released "Type" and Reverted to "Date".	Pending Deployment	Justin Baker	3-Medium
	Discipline	796	Discipline - CASE IS MISSING THE HEARING DATE. DW ATTEMPTS TO ORDER A RE-HEARING AND SYSTEM WILL NOT ALLOW BECAUSE OF MISSING HEARING DATE.	Pending Deployment	Justin Baker	3-Medium
	Reports	990	Reports - Report 1600 - IHP selection does not match report 1600-Daily List of inmates housed by race declaration	Pending Deployment	Justin Baker	3-Medium
	Discipline	996	Discipline - DHO on the DHOR page goes back to the DHCR page to change the charge.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1009	Population Mgmt Protective Custody - 13/13/2021 while attempting to create a PC event for this inmate [redacted] ACIS is not allowing to create it,	Pending Deployment	Justin Baker	3-Medium
	Other	1027	Other - Application Usage, - This inmate did not migrate correctly.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	1028	Comm Corrections RMS - The IRCR is displaying the fax number from the assigned CC Office.	Pending Deployment	Justin Baker	3-Medium
	Visitation	1031	Visitation - VISITOR [redacted] IS AN INACTIVE VISITOR. SHE APPLIED AGAIN FOR PHONE ONLY AND I CANNOT "ADD NEW APP" UNDER THIS VISITOR. THE SCREEN SHOW "ERROR {0}".	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 39

Michael Saltmarsh						
	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Assigned	Justin Baker	3-Medium
	Reports	918	ACIS ISSUE - REPORTS - Can't print out the reports while using Chrome.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Reports	982	ACIS ISSUE - Reports - The daily scheduler for ADC RPT 3360 is no longer functioning	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Programs	1037	ACIS BUG - PROGRAMS -	Assigned	Justin Baker	3-Medium
	Grievance	1038	ACIS BUG - GRIEVANCE -	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	1043	ACIS ISSUE - PROGRAMS -	Assigned	Justin Baker	3-Medium
	Other	1054	ACIS ISSUE - Multiple Modules - There are 2 triggers to submit a home plan for the above inmate	Assigned	Justin Baker	3-Medium
	Grievance	919	ACIS ISSUE - GRIEVANCE - The unprocessed box was checked but did not remain checked after it was submitted.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	987	ACIS BUG - COMMUNITY CORRECTIONS RMS - RMS Home plans not routing to the correct office by Zip code	Pending Deployment	Justin Baker	4-Low
	Visitation	1033	ACIS ISSUE - VISITATION - TRYING TO ADD ASSOCIATED INMATE AND ACIS WONT ALLOW BECAUSE VISITOR WAS PREV DENEID;TRIED ADDING BEFORE VISITOR WAS DENIED AND ACIS WOULDNT ALLOW AT THAT TIME EITHER.	Pending Deployment	Justin Baker	3-Medium
	Discipline	1039	ACIS ISSUE - DISCIPLINE - System not allowing minors to be processed.	Pending Deployment	Justin Baker	2-High
	Visitation	1040	ACIS Issue - Visitation - cannot create a new application	Pending Deployment	Justin Baker	3-Medium
	Grievance	1050	ACIS ISSUE - GRIEVANCE - Grievance Search page shows case 20-021574 as Unprocessed.	Pending Deployment	Justin Baker	3-Medium
	Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium
	Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
	Reports	1013	ACIS BUG - Reports - The following classes are active in Mohave unit (D06) and when trying to print the TOSS . They are not included.	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium
	Programs	1041	ACIS ISSUE - PROGRAMS -	Reconsider	Justin Baker	3-Medium
	Population Mgmt DNHW	1042	ACIS ISSUE - POPULATION MGMT DNHW -	Reconsider	Justin Baker	3-Medium
	Other	1044	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVAL OF QUEUE FOR INMATE [redacted] [redacted] REQUESTING TO SIGN CONDITIONS. CONDITIONS ALREADY DONE AND UNDER DOCUMENTS THANKS	Reconsider	Justin Baker	3-Medium
	Other	1045	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED ON MY QUEUE	Reconsider	Justin Baker	3-Medium
	Grievance	1053	ACIS ISSUE - GRIEVANCE - add cases to acis see attached	Reconsider	Justin Baker	3-Medium
	Other	1056	ACIS ISSUE - GLOBAL ACTION QUEUE - REMOVALS NEEDED UNDER RELEASE FOR THE FOLLOWING INMATES HOME PLANS	Reconsider	Justin Baker	3-Medium

Count 48

Summary Report

Count 150

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: Minutes
Date: Wednesday, February 3, 2021 3:52:56 PM
Attachments: ADC Weekly Meeting Minutes February 3, 2021.docx

---

Holly and Rusty,

Attached are minutes from our meeting today.

Regards,

Joe

AMERICAN OVERSIGHT

Minutes Weekly Touchpoint Meeting With ADC

Attendees: Joe Miles, Holly Greene, Rusty Johnson

ADC Meeting February 3, 2021

- Joe Miles provided an update on 6 CR Items from approved 2nd Quarter EUIL list that ADC has asked B&D to be focused on for completion. 4 of the items started development back in August 2020 and assurance was provided that these items would be top priority.
- Joe Miles shared that an email was provided to Barbara Corella in ADOA purchasing that confirmed CR Items 42624, 42693, 42701, 42723 were in FUAT status by the estimated date as indicated on EUIL Tracking Spreadsheet.
- Joe Miles spoke about Property Module proposal and stated that a work group meeting was held with operations to review the initial proposed work and additional items were identified for inclusion into revised proposal. A meeting is being scheduled with Holly, Rusty and operations group to review the revised proposal and get final approval or rejection.
- Holly has asked Joe Miles to conduct a Portfolio Meeting every month for the purposes of reviewing SLA targets in relationship to results. Joe Miles is in process of capturing the required information and will be scheduling the first meeting at end of February.
- Joe Miles shared that Justin Baker from B&D Service Desk had received 20 tickets in one day from ADC employee Michael Saltmarsh and that this was very excessive. Holly provided clarification that this employee was working with their Help Desk Group to clean up aged tickets. Joe indicated that B&D was not aware of this work. Holly and Joe agreed that a support model needs to be identified for better communication and effective clearinghouse for tickets in ADC and B&D systems. Justin will be working with ADC Help Desk Staff to implement an effective program.
- Holly requested that an Incident Management Report be distributed weekly to her and Rusty. Joe will work with Holly to identify what should be included in the report.
- Holly and Joe discussed the outage incident that occurred on Monday evening February 1 that was associated with B&D deployment release and restricted unit count from being cleared. Holly has asked that in the future either her or Rusty be invited to monitor our bridge discussions on events such as these. Joe stated that he would discuss the request with Dean.
- Holly requested that any CR's that are part of future deployments be shared with her and Rusty in advance of any deployments. Joe will check on how this process could work.
- Holly requested access to the system monitoring application that tracks and reports on system performance. This report will be included in the monthly portfolio presentation. Joe stated that he would discuss the request with Dean.
- Joe Miles reported on Enforcer workgroup meetings that have been ongoing to assist ICS on 3 issues that Enforcer is having in ACIS. The issues are associated with Inmate PAN (Personal Allowed Number); Inmate Location in the ENF where there is this concept of a SITE; LOCATION and Suspension - there is no correct method of applying LOP (loss of privilege) from ACIS to ENF. Interim solutions have been identified for some of the issues and a more permanent solution will be forthcoming when ICS delivers a new API endpoint sometime in late February.

AMERICAN OVERSIGHT

From:	Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To:	Joe Miles; Elizabeth Charif
Cc:	Holly Greene; Rusty Johnson; Justin Baker; Phil Wussow
Subject:	RE: FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.
Date:	Wednesday, February 3, 2021 3:12:31 PM

Yes,

Scroll down. Here it is again:
https://adc.aims2.us/Login_mi-ui.aspx?ReturnUrl=%2fReportViewNew.aspx

Phil specified the report in his email.

Thanks,
Aaron

From: Joe Miles <joe.miles@bndna.com>
Sent: Wednesday, February 3, 2021 1:54 PM
To: Elizabeth Charif <echarif@azadc.gov>
Cc: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Justin Baker <justin.baker@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Aaron,

Did you provide the appropriate link?

Joe

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Wednesday, February 3, 2021 2:14 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Justin Baker <justin.baker@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Re: FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Yes, not a problem. However, the change request Dan is testing is supposed to be in Feature and the link you sent is for UAT. So are all reports change requests going directly to UAT?

Thank-you,

Elizabeth Charif

AMERICAN OVERSIGHT

Business Analyst
ADCRR | I.T. Bureau | MC310
1645 W. Jefferson St. | Phoenix, AZ 85007
Phone: 602-542-4885
IT Service Desk: 602-542-3971 | ITTECHSUPPORT@azcorrections.gov

On Wed, Feb 3, 2021 at 1:07 PM Joe Miles <joe.miles@bndna.com> wrote:

> Eli,
>
> Could you assist us in getting the information below directed to the correct groups at ADC?
>
> Thank you in advance!
>
> Joe
>
> ---
>
> **From:** Aaron Pratt <aaron.pratt@bndna.com>
> **Sent:** Wednesday, February 3, 2021 1:52 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Justin Baker <justin.baker@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
> **Subject:** FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.
>
> Hi Joe,
>
> In your next status call with ADC can you remind them that they need to be using the following link to test reports in UAT?
>
> https://adc.aims2.us/Login_mi-ui.aspx?ReturnUrl=%2fReportViewNew.aspx
>
> We are getting bugs about reports not working but that's because they are not using this link that we've sent them. They will need to use this link until Dean and Chris finish the Telerik server upgrade in UAT.
>
> Thanks,
> Aaron
>
> ---
>
> **From:** AIMS2TFS Alerts <aims2.tfs@bndna.com>
> **Sent:** Wednesday, February 3, 2021 12:36 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Subject:** Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.
>
> **Work item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.**

AMERICAN OVERSIGHT

Team project:	Aims2
Area:	\Aims2\M and O Items\System Improvement\BD Low Hanging Fruit - Oct 2020
Iteration:	\Aims2\M and O Backlog
Assigned to:	Aaron Pratt
State:	Active
Reason:	Validation Test Failed
Changed by:	Dan Ford
Changed date:	2/3/2021 12:36:10 PM

Changed fields

Field	New Value
History	Feature and UAT no reports. Unable to test.

Field	New Value	Old Value
State	Active	Resolved
Reason	Validation Test Failed	Code Complete and System Tested
Assigned To	Aaron Pratt	Dan Ford
State Change Date	2/3/2021 12:36:10 PM	2/2/2021 1:52:43 PM
Activated Date	2/3/2021 12:36:10 PM	1/12/2021 9:44:21 AM
Activated By	Dan Ford	Aaron Pratt
Resolved Date		2/2/2021 1:52:43 PM
Resolved By		Aaron Pratt
Resolved Reason		Code Complete and System Tested

Notes:
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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Brian Makris; Chris Nelson; Justin Baker; Matt Mollenkopf; Michael Saltmarsh; Perry Craglow; Rusty Johnson
Subject: Re: ACTION: B&D Service Desk Tickets
Date: Wednesday, February 3, 2021 2:10:51 PM

Thank you. Then it would be Justin and Matt who need to work with my team. Apologies for the name confusion.

On Wed, Feb 3, 2021 at 12:18 PM Joe Miles <joe.miles@bndna.com> wrote:

> Appreciate the information! We have a new employee…Matt Mollenkopf has joined Justin in supporting our Service Desk. Once these aged tickets are cleaned up we need to ensure that we have process in place that ensures effective ticket management between our two groups.
>
> Regards,
>
> Joe
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Wednesday, February 3, 2021 12:28 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Michael Saltmarsh <msaltmarsh@azadc.gov>; Chris Nelson <cnelson1@azadc.gov>; Brian Makris <bmakris@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Justin Baker <justin.baker@bndna.com>
> **Subject:** ACTION: B&D Service Desk Tickets
>
> Hello Joe-
>
> Per our conversation, my team is working through cleaning up aged ACIS tickets. I believe this may be why you're seeing an increased volume.
>
> My ask is that Trevor and Michael work with my team on copy (Rusty and Perry included) to discuss what is going on; why; and what the support model is to be on both sides.

AMERICAN OVERSIGHT

> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Phil Wussow on behalf of Phil Wussow <phil.wussow@bndna.com>
To: Elizabeth Charif; Joe Miles
Cc: Holly Greene; Rusty Johnson; Aaron Pratt; Justin Baker
Subject: RE: FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.
Date: Wednesday, February 3, 2021 1:25:57 PM

This report is available to test in the UAT environment and this version of the report is pulling the data from the Feature UAT database. This allows us to utilized the UAT test reports environment without setting up new servers for Feature UAT and provides the same results.

The report to test is RPT 0500-42866 under the Population Management Category.

Thanks,

Phil Wussow
Consultant/ASP.NET Developer - eBusiness
Business & Decision, North America
M: +1 [redacted]
O: +1 480.795.7220
E: phil.wussow@bndna.com

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Wednesday, February 3, 2021 1:14 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Justin Baker <justin.baker@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Re: FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Yes, not a problem. However, the change request Dan is testing is supposed to be in Feature and the link you sent is for UAT. So are all reports change requests going directly to UAT?

Thank-you,

Elizabeth Charif

Business Analyst
ADCRR | I.T. Bureau | MC310
1645 W. Jefferson St. | Phoenix, AZ 85007
Phone: 602-542-4885
IT Service Desk: 602-542-3971 | ITTECHSUPPORT@azcorrections.gov

On Wed, Feb 3, 2021 at 1:07 PM Joe Miles <joe.miles@bndna.com> wrote:

> Eli,

AMERICAN OVERSIGHT

Could you assist us in getting the information below directed to the correct groups at ADC?

Thank you in advance!

Joe

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Wednesday, February 3, 2021 1:52 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Justin Baker <justin.baker@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Hi Joe,

In your next status call with ADC can you remind them that they need to be using the following link to test reports in UAT?

https://adc.aims2.us/Login_mi-ui.aspx?ReturnUrl=%2fReportViewNew.aspx

We are getting bugs about reports not working but that's because they are not using this link that we've sent them. They will need to use this link until Dean and Chris finish the Telerik server upgrade in UAT.

Thanks,
Aaron

From: AIMS2TFS Alerts <aims2.tfs@bndna.com>
Sent: Wednesday, February 3, 2021 12:36 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Subject: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Work item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Team project:	Aims2
Area:	\Aims2\M and O Items\System Improvement\BD Low Hanging Fruit - Oct 2020
Iteration:	\Aims2\M and O Backlog
Assigned to:	Aaron Pratt
State:	Active
Reason:	Validation Test Failed
Changed by:	Dan Ford
Changed date:	2/3/2021 12:36:10 PM

AMERICAN OVERSIGHT

Changed fields

Field	New Value
History	Feature and UAT no reports. Unable to test.

Field	New Value	Old Value
State	Active	Resolved
Reason	Validation Test Failed	Code Complete and System Tested
Assigned To	Aaron Pratt	Dan Ford
State Change Date	2/3/2021 12:36:10 PM	2/2/2021 1:52:43 PM
Activated Date	2/3/2021 12:36:10 PM	1/12/2021 9:44:21 AM
Activated By	Dan Ford	Aaron Pratt
Resolved Date		2/2/2021 1:52:43 PM
Resolved By		Aaron Pratt
Resolved Reason		Code Complete and System Tested

Notes:
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AMERICAN OVERSIGHT

From:	Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To:	Elizabeth Charif
Cc:	Holly Greene; Rusty Johnson; Aaron Pratt; Justin Baker; Phil Wussow
Subject:	FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.
Date:	Wednesday, February 3, 2021 1:07:10 PM

Eli,

Could you assist us in getting the information below directed to the correct groups at ADC?

Thank you in advance!

Joe

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Wednesday, February 3, 2021 1:52 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Justin Baker <justin.baker@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: FW: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Hi Joe,

In your next status call with ADC can you remind them that they need to be using the following link to test reports in UAT?

https://adc.aims2.us/Login_mi-ui.aspx?ReturnUrl=%2fReportViewNew.aspx

We are getting bugs about reports not working but that's because they are not using this link that we've sent them. They will need to use this link until Dean and Chris finish the Telerik server upgrade in UAT.

Thanks,
Aaron

From: AIMS2TFS Alerts <aims2.tfs@bndna.com>
Sent: Wednesday, February 3, 2021 12:36 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Subject: Aims2 Work Item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Work item Changed: Change Request 42866 - Count- Count sheets need more inmates on each page like AIMS1 did.

Team project:	Aims2

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Area:	\Aims2\M and O Items\System Improvement\BD Low Hanging Fruit - Oct 2020
Iteration:	\Aims2\M and O Backlog
Assigned to:	Aaron Pratt
State:	Active
Reason:	Validation Test Failed
Changed by:	Dan Ford
Changed date:	2/3/2021 12:36:10 PM

Changed fields

Field	New Value
History	Feature and UAT no reports. Unable to test.

Field	New Value	Old Value
State	Active	Resolved
Reason	Validation Test Failed	Code Complete and System Tested
Assigned To	Aaron Pratt	Dan Ford
State Change Date	2/3/2021 12:36:10 PM	2/2/2021 1:52:43 PM
Activated Date	2/3/2021 12:36:10 PM	1/12/2021 9:44:21 AM
Activated By	Dan Ford	Aaron Pratt
Resolved Date		2/2/2021 1:52:43 PM
Resolved By		Aaron Pratt
Resolved Reason		Code Complete and System Tested

Notes:
- All dates and times are shown in UTC-07:00:00 US Mountain Standard Time
- You are receiving this notification because of a subscription created by Aaron Pratt

Provided by Microsoft Visual Studio® Team Foundation Server

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles
Cc:	Michael Saltmarsh; Chris Nelson; Brian Makris; Perry Craglow; Rusty Johnson; Justin Baker
Subject:	ACTION: B&D Service Desk Tickets
Date:	Wednesday, February 3, 2021 11:28:00 AM

Hello Joe-

Per our conversation, my team is working through cleaning up aged ACIS tickets. I believe this may be why you're seeing an increased volume.

My ask is that Trevor and Michael work with my team on copy (Rusty and Perry included) to discuss what is going on; why; and what the support model is to be on both sides.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: TRAC TEAM
Date: Tuesday, February 2, 2021 9:20:37 AM

Holly,

I will be limited to 30 minutes on the 10AM TRAC Meeting, I have a meeting at 10:30 on Forms and Letters issue with Sandy and others.

Joe

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Aaron Pratt; Jey Whitson1; Joe Miles; Keith Barrier; Rusty Johnson
Cc: Chris Masson; Dean Allen; Joseph Nicoletti; Justin Baker; Keith Francen; Marlene Coffee; Mary Suhre; Perry Craglow; Phil Wussow; Sandy Wang; Stacey Crabtree; Thad Lowry; Trevor Baker
Bcc: jprofiri@azadc.gov
Subject: Re: ACIS ISSUE: Unable to Clear Count
Date: Tuesday, February 2, 2021 1:32:22 AM

Thank you all for your swift response and efforts to resolve.

-Holly

On Tue, Feb 2, 2021 at 1:28 AM Joe Miles <joe.miles@bndna.com> wrote:

> Hot fix has been applied and we have verified with COII Khabibullin that he can close count. This resolves the issue and is last update.
>
> ---
>
> **From:** Joe Miles
> **Sent:** Tuesday, February 2, 2021 1:45 AM
> **To:** Holly Greene <hgreene@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
> **Subject:** RE: ACIS ISSUE: Unable to Clear Count
>
> Thanks Rusty we are about 40 minutes out, the next update will be when we have completed the production push.
>
> ---
>
> **From:** Joe Miles
> **Sent:** Tuesday, February 2, 2021 1:30 AM
> **To:** Holly Greene <hgreene@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree

AMERICAN OVERSIGHT

<scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: RE: ACIS ISSUE: Unable to Clear Count

This is our formal request for approval to push the hot fix into the PRODUCTION Environment.

From: Joe Miles
Sent: Tuesday, February 2, 2021 1:25 AM
To: 'Holly Greene' <hgreene@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; 'Joseph Nicoletti' <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; 'Keith Barrier' <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; 'Mary Suhre' <msuhre@azadc.gov>; 'Perry Craglow' <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; 'Rusty Johnson' <sjohnson@azadc.gov>; 'Sandy Wang' <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: RE: ACIS ISSUE: Unable to Clear Count

We will be requesting a formal approval, upon our successful testing, for a ‘hot fix’ into the PRODUCTION Environment. Could you please be prepared to provide this to us, so as we don’t lose any time in the process.

There will be zero downtime associated with this. Our action is to roll back Change Request 40748.

We will send a second email which will contain the request for an approval to move to prod when we are ready.

From: Joe Miles
Sent: Tuesday, February 2, 2021 1:00 AM

AMERICAN OVERSIGHT

To: 'Holly Greene' <hgreene@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; 'Joseph Nicoletti' <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; 'Keith Barrier' <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; 'Mary Suhre' <msuhre@azadc.gov>; 'Perry Craglow' <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; 'Rusty Johnson' <sjohnson@azadc.gov>; 'Sandy Wang' <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: RE: ACIS ISSUE: Unable to Clear Count

We have completed implementation of our solution in test environment and testing is now underway.

From: Joe Miles
Sent: Tuesday, February 2, 2021 12:30 AM
To: 'Holly Greene' <hgreene@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; 'Joseph Nicoletti' <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; 'Keith Barrier' <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; 'Mary Suhre' <msuhre@azadc.gov>; 'Perry Craglow' <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; 'Rusty Johnson' <sjohnson@azadc.gov>; 'Sandy Wang' <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: RE: ACIS ISSUE: Unable to Clear Count

We are implementing a solution that will require another hour before the problem is resolved. Next update will be delivered in 30 minutes at 12:00 AM AZ time.

From: Joe Miles
Sent: Tuesday, February 2, 2021 12:08 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson

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<sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: RE: ACIS ISSUE: Unable to Clear Count

I will provide an update every 30 minutes to this group until resolved. Next update will be delivered in 22 minutes at 11:30 PM AZ time.

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, February 2, 2021 12:02 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: ACIS ISSUE: Unable to Clear Count

I'd like the update sent to this group via email every 30min.

On Mon, Feb 1, 2021 at 10:59 PM Joe Miles <joe.miles@bndna.com> wrote:

> We have identified a possible source of the problem and preparing to implement a solution. Dean Allen is communicating with Rusty Johnson and will be providing status updates every 30 minutes until the issue is resolved.
>
> ---
>
> **From:** Joe Miles <joe.miles@bndna.com>
> **Sent:** Monday, February 1, 2021 11:54 PM
> **To:** Rusty Johnson <sjohnson@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen

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<keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: ACIS ISSUE: Unable to Clear Count

We have identified a possible source of the problem and preps

Get Outlook for iOS

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Monday, February 1, 2021 11:11:05 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: ACIS ISSUE: Unable to Clear Count

Joe-

If the normal Production push of bug fixes was done this evening that would likely be a good place to start with troubleshooting.

I see that the staff from Phoenix Complex was sent in response to your request as well.

On Mon, Feb 1, 2021 at 21:53 Joe Miles <joe.miles@bndna.com> wrote:

> We are needing to work with someone who can tell us what error codes they are seeing? Can we get a phone number for Keith Barrier that Phil Wussow can call?

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Get Outlook for iOS

From: Joe Miles <joe.miles@bndna.com>
Sent: Monday, February 1, 2021 10:42 PM
To: Holly Greene; Joseph Nicoletti; Keith Barrier; Mary Suhre; Chris Masson; Perry Craglow; Rusty Johnson; Thad Lowry
Cc: Jey Whitson1; Marlene Coffee; Sandy Wang; Stacey Crabtree; Dean Allen; Chris Masson; Aaron Pratt; Trevor Baker; Justin Baker; Keith Francen; Thad Lowry
Subject: Re: ACIS ISSUE: Unable to Clear Count

We will look into it ASAP

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, February 1, 2021 10:32 PM
To: Joe Miles; Joseph Nicoletti; Keith Barrier; Mary Suhre; Chris Masson; Perry Craglow; Rusty Johnson; Thad Lowry
Cc: Jey Whitson1; Marlene Coffee; Sandy Wang; Stacey Crabtree
Subject: ACIS ISSUE: Unable to Clear Count

Hello B&D-

I just received a call from Keith Barrier stating that he has received reports that count is not clearing in Tucson, Douglas, and CACF.

Please help to determine why and report back to this group.

Thanks,

Holly

--

AMERICAN OVERSIGHT

> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Aaron Pratt; Chris Masson; Dean Allen; Jey Whitson1; Joseph Nicoletti; Justin Baker; Keith Barrier; Keith Francen; Marlene Coffee; Mary Suhre; Perry Craglow; Phil Wussow; Rusty Johnson; Sandy Wang; Stacey Crabtree; Thad Lowry; Trevor Baker
Subject: Re: ACIS ISSUE: Unable to Clear Count
Date: Tuesday, February 2, 2021 12:28:54 AM

Yes. The IT team will provide approval when ready.

On Tue, Feb 2, 2021 at 12:25 AM Joe Miles <joe.miles@bndna.com> wrote:

> We will be requesting a formal approval, upon our successful testing, for a 'hot fix' into the PRODUCTION Environment. Could you please be prepared to provide this to us, so as we don't lose any time in the process.
>
> There will be zero downtime associated with this. Our action is to roll back Change Request 40748.
>
> We will send a second email which will contain the request for an approval to move to prod when we are ready.
>
> ---
>
> **From:** Joe Miles
> **Sent:** Tuesday, February 2, 2021 1:00 AM
> **To:** 'Holly Greene' <hgreene@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; 'Joseph Nicoletti' <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; 'Keith Barrier' <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; 'Mary Suhre' <msuhre@azadc.gov>; 'Perry Craglow' <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; 'Rusty Johnson' <sjohnson@azadc.gov>; 'Sandy Wang' <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
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AMERICAN OVERSIGHT

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Subject: RE: ACIS ISSUE: Unable to Clear Count

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Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
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> **To:** Rusty Johnson <sjohnson@azadc.gov>
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>
> We have identified a possible source of the problem and preps
>
> Get Outlook for iOS
>
> ---
>
> **From:** Rusty Johnson <sjohnson@azadc.gov>
> **Sent:** Monday, February 1, 2021 11:11:05 PM
> **To:** Joe Miles <joe.miles@bndna.com>

AMERICAN OVERSIGHT

Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: ACIS ISSUE: Unable to Clear Count

Joe-

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> Get Outlook for iOS
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>
> **From:** Joe Miles <joe.miles@bndna.com>
> **Sent:** Monday, February 1, 2021 10:42 PM
> **To:** Holly Greene; Joseph Nicoletti; Keith Barrier; Mary Suhre; Chris Masson; Perry Craglow; Rusty Johnson; Thad Lowry
> **Cc:** Jey Whitson1; Marlene Coffee; Sandy Wang; Stacey Crabtree; Dean Allen; Chris Masson; Aaron Pratt; Trevor Baker; Justin Baker; Keith Francen; Thad Lowry
> **Subject:** Re: ACIS ISSUE: Unable to Clear Count
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> We will look into it ASAP
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AMERICAN OVERSIGHT

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, February 1, 2021 10:32 PM
To: Joe Miles; Joseph Nicoletti; Keith Barrier; Mary Suhre; Chris Masson; Perry Craglow; Rusty Johnson; Thad Lowry
Cc: Jey Whitson1; Marlene Coffee; Sandy Wang; Stacey Crabtree
Subject: ACIS ISSUE: Unable to Clear Count

Hello B&D-

I just received a call from Keith Barrier stating that he has received reports that count is not clearing in Tucson, Douglas, and CACF.

Please help to determine why and report back to this group.

Thanks,

Holly

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

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To: Joe Miles
Cc: Aaron Pratt; Chris Masson; Dean Allen; Jey Whitson1; Joseph Nicoletti; Justin Baker; Keith Barrier; Keith Francen; Marlene Coffee; Mary Suhre; Perry Craglow; Phil Wussow; Rusty Johnson; Sandy Wang; Stacey Crabtree; Thad Lowry; Trevor Baker
Subject: Re: ACIS ISSUE: Unable to Clear Count
Date: Tuesday, February 2, 2021 12:01:47 AM

Thank you. Please continue to keep us apprised of the progress.

On Tue, Feb 2, 2021 at 12:00 AM Joe Miles <joe.miles@bndna.com> wrote:

> We have completed implementation of our solution in test environment and testing is now underway.
>
> ---
>
> **From:** Joe Miles
> **Sent:** Tuesday, February 2, 2021 12:30 AM
> **To:** 'Holly Greene' <hgreene@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; 'Joseph Nicoletti' <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; 'Keith Barrier' <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; 'Mary Suhre' <msuhre@azadc.gov>; 'Perry Craglow' <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; 'Rusty Johnson' <sjohnson@azadc.gov>; 'Sandy Wang' <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
> **Subject:** RE: ACIS ISSUE: Unable to Clear Count
>
> We are implementing a solution that will require another hour before the problem is resolved. Next update will be delivered in 30 minutes at 12:00 AM AZ time.
>
> ---
>
> **From:** Joe Miles
> **Sent:** Tuesday, February 2, 2021 12:08 AM
> **To:** Holly Greene <hgreene@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>

AMERICAN OVERSIGHT

Subject: RE: ACIS ISSUE: Unable to Clear Count

I will provide an update every 30 minutes to this group until resolved. Next update will be delivered in 22 minutes at 11:30 PM AZ time.

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, February 2, 2021 12:02 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: ACIS ISSUE: Unable to Clear Count

I'd like the update sent to this group via email every 30min.

On Mon, Feb 1, 2021 at 10:59 PM Joe Miles <joe.miles@bndna.com> wrote:

> We have identified a possible source of the problem and preparing to implement a solution. Dean Allen is communicating with Rusty Johnson and will be providing status updates every 30 minutes until the issue is resolved.
>
> ---
>
> **From:** Joe Miles <joe.miles@bndna.com>
> **Sent:** Monday, February 1, 2021 11:54 PM
> **To:** Rusty Johnson <sjohnson@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree

AMERICAN OVERSIGHT

<scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: ACIS ISSUE: Unable to Clear Count

We have identified a possible source of the problem and preps

Get Outlook for iOS

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Monday, February 1, 2021 11:11:05 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
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Cc: Jey Whitson1; Marlene Coffee; Sandy Wang; Stacey Crabtree; Dean Allen; Chris Masson; Aaron Pratt; Trevor Baker; Justin Baker; Keith Francen; Thad Lowry
Subject: Re: ACIS ISSUE: Unable to Clear Count

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Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
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To: Joe Miles; Joseph Nicoletti; Keith Barrier; Mary Suhre; Chris Masson; Perry Craglow; Rusty Johnson; Thad Lowry
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Thanks,

Holly

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Respectfully,

Holly Greene

AMERICAN OVERSIGHT

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Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

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To: Jey Whitson
Cc: Aaron Pratt; Chris Masson; Dean Allen; Joe Miles; Joseph Nicoletti; Justin Baker; Keith Barrier; Keith Francen; Marlene Coffee; Mary Suhre; Perry Craglow; Phil Wussow; Rusty Johnson; Sandy Wang; Stacey Crabtree; Thad Lowry; Trevor Baker
Subject: Re: ACIS ISSUE: Unable to Clear Count
Date: Monday, February 1, 2021 11:03:47 PM

Thank you Jey, but please stand down. If needed, Joe or Rusty will reach out to engage you.

Thanks,

Holly

On Mon, Feb 1, 2021 at 11:00 PM Jey Whitson <jwhitson@azadc.gov> wrote:

> I have a solution I can implement now that would solve the issue for the 2300 and 0400 counts, but I'm unsure if it will conflict with B&D's solution. It would take me about 10 minutes to implement.
>
> On Mon, Feb 1, 2021 at 10:54 PM Joe Miles <joe.miles@bndna.com> wrote:
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> Arizona Department of Corrections
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Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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AMERICAN OVERSIGHT

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Subject: Re: ACIS ISSUE: Unable to Clear Count
Date: Monday, February 1, 2021 10:53:17 PM

Joe-

What is the status of the issue?

Thanks,

Holly

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> Joe-
>
> If the normal Production push of bug fixes was done this evening that would likely be a good place to start with troubleshooting.
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CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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--
Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

AMERICAN OVERSIGHT

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IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles; Keith Barrier; Rusty Johnson
Cc: Joseph Nicoletti; Perry Craglow
Subject: Re: ACIS ISSUE: Unable to Clear Count
Date: Monday, February 1, 2021 10:10:20 PM

I see a number of lessons learned: gathering contact information of those affected, full descriptions of the issue, on-call pathways and escalation (both sides), IT communications (both sides), and establishing a bridge whereby all tech parties jump on the line to actively discuss and work through the issue (even if that means hopping on & off the line to place/take calls).

Let's discuss tomorrow.

On Mon, Feb 1, 2021 at 10:05 PM Keith Barrier <kbarrier@azadc.gov> wrote:

> Hello,
>
> A contact for this would be CO II KHABIBULLIN. They are currently the yard officer and can be reached through the following number. 602-685-3100 ext 52120
>
> Respectfully,
>
> Keith Barrier
>
> Information Security Engineer
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, Suite 2115, MC310 | Phoenix, AZ 85007
>
> Office: 602.542.3964 | Cell: 480.299.4617 | KBARRIER@azadc.gov
>
> IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Feb 1, 2021 at 9:53 PM Joe Miles <joe.miles@bndna.com> wrote:

> We are needing to work with someone who can tell us what error codes they are seeing? Can we get a phone number for Keith Barrier that Phil Wussow can call?
>
> Get Outlook for iOS
>
> ---
>
> **From:** Joe Miles <joe.miles@bndna.com>
> **Sent:** Monday, February 1, 2021 10:42 PM
> **To:** Holly Greene; Joseph Nicoletti; Keith Barrier; Mary Suhre; Chris Masson; Perry Craglow; Rusty Johnson; Thad Lowry

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Cc: Jey Whitson1; Marlene Coffee; Sandy Wang; Stacey Crabtree; Dean Allen; Chris Masson; Aaron Pratt; Trevor Baker; Justin Baker; Keith Francen; Thad Lowry
Subject: Re: ACIS ISSUE: Unable to Clear Count

We will look into it ASAP

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, February 1, 2021 10:32 PM
To: Joe Miles; Joseph Nicoletti; Keith Barrier; Mary Suhre; Chris Masson; Perry Craglow; Rusty Johnson; Thad Lowry
Cc: Jey Whitson1; Marlene Coffee; Sandy Wang; Stacey Crabtree
Subject: ACIS ISSUE: Unable to Clear Count

Hello B&D-

I just received a call from Keith Barrier stating that he has received reports that count is not clearing in Tucson, Douglas, and CACF.

Please help to determine why and report back to this group.

Thanks,

Holly
--

Respectfully,

Holly Greene

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--

Respectfully,

Holly Greene

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IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Elizabeth Charif; Joe Miles; Rusty Johnson
Subject: Re: Improvement Bulletin Update
Date: Monday, February 1, 2021 10:03:05 PM
Attachments: image001.png
image003.png
image002.png

Thank you, Joe.

I will look to Rusty and Eli to validate the information before I sign.

Rusty & Eli-

Please validate this information and let me know the status once done. Further, this will be my ongoing expectation for the two of you for perform validation of any documents prior to me affixing my signature on any document related to ACIS.

Thank you,

Holly

On Mon, Feb 1, 2021 at 5:47 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Attached are all the previous bulletins.
>
> Joe
>
> ---
>
> **From:** Joe Miles <joe.miles@bndna.com>
> **Sent:** Friday, January 22, 2021 5:14 PM
> **To:** Holly Greene <hgreene@azadc.gov>
> **Cc:** Rusty Johnson <sjohnson@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>
> **Subject:** RE: Improvement Bulletin Update
>
> Holly,
>
> The latest ACIS System Improvement Bulletins with the signature approval line will be distributed on Monday. We are also compiling all previous bulletins into a single document (3 pages) broken down by sections for retroactive approval. This document will be

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distributed early next week.

Best Regards,

Joe

Joe Miles

Business Development Director

Business and Decision, North America

M: [redacted]

E: joe.miles@bndna.com

From: Joe Miles
Sent: Thursday, January 21, 2021 10:50 AM
To: Holly Greene
Cc: Rusty Johnson; Elizabeth Charif
Subject: Improvement Bulletin Update

Holly,

We have added a signature approval line to the ACIS System Improvement Bulletin that we distribute regularly. I have attached an example for your review and welcome any feedback. This would be the new bulletin going forward and would require your signature and return to us.

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> Joe

--

Respectfully,

Holly Greene

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Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles; Joseph Nicoletti; Keith Barrier; Mary Suhre; Masson Chris; Perry Craglow; Rusty Johnson; Thad Lowry
Cc:	Jacob Whitson; Marlene Coffey; Sandy Wang; Stacey Crabtree
Subject:	ACIS ISSUE: Unable to Clear Count
Date:	Monday, February 1, 2021 9:32:31 PM

Hello B&D-

I just received a call from Keith Barrier stating that he has received reports that count is not clearing in Tucson, Douglas, and CACF.

Please help to determine why and report back to this group.

Thanks,

Holly
--

Respectfully,

Holly Greene

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Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson; Elizabeth Charif
Subject: RE: Improvement Bulletin Update
Date: Monday, February 1, 2021 5:48:22 PM
Attachments: ACIS SYSTEM IMPROVEMENT BULLETIN COMPLETED LIST.pdf
image001.png
image002.png
image003.png

Holly,

Attached are all the previous bulletins.

Joe

From: Joe Miles <joe.miles@bndna.com>
Sent: Friday, January 22, 2021 5:14 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>
Subject: RE: Improvement Bulletin Update

Holly,

The latest ACIS System Improvement Bulletins with the signature approval line will be distributed on Monday. We are also compiling all previous bulletins into a single document (3 pages) broken down by sections for retroactive approval. This document will be distributed early next week.

Best Regards,

Joe

Joe Miles
Business Development Director
Business and Decision, North America
M: [redacted]
E: joe.miles@bndna.com

From: Joe Miles
Sent: Thursday, January 21, 2021 10:50 AM
To: Holly Greene
Cc: Rusty Johnson; Elizabeth Charif

AMERICAN OVERSIGHT

Subject: Improvement Bulletin Update

Holly,

We have added a signature approval line to the ACIS System Improvement Bulletin that we distribute regularly. I have attached an example for your review and welcome any feedback. This would be the new bulletin going forward and would require your signature and return to us.

Joe

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[redacted]

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Barbara Corella
Cc: Holly Greene; Rocky Advani; Denel Pickering
Subject: Status
Date: Monday, February 1, 2021 4:18:46 PM

Barbara,

As discussed today I would verify FUAT delivery on the following items:

42624: Delivered to ADC for FUAT acceptance testing on 1/12/21
42693: Delivered to ADC for FUAT acceptance testing on 1/19/21
42701: Delivered to ADC for FUAT acceptance testing on 1/13/21
42723: Delivered to ADC for FUAT acceptance testing on 1/11/21

As you probably know Feature UAT (FUAT) is where ADC begins acceptance testing. Once ADC signs off as accepted we merge the code for the CR into the regular code base for release with the next version. ADC can test it again if they want along with any bug fixes for that release when it gets to UAT. So essentially depending when ADC signs off in FUAT it may take anywhere from 2 days to 2 weeks to get to UAT depending on where we are in the 2 week cycle when they approve.

You may already be aware of this process; however, thought it might be beneficial.

Best Regards,

Joe

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: ccunit@azadc.gov
Cc: Holly Greene; Christina Valenzuela; Matt Mollenkopf; Joe Miles
Subject: RE: New QA - ADC Background Check
Date: Monday, February 1, 2021 3:52:52 PM
Attachments: image001.png
image002.png
image003.png
image004.png

Hi,
We have a new person starting today that will work on the ACIS project as a QA and needs to be background checked
His name is Matt Mollenkopf and he is cc'd on this email
He will not be on site, he will be working remotely, so he does not need a badge. He will be on the project indefinitely (as long as we have the contract)
He will be looking at sensitive information in ACIS while he is doing his job (QA'ing).
We haven't done this in some time. In the past the process was:

- you will send him a Background Questionnaire for Corrections form
- He will need to fill It out and submit it back to you
- >From there the background check was done
- When approved he will have to view the ACJIS video, sign the ACJIS form and return it to you

Let me know if I've missed anything or if there are new procedures

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

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Accelerating Digital Transformation

From: Christina Valenzuela <cvalenzu@azadc.gov>
Sent: Monday, February 1, 2021 3:40 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: New QA - ADC Background Check

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Hi Thad.

Our Contractors Clearance Unit in HR takes care of new requests now. You can reach them at ccunit@azadc.gov. They'll send you the necessary documents to be completed (after asking you some questions). So he'll work remote only? How long do you expect him to be on the project?

Christine Valenzuela | Executive Assistant
HR Liaison for Financial Svcs, Facilities Mgmt & IT
1645 W. Jefferson St., 2nd floor- Mail Code 328
Phoenix, Arizona 85007
Office: 602.364.3808

On Mon, Feb 1, 2021 at 10:01 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hi Christine,
>
> We have a new person starting today that will work on the ACIS project as a QA and needs to be background checked
>
> His name is Matt Mollenkopf and he is cc'd on this email
>
> He will not be on site so he does not need a badge
>
> He will be looking at sensitive information ACIS while he is doing his job (QA'ing).
>
> We haven't done this in some time. My recollection is that:
>
> - you will send him a Background Questionnaire for Corrections form
> - He will need to fill tout and shat submit it back to you
> - >From there ADCRR will do the background check
> - When approved he will have to view the ACJIS video, sign the ACJIS form and return it to you
>
> Let me know if I've missed anything or if there are new procedures
>
> Thanks,
>
> Thad

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Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, February 1, 2021 9:47 AM
To: Joe Miles <joe.miles@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Justin Baker <justin.baker@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: New QA - ADC Background Check

Hi guys,

Matt Mollenkopf starts today as a new QA on the ADC project today. Just wanted to check that its on someone's radar for him to get background checked by ADCRR to have access to ACIS? I don't think we've onboarded anyone new for AZ for some time.

Thanks
Chris

Chris Masson
Mi-Case Product Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103, Scottsdale, AZ 85258 US
M: [redacted]
E: chris.masson@mi-case.com

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Christina Valenzuela
Cc: Holly Greene
Subject: RE: New QA - ADC Background Check
Date: Monday, February 1, 2021 3:43:45 PM
Attachments: image001.png
image002.png
image003.png
image004.png

Thanks Christine

Yes he will only be remote and should be on the project indefinitely

I will reach out to the Contractors Clearance Unit in HR

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

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From: Christina Valenzuela <cvalenzu@azadc.gov>
Sent: Monday, February 1, 2021 3:40 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: New QA - ADC Background Check

Hi Thad.

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Christine Valenzuela | Executive Assistant
HR Liaison for Financial Svcs, Facilities Mgmt & IT

AMERICAN OVERSIGHT

1645 W. Jefferson St., 2nd floor- Mail Code 328
Phoenix, Arizona 85007
Office: 602.364.3808

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> Hi Christine,
>
> We have a new person starting today that will work on the ACIS project as a QA and needs to be background checked
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>
> Let me know if I've missed anything or if there are new procedures
>
> Thanks,
>
> Thad
>
> **Thad Lowry**
> Director of Development
> **Business & Decision North America** 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted] E: thad.lowry@bndna.com
>
> Business & Decision
> Accelerating Digital Transformation

AMERICAN OVERSIGHT

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, February 1, 2021 9:47 AM
To: Joe Miles <joe.miles@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Justin Baker <justin.baker@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: New QA - ADC Background Check

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Thanks
Chris

Chris Masson
Mi-Case Product Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103, Scottsdale, AZ 85258 US
M: [redacted]
E: chris.masson@mi-case.com

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From: Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To: bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject: Open Service Desk tickets by Requester. Scheduled At : Feb 1, 2021 08:00 AM
Date: Monday, February 1, 2021 8:00:54 AM
Attachments: Service_Ticket_Report (Feb 1, 2021 08 00 AM).pdf

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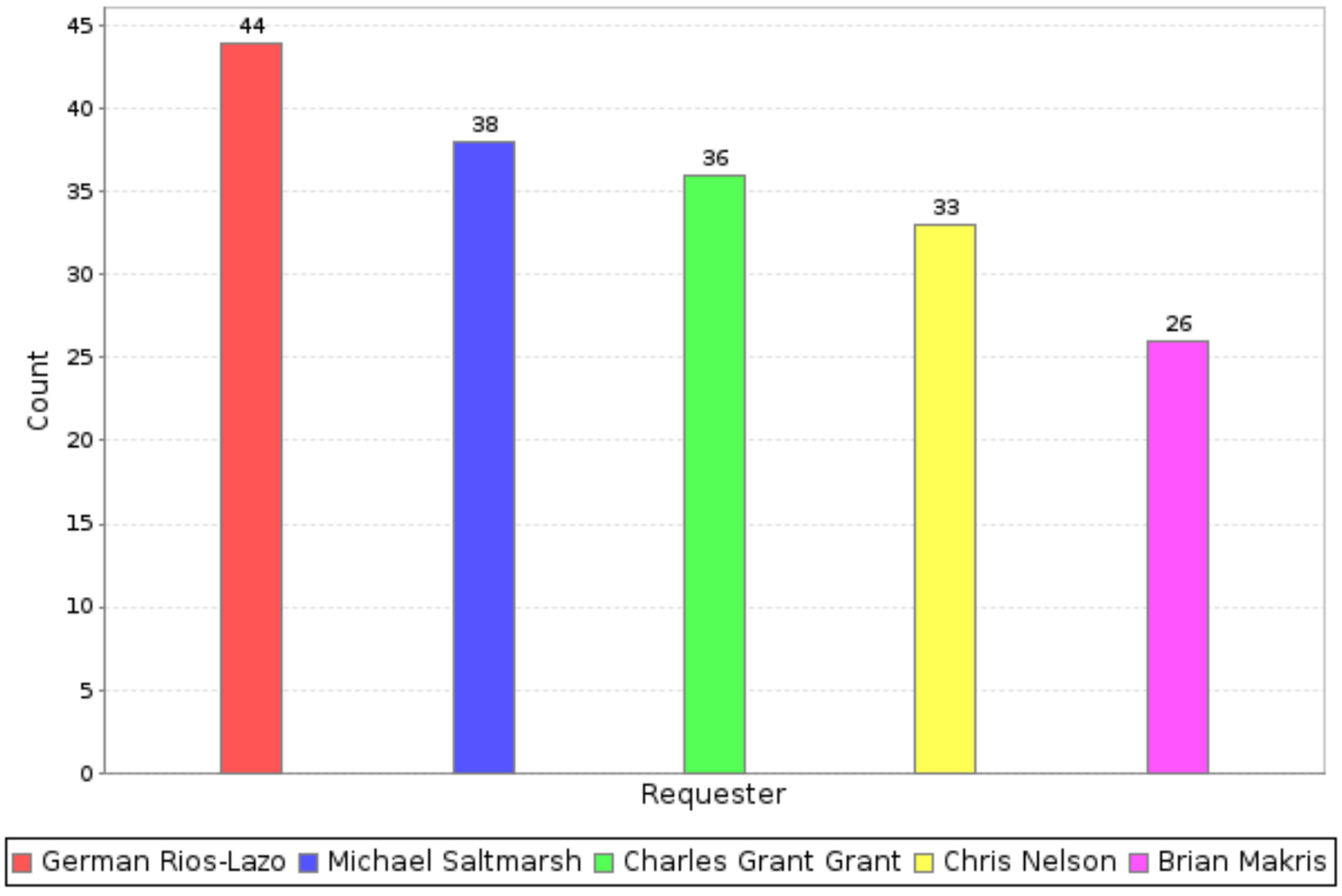
Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 02-01-2021 08:00

Total records : 177



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Reports	378	Reports - Report 220 is not pulling data as per the documentation	Assigned	Justin Baker	4-Low
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	642	Classification - Inmate [redacted] received an o/r and appears on the 1630 report but the o/r does not appear correctly in the classification history CU Override Column.	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Discipline	736	Discipline - Disc case is at the DHOR status as a major. The DHO deems it should be seem as minor. DHO does nothing. Disciplinary Coordin	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium
	Warrants	890	Warrants - The sentence structure field(warrant detail screen) is not loading correctly on multiple inmates.	Assigned	Justin Baker	3-Medium
	Population Mgmt DNHW	929	Population Mgmt DNHW - I/M [redacted] #[redacted] DNHW has duplicate Inmates on it.	Assigned	Justin Baker	3-Medium
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Programs	991	Programs - When running report 0600 the control card sort queue letter A is not working	Assigned	Justin Baker	4-Low
	Reports	1017	Reports - Report 2040 (Missing Hours) is missing whole crews (WIPP-Maint-Helper) that were not paid for Florence-South Pay Period 14.	Assigned	Justin Baker	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	1024	Population Mgmt Cell Screening - [redacted] [redacted] and [redacted] [redacted] have both been verified to be group 3 violent inmates,	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1029	Population Mgmt Protective Custody - I/M [redacted] - PC review is corrupted and staff are unable to complete the informal review. When staff attempt to complete the review, it gives an error	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1030	Population Mgmt Protective Custody - I/M [redacted]	Open	Justin Baker	3-Medium
	Interfaces	403	Interfaces KeepTrak - ACIS grabbed that date and sent it again since the case was closed without a conviction date.	Pending Deployment	Justin Baker	4-Low
	Other	405	Reports - Cancelled activities do not show as cancelled on RPT 2100	Pending Deployment	Justin Baker	4-Low
	Other	645	Other - Count down system asks users if they want to stay connected after answering yes kicks you out.	Pending Deployment	Justin Baker	4-Low
	Visitation	744	Visitation - When adding new Visitor [redacted], ACIS states he already has a profile	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	799	Sentance Calc - When release dates are manually locked down, the release types are missing in the Sentence Worksheet.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	924	Population Mgmt DNHW - A DNHW that was completed is still showing as pending	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	930	Community Corrections RMS - OMS/RMS Community corrections Banner hyperlink “Name” not working correctly	Pending Deployment	Justin Baker	3-Medium
	Visitation	932	Visitation - Profile for [redacted] [redacted] not loading on the registration page.	Pending Deployment	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	943	Visitation - Minor visitor [redacted] was not showing on the visit registration screen but now is with an adult link	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	974	Population Mgmt DNHW - DHNW between in a [redacted] and [redacted] in locked as pending.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	1025	Community Corrections RMS - RMS home plans not routing to the correct zip codes	Pending Deployment	Justin Baker	3-Medium

Count 26

Charles Grant Grant

	Religious	424	Religious - Correctional Officers didn't let inmates out for religious services because inmates are not in "RPT 2100"	Assigned	Not Assigned	3-Medium
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	961	Grievance - I am unable to find Grievance Case #20-024902 for inmate [redacted] Eyman SMU I, A70 in ACIS-Grievances.	Assigned	Justin Baker	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Grievance	968	Grievance - Description: Inmate was assigned a number for a grievance but now it cannot be located in ACIS	Assigned	Justin Baker	4-Low
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Warrants	997	Warrants - Unable to print a warrant using the generate warrant button on the warrant detail screen for ADC [redacted]	Assigned	Justin Baker	4-Low
	Programs	1023	Programs - Unable to Search on Inmate Pay History screen, receive Failed error	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	572	Population Mgmt Protective Custody - The system is sending emails for a PC review for inmates who are approved PC already	Pending Deployment	Hagay Hazan	3-Medium
	Sentence Calc	807	Sentence Calc - ADC [redacted] was tested in UAT. PROD is experiencing the same issue. In UAT, it's currently highlighting B3 as the ruling sentence.	Pending Deployment	Justin Baker	3-Medium
	Visitation	853	Visitation - This inmate has three applications that were able to beprocessed through ACJIS, and are on the DW's dashboard; however, theinmate's dashboard does not show the applications.	Pending Deployment	Justin Baker	4-Low
	Classification	903	Classification - Inmate release dates changed. Inmate was classified to minimum custody due to release dates under 5 years.	Pending Deployment	Justin Baker	4-Low
	Other	962	Global Action Queue - DNHW for [redacted] was properly input/ saved/ submitted by unit CO IV but will not clear off the Cimarron DW pop mgmt queue. screen shot uploaded	Pending Deployment	Justin Baker	4-Low
	Visitation	984	Visitation - [redacted] #[redacted] VISITOR [redacted] IS APPROVED IN ACIS BUT WHEN YOU CLICK ON PROFILE IT SHOWS VISITOR IS INACTIVE.	Pending Deployment	Justin Baker	4-Low
	Other	986	Interfaces eOMIS - L50 (ASPC-L Morey MASH Unit) was reactivated on 12/22/20 at 11:41:41. However, per Marquis's developers, eOMIS has not received any updates to the OMS Facility	Pending Deployment	Justin Baker	3-Medium
	Discipline	998	Discipline -	Pending Deployment	Justin Baker	3-Medium
	Visitation	1005	Visitation - Approved visitor [redacted] is showing approved under the inmate's visitation administration page, but is not appearing on the inmate's visit registration page as such.	Pending Deployment	Justin Baker	4-Low
	Population Mgmt Cell Screening	1007	Population Mgmt Cell Screening - This is a bug. It needs to be elevated again to B&D. Please open a Cherwell ticket so I can forward it	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Community Corrections RMS	1008	Community Corrections RMS - when transferring an offender from 1 parole officer to another we receive an error. The transfer appears to go thru but the error prompts see attached.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Transportation	1022	Population Mgmt Transportation - Unable to utilize the Scheduling Wizard to schedule transportation for inmate [redacted]	Pending Deployment	Justin Baker	4-Low
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium
	Sentence Calc	1021	Sentence Calc - When an absconder warrant is submitted to supervisor for approval the abscond days immediately are applied to the sentence worksheet prior to warrant being issued.	Reconsider	Justin Baker	3-Medium

Count 36

Chris Nelson						
	Population Mgmt Count	558	Population Mgmt Count - Inmate number appears in count sheet and system, but not name	Assigned	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	749	Population Mgmg Count -	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Grievance	871	Grievance - Inmate with a Grievance Appeal at the Director's level shows Appeal Submitted on 11/13/20, and a due date of 11/24/20. Grievance Appeals at the Director's level have a timeframe of 30 days for completion.	Assigned	Justin Baker	3-Medium
	Reports	887	Reports -	Assigned	Justin Baker	3-Medium
	EIP	949	EIP - Inmate's phase did not drop after major discipline.	Assigned	Justin Baker	3-Medium
	Reports	977	Reports - Unable to make changes to scheduled reporting tasks	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	1011	Community Corrections RMS - Unable to access Home Plan screen for inmate [redacted] receive Failed error "Please select an inmate before completing the Home Plan"	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Classification	1020	Classification - Classification review not triggering	Assigned	Justin Baker	3-Medium
	Classification	598	Classification - Inmate did not retain Max custody status after appeal denial	Pending Deployment	Justin Baker	3-Medium
	Classification	691	Classification -	Pending Deployment	Justin Baker	3-Medium
	Classification	864	Classification - Inmate did not trigger for a reclass after Time comp completed an audit and changed the inmate's release date making him a non-discretionary medium custody.	Pending Deployment	Justin Baker	3-Medium
	Visitation	967	Visitation - Old applicants are just showing pending but no new applications have been entered by staff.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	976	Population Mgmt DNHW - DNHW was aded and approved by DW, however unable to change status	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	989	Population mgmt Protective Custody - population trigger	Pending Deployment	Justin Baker	3-Medium
	Community Corrections BOEC	1002	Community Corrections BOEC - When attempting to save the notes for the BOEC Progress Report receive an error message	Pending Deployment	Justin Baker	3-Medium
	Visitation	1003	Visitation - The visitation annual review clearances are filtering to the ACJIS Dashboard a day early.	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Scheduling	1004	Scheduling - V-gate total time out not showing accurate info	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	1015	Sentence Calc - ERROR RECIEVED WHEN WE ATTEMPT TO ENTER THE SENTENCE ELEMENT. ERROR 71605158	Pending Deployment	Justin Baker	3-Medium
	Discipline	1026	Discipline - PDF IN DISC FOR HEARING RESULTS SEEMS TO BE DEFAULT GUILTY AND SHOULD NOT BE	Pending Deployment	Justin Baker	3-Medium
	Reports	389	Reports - Report inconsistencies	Pending Information	Not Assigned	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Programs	684	Programs - Report 1500-Career and Technical Education By Complex Unit	Pending Information	Hagay Hazan	3-Medium
	Visitation	708	Visitation - Unable to process visitor application for a returned inmate	Pending Information	Justin Baker	3-Medium
	Global Case Notes	801	Global Case Notes - delete or modify a comment	Pending Information	Hagay Hazan	3-Medium
	Reports	630	Reports - Report 2110 missing information needed	Reconsider	Hagay Hazan	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Hagay Hazan	3-Medium
	Global Events	693	Global Events - Unable to initiate a new PC review	Reconsider	Hagay Hazan	3-Medium
	Community Corrections RMS	729	Community Correctios RMS - when trying to update Mode of transportation it will not allow us to do it.	Reconsider	Hagay Hazan	3-Medium

Count 33

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Warrants	777	Warrants - The generated warrants for inmate [redacted] ADC# [redacted] and inmate [redacted] ADC# [redacted] are showing incorrect information for the Date Released "Type" and Reverted to "Date".	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	979	Population Mgmt. Count - There are 3 I/Ms at the hospital that are not showing up on the hospital out report.	Assigned	Justin Baker	3-Medium
	Reports	990	Reports - Report 1600 - IHP selection does not match report 1600-Daily List of inmates housed by race declaration	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Assigned	Justin Baker	3-Medium
	Visitation	1031	Visitation - VISITOR [redacted] IS AN INACTIVE VISITOR. SHE APPLIED AGAIN FOR PHONE ONLY AND I CANNOT "ADD NEW APP" UNDER THIS VISITOR. THE SCREEN SHOW "ERROR {0}".	Assigned	Justin Baker	3-Medium
	Warrants	414	Warrant - under the "Hearing Officer Review" area, the CC Officer Name and CC Supervisor Name is not populating and/or populating incorrectly	Pending Deployment	Not Assigned	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	525	Warrants - Warrant Prep Page, the prior convictions area is not separating the sentence and sentence length for crimes under the same commitment.	Pending Deployment	Justin Baker	3-Medium
	Discipline	796	Discipline - CASE IS MISSING THE HEARING DATE. DW ATTEMPTS TO ORDER A RE-HEARING AND SYSTEM WILL NOT ALLOW BECAUSE OF MISSING HEARING DATE.	Pending Deployment	Justin Baker	3-Medium
	Warrants	894	Resubmitted - BUG 41560	Pending Deployment	Justin Baker	3-Medium
	Warrants	898	Warrants - In multiple instances ACIS is displaying an assigned community corrections office on the warrants dashboard but blank on the warrant detail screen or vice versa.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections OMS	995	Community Corrections OMS - When conducting a case transfer, ACIS gives an error message. However, the case transfer does correctly move the cases. It does not appear to have an error	Pending Deployment	Justin Baker	3-Medium
	Discipline	996	Discipline - DHO on the DHOR page goes back to the DHCR page to change the charge.	Pending Deployment	Justin Baker	3-Medium
	Visitation	999	Visitation - Clicked submit application and nothing happens. It continues to show pending visitation review.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1009	Population Mgmt Protective Custody - 13/13/2021 while attempting to create a PC event for this inmate [redacted] ACIS is not allowing to create it,	Pending Deployment	Justin Baker	3-Medium
	EIP	1012	EIP - Inmate [redacted] on EIP Inmate Summary screen, Date displays N/A for Educational Requirements Met	Pending Deployment	Justin Baker	3-Medium
	Other	1027	Other - Application Usage, - This inmate did not migrate correctly.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	1028	Comm Corrections RMS - The IRCR is displaying the fax number from the assigned CC Office.	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Pending Information	Justin Baker	3-Medium
	EIP	668	EIP - Phase Dropped to Phase 1	Pending Information	Justin Baker	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Property	1001	Property - PROPERTY OFFICER IS UNABLE TO CLOSE THE PROPERTY RECEIVABLE BATCH.	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

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Michael Saltmarsh					
Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Assigned	Justin Baker	3-Medium
	Reports	918	ACIS ISSUE - REPORTS - Can't print out the reports while using Chrome.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Reports	982	ACIS ISSUE - Reports - The daily scheduler for ADC RPT 3360 is no longer functioning	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Visitation	1033	ACIS ISSUE - VISITATION - TRYING TO ADD ASSOCIATED INMATE AND ACIS WONT ALLOW BECAUSE VISITOR WAS PREV DENEID;TRIED ADDING BEFORE VISITOR WAS DENIED AND ACIS WOULDNT ALLOW AT THAT TIME EITHER.	Open	Justin Baker	3-Medium
	Grievance	919	ACIS ISSUE - GRIEVANCE - The unprocessed box was checked but did not remain checked after it was submitted.	Pending Deployment	Justin Baker	3-Medium
	Visitation	955	ACIS ISSUE - Visitation - WORKFLOW Status says PENDING ACJIS	Pending Deployment	Justin Baker	4-Low
	Population Mgmt Cell Screening	1016	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved Protective Custody, but on the Cell Screening page his Protective Custody Status is listed as No causing a conflict on matching him with another PC inmate.	Pending Deployment	Justin Baker	3-Medium
	Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
	Global Case Management	669	ACIS ISSUE - GLOBAL CASE MANAGEMENT - error on case summary for CCo S. Valenzuela	Pending Information	Justin Baker	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	987	ACIS BUG - COMMUNITY CORRECTIONS RMS - RMS Home plans not routing to the correct office by Zip code	Pending Information	Justin Baker	4-Low
	Reports	1013	ACIS BUG - Reports - The following classes are active in Mohave unit (D06) and when trying to print the TOSS . They are not included.	Pending Information	Justin Baker	3-Medium
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium

Count 38

Summary Report

Count 177

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From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: gmartinez1; Joe Miles; swang@azadc.gov; sjohnson@azadc.gov; hgreene@azadc.gov; Elizabeth Charif; sscott3@azadc.gov; Jey Whitson1; Marlene Coffee
Cc: Thad Lowry
Subject: RE: PROD index rebuild
Date: Sunday, January 31, 2021 9:08:50 PM
Attachments: image001.png

The second half of the production index rebuild has completed without issue.

From: Keith Francen
Sent: Saturday, January 30, 2021 9:28 PM
To: George Martinez <gmartinez1@azadc.gov>; Joe Miles <joe.miles@bndna.com>; swang@azadc.gov; sjohnson@azadc.gov; hgreene@azadc.gov; echarif@azadc.gov; sscott3@azadc.gov; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>
Cc: Thad Lowry <thad.lowry@bndna.com>
Subject: RE: PROD index rebuild

The first half of the production index rebuild has completed without issue. The second half will start tomorrow at 6:00pm.

From: Keith Francen
Sent: Saturday, January 30, 2021 6:00 PM
To: 'George Martinez' <gmartinez1@azadc.gov>; Joe Miles <joe.miles@bndna.com>; 'swang@azadc.gov' <swang@azadc.gov>; 'sjohnson@azadc.gov' <sjohnson@azadc.gov>; 'hgreene@azadc.gov' <hgreene@azadc.gov>; 'echarif@azadc.gov' <echarif@azadc.gov>; 'sscott3@azadc.gov' <sscott3@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>
Cc: Thad Lowry <thad.lowry@bndna.com>
Subject: PROD index rebuild

> The index rebuild for production has started.

Keith Francen
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: Keith.Francen@bndna.com
Mi-Case

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it

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and notify the sender immediately.

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rocky Advani; Holly Greene; Barbara Corella; Denel Pickering; Rusty Johnson
Subject: B & D Update Meeting
Date: Sunday, January 31, 2021 3:20:58 PM
Attachments: ACIS System Improvement and EUIL Hours Tracking Revised 13121.xlsx

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ALL,

In preparation for our meeting tomorrow I have attached a revised EUIL Tracking Spreadsheet document that incorporated all of the changes requested by Barbara and a number of enhancements that should make
reviewing the data much easier. The incorporated changes are as follows:

- Added 9 columns for tracking additional information as requested by Barbara.
- Highlighted items 40386, 31001, 40794, 40864, 42630 in complete section; Barbara had requested a review of these items at next meeting; all 5 items are now in production.
- Incorporated a category change to the M&O – All Categories spreadsheet tab by adding sections for Active, Pending, Complete and Cancelled that should allow for easier review.
- Modified the Summary spreadsheet tab by incorporating the sections and cross referencing of data.

Best Regards,

Joe

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Group	EUIL Item	EUIL Name	Date Estimate Sent to ADCRR	Date Estimate Approved
EUIL May 2020	28992	Violator CSED not calculating correctly	7/28/2020	8/4/2020
EUIL May 2020	29221	AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences	5/20/2020	6/23/2020
EUIL May 2020	30307	Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)	8/17/2020	9/14/2020
EUIL May 2020	39463	UC-SE-5.1 SBD not allowed to be prior to Date of Offense	6/30/2020	8/11/2020
EUIL May 2020	40392	CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	7/22/2020	7/31/2020
EUIL May 2020	42364	Need to be able to make a Sentence Flat or Earning Without Exceptions	8/20/2020	8/28/2020
B&D Low Hanging Fruit	39679	Centurion: SMI-C should not be a field that can be manually entered by anyone except for an Admin.	10/27/2020	12/23/2020
B&D Low Hanging Fruit	39886	Centurion: The mental health tab should not be accessible by everyone	10/22/2020	12/23/2020
B&D Low Hanging Fruit	42624	Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	10/22/2020	11/24/2020
B&D Low Hanging Fruit	42693	Auto-populate Quality Review screen with as much information as possible	10/22/2020	12/8/2020
B&D Low Hanging Fruit	42701	Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	10/22/2020	11/6/2020
B&D Low Hanging Fruit	42723	Inmate Search: Include a filter for Inmate Status and Gender	10/22/2020	11/6/2020

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B&D Low Hanging Fruit	42866	BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many. EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	11/13/2020	1/5/2020
B&D Low Hanging Fruit	42934	Add certain App areas to the Quick Search	11/5/2020	11/10/2020
EUIL 4th QTR (2020)	35571	35571:Add a new column on the Victim Search screen called "Type of Victim	12/11/2020	1/27/2021
EUIL 4th QTR (2020)	37366	37366:CL UC 7.2 Step reviews for inmates in MH units and Facility Overrides at Max Units can't be performed	12/7/2020	1/27/2021
EUIL 4th QTR (2020)	40685	40685:*CRITICAL ~ WARRANTS: Unable to make entries on FSU Review screen when warrant in warrant issued status	11/5/2020	1/27/2021
EUIL 4th QTR (2020)	41272	41272:Interfaces - ACIS is not sending LOP information to KeepTrak and Enforcer via the API	12/18/2020	1/27/2021
EUIL 4th QTR (2020)	41273	Warrants- Current Release Status/Type incorrect43533	12/17/2020	1/27/2021
EUIL 4th QTR (2020)	41279	41279:EIP Phase Level Not Readjusting when Discipline is Dismissed	1/7/2021	1/27/2021
EUIL 4th QTR (2020)	41403	41403:Approved & Pending Visitors did not Inactivate when the Inmate was Released	1/7/2021	1/27/2021
EUIL 4th QTR (2020)	42177	42177:SB1496 - Drug Possession Transition Program Release (DTP)	12/18/2020	1/27/2021
EUIL 4th QTR (2020)	42438	42438:Disciplinary- User DW fails to review case and inmates phase is not dropping and DWR moves to close prior to approval.	12/17/2020	1/27/2021
EUIL 4th QTR (2020)	42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	10/27/2020	1/27/2021
EUIL 4th QTR (2020)	43330	43330:Interfaces - KeepTrak - Provide SSN field for inmates from ACIS to KeepTrak	11/17/2020	1/27/2021
EUIL 4th QTR (2020)	43532	43532:DNHW - display Locator Code, pending movement, and enable FITS to recognize/screen for DNHW's at associated Loc	11/5/2020	1/27/2021
EUIL 4th QTR (2020)	43533	43533:RMS - Development of Release Unit Review process in ACIS	1/11/2021	1/27/2021
TOTAL APPROVED HOURS FOR ITEMS CURRENTLY IN DEVELOPMENT (ACTIVE) 10,7				

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EUIL 4th QTR (2020)	35680	35680:UC-VI-04 Visitor Check In Screen: Phase 3 inmate triggered for “Visit about to expire” after only one block of visitation had been used		
EUIL 4th QTR (2020)	41275	41275:Interfaces - Max Custody inmates authorized for too many calls		
EUIL 4th QTR (2020)	41276	41276:Interfaces - Enforcer incorrectly has inmates set to "DENY" status, preventing inmates from checking balance		
EUIL 4th QTR (2020)	42018	42018:Interfaces - Enforcer (CenturyLink) - The Class of Service is being changed in Enforcer when Custody Levels changes in ACIS		
EUIL 4th QTR (2020)	42019	42019:Interfaces - Enforcer - Approved visitors in ACIS are not coming across to Enforcer as Active PANs		
EUIL 4th QTR (2020)	42020	42020:Interfaces - Enforcer - when LOP expires in ACIS, it is not changing the Class of Service in Enforcer		
EUIL 4th QTR (2020)	42176	42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR)		
EUIL 4th QTR (2020)	42702	42702:Unable to make any corrections to the PC forms after they have been submitted		
EUIL 4th QTR (2020)	43511	43511:Update all letterheads, forms, logos, signatures, and footers to be configurable by ADCRR		
EUIL 4th QTR (2020)	43534	43534:Updates to eOMIS Interface		
EUIL 4th QTR (2020)	32023	32023:UC-CL 8.4 Phase (step) Over ride in Close Management does not update banner, count sheet or EIP summary	1/28/2021	
2021 Jan Low Hanging Fruit	38843	Global: No indication of which episode you are in when selecting a previous episode	1/26/2021	
2021 Jan Low Hanging Fruit	42387	Classification Arrest and Escape History page should display all Criminal History Record Data on one screen with scrolling not pagination	1/26/2021	
2021 Jan Low Hanging Fruit	42860	Disciplinary- Stop the system from pre-populating loss of visitation on the disc charge of 22B.	1/26/2021	
2021 Jan Low Hanging Fruit	42627	Grievance: Cannot Differentiate between Inmate Submitted date and entry into ACIS date	1/26/2021	
2021 Jan Low Hanging Fruit	43000	Need the ability to update the modified date for Emergency contacts when the inmate has no emergency contact	1/26/2021	
2021 Jan Low Hanging Fruit	33817	UC-CC-OMS-37: Judgment Creditor Report column value on CC Closeout Dashboard should default to "N/A" for ISC offender	1/26/2021	

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2021 Jan Low Hanging Fruit	42316	OMS offender address info have ASIC auto note when the address is marked primary	1/26/2021	
2021 Jan Low Hanging Fruit	40393	UC-PR-5.10: Once an inmate turns 23 their SPED status should change.	1/26/2021	
2021 Jan Low Hanging Fruit	42592	Need the ability to print passes for a cycle	1/26/2021	
2021 Jan Low Hanging Fruit	42631	WIPP: Cannot see what the inmate's projected pay is	1/26/2021	
2021 Jan Low Hanging Fruit	32220	UC-PR-5.0: Add a "Section 504" Yes/No button on the Education screen with a drop down of what the ADA education accommodation is.	1/26/2021	
2021 Jan Low Hanging Fruit	37371	UC-CC-RMS-01: No Address Verified checkbox on Home Plan screen	1/26/2021	
2021 Jan Low Hanging Fruit	43034	MVD screen- Need the ability to change the State and type in the City (when State is other than Arizona) in MVD Details section	1/26/2021	
2021 Jan Low Hanging Fruit	28697	Intake - Legal Summary -Inmate Name	1/26/2021	
2021 Jan Low Hanging Fruit	42633	Add Locator Code as a filter on the Transportation Queue	1/26/2021	
2021 Jan Low Hanging Fruit	42634	Add a "Select All" button on the Transportation Queue	1/26/2021	
2021 Jan Low Hanging Fruit	42636	Add a "Delete" button on the Transportation Queue	1/26/2021	
2021 Jan Low Hanging Fruit	42643	Transportation Queue: Unable to edit the reason an inmate is moving	1/26/2021	
2021 Jan Low Hanging Fruit	42644	Transportation Queue: Unable to multi-select filter options	1/26/2021	
2021 Jan Low Hanging Fruit	42481	Visitation:Cannot search by Inmate on the Visitation dashboards	1/26/2021	
2021 Jan Low Hanging Fruit	41336	Warrants - Entered in ACJIS Flag needs to be visible on warrants dashboard results	1/26/2021	
2021 Jan Low Hanging Fruit	43869	Requestor should be required when adding a new victim	1/26/2021	
TOTAL ESTIMATED HOURS FOR ITEMS AWAITING ADC APPROVAL (PENDING) 3,936				
Amend 9 PL	21283	Sentence Calc: Old Code		
Amend 9 PL	25141	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.		
Amend 9 PL	25178	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.		

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Amend 9 PL	25179	of beds within the selected building on the Remove Beds screen.		
Amend 9 PL	25204	based upon the beds selected on the Remove Beds screen.		
Amend 9 PL	31494	Risk Assessment, then print and/or save a pdf of the altered form		
Amend 9 PL	36608	Old Code: Not terminating Copper time at the mandatory date		
Amend 9 PL	37369	UC-CC-RMS-14: Missing Clear button on Release Dashboard		
Amend 9 PL	40631	Validation criteria for Inmate's CSG is creating points toward Validation		
EUIL May 2020	25143	UC-GM-4.0: Display both the CSG and STG in the banner		
EUIL May 2020	25275	UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data		
EUIL May 2020	28917	Add Hyperlinks to Community Corrections Banner		
EUIL May 2020	33168	Fast trackers past all dates showing N/A for date in banner		
EUIL May 2020	39609	Cell Screening: Years to Release Rules are incorrect		
EUIL May 2020	40167	Remove PRR Rules Preventing Inmates from Being Assigned		
EUIL May 2020	40386	CL 5 year non-discretionary medium is not triggering a new classification review		
EUIL May 2020	40629	Mental Health Screen: Text change for "Title 18 Medicaid ID		
EUIL May 2020	41361	CL Pending Manslaughter review should not allow for an IR reduction below 3		
EUIL May 2020	42235	RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear		
EUIL May 2020	42241	Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked		
EUIL May 2020	42335	UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections		
B&D Low Hanging Fruit	31001	UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen		11/24/2020
B&D Low Hanging Fruit	36603	UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work		

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B&D Low Hanging Fruit	39610	UC-PR-2.40: COIII / COIV roles unable to access Medical and Mental Health screen (POA section only)		
B&D Low Hanging Fruit	39726	Exemptions should delete upon return to custody		
B&D Low Hanging Fruit	39730	UC-GR-05: Formal Grievance Response limited to 255 characters		
B&D Low Hanging Fruit	39731	UC-GR-02: Appeal Grievance Response limited to 255 characters		
B&D Low Hanging Fruit	40748	COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.		
B&D Low Hanging Fruit	40794	Medical shows as completed on the Intake Dashboard for PVT's		
B&D Low Hanging Fruit	40864	Medical Notes should only be visible to medical and mental health staff		
B&D Low Hanging Fruit	42362	SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING		
B&D Low Hanging Fruit	42630	WIPP: In assignment history, the user can't tell which cycle the inmate is/was assigned to		
B&D Low Hanging Fruit	42692	Increase character limit for Quality Review questions		12/8/2020
B&D Low Hanging Fruit	42699	Fingerprint Date should display the most recent admission date		
B&D Low Hanging Fruit	42788	Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"		
B&D Low Hanging Fruit	42865	Disciplinary-Rule Violation Summary page- violation code provides the description of the violation.		
B&D Low Hanging Fruit	42928	Make hearing date/time required fields for a Minor Disciplinary Violation		
B&D Low Hanging Fruit	42996	MVD tab should be displayed even if the inmate is not eligible		
TOTAL HOURS OF APPROVED COMPLETED WORK (COMPLETED) 4,594 HOURS				

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EUIL May 2020	31598	US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria -- ADC -- Returned to Parking Lot Backlog --		
EUIL May 2020	40940	CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification -- ADC --Cancelled --		
EUIL May 2020	42233	RMS: Home plan Action queue to display the earliest eligible release date. -- ADC -- No Longer Needed --		
EUIL May 2020	42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search -- ADC -- Moved to Q4 List --		
EUIL May 2020	43279	New Code Violator not calculating correctly -- ADC -- Returned to Parking Lot Backlog --		
EUIL 4th QTR (2020)	31001	UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen. Included in LHF List		
EUIL 4th QTR (2020)	40748	40748:COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module. Included in LHF List		
EUIL 4th QTR (2020)	41171	41171:Add an ADC# Search/Filter Option to the Transportation Queue and Travel. Rolled into CR 40748		

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Date Development Started	% Complete	Date Sent to FUAT	Estimated FUAT Time	Estimated FUAT Delivery	Date Sent to UAT	Date Approved by ADCRR	Date of Deployment
ACTIVE							
8/5/2020	81%			2/17/21			
11/10/2020	47%			3/8/21			
9/14/2020	10%			5/19.2021			
8/12/2020	73%			2/17/21			
8/4/2020	59%			3/9/21			
8/28/2020	78%			2/1/21			
12/23/2020	18%	1/28/2021		2/2/21			
12/23/2020	18%	1/28/2021		2/5/21			
11/24/2020	53%			1/11/21			
12/8/2020	43%	1/19/2021		1/29/21			
11/10/2020	46%	1/13/2021		1/26/21			
11/10/2020	53%			1/27/21			

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1/11/2020	12%			2/16/21			
11/12/2020	21%	1/26/2021		2/3/21			
1/29/2021							
1/29/2021							
1/29/2021							
1/29/2021							
1/29/2021							
1/29/2021							
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1/29/2021							
1/29/2021							
1/29/2021							
1/29/2021							
1/29/2021							
1/29/2021							
1/29/2021							

24 HOURS

PENDING

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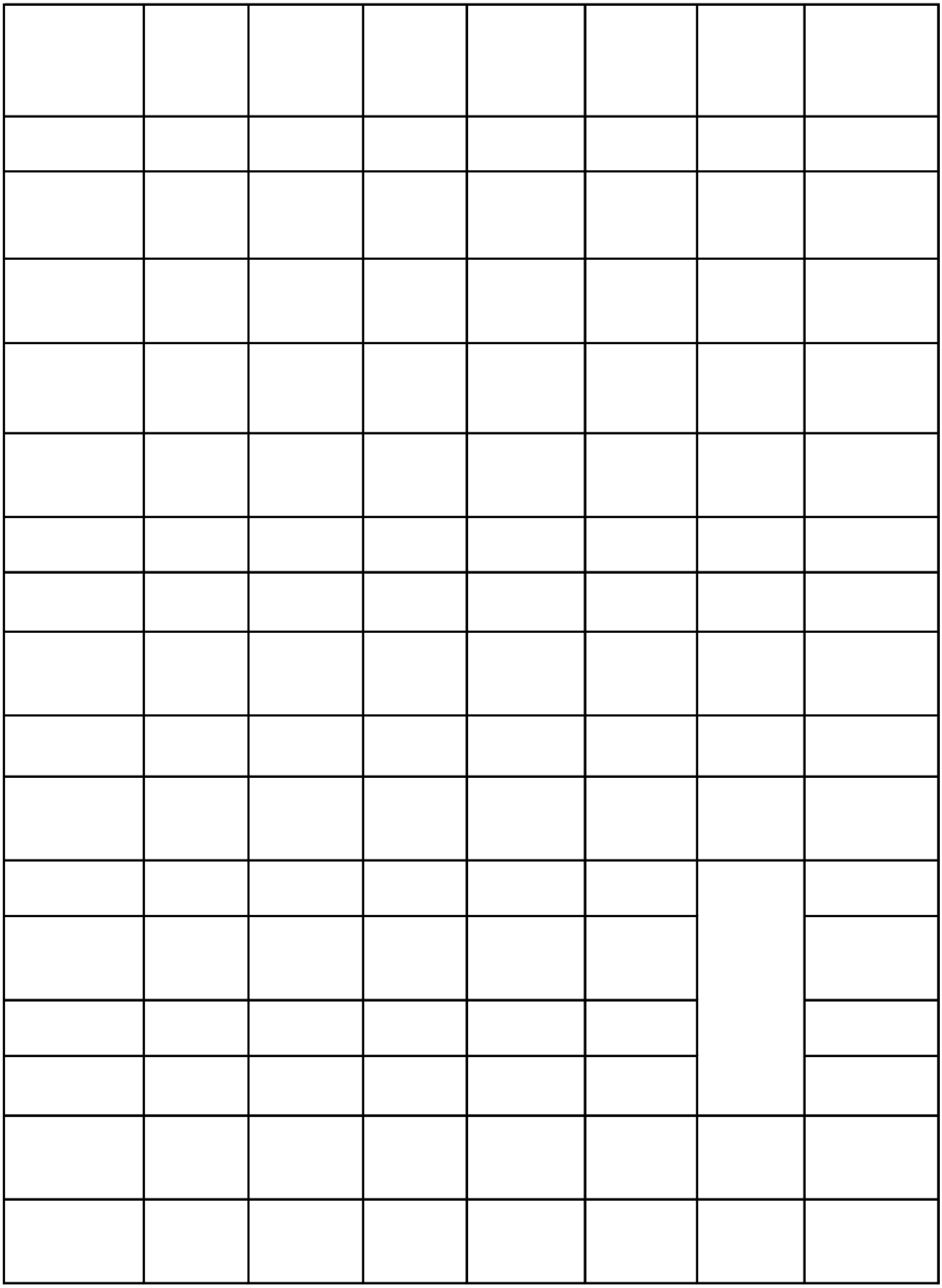

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5 HOURS

COMPLETE

	100% * version 37						
	100%						
	100%						

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	100%						
	100%						
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	100% * version 37						
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	100%			10/20/20			
	100%			10/20/20			
	100%			10/1/20			
	100% *Release 38			12/28/20			
	100%			7/1/20			
	100%			7/1/20			
	100%			9/14/20			
	100%			7/1/20			
	100%			8/1/20			
	100% *Version 36			9/14/20			
	100%			9/1/20			
	100% *Version 36			8/10/20			
11/25/2020	100% release 39	12/23/2020		12/23/20	1/15/2020	1/14/2021	
	100%			11/20/21			

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	100% * version 37			11/23/20			
	100% Version 37			12/10/20			
	100 % * PROD 12/7			11/20/20			
	100 % * PROD 12/7			11/20/20			
	100 % * Release 39			1/25/21			
	100% Release 38			12/3/20			
	100% Release 38			12/2/20			
	100%						
	100% Release 38			12/4/20			
12/8/2020	100% Release 39	1/12/2021		1/6/21	1/15/2021	1/13/2021	
	100%			11/23/20			
	100%			12/9/20			
	100%			12/20/20			
	100% * Version 37			12/9/20			
	100% * Release 36			11/27/20			

CANCELLED

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Status	Hours
5b-In QA	1027
5a-In Development	522
5a-In Development	958
6-QA Completed Ready for Deployment to FUAT	210
5a-In Development	496
6-QA Completed Ready for Deployment to FUAT	468
7-In FUAT	120
7-In FUAT	120
7-In FUAT	240
7-In FUAT	120
7-In FUAT	120
7-In FUAT	120

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5a-In Development	120	
7-In FUAT	120	
5a-In Development	104	
5a-In Development	323	
5a-In Development	210	
5a-In Development	400	
5a-In Development	425	
5a-In Development	121	
5a-In Development	105	
5a-In Development	2230	
5a-In Development	195	
5a-In Development	83	
5a-In Development	157	10724
5a-In Development	533	
5a-In Development	1077	

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2b-Gathering information for estimate; Waiting on response from ADC for information requested on 12/17/2020.	510
2c-Estimation in Progress; Waiting on information from Jey at ADC.	
2d - waiting for requirements; Waiting on confirmation from ADCRR on new API field by Enforcer.	
2d - waiting for requirements; Waiting on confirmation from ADCRR on new API field by Enforcer.	
2c-Estimation in Progress; Waiting on CenturyLink to respond.	
2d - waiting for requirements; Waiting on confirmation from ADCRR on new API field by Enforcer.	
2d - waiting for requirements. Email sent to Spencer 1/5/21	
2c-Estimation in Progress	
2b-Gathering Requirements for Estimation. Eli working on requested information.	
2d - waiting for requirements; Waiting on Marquis to identify new codes	
4a-Estimate Sent to ADC - Awaiting Approval for Dev	292
4a-Estimate Sent to ADC - Awaiting Approval for Dev	80
4a-Estimate Sent to ADC - Awaiting Approval for Dev	180
4a-Estimate Sent to ADC - Awaiting Approval for Dev	140
4a-Estimate Sent to ADC - Awaiting Approval for Dev	120
4a-Estimate Sent to ADC - Awaiting Approval for Dev	120
4a-Estimate Sent to ADC - Awaiting Approval for Dev	100

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4a-Estimate Sent to ADC - Awaiting Approval for Dev	80
4a-Estimate Sent to ADC - Awaiting Approval for Dev	160
4a-Estimate Sent to ADC - Awaiting Approval for Dev	140
4a-Estimate Sent to ADC - Awaiting Approval for Dev	180
4a-Estimate Sent to ADC - Awaiting Approval for Dev	120
4a-Estimate Sent to ADC - Awaiting Approval for Dev	100
4a-Estimate Sent to ADC - Awaiting Approval for Dev	120
4a-Estimate Sent to ADC - Awaiting Approval for Dev	120
4a-Estimate Sent to ADC - Awaiting Approval for Dev	80
4a-Estimate Sent to ADC - Awaiting Approval for Dev	80
4a-Estimate Sent to ADC - Awaiting Approval for Dev	80
4a-Estimate Sent to ADC - Awaiting Approval for Dev	80
4a-Estimate Sent to ADC - Awaiting Approval for Dev	160
4a-Estimate Sent to ADC - Awaiting Approval for Dev	160
4a-Estimate Sent to ADC - Awaiting Approval for Dev	120
4a-Estimate Sent to ADC - Awaiting Approval for Dev	120
9-Deployed to PROD	111
9-Deployed to PROD	111
9-Deployed to PROD	111

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9-Deployed to PROD	111
9-Deployed to PROD	111
9-Deployed to PROD	111
9-Deployed to PROD	111
9-Deployed to PROD	111
9-Deployed to PROD	111
9-Deployed to PROD	78
9-Deployed to PROD	112
9-Deployed to PROD	90
9-Deployed to PROD	132
9-Deployed to PROD	124
9-Deployed to PROD	160
9-Deployed to PROD	124
9-Deployed to PROD	28
9-Deployed to PROD	100
9-Deployed to PROD	230
9-Deployed to PROD	82
9-Deployed to PROD	174
9-Deployed to PROD	120
9-Deployed to PROD	120

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9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	240
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120
9-Deployed to PROD	120

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0-Cancelled	1102
0-Cancelled	254
0-Cancelled	126
0-Cancelled	160
0-Cancelled	660
0-Cancelled	
0-Cancelled	
0-Cancelled	

AMERICAN OVERSIGHT

From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: gmartinez1; Joe Miles; swang@azadc.gov; sjohnson@azadc.gov; hgreene@azadc.gov; Elizabeth Charif; sscott3@azadc.gov; Jey Whitson1; Marlene Coffee
Cc: Thad Lowry
Subject: PROD index rebuild
Date: Saturday, January 30, 2021 6:00:30 PM
Attachments: image001.png

> The index rebuild for production has started.

Keith Francen
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: Keith.Francen@bndna.com

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marlene Coffey
Cc:	CRABTREE, STACEY; Elizabeth Charif; Joe Miles; Sandy Wang; Spencer Scott; Trevor Baker
Subject:	Re: Bug: 43645
Date:	Friday, January 29, 2021 6:20:32 PM
Attachments:	image006.png image003.png image002.png image005.png image001.png

---

IT is working internally to review this item.

Thanks,

Holly

On Thu, Jan 28, 2021 at 2:51 PM Marlene Coffey <mcoffey@azadc.gov> wrote:

> We need to find a way to resolve this issue. It can't be "you are wrong" every time B&D doesn't agree with
> us. Your own staff provided the section of the FSD that clearly identified the three types of scenarios that are
> deemed conflicts, and the system only works for two of those scenarios. That is clearly in opposition to the FSD.
> I am going to pursue elevating this through our agency to effect a reasonable solution.
>
> Respectfully,
>
> Marlene Coffey, ADW
>
> Protective Custody Unit
>
> ACIS Administrator
>
> 602-542-0126

On Thu, Jan 28, 2021 at 2:46 PM Joe Miles <joe.miles@bndna.com> wrote:

> > Marlene,
> >
> > We value and appreciate your comments; however, we are still of the opinion that this is a change to the functionality that was detailed in the FSD and the go live solution.
> >
> > Respectfully,

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Joe

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Thursday, January 28, 2021 2:08 PM
To: Joe Miles <joe.miles@bndna.com>; Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>
Cc: Trevor Baker <trevor.baker@bndna.com>; Elizabeth Charif <echarif@azadc.gov>
Subject: Re: Bug: 43645

I clearly disagree. The FSD clearly states a PC Movement hold is a conflict with a PC Banner and a GP banner. The FSD does not clearly define how you would program

any of them, but it clearly states you would program them as conflicts. This is not a change, it is a bug.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Thu, Jan 28, 2021 at 12:54 PM Joe Miles <joe.miles@bndna.com> wrote:

> Marlene,
>
> We discussed this on our team call this morning and as Trevor indicated we have resolved the bug component portion of this issue. After thorough review and discussion
>
> of the PC Movement Hold Y compared to a PC Banner Y as “red” process we determined this is not defined in the FSD and therefore would require a change request for

AMERICAN OVERSIGHT

implementation.

Best Regards,

Joe

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Wednesday, January 27, 2021 2:26 PM
To: Trevor Baker <trevor.baker@bndna.com>
Cc: Elizabeth Charif <echarif@azadc.gov>; Joe Miles <joe.miles@bndna.com>
Subject: Re: Bug: 43645

Well the rule is in the FSD, since that is what you copied in the email. The FSD is silent on how the designation

in table would appear, but it clearly says it will identify the conflict between a PS and PC, a PS and a GP, and a PC and a GP.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Wed, Jan 27, 2021 at 11:16 AM Trevor Baker <trevor.baker@bndna.com> wrote:

> Ok thanks for the explanation Marlene,
>
> The bug is currently resolved in B&D testing now –
>
> But the rule to show a PC Movement Hold Y compared to a PC Banner Y as "red" will not work.

AMERICAN OVERSIGHT

I need to find it in an FSD and if not potentially a change request.

Thank you,

Trevor Baker

Sr. Business Analyst

Business & Decision, North America

O:480-795-7220 E:Trevor.Baker@businessdecision.com

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Friday, January 22, 2021 4:01 PM
To: Trevor Baker <trevor.baker@bndna.com>
Cc: Elizabeth Charif <echarif@azadc.gov>; Joe Miles <joe.miles@bndna.com>
Subject: Re: Bug: 43645

OK, so this is what those rules mean in ACIS:

Rule 1 is the same as PC in the banner with an STG code of S or N/A

Rule 2 is the same as PC in the banner with an STG code of D

Rule 3 is the same as GP in the banner with an active 'Protective Custody Hold (805)' hold from movement holds

Rule 4 is the same as GP in the banner and no active 'Protective Custody Hold (805)' hold from movement holds

AMERICAN OVERSIGHT

In AIMS all of this was completed with DT08 comments which were movement holds. The DT08 comment

of PS changed the "banner" in AIMS to PC; the DT08 comment DP changed the banner to DPC. The DT08 comment PC

did not change the banner, but identified the inmate in cell screening and detention database as being the PC review process.

Respectfully,

Marlene Coffey, ADW

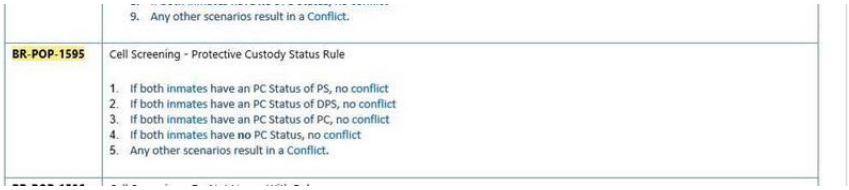
Protective Custody Unit

ACIS Administrator

602-542-0126

On Fri, Jan 22, 2021 at 3:41 PM Trevor Baker <trevor.baker@bndna.com> wrote:

I'm looking at the Pop Management FSD: search for "BR-POP-1595" pg. 1377



	9. Any other scenarios result in a Conflict.
BR-POP-1595	Cell Screening - Protective Custody Status Rule 1. If both inmates have an PC Status of PS, no conflict 2. If both inmates have an PC Status of DPS, no conflict 3. If both inmates have an PC Status of PC, no conflict 4. If both inmates have no PC Status, no conflict 5. Any other scenarios result in a Conflict.

Thank you,

Trevor Baker

Sr. Business Analyst

Business & Decision, North America

O:480-795-7220 E:Trevor.Baker@businessdecision.com

Mi-Case

AMERICAN OVERSIGHT

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Friday, January 22, 2021 3:26 PM
To: Trevor Baker <trevor.baker@bndna.com>
Cc: Elizabeth Charif <echarif@azadc.gov>; Joe Miles <joe.miles@bndna.com>
Subject: Re: Bug: 43645

Where are the specific rules located? I can't find them in either the FSD or the Business Rules.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Fri, Jan 22, 2021 at 3:06 PM Trevor Baker <trevor.baker@bndna.com> wrote:

> Hi Elizabeth/Marlene,
>
> Update on our call yesterday:
>
> I wasn't able to find the rule highlighted below in the pop management spec. Is it new? Do you know of anywhere it might be?
>
> Everything else is good for the bug fix after reviewing with the development team.
>
> Yes = PC in the banner Or active 'Protective Custody Hold (805)' hold from movement holds

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No = GP in the banner and no active 'Protective Custody Hold (805)' Hold

Yes / Yes = Green **(depends both PC in the banner Or both have the active 'Protective Custody Hold (805)' movement hold)**

Yes PC banner & Yes active 'Protective Custody Hold (805)' hold = RED)

No / No = Green

Yes / No = Red

Thank you,

Trevor Baker

Sr. Business Analyst

Business & Decision, North America

O:480-795-7220 E:Trevor.Baker@businessdecision.com

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles
Cc:	Rusty Johnson
Subject:	Fwd: SLA Meeting Agenda
Date:	Friday, January 29, 2021 2:06:08 PM
Attachments:	SLA Dashboard Example.pptx image003.png

Here is the other. All agreements have been signed since.

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Thu, Jul 9, 2020 at 8:30 AM
Subject: SLA Meeting Agenda
To: Holly Greene <hgreene@azadc.gov>

Holly,

We have a little problem with our SLA Governance Meeting tomorrow. The SLA agreement is not signed by ADCRR. My suggestion is I will have something similar to this PPT prepared that you and I will review today and we review it with your team tomorrow. It will obviously have some significant gaps because of the work hours, burn, breakdown, still being outstanding. However, I think we can still have a positive meeting. Talk to you in 30.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

--

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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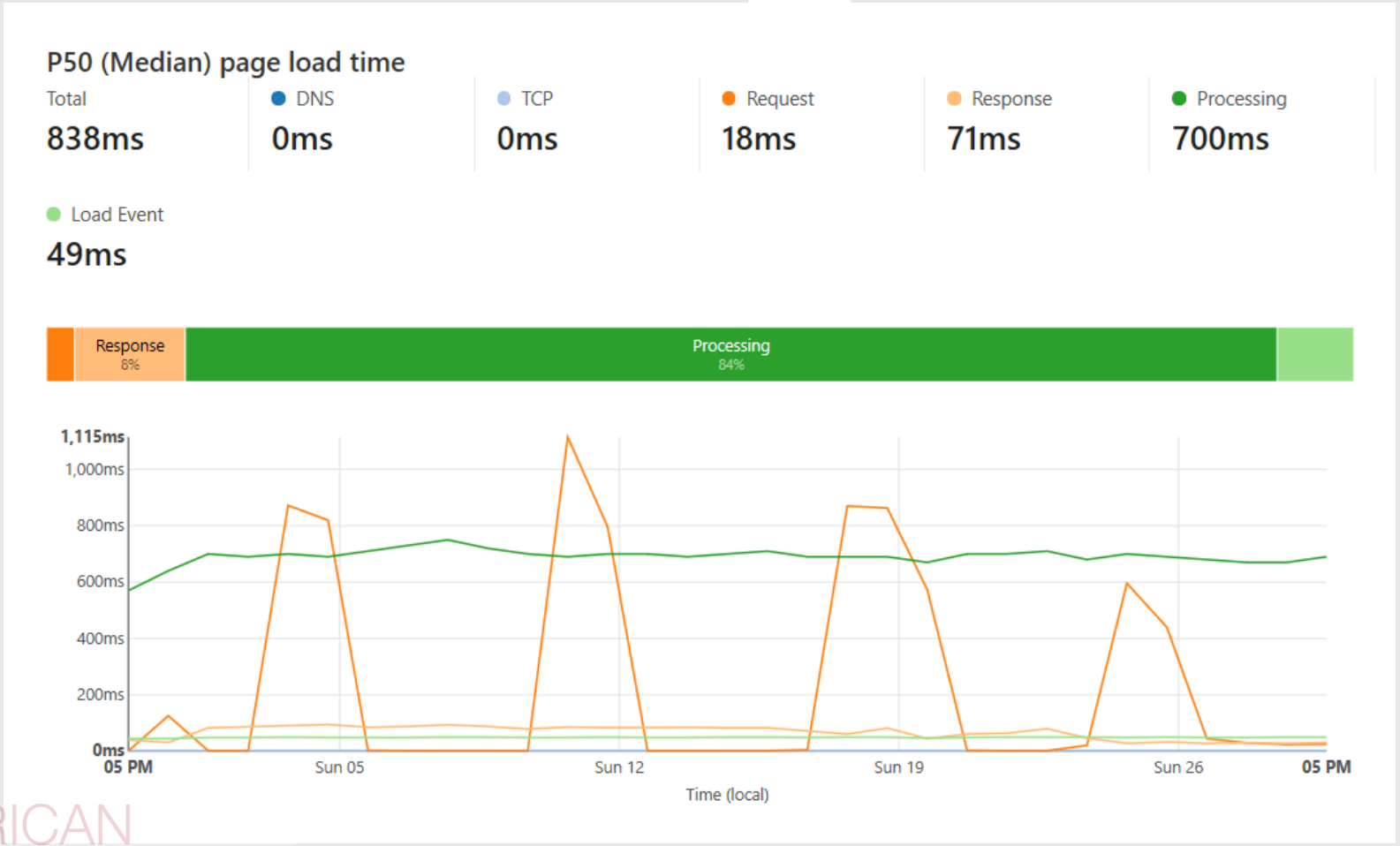
MONTHLY SLA PACKAGE

SLA Dashboard

AMERICAN OVERSIGHT

System Response



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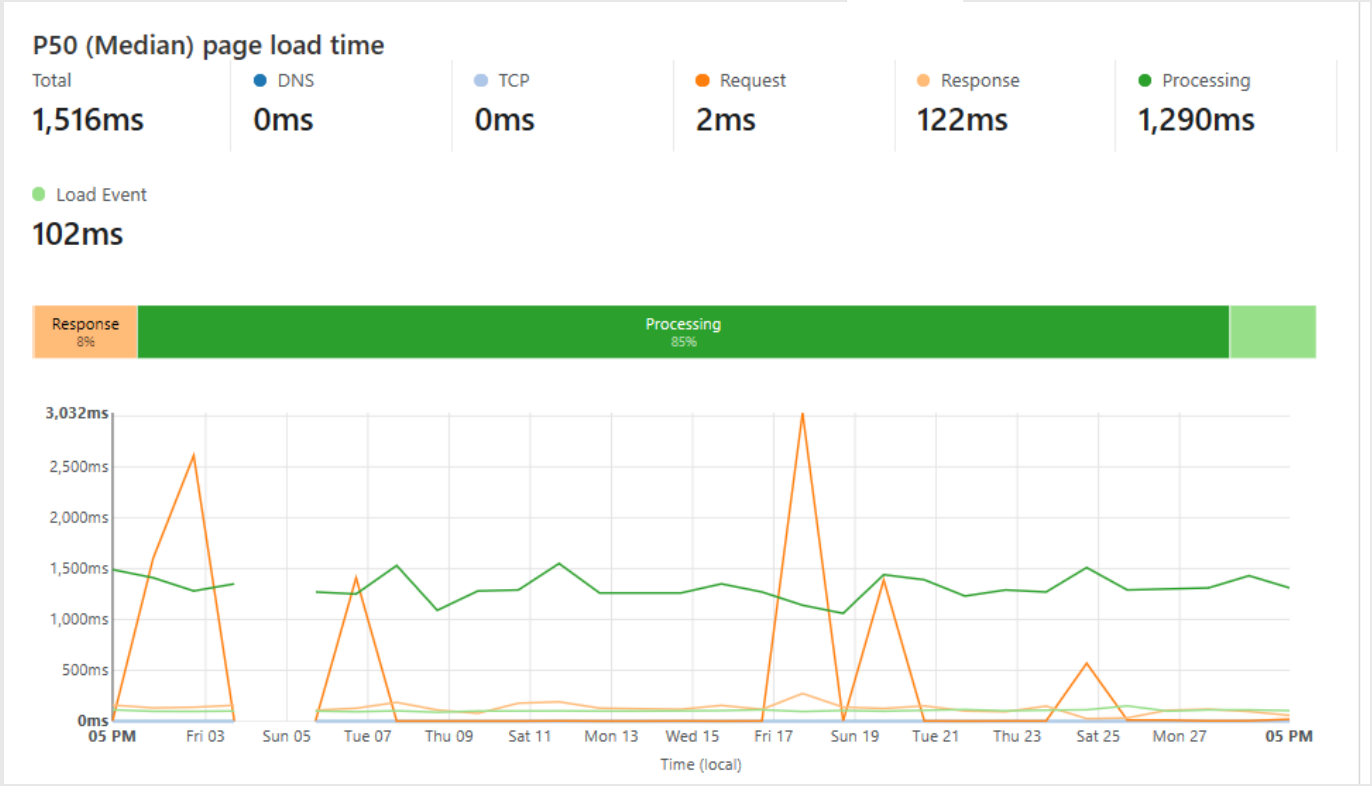
User Response – Calls to 3rd Party Interfaces

https://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx



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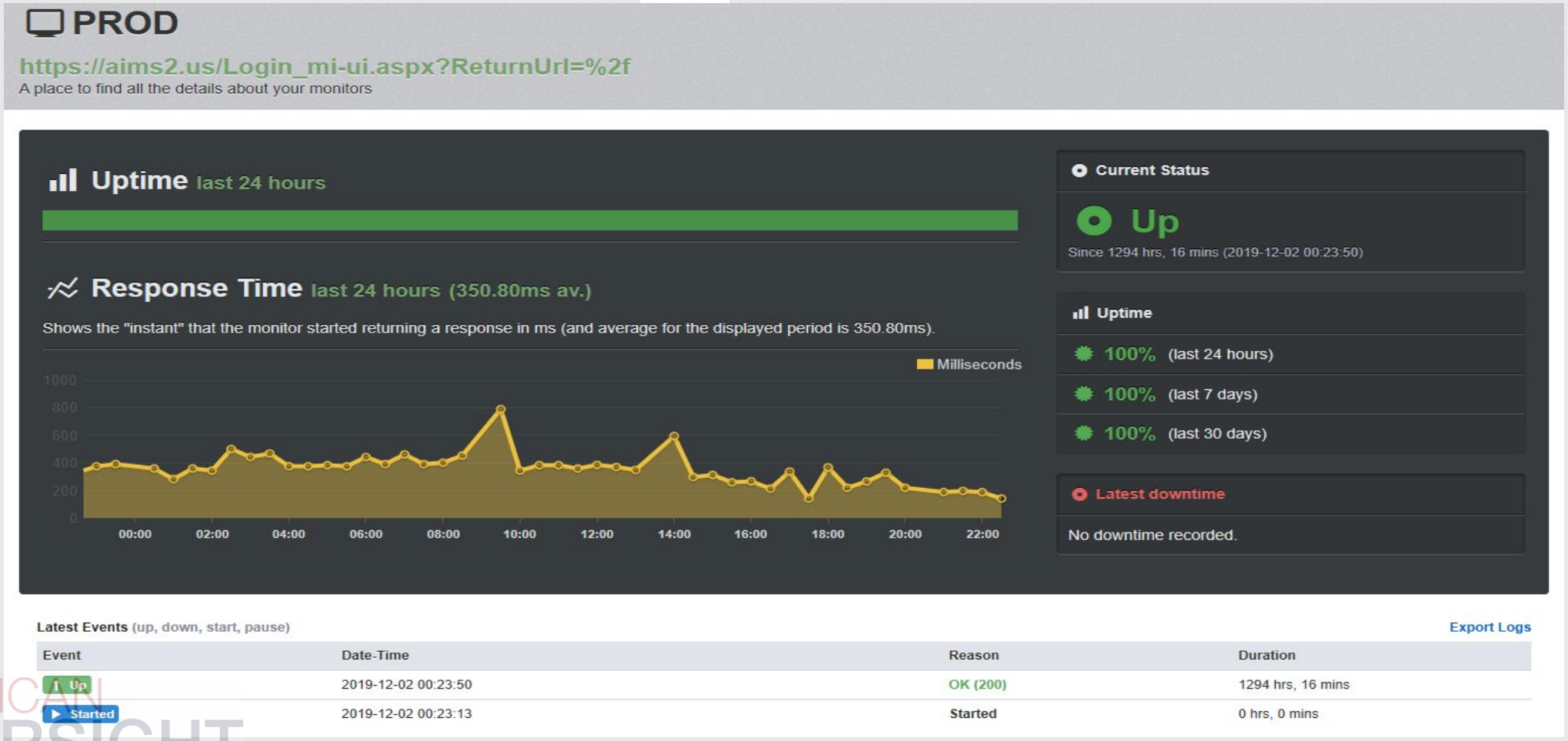
System Availability and Reliability



AMERICAN OVERSIGHT

Maintenance / Updates /Upgrades

Release #	Release Name	Iteration Path	UAT Date	PROD Date
5.1.214.10	Prod Release 1	\v5.1.214.X (PROD Release 1)	12/5/2019	12/6/2019
5.1.215.9	Prod Release 2	\v5.1.215.X (PROD Release 2)	12/12/2019	12/13/2019
5.1.216.6	Prod Release 3	\v5.1.216.X (PROD Release 3)	12/19/2019	12/20/2019
5.1.217.5	Prod Release 4	\v5.1.217.X (PROD Release 4)	12/24/2019	12/26/2019
5.1.218.4	Prod Release 5	\v5.1.218.X (PROD Release 5)	1/2/2020	1/3/2020
5.1.219.6	Prod Release 6	\v5.1.219.X (PROD Release 6)	1/8/2020	1/10/2020
5.1.220.6	Prod Release 7	\v5.1.220.X (PROD Release 7)	1/15/2020	1/17/2020
5.1.221.6	Prod Release 8	\v5.1.221.X (PROD Release 8)	1/22/2020	1/24/2020
5.1.222.6	Prod Release 9	\v5.1.222.X (PROD Release 9)	1/29/2020	1/31/2020
5.1.223.6	Prod Release 10	\v5.1.223.X (PROD Release 10)	2/5/2020	2/7/2020
5.1.224.6	Prod Release 11	\v5.1.224.X (PROD Release 11)	2/12/2020	2/14/2020
5.1.225.6	Prod Release 12	\v5.1.225.X (PROD Release 12)	2/19/2020	2/21/2020
5.1.226.6	Prod Release 13	\v5.1.226.X (PROD Release 13)	2/26/2020	2/28/2020

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Data Integrity and Destruction

- AWS Backup Logs

System snapshots (8)

Filter system snapshots

1

Name	DB source	Creation time	Status	Progress	Vpc
rds:aims2prod-2020-01-23-09-11	aims2prod	Thu Jan 23 2020 02:11:42 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-24-09-11	aims2prod	Fri Jan 24 2020 02:11:36 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-25-09-11	aims2prod	Sat Jan 25 2020 02:11:47 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-26-09-11	aims2prod	Sun Jan 26 2020 02:11:59 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-27-09-11	aims2prod	Mon Jan 27 2020 02:11:53 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-28-09-11	aims2prod	Tue Jan 28 2020 02:11:49 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-29-09-11	aims2prod	Wed Jan 29 2020 02:11:50 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-30-09-11	aims2prod	Thu Jan 30 2020 02:11:43 GMT-0700	available	Completed	vpc-009d22516de3691c8

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Security

- 0 breaches this month
- User Roles Audit (Telerik Reports)
- Annual Penetration Testing

AIMS2 User Detail Report

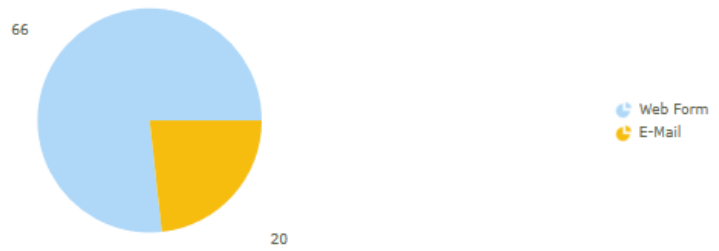
User ID	User Name	First Name	Last Name	Account Locked	Password Expires On	Roles
15	[redacted]	Administrator	Administrator	N		ADMINISTRATOR
						PASSWORD
24		FRANCISCO	MAJALCA	N	3/15/2020 6:38:09 AM	ALL USERS
						PASSWORD
						ACCOUNTABILITY OFFICER
						MAIN CONTROL
28		DELLA	HARRIS	Y	2/28/2020 1:31:31 AM	ALL USERS
						MEDICAL STAFF
						PASSWORD
31		JARED	KAUFFMAN	N	3/7/2020 1:40:21 AM	ALL USERS
						PASSWORD
						ACCOUNTABILITY OFFICER
32		DAVID	HOLMES	N	3/1/2020 6:29:46 PM	ALL USERS
						PASSWORD
33		MARVIN	ROSTRAN	Y	2/28/2020 1:31:31 AM	ALL USERS
						PASSWORD
39		KEVIN	BATISTE	Y	2/28/2020 1:31:31 AM	ALL USERS
						PASSWORD
42		RAMON	CANEDO	N	3/9/2020 11:52:09 PM	ALL USERS
						PASSWORD

AMERICAN OVERSIGHT

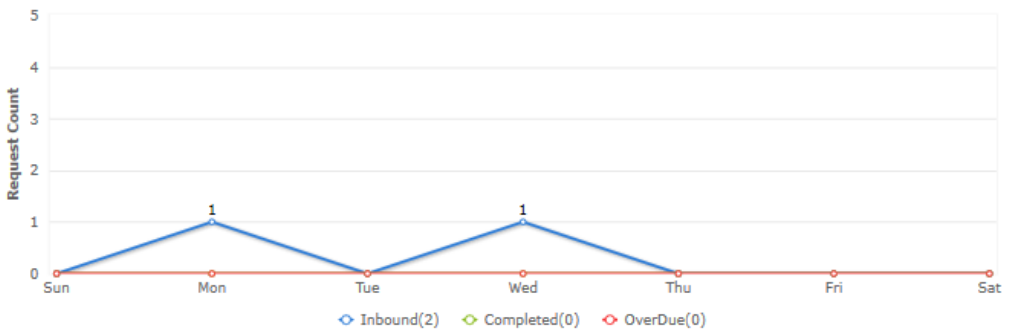
Requests by Technician

	Open	OnHold	OverDue
AIMS2 Migration	23	0	23
AIMS2 Dev	17	1	18
Vishal Mehta	13	0	13
Trevor Baker	3	0	3
Others	4	0	3
Unassigned	26	0	6
Total	86	1	66

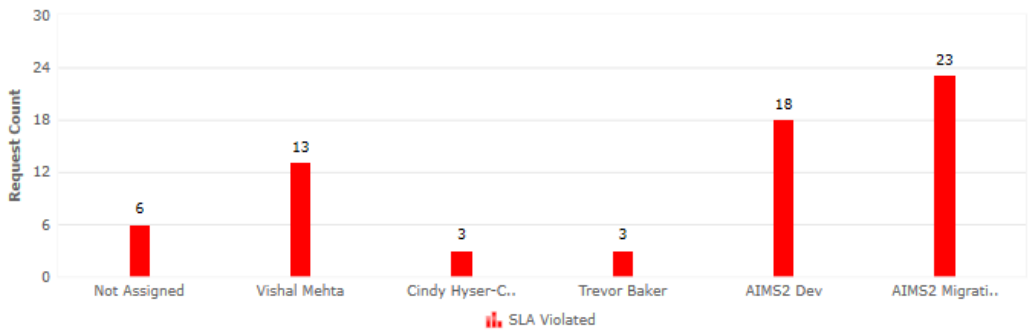
Open Requests by Mode



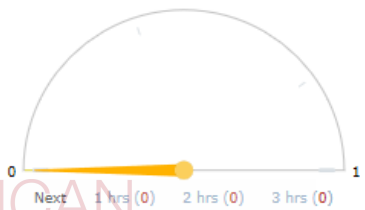
Requests Last Week



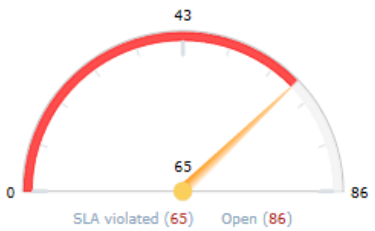
SLA Violation by Technician



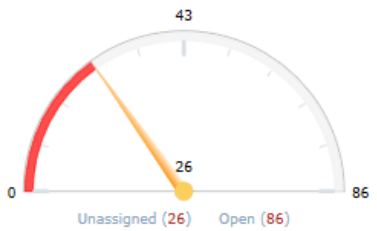
Requests Approaching SLA Violation



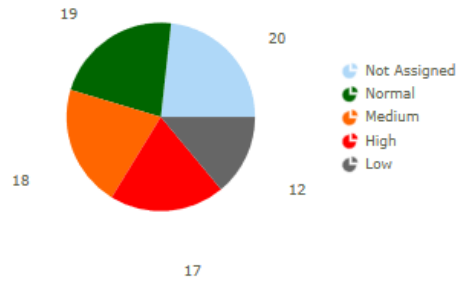
SLA Violated Requests



Unassigned and Open Requests



Open Requests by Priority



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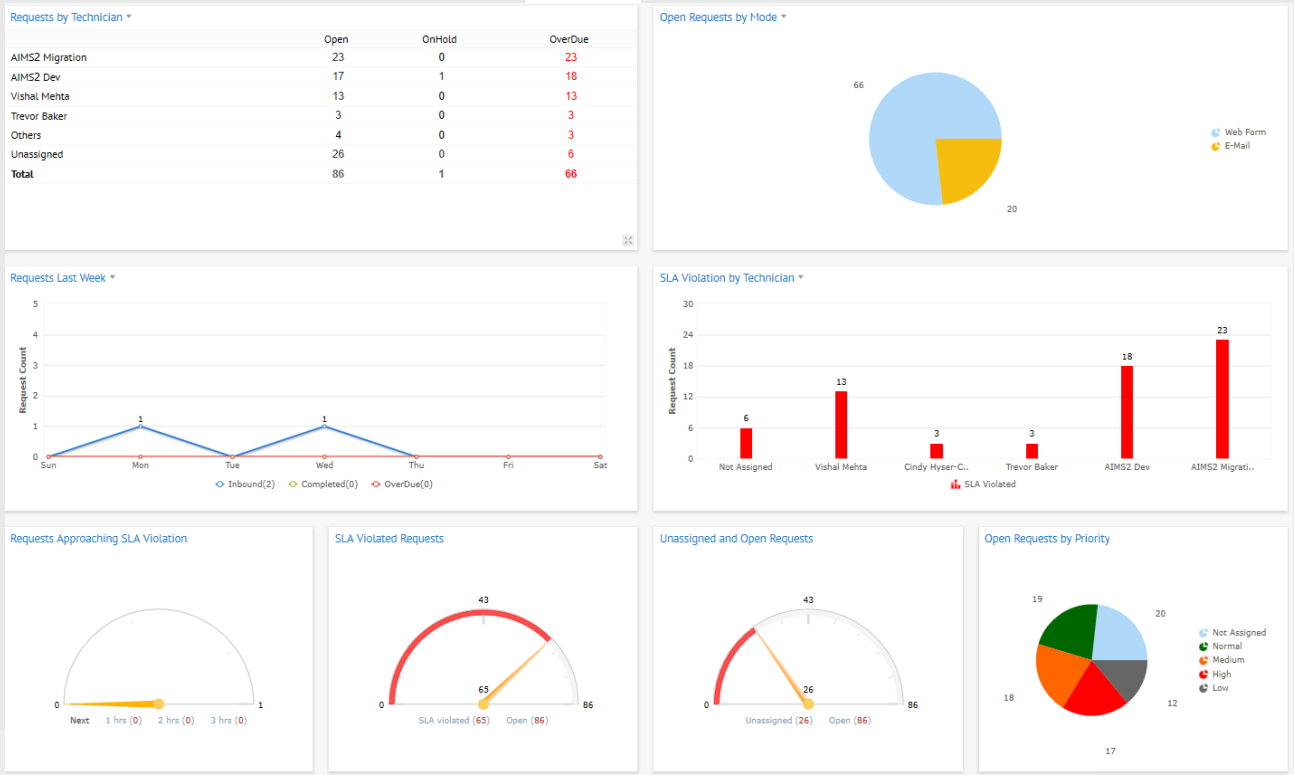
Incident Resolution Time & Target

- Provided by the B&D ServiceDesk+ tool



Requests by Technician	Open	OnHold	OverDue
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Trevor Baker	3	0	3
Others	4	0	3
Unassigned	26	0	6
Total	86	1	66

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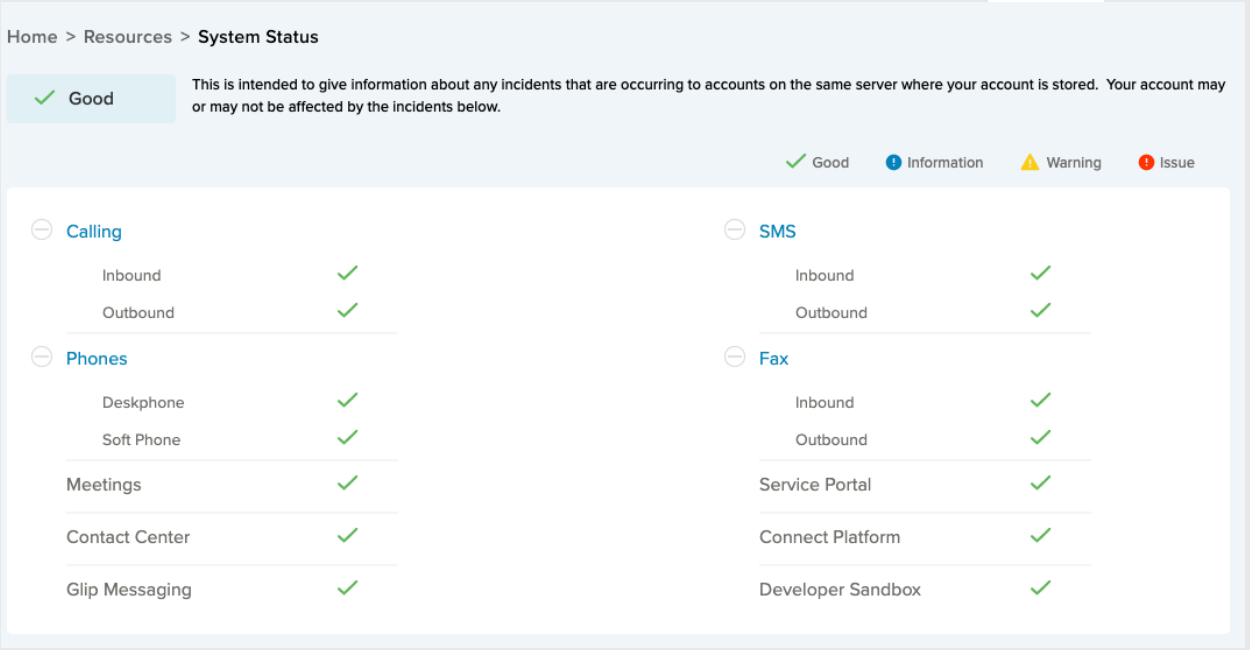
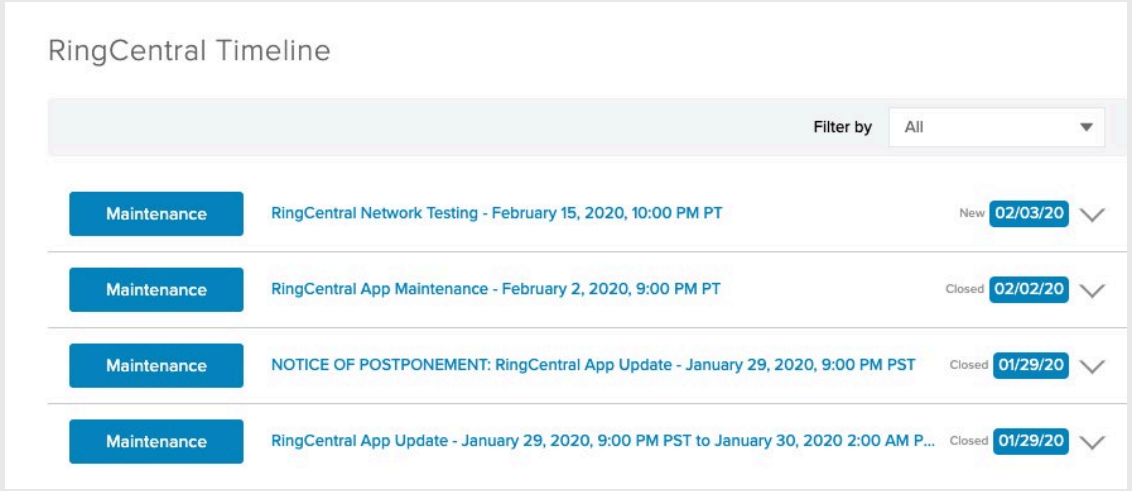
User Support

- Ring Central Uptime report – Call Handling Software





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User Support

- ServiceDesk+ Uptime report

ManageEngine On-Demand Service Status

SUBSCRIBE

All Components are operational

Component Summary

Component Name	Component Status
Custom SDP On-Demand Transaction Time : 1.36 s	Operational
MDM Cloud Transaction Time : 2.25 s	Operational
PatchManagerPlusCloud Transaction Time : 367 ms	Operational
Remote Access Plus Transaction Time : 395 ms	Operational
SDP On-Demand Transaction Time : 524 ms	Operational
US Zoho AlarmsOne Transaction Time : 367 ms	Operational

Component Status History

Search for a component

Feb 13 to Feb 7

Component Name	Uptime	Feb 13	Feb 12	Feb 11	Feb 10	Feb 9	Feb 8	Feb 7
Custom SDP On-Demand	100 %	✓	✓	✓	✓	✓	✓	✓
MDM Cloud	100 %	✓	✓	✓	✓	✓	✓	✓
PatchManagerPlusCloud	100 %	✓	✓	✓	✓	✓	✓	✓
Remote Access Plus	100 %	✓	✓	✓	✓	✓	✓	✓
SDP On-Demand	100 %	✓	✓	✓	✓	✓	✓	✓
US Zoho AlarmsOne	100 %	✓	✓	✓	✓	✓	✓	✓

Operational · Monitoring suspended · Under Maintenance · Degraded Performance · Partial Outage · Major Outage

Incident History

Feb 13, 2020
No incidents reported.

Feb 12, 2020
No incidents reported.

Feb 11, 2020
No incidents reported.

Feb 10, 2020
No incidents reported.

Feb 09, 2020
No incidents reported.

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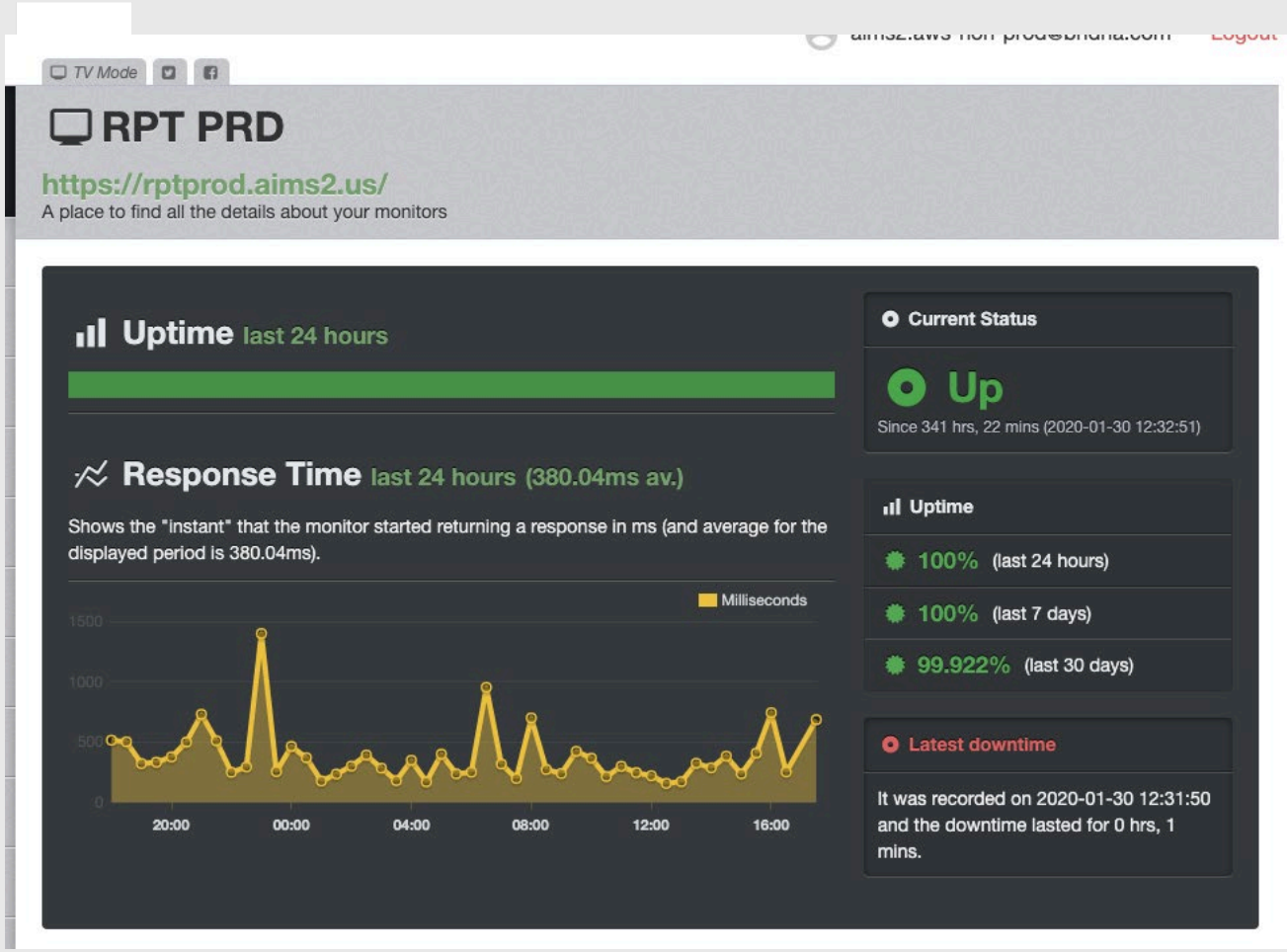
Reporting

- AWS Read Replica uptime report



AMERICAN OVERSIGHT

SLA Reporting

- This document
- Monthly Status Report Meeting Schedule
- Quarterly meeting

AMERICAN OVERSIGHT

Contractor Staffing

- Expert Timesheet Staffing report

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles
Cc:	Rusty Johnson
Subject:	Fwd: ACIS Status Meeting Minutes 10/9/2020
Date:	Friday, January 29, 2021 2:03:06 PM
Attachments:	ADCRR-BD MO Hours Discussion Final.pptx ACIS Deployment Incident.docx ACIS SYSTEM IMPROVEMENT PROPERTY PROPOSAL.docx image003.png

---

Hello Joe-

Here's one email from Charles.

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Wed, Oct 14, 2020 at 3:39 PM
Subject: ACIS Status Meeting Minutes 10/9/2020
To: Holly Greene <hgreene@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>, Joseph Profiri <jprofiri@azadc.gov>, Keith Francen <keith.francen@bndna.com>, Rusty Johnson <sjohnson@azadc.gov>, Rocky Advani <radvani@azadc.gov>
CC: Dean Allen <dean.allen@bndna.com>, Chris Masson <chris.masson@bndna.com>, Thad Lowry <thad.lowry@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>, Robert Spedding <robert.spedding@bndna.com>

Please find the meeting notes below.

1: M&O Hours Power Point Review

Attendees

Deputy Director Joe Profiri

Rusty Johnson

Dean Allen

Charles Spannagel

EUIL-CR-PL Bulletins

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- Dean has provided an initial list of EUIL-CR Bulletins to Deputy Director Profiri to review
- Holly has tasked her team with creating "one pagers" for all items remaining in the Parking Lot (400 page Playbook that will reside in Deputy Director Profiri's office)
- Deputy Director Profiri requests collaboration between B&D and ADCRR to fine tune these informational sheets
    - Dean has tasked B&D Business Analysts with creating Bulletins for the remaining EUIL items
    - Charles will coordinate efforts with ADCRR IT PMO for collaboration
        - This collaboration will become an ongoing agenda item for the Friday ACIS Leadership Meeting

M&O Hours Name Change

- The current title of M&O Hours has caused confusion over the true purpose of the annually allotted 10,000 Hours
    - The 10,000 hours are to be used for System Improvements
    - Maintenance and Operations Support is part of the Support Contract
        - System issues (Bugs) is covered by the Support Contract
        - Maintenance of Environments is covered by the Support Contract
    - Items related to improving the system would fall under the annual 10,000 hour allotment
        - EUIL, CRs, PL Items
    - **Recommendation to remove the title of "Maintenance and Operations" to "System Improvement Hours"**

B&D Staffing Model and Workload

- B&D currently has 3 Developers without work to be done on EUIL-CR items
- Deputy Director Profiri and Dean suggest reviewing all PL items for "Low Hanging Fruit"
    - Items that will not require lengthy JAR sessions
    - Items that will not require lengthy Development
    - Items that will be pushed into Production in a timely manner
    - Items that will keep B&D fully staffed
    - Charles to collaborate with ADCRR IT PMO to produce a recommended list to move forward
        - This collaboration will become an ongoing agenda item for the Friday ACIS Leadership Meeting
- Deputy Director Profiri and Dean suggest reviewing the "Property Module" which could be brought online and a huge "win" with the Operational Staff

AMERICAN OVERSIGHT

B&D Staff to review the Property Module and gauge work effort

- Charles to work with Rusty to review the upcoming "Enforcer" Change Requests

JAR Sessions and Estimate Concerns

- EUIL 43279 "New Code Violator not Calculating Correctly" caused concern when the estimate went from 660 hours to 2600+ hours
    - Additional Scope from ADCRR Operations caused increase in estimation hours
        - 4th Quarter EUIL-CR Items will hold JAR sessions prior to any estimation
        - B&D staff will call out immediately when "Scope Creep" occurs

2: **Low Hanging Fruit**

- Eli will send the ADCRR List to Charles to review with B&D BA's (Trevor and Cindy)
- Charles will send the list back to ADCRR when complete
- Charles and Eli to meet and move this initiative forward as quickly as possible

3: Rocky Update

- Rocky and Dean are continuing their discussion over billable hours and criteria for billable hours

4: ACIS Leadership Meeting Requests

- Holly has requested for all future meetings that Charles include both the link on Sharepoint and the actual document **"ACIS MNO and EUIL Hours Tracking"** for the excel workbook stored on Sharepoint
- Charles will incorporate this into the meeting on 10/16/2020

5: Documents to be sent by Charles

- Charles was asked to send the **ADCRR MO Hours Discussion PPT**, **ACIS**

AMERICAN OVERSIGHT

Deployment Incident and the **ACIS System Property Proposal Document** by 10/9/2020
- All documents sent by 10/9/2020
- Documents attached again

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

ACIS Deployment Incident

Overview 1

Incidents 1

Monitoring & Notifications **Error! Bookmark not defined.**

Initial 1

Additional monitoring & notifications **Error! Bookmark not defined.**

Reporting on the queue **Error! Bookmark not defined.**

Health Check **Error! Bookmark not defined.**

Overview

The ACIS application was offline on 9/25/2020 during a PROD deployment push. The deployment process has many checks and balances in place to catch for errors. In this case the process returned a success even though the underlying driver was not 100% successful.

Incident

1. An outage occurred due to an issue with the base image.
2. The base image failed to completely install the Oracle driver even though the Oracle driver installer reported a successful and complete install
3. The prod push revealed this problem as a 500 error on the front end and background services.

Troubleshooting & Quality

Initial

The short term solution is to do a build from the PROD base image in the morning, the day of a production push to ensure the base image is error free.

Long term

In the long term this problem is possibly resolved on a newer version of the Oracle Driver. ACIS is using Oracle 12.2, where the latest Oracle version is 19 (2 versions newer). There may also be a different type of Oracle driver install that returns more verbose error handling. Troubleshooting and research is required on both of these items.

AMERICAN OVERSIGHT

Summary

To maintain the uptime of the ACIS application the PROD base image will be tested on the morning of a PROD push to allow time to address quality issues before a deployment is completed.

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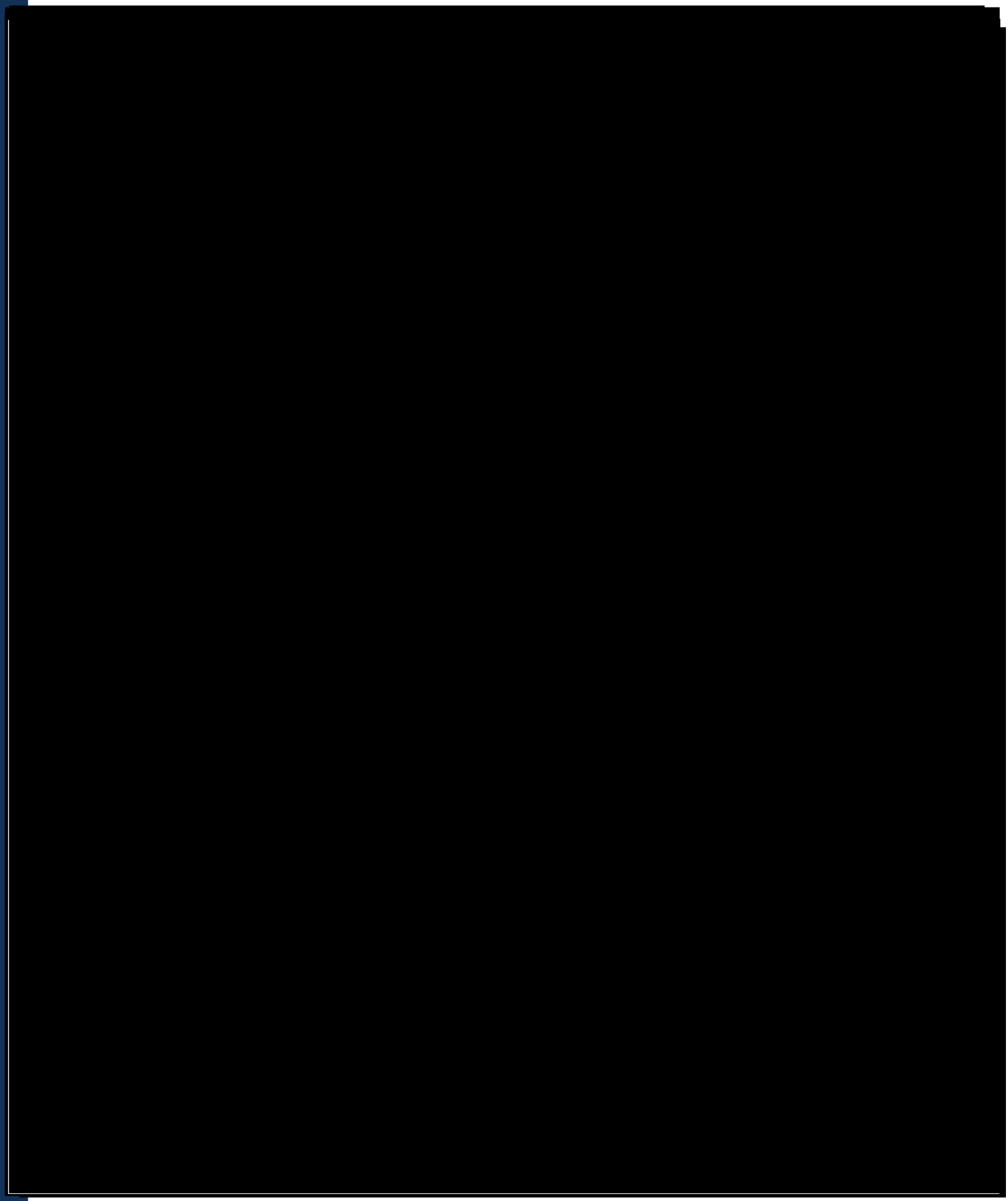

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Lightening the load of those managing the corrections journey.

OCTOBER 2020

Roadmap of Changes

ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
Empowering Digital Business

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Exec Summary

- Parking Lot 1000hrs
  - 9 changes – 7 in production, 2 in UAT = 0 hours remaining
- EUIL (9,000)
  - 18 changes – 3 in production, 9 in F/UAT, 7 in Development
  - 5,115 hours approved = 3,885 remaining
- M&O Hours (10,000)
  - Approved 1,371.75, Not Approved 204 = 8424.25 remaining
  - Report Support, Document Management, Post back Reduction, etc
- Total Hours remaining
  - 12,310.25 hours

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Current Status of EUIL's (excluding Parking Lot Changes)

EUIL Item	EUIL Name	Module	JAR Session Date	Status	Estimated FUAT Delivery	Credit	Debit	Approved D	Balance
M/O Signed Agreement			5/1/2020			10,000			10,000
Amendment 9 PL Items			5/1/2020				-1,000		9,000
EUIL - 40167	Remove PRR Rules Preventing Inmates from Being Assigned	Programs	6/9/2020	Deployed to PROD	Jul-20		-160	Y	*8840*
EUIL - 40629	Mental Health Screen: Text change for "Title 18 Medicaid ID	Interfaces/Medical & Mental Health Tabs	6/28/2020	Deployed to PROD	Jul-20		-28	Y	*8812*
EUIL - 41361	CL Pending Manslaughter review should not allow for an IR reduction below 3	Classification	7/9/2020	Deployed to PROD	Aug-20		-100	Y	*8712*
EUIL - 25143	UC-GM-4.0: Display both the CSG and STG in the banner	STG	7/28/2020	Accepted in FUAT	Sep-20		-77.5	Y	
EUIL - 28917	Add Hyperlinks to Community Corrections Banner	Community Corrections/OMS	8/4/2020	In Develpoment	Oct-20		-90	Y	
EUIL - 28992	Violator CSED not calculating correctly	Sentence Calculation	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20	In Develpoment	Nov-20		-1027.5	Y	
EUIL - 30307	Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)	Sentence Calculation	9/1/2020	In SC Queue (February 2021)	Apr-21		-958	Y	
EUIL - 33168	Fast trackers past all dates showing N/A for date in banner	Sentence Calculation	6/9/2020, 8/10/2020	In Develpoment	Nov-20		-132	Y	
EUIL - 39463	UC-SE-5.1 SBD not allowed to be prior to Date of Offense	Sentence Calculation	6/22/2020	In SC Queue (Novemeber 2020)	Nov-20		-210	Y	
EUIL - 39609	Cell Screening: Years to Release Rules are incorrect	Cell Screening	6/22/2020	Accepted in FUAT	Jul-20		-124	Y	
EUIL - 40386	CL 5 year non-discretionary medium is not triggering a new classification review	Classification	6/30/2020	Deployed to FUAT	Sep-20		-124	Y	
EUIL - 40392	CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	Classification	7/7/2020	In SC Queue (Novemeber 2020)	Jan-21		-496	Y	
EUIL - 42235	RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear	RMS	8/10/2020	Deployed to FUAT	Sep-20		-230	Y	
EUIL - 42241	Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked	Global	8/3/2020	Deployed to FUAT	Sep-20		-[illegible]	[illegible]	

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AZ-DOC-21-0315-A-000571

Current Status of EUIL's (excluding Parking Lot Changes) cont.

EUIL Item	EUIL Name	Module	JAR Session Date	Status	Estimated FUAT Delivery	Credit	Debit	Approved D	Balance
EUIL - 42335	UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections	RMS	7/7/2020	Deployed to FUAT	Aug-20		-174	Y	
EUIL - 42364	Need to be able to make a Sentence Flat or Earning Without Exceptions	Sentence Calculation	8/14/2020	In SC Queue (December 2020)	Jan-21		-468	Y	
EUIL - 25275	UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data	Sentence Calculation	8/3/2020, 8/5/2020	QA Complete ready for FUAT	Oct-20		-112	Y	
EUIL - 29221	AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences	Sentence Calculation	8/17/2020	In SC Queue (December 2020)	Feb-21		-522	Y	
EUIL - 31598	US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria	Sentence Calculation	To Be Scheduled	Cancelled			-1102	N	
EUIL - 40940	CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification	Classification	6/29/2020	Cancelled			-254	N	
EUIL - 42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	STG	8/13/2020	Cancelled			-160	N	
EUIL - 43279	New Code Violator not calculating correctly	Sentence Calculation	8/5/2020	Cancelled			-660	N	
Totals							8291		
Balance									*8712*

	Accepted
	In Development
	On Hold

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AZ-DOC-21-0315-A-000572

Current Status of EUIL's (monthly breakdown)

CR/EUIL Number	May	June	July	August	September	October	November	December	January	February	March	April
PL - 21283			111									
PL - 25141			111									
PL - 25178			111									
PL - 25179			111									
PL - 25204			111									
PL - 31494	111											
PL - 36608			111									
PL - 37369	112											
PL - 40361	111											
Total	334	0	666									
PL Balance 1000	666	666	0									
EUIL - 40167			160									
EUIL - 40629			28									
EUIL - 39609			124									
EUIL - 41361				100								
EUIL - 42335				174								
EUIL - 25143					77.5							
EUIL - 40386					124							
EUIL - 42235					230							
EUIL - 42241					82							
EUIL - 28917						90						
EUIL - 25275						112						
EUIL - 28992							1027.5					
EUIL - 33168							132					
EUIL - 39463							210					
EUIL - 40392									496			
EUIL - 42364									468			
EUIL - 29221										522		
EUIL - 30307												958
Total	0	0	312	274	513.5	202	1369.5	0	964	522	0	958
EUIL Balance 9000	9000	9000	8688	8414	7900.5	7698.5	6329	6329	5365	4843	4843	3885

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Governance

M&O Hours

M&O Work Item	Time Period	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000.00
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25
Project Management	8/3/2020 - 8/7/2020		10.00	8,632.25
Performance Improvement	8/3/2020 - 8/7/2020		4.50	8,627.75
Document Storage	8/3/2020 - 8/7/2020		4.50	8,623.25
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75	8,606.50
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75	8,600.75
AD HOC Support	8/3/2020 - 8/7/2020		10	8,590.75
Project Management	8/10/2020 - 8/14/2020		24.5	8,566.25
Performance Improvement	8/10/2020 - 8/14/2020		3	8,563.25
Document Storage	8/10/2020 - 8/14/2020		1.5	8,561.75
AD HOC Support	8/10/2020 - 8/14/2020		3.75	8,558.00
Project Management	8/17/2020 - 8/21/2020		35.00	8,523.00
Performance Improvement	8/17/2020 - 8/21/2020		11.50	8,511.50
Document Storage	8/17/2020 - 8/21/2020		3.00	8,508.50
AD HOC Support	8/17/2020 - 8/21/2020		16.50	8,492.00
Project Management	8/24/2020 - 8/28/2020		20.00	8,472.00
Performance Improvement	8/24/2020 - 8/28/2020		2.50	8,469.50
Document Storage	8/24/2020 - 8/28/2020		12.50	8,457.00
AD HOC Support	8/24/2020 - 8/28/2020		7.50	8,449.50
Performance Improvement	8/31/2020 - 9/4/2020		6.00	8,443.50
Document Storage	8/31/2020 - 9/4/2020		2.25	8,441.25
Excessive Postback	8/31/2020 - 9/4/2020		1.00	8,440.25
AD HOC Support	8/31/2020 - 9/4/2020		2.00	8,438.25
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,429.25
AD HOC Support	9/14/2020 - 9/18/2020		2.50	8,426.75
AD HOC Support	9/21/2020 - 9/25/2020		2.50	8,424.25
				8,424.25
Total				8,424.25

AZ-DOC-21-0315-A-000574

Questions and Answers

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson
Subject: RE: Weekly Meeting
Date: Friday, January 29, 2021 9:16:13 AM

Appreciate the confirmation from both of you!

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, January 29, 2021 9:39 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: Weekly Meeting

The same for myself.

On Fri, Jan 29, 2021 at 8:18 AM Rusty Johnson <sjohnson@azadc.gov> wrote:

> Joe-
>
> I am open on the 11th at that time. I also have availability in the afternoon after 100pm.
>
> Sincerely,
>
> Rusty Johnson
> Deputy Chief Information Officer
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.7011 | SJOHNSON@azadc.gov
> IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov
>
> On Fri, Jan 29, 2021 at 7:58 AM Joe Miles <joe.miles@bndna.com> wrote:
>
> > Holly and Rusty,
> >
> > I need to reschedule our meeting on February 10 to February 11 at same time and wanted to check your availability.
> >
> > Joe

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> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rusty Johnson
Cc: Dean Allen; Holly Greene; Justin Baker; Keith Francen; Rocky Advani; Thad Lowry
Subject: Re: Possible Outage
Date: Thursday, January 28, 2021 7:38:12 PM
Attachments: 3517DA064FEA49D891A655F7A0A2FA20[7526911].png
AFF43CAA100942479E3229C06CD6D378[7526909].png
6C2B5BDA92CF4DB88F8449E2DAC4AC64[7526910].png

Great, thanks for letting me know!

Get Outlook for iOS

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Thursday, January 28, 2021 8:35:24 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rocky Advani <radvani@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Possible Outage

The Mug Photo system connection has been restored.

Thank you all again for the quick notification.

On Thu, Jan 28, 2021 at 18:32 Joe Miles <joe.miles@bndna.com> wrote:

> We have noticed that mugshots in PROD are not showing and our Team has determined that **ADCRR's own servers** must be down as the pictures are not showing on their websites as well. We will continue to monitor and wanted to make you aware of this issue in case you were not aware.
>
> Joe Miles
>
> Business Development Director
>
> Business and Decision, North America
>
> M: [redacted]
>
> E: joe.miles@bndna.com
>
> Mi-Case

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--
Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rusty Johnson
Cc: Dean Allen; Holly Greene; Justin Baker; Keith Francen; Rocky Advani; Thad Lowry
Subject: Re: Possible Outage
Date: Thursday, January 28, 2021 6:53:10 PM
Attachments: AFF43CAA100942479E3229C06CD6D378[7526909].png
6C2B5BDA92CF4DB88F8449E2DAC4AC64[7526910].png
3517DA064FEA49D891A655F7A0A2FA20[7526911].png

You're welcome. Appreciate the update.

Get Outlook for iOS

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Thursday, January 28, 2021 7:50:39 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rocky Advani <radvani@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Possible Outage

Thank you Joe.

It is not ADCRR servers. It is our connection thru our provider. We have escalated this and working on the problem.

We will advise when the problem has been corrected.

Thanks to your tram for notifying us. We really appreciate it!

On Thu, Jan 28, 2021 at 18:32 Joe Miles <joe.miles@bndna.com> wrote:

> We have noticed that mugshots in PROD are not showing and our Team has determined that **ADCRR's own servers** must be down as the pictures are not showing on their websites as well. We will continue to monitor and wanted to make you aware of this issue in case you were not aware.
>
> Joe Miles
>
> Business Development Director
>
> Business and Decision, North America
>
> M: [redacted]
>
> E: joe.miles@bndna.com
>
> Mi-Case

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--
Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Andrew Dorre; Joe Miles; Joseph Nicoletti; Mary Suhre; Michael Gomez; Perry Craglow
Cc: Dean Allen; Justin Baker; Keith Barrier; Keith Francen; Rocky Advani; Rusty Johnson; Thad Lowry
Subject: Re: Possible Outage
Date: Thursday, January 28, 2021 6:43:00 PM
Attachments: AFF43CAA100942479E3229C06CD6D378[7526909].png
6C2B5BDA92CF4DB88F8449E2DAC4AC64[7526910].png
3517DA064FEA49D891A655F7A0A2FA20[7526911].png

+Keith Barrier

On Thu, Jan 28, 2021 at 6:40 PM Holly Greene <hgreene@azadc.gov> wrote:

> Thank you, Joe. From what I've learned, these servers may be owned by the ADOA. The teams are working on our side to investigate the issue.
>
> Thanks,
>
> Holly
>
> On Thu, Jan 28, 2021 at 6:32 PM Joe Miles <joe.miles@bndna.com> wrote:
>
>> We have noticed that mugshots in PROD are not showing and our Team has determined that **ADCRR's own servers** must be down as the pictures are not showing on their websites as well. We will continue to monitor and wanted to make you aware of this issue in case you were not aware.
>>
>> Joe Miles
>>
>> Business Development Director
>>
>> Business and Decision, North America
>>
>> M: [redacted]
>>
>> E: joe.miles@bndna.com
>>
>> Mi-Case
>>
>> --

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> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rusty Johnson
Cc: Holly Greene
Subject: RE: System Improvements Approval
Date: Thursday, January 28, 2021 2:35:28 PM

Rusty,

CR 40707 was cancelled and Homeless Home Plan requirements were included in CR 43533. We should have had CR 43533 on our list and I will make sure it is included in the approved for development work at 1077 Hours.

Thank you for bringing it to our attention,

Joe

From: Joe Miles
Sent: Thursday, January 28, 2021 3:07 PM
To: Rusty Johnson <sjohnson@azadc.gov>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: RE: System Improvements Approval

Rusty,

I am investigating the issue on this, the most recent list I provided stating we were starting work on was based on confirmation from the development team. You are correct CR 43533 should have been on that list and I will see why it was left off, I believe you are correct about CR 40707 being combined which is why it was left off list they were confirming.

Will have an answer asap!

Joe

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Thursday, January 28, 2021 1:59 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: System Improvements Approval

Joe-

Your original list contained CR# 40707 Homeless Home Plan but it is not on the list you just sent us? Is there a reason it is not on this list? It also appears this change

AMERICAN OVERSIGHT

may have been combined with 43533. It too is not on this list.

Can you please look into this?

Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Thu, Jan 28, 2021 at 12:31 PM Joe Miles <joe.miles@bndna.com> wrote:

> Rusty and Holly,
>
> We have begun work on the following ADC approved system improvements.
>
> 35571 Victim Type on Search screen: 104 Hours
>
> 37366 MH Step Reviews: 323 Hours
> 40685 Warrant FSU: 210 Hours
> 41272 LOP to Keeptrak: 400 Hours
> 41273 Warrant Release Status: 425 Hours
> 41279 EIP not updating when discipline dismissed: 121 Hours
> 41403 Inactivate visitors when inmate is released: 105 Hours
> 42177 Drug Transition Program: 2230 Hours
> 42438 Disc DW review EIP Phase Drop: 195 Hours
> 42463 CSG to STG: 160 Hours
> 43330 SSN to Keeptrak: 157 Hours
> 43532 DNHW: 549 Hours
>
> We thank you again for approving these and allowing us to move forward on development.
>
> Best Regards,
>
> Joe

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and notify the sender immediately.

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rusty Johnson
Cc: Holly Greene; Sandy Wang
Subject: Re: Approval
Date: Thursday, January 28, 2021 8:39:58 AM

Thank you for the clarification.

Get Outlook for iOS

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Wednesday, January 27, 2021 9:33:03 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: Approval

Joe-

You are correct.

The approval does not include that recent list. We will be discussing that request in the very near future.

This approval was for your first request.

On Wed, Jan 27, 2021 at 20:27 Joe Miles <joe.miles@bndna.com> wrote:

> Rusty,
>
> Just wanted to make sure the approval did not include the recent list I proposed from parking lot list
>
> that provides system improvements at capped minimal number of hours.
>
> If I misunderstood please let me know.
>
> Best Regards,
>
> Joe

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From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Wednesday, January 27, 2021 4:53 PM
To: Joe Miles <joe.miles@bndna.com>
Subject: Re: Approval

It is approved to move forward.

On Wed, Jan 27, 2021 at 15:25 Joe Miles <joe.miles@bndna.com> wrote:

> Rusty,
>
> During our meeting today you indicated approval, of 4th quarter estimates that have been pending, would be forthcoming via email.
>
> I just wanted to confirm this with you and Holly so I could ensure the developers are prepared to start this work immediately.
>
> Thank both of you for your approval of this important work!
>
> Best Regards,
>
> Joe

--

Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

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--
Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles; sjohnson@azadc.gov
Subject: Touch Point Meeting for ADC
Date: Tuesday, January 26, 2021 6:48:56 PM

Joe-

Please come prepared to discuss all updates regarding:

-Property module
-Outstanding Q4 estimates
-Current status of Q2 items
-Monthly portfolio meeting
-Ticket and B&D Service Desk support

I'd like to also discuss:
-Visitation module
-New Business
-Regular meetings with procurement

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Elizabeth Charif; Rusty Johnson
Subject: Re: Proposed System Improvements
Date: Tuesday, January 26, 2021 6:10:58 PM

Thank you. Rusty and I will work with those to review this list and get back to you.

On Tue, Jan 26, 2021 at 5:59 PM Joe Miles <joe.miles@bndna.com> wrote:

> This is new business.
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, January 26, 2021 6:52 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Elizabeth Charif <echarif@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: Proposed System Improvements
>
> Is this new business? Or is this the same list I indicated we would research?
>
> On Tue, Jan 26, 2021 at 4:33 PM Joe Miles <joe.miles@bndna.com> wrote:
>
> > Holly,
> >
> > Holly,
> >
> > We have looked extensively in “Parking Lot Items” for some opportunities to provide ADC with system improvements that require minimal number of hours and still provide ADC with beneficial results. We value our partnership with ADC and as such we are continuing to look
> >
> > for opportunities like those proposed below that provide advantageous results in very short timeframes. All of the items are stand alone and not associated with current proposed work or items in development. We look forward to your approval of this proposed work and working together
> >
> > on projects such as these to the benefit of ADC.
> >
> > Best Regards,
> >
> > Joe

AMERICAN OVERSIGHT

TFS ID	Module Name	Title of Change Request	Hours
38843	Banner	Global: No indication of which episode you are in when selecting a previous episode	80
42387	Classification	Classification Arrest and Escape History page should display all Criminal History Record Data on one screen with scrolling not pagination	180
42860	Discipline	Disciplinary- Stop the system from pre-populating loss of visitation on the disc charge of 22B.	140
42627	Grievances	Grievance: Cannot Differentiate between Inmate Submitted date and entry into ACIS date	120
43000	Intake	Need the ability to update the modified date for Emergency contacts when the inmate has no emergency contact	120
33817	OMS	UC-CC-OMS-37: Judgment Creditor Report column value on CC Closeout Dashboard should default to "N/A" for ISC offender	100
42316	OMS	OMS offender address info have ASIC auto note when the address is marked primary	80
40393	Programs	UC-PR-5.10: Once an inmate turns 23 their SPED status should change.	160
42592	Programs	Need the ability to print passes for a cycle	140
42631	Programs	WIPP: Cannot see what the inmate's projected pay is	180
32220	Programs-Assessments	UC-PR-5.0: Add a "Section 504" Yes/No button on the Education screen with a drop down of what the ADA education accommodation is.	120
37371	RMS	UC-CC-RMS-01: No Address Verified checkbox on Home Plan screen	100
43034	RMS	MVD screen- Need the ability to change the State and type in the City (when State is other than Arizona) in MVD Details section	120
28697	Sentence Calc	Intake - Legal Summary -Inmate Name	120
42633	Transportation	Add Locator Code as a filter on the Transportation Queue	80
42634	Transportation	Add a "Select All" button on the Transportation Queue	80
42636	Transportation	Add a "Delete" button on the Transportation Queue	80
42643	Transportation	Transportation Queue: Unable to edit the reason an inmate is moving	80
42644	Transportation	Transportation Queue: Unable to multi-select filter options	160
42481	Visitation	Visitation:Cannot search by Inmate on the Visitation dashboards	160
41336	Warrants	Warrants - Entered in ACJIS Flag needs to be visible on warrants dashboard results	120
43869	Victim Services	Requestor should be required when adding a new victim	120

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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--

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

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IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: gmartinez1; Keith Francen; Aaron Pratt; Thad Lowry
Cc: Sandy Wang; Rusty Johnson; Holly Greene; Elizabeth Charif; Spencer Scott; Jey Whitson1; Marlene Coffee
Subject: RE: Maintenance Window Request
Date: Tuesday, January 26, 2021 3:54:13 PM

Thank you George

From: George Martinez <gmartinez1@azadc.gov>
Sent: Tuesday, January 26, 2021 4:36 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>
Subject: Re: Maintenance Window Request

Joe, I'm glad to report that the CAB has approved the Maintenance Window for the PROD Index Rebuild during the weekend of 1/30 & 31.

Respectfully,

George Martinez, Jr, PMP®

Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Jan 21, 2021 at 9:34 AM Joe Miles <joe.miles@bndna.com> wrote:

> George,
>
> Have you been able to determine a date for this? Please let me know if you need additional information.
>
> Best Regards,
>
> Joe

AMERICAN OVERSIGHT

From: Joe Miles
Sent: Tuesday, January 19, 2021 11:46 AM
To: Sandy Wang <swang@azadc.gov>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Maintenance Window Request

It is the weekend of January 30 & 31 or February 13 & 14.

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, January 19, 2021 10:52 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Maintenance Window Request

Hi, Joe, George Martinez is working on the maintenance request and will reach out to you in terms of additional information needed to complete the process.

One question we have is on the dates - you mentioned 1/27 or 2/13. Did you mean 1/30 instead? 1/27 is a Wednesday and 1/30 Sunday. Please confirm that it is 1/30 or 2/13.

On Fri, Jan 15, 2021 at 3:31 PM Sandy Wang <swang@azadc.gov> wrote:

> I recommend that we enter this as a Change ticket in Cherwell and go through the CAB approval process as outlined in our Change management process. George can submit the ticket in time for next Tuesday's CAB meeting.
>
> On Fri, Jan 15, 2021 at 3:23 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > I'm open to this, but from my seat, I'm indifferent to the dates.
> >
> > Obtain consensus on the date and approval to move forward, from the proper groups (IT PMO, Operations, etc.) with Rusty representing me and our senior leadership position.
> >
> > Respectfully,
> >
> > Holly Greene
> > CIO | ADCRR I.T. Bureau
> > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> > Office: 602.364.0569 | hgreene@azadc.gov
> > IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

> On Fri, Jan 15, 2021 at 3:10 PM Joe Miles <joe.miles@bndna.com> wrote:
>
> > Holly,
> >
> > We are requesting approval of a maintenance window for database index rebuilding that will not require an outage. This would be performed on either the weekend of January 27 or February 13, whichever you prefer, and conducted on Saturday from 6:00pm to 10:00pm and then Sunday from 6:00pm to 10:00pm of the selected weekend.
> >
> > Best Regards,
> >
> > Joe
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
> --
> Respectfully,
> Sandy Wang
> PMO Program Manager
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W. Jefferson St | Phoenix AZ 85007
> Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Jey Whitson1; hgreene@azadc.gov; Marlene Coffee; Stacey Crabtree; sjohnson@azadc.gov; swang@azadc.gov
Subject: RE: ACIS Visitation Module Support
Date: Monday, January 25, 2021 2:26:23 PM

If tomorrow it will need to be before 11AM AZ time or next week.

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Monday, January 25, 2021 3:22 PM
To: hgreene@azadc.gov; Joe Miles <joe.miles@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; sjohnson@azadc.gov; swang@azadc.gov
Subject: ACIS Visitation Module Support

Please cancel this meeting and reschedule for tomorrow. OSB will not be able to attend. We've all been pulled into a project. --

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Jey Whitson; Sandy Wang
Cc: Joe Miles; Marlene Coffey; Stacey Crabtree; Rusty Johnson
Subject: Re: ACIS Visitation Module Support
Date: Monday, January 25, 2021 2:25:32 PM

Thank you, Jey. Sandy will reschedule.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Mon, Jan 25, 2021 at 2:21 PM Jey Whitson <jwhitson@azadc.gov> wrote:

> Please cancel this meeting and reschedule for tomorrow. OSB will not be able to attend. We've all been pulled into a project. --
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To:	bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject:	Open Service Desk tickets by Requester. Scheduled At : Jan 25, 2021 08:00 AM
Date:	Monday, January 25, 2021 8:00:48 AM
Attachments:	Service_Ticket_Report (Jan 25, 2021 08 00 AM).pdf

AMERICAN OVERSIGHT

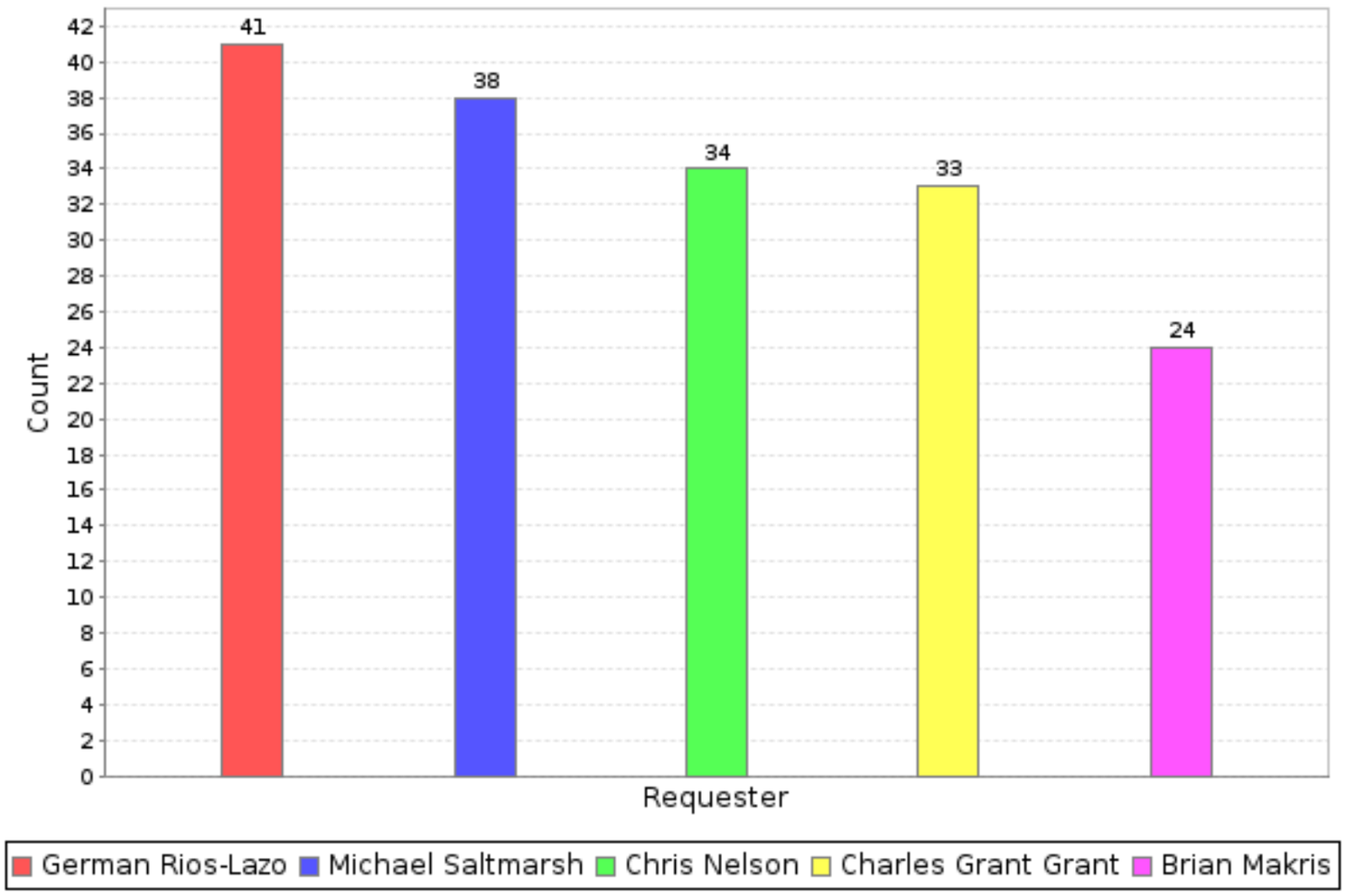
Business & Decision
Empowering Digital Business

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 01-25-2021 08:00

Total records : 170



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	642	Classification - Inmate [redacted] received an o/r and appears on the 1630 report but the o/r does not appear correctly in the classification history CU Override Column.	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Discipline	736	Discipline - Disc case is at the DHOR status as a major. The DHO deems it should be seem as minor. DHO does nothing. Disciplinary Coordin	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium
	Warrants	890	Warrants - The sentence structure field(warrant detail screen) is not loading correctly on multiple inmates.	Assigned	Justin Baker	3-Medium
	Scheduling	925	Scheduling - Unable to remove #[redacted] from the Vehicle Gate and continues to show him as out on the count sheets	Assigned	Justin Baker	3-Medium
	Population Mgmt DNHW	929	Population Mgmt DNHW - I/M [redacted] #[redacted] DNHW has duplicate Inmates on it.	Assigned	Justin Baker	3-Medium
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Programs	991	Programs - When running report 0600 the control card sort queue letter A is not working	Assigned	Justin Baker	4-Low
	Reports	1017	Reports - Report 2040 (Missing Hours) is missing whole crews (WIPP-Maint-Helper) that were not paid for Florence-South Pay Period 14.	Assigned	Not Assigned	3-Medium
	Interfaces	1018	Interfaces eOMIS - Inmates [redacted] medical score is in eOMIS and will not transfer over to ACIS	Assigned	Justin Baker	3-Medium
	Interfaces	403	Interfaces KeepTrak - ACIS grabbed that date and sent it again since the case was closed without a conviction date.	Pending Deployment	Justin Baker	4-Low
	Other	405	Reports - Cancelled activities do not show as cancelled on RPT 2100	Pending Deployment	Justin Baker	4-Low
	Other	645	Other - Count down system asks users if they want to stay connected after answering yes kicks you out.	Pending Deployment	Justin Baker	4-Low
	Visitation	744	Visitation - When adding new Visitor [redacted], ACIS states he already has a profile	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	799	Sentance Calc - When release dates are manually locked down, the release types are missing in the Sentence Worksheet.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	924	Population Mgmt DNHW - A DNHW that was completed is still showing as pending	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	930	Community Corrections RMS - OMS/RMS Community corrections Banner hyperlink “Name” not working correctly	Pending Deployment	Justin Baker	3-Medium
	Visitation	932	Visitation - Profile for Garcia, Jasmine dob 4/11/2008 not loading on the registration page.	Pending Deployment	Justin Baker	3-Medium
	Visitation	943	Visitation - Minor visitor [redacted] was not showing on the visit registration screen but now is with an adult link	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	974	Population Mgmt DNHW - DHNW between in a [redacted] #[redacted] and [redacted] #[redacted] in locked as pending.	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	378	Reports - Report 220 is not pulling data as per the documentation	Pending Information	Justin Baker	4-Low
	Programs	926	Programs - Not able to save the Home Plan. Every time when I try to save	Pending Information	Justin Baker	3-Medium

Count 24

Charles Grant Grant

	Religious	424	Religious - Correctional Officers didn't let inmates out for religious services because inmates are not in "RPT 2100"	Assigned	Not Assigned	3-Medium
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Grievance	961	Grievance - I am unable to find Grievance Case #20-024902 for inmate [redacted] Eyman SMU I, A70 in ACIS-Grievances.	Assigned	Justin Baker	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	968	Grievance - Description: Inmate was assigned a number for a grievance but now it cannot be located in ACIS	Assigned	Justin Baker	4-Low
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	997	Warrants - Unable to print a warrant using the generate warrant button on the warrant detail screen for ADC [redacted]	Assigned	Justin Baker	4-Low
	Population Mgmt Protective Custody	572	Population Mgmt Protective Custody - The system is sending emails for a PC review for inmates who are approved PC already	Pending Deployment	Hagay Hazan	3-Medium
	Sentence Calc	807	Sentence Calc - ADC [redacted] was tested in UAT. PROD is experiencing the same issue. In UAT, it's currently highlighting B3 as the ruling sentence.	Pending Deployment	Justin Baker	3-Medium
	Visitation	853	Visitation - This inmate has three applications that were able to beprocessed through ACJIS, and are on the DW's dashboard; however, theinmate's dashboard does not show the applications.	Pending Deployment	Justin Baker	4-Low
	Classification	903	Classification - Inmate release dates changed. Inmate was classified to minimum custody due to release dates under 5 years.	Pending Deployment	Justin Baker	4-Low
	Other	962	Global Action Queue - DNHW for [redacted] was properly input/ saved/ submitted by unit CO IV but will not clear off the Cimarron DW pop mgmt queue. screen shot uploaded	Pending Deployment	Justin Baker	4-Low
	Visitation	984	Visitation - [redacted] #[redacted] VISITOR [redacted] IS APPROVED IN ACIS BUT WHEN YOU CLICK ON PROFILE IT SHOWS VISITOR IS INACTIVE.	Pending Deployment	Justin Baker	4-Low
	Other	986	Interfaces eOMIS - L50 (ASPC-L Morey MASH Unit) was reactivated on 12/22/20 at 11:41:41. However, per Marquis's developers, eOMIS has not received any updates to the OMS Facility	Pending Deployment	Justin Baker	3-Medium
	Discipline	998	Discipline -	Pending Deployment	Justin Baker	3-Medium
	Visitation	1005	Visitation - Approved visitor [redacted] is showing approved under the inmate's visitation administration page, but is not appearing on the inmate's visit registration page as such.	Pending Deployment	Justin Baker	4-Low
	Population Mgmt Cell Screening	1007	Population Mgmt Cell Screening - This is a bug. It needs to be elevated again to B&D. Please open a Cherwell ticket so I can forward it	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	1008	Community Corrections RMS - when transferring an offender from 1 parole officer to another we receive an error. The transfer appears to go thru but the error prompts see attached.	Pending Deployment	Justin Baker	3-Medium
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium

Count 33

Chris Nelson						
	Population Mgmt Count	558	Population Mgmt Count - Inmate number appears in count sheet and system, but not name	Assigned	Hagay Hazan	3-Medium
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Classification	747	Classification - Inmates with +5 years to release are not having the appropriate non-discretionary applied.	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	749	Population Mgmg Count -	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Grievance	871	Grievance - Inmate with a Grievance Appeal at the Director's level shows Appeal Submitted on 11/13/20, and a due date of 11/24/20. Grievance Appeals at the Director's level have a timeframe of 30 days for completion.	Assigned	Justin Baker	3-Medium
	Reports	887	Reports -	Assigned	Justin Baker	3-Medium
	EIP	949	EIP - Inmate's phase did not drop after major discipline.	Assigned	Justin Baker	3-Medium
	Reports	977	Reports - Unable to make changes to scheduled reporting tasks	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Assigned	Justin Baker	3-Medium
	Community Corrections BOEC	1002	Community Corrections BOEC - When attempting to save the notes for the BOEC Progress Report receive an error message	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	1011	Community Corrections RMS - Unable to access Home Plan screen for inmate [redacted] receive Failed error "Please select an inmate before completing the Home Plan"	Assigned	Justin Baker	3-Medium
	Global Case Notes	1014	Global Case Notes - Strange Case Note appears to have migrated from AIMS	Assigned	Justin Baker	4-Low
	Reports	1019	Reports - Change WIPP information	Assigned	Justin Baker	3-Medium
	Classification	1020	Classification - Classification review not triggering	Open	Not Assigned	3-Medium
	Classification	598	Classification - Inmate did not retain Max custody status after appeal denial	Pending Deployment	Justin Baker	3-Medium
	Classification	691	Classification -	Pending Deployment	Justin Baker	3-Medium
	Classification	864	Classification - Inmate did not trigger for a reclass after Time comp completed an audit and changed the inmate's release date making him a non-discretionary medium custody.	Pending Deployment	Justin Baker	3-Medium
	Visitation	967	Visitation - Old applicants are just showing pending but no new applications have been entered by staff.	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	976	Population Mgmt DNHW - DNHW was aded and approved by DW, however unable to change status	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	989	Population mgmt Protective Custody - population trigger	Pending Deployment	Justin Baker	3-Medium
	Visitation	1003	Visitation - The visitation annual review clearances are filtering to the ACJIS Dashboard a day early.	Pending Deployment	Justin Baker	3-Medium
	Scheduling	1004	Scheduling - V-gate total time out not showing accurate info	Pending Deployment	Justin Baker	3-Medium
	Sentence Calc	1015	Sentence Calc - ERROR RECIEVED WHEN WE ATTEMPT TO ENTER THE SENTENCE ELEMENT. ERROR 71605158	Pending Deployment	Justin Baker	3-Medium
	Reports	389	Reports - Report inconsistencies	Pending Information	Not Assigned	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Programs	684	Programs - Report 1500-Career and Technical Education By Complex Unit	Pending Information	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	708	Visitation - Unable to process visitor application for a returned inmate	Pending Information	Justin Baker	3-Medium
	Global Case Notes	801	Global Case Notes - delete or modify a comment	Pending Information	Hagay Hazan	3-Medium
	Reports	630	Reports - Report 2110 missing information needed	Reconsider	Hagay Hazan	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Hagay Hazan	3-Medium
	Global Events	693	Global Events - Unable to initiate a new PC review	Reconsider	Hagay Hazan	3-Medium
	Community Corrections RMS	729	Community Correctios RMS - when trying to update Mode of transportation it will not allow us to do it.	Reconsider	Hagay Hazan	3-Medium

Count 34

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Warrants	777	Warrants - The generated warrants for inmate [redacted] ADC# [redacted] and inmate [redacted] ADC# [redacted] are showing incorrect information for the Date Released "Type" and Reverted to "Date".	Assigned	Justin Baker	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	979	Population Mgmt. Count - There are 3 I/Ms at the hospital that are not showing up on the hospital out report.	Assigned	Justin Baker	3-Medium
	Reports	990	Reports - Report 1600 - IHP selection does not match report 1600-Daily List of inmates housed by race declaration	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1009	Population Mgmt Protective Custody - 13/13/2021 while attempting to create a PC event for this inmate [redacted] ACIS is not allowing to create it,	Assigned	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Assigned	Justin Baker	3-Medium
	Warrants	414	Warrant - under the "Hearing Officer Review" area, the CC Officer Name and CC Supervisor Name is not populating and/or populating incorrectly	Pending Deployment	Not Assigned	3-Medium
	Warrants	525	Warrants - Warrant Prep Page, the prior convictions area is not separating the sentence and sentence length for crimes under the same commitment.	Pending Deployment	Justin Baker	3-Medium
	Discipline	796	Discipline - CASE IS MISSING THE HEARING DATE. DW ATTEMPTS TO ORDER A RE-HEARING AND SYSTEM WILL NOT ALLOW BECAUSE OF MISSING HEARING DATE.	Pending Deployment	Justin Baker	3-Medium
	Warrants	894	Resubmitted - BUG 41560	Pending Deployment	Justin Baker	3-Medium
	Warrants	898	Warrants - In multiple instances ACIS is displaying an assigned community corrections office on the warrants dashboard but blank on the warrant detail screen or vice versa.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections OMS	995	Community Corrections OMS - When conducting a case transfer, ACIS gives an error message. However, the case transfer does correctly move the cases. It does not appear to have an error	Pending Deployment	Justin Baker	3-Medium
	Discipline	996	Discipline - DHO on the DHOR page goes back to the DHCR page to change the charge.	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	999	Visitation - Clicked submit application and nothing happens. It continues to show pending visitation review.	Pending Deployment	Justin Baker	3-Medium
	EIP	1012	EIP - Inmate [redacted] on EIP Inmate Summary screen, Date displays N/A for Educational Requirements Met	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Pending Information	Justin Baker	3-Medium
	EIP	668	EIP - Phase Dropped to Phase 1	Pending Information	Justin Baker	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Property	1001	Property - PROPERTY OFFICER IS UNABLE TO CLOSE THE PROPERTY RECEIVABLE BATCH.	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 41

Michael Saltmarsh						
	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Warrants	829	ACIS BUG - WARRANTS - The first page of the generated warrant and the warrant details screen for ADC# [redacted] it is showing the wrong release type in the top portion and bottom portion of the warrant.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Assigned	Justin Baker	3-Medium
	Reports	918	ACIS ISSUE - REPORTS - Can't print out the reports while using Chrome.	Assigned	Justin Baker	3-Medium
	Grievance	919	ACIS ISSUE - GRIEVANCE - The unprocessed box was checked but did not remain checked after it was submitted.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low

AMERICAN OVERSIGHT

Module	RequestID	Subject	Request Status	Technician	Priority
EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
Reports	982	ACIS ISSUE - Reports - The daily scheduler for ADC RPT 3360 is no longer functioning	Assigned	Justin Baker	3-Medium
Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
Population Mgmt Cell Screening	1016	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved Protective Custody, but on the Cell Screening page his Protective Custody Status is listed as No causing a conflict on matching him with another PC inmate.	Assigned	Justin Baker	3-Medium
Visitation	955	ACIS ISSUE - Visitation - WORKFLOW Status says PENDING ACJIS	Pending Deployment	Justin Baker	4-Low
Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
Global Case Management	669	ACIS ISSUE - GLOBAL CASE MANAGEMENT - error on case summary for CCo S. Valenzuela	Pending Information	Justin Baker	3-Medium
Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium
Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
Community Corrections RMS	987	ACIS BUG - COMMUNITY CORRECTIONS RMS - RMS Home plans not routing to the correct office by Zip code	Pending Information	Justin Baker	4-Low
Reports	1013	ACIS BUG - Reports - The following classes are active in Mohave unit (D06) and when trying to print the TOSS . They are not included.	Pending Information	Justin Baker	3-Medium
Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium

Count 38

Summary Report

Count 170

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rocky Advani
Cc: Denel Pickering; bcorella@azadc.gov; hgreene@azadc.gov
Subject: Re: Request
Date: Sunday, January 24, 2021 4:00:50 PM

Thank you Rocky

Get Outlook for iOS

From: Rocky Advani <radvani@azadc.gov>
Sent: Sunday, January 24, 2021 4:59:03 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Denel Pickering <dpickering@azadc.gov>; bcorella@azadc.gov <bcorella@azadc.gov>; hgreene@azadc.gov <hgreene@azadc.gov>
Subject: Re: Request

Sure Joe-

I will go ahead and reschedule this to next Monday.

Sincerely,

Rocky

On Sun, Jan 24, 2021 at 3:43 PM Joe Miles <joe.miles@bndna.com> wrote:

> Barbara and Denel,
>
> I need to reschedule the B&D Update meeting for Mon Jan 25, 2021 11:30am – 12:30pm CST. Anytime on Thursday Jan 28, 2021 or Monday Feb 1, 2021 would be best.
>
> Best Regards,
>
> Joe

--

Rocky Advani

Procurement Manager-Services

AMERICAN OVERSIGHT

Arizona Department of Corrections, Rehabilitation, and Reentry (ADCRR)

1645 W. Jefferson, Mail Code 55302

Phoenix, Arizona 85007

Office: (602) 364-3792

radvani@azadc.gov

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AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Cindy Hyser-Crauwels; Elizabeth Charif; Rusty Johnson; Trevor Baker
Subject: RE: Approval Request
Date: Friday, January 22, 2021 9:17:41 AM

Appreciate your response and look forward to starting development on these beneficial improvements.

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, January 22, 2021 7:24 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: Approval Request

This is under review.

Thanks,

Holly

On Thu, Jan 21, 2021 at 3:06 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> I have reviewed those items you referenced as Fractions with our development team and been assured these items are not codependent. Each of these items can be developed singularly and upon completion will provide the improvements outlined in the formal estimate.
>
> Based on this information we are requesting your approval to move forward with development of all of the items listed below.
>
> Best Regards,
>
> Joe
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, January 19, 2021 10:44 AM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Rusty Johnson <sjohnson@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>
> **Subject:** Re: Approval Request
>
> Hello Joe-

AMERICAN OVERSIGHT

Based on your list, I see some that are 'whole' which could be tackled, but I also see some that are just fractions of the whole and wouldn't serve a positive result because of codependency. There is also one which was combined into another change that is not on your list. Let's discuss this information in our next meeting.

35571 Victim Type on Search screen: **Whole/Complete Change - On list for 104.32hrs**
37366 MH Step Reviews: **Whole/Complete Change - On list for 323hrs**

40685 Warrant FSU: **Whole/Complete Change - On list for 210hrs**

40707 Homeless Home Plan: **Change was combined into 43533 - Change 43533 is on list for 1077hrs - Please validate that this change has been combined.**
41272 LOP to Keeptrak: **Fraction of Enforcer LOP fix - 3 additional changes need to be completed: 41276, 42018 & 42020 - Single change is on list for 400hrs**
41273 Warrant Release Status: **Whole/Complete Change - On list for 425hrs**

41279 EIP not updating when discipline dismissed: **Fraction of Enforcer Phase Level fix - 3 additional changes need to be completed: 32023, 41275, & 42438 - Change 41279 is on list for 121hrs**
41403 Inactivate visitors when inmate is released: **Fraction of Enforcer PAN file fix - 2 additional changes need to be completed: 42019 & 35680 - Change 41403 is on list for 105hrs**
42177 Drug Transition Program: Fraction of Change - One additional change needs to be completed: 42176 - Change 41277 is on list for 2230hrs

42438 Disc DW review EIP Phase Drop: **Fraction of Enforcer Phase Level fix - 3 additional changes need to be completed: 32023, 41275, 41275 & 41279- Change 42438 is on list for 195hrs**
42463 CSG to STG: **Whole/Complete Change - On list for 61hrs**

43330 SSN to Keeptrak: **Whole/Complete Change - On list for 157hrs**

43532 DNHW: **Whole/Complete Change - On list for 549hrs**

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Thu, Jan 14, 2021 at 10:59 AM Joe Miles <joe.miles@bndna.com> wrote:

> Holly
>
> I would like to request your approval to move forward with development of the following CR's from EUIL 4th quarter list. Obviously I am continuing to push outstanding CR's to completion asap and release of these would allow us to get moving on completion of some beneficial solutions for ADC.
> 35571 Victim Type on Search screen
> 37366 MH Step Reviews
> 40685 Warrant FSU
> 40707 Homeless Home Plan
> 41272 LOP to Keeptrak
> 41273 Warrant Release Status
> 41279 EIP not updating when discipline dismissed
> 41403 Inactivate visitors when inmate is released
> 42177 Drug Transition Program
> 42438 Disc DW review EIP Phase Drop
> 42463 CSG to STG
> 43330 SSN to Keeptrak
> 43532 DNHW
> Your consideration of this request would be most appreciated!
>
> Joe

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--

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Barbara Corella; Denel Pickering; Elizabeth Charif; Perry Craglow; Rusty Johnson; Sandy Wang
Subject: RE: ACTION: B&D ACIS Portfolio Monthly Meeting
Date: Friday, January 22, 2021 9:15:52 AM

Will begin assembling the data and meeting invitation.

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, January 22, 2021 7:21 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Barbara Corella <bcorella@azadc.gov>; Denel Pickering <dpickering@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: ACTION: B&D ACIS Portfolio Monthly Meeting

Hello Joe-

A long while back, I asked B&D to work to reignite the monthly portfolio (governance) review. This includes system health, incident ticket counts (and age), changes implemented and those outstanding, bugs implemented and those outstanding. This touches on SLAs and if B&D is satisfying them.

This needs to get back on track and on our calendars. Please look to the end of each month beginning in February, to reintroduce these meetings. As a side note, our Deputy Director no longer needs to be included in these regular meetings.

Thank you,

Holly

--

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Barbara Corella; Denel Pickering; Elizabeth Charif; Perry Craglow; Rusty Johnson; Sandy Wang
Subject: ACTION: B&D ACIS Portfolio Monthly Meeting
Date: Friday, January 22, 2021 6:21:10 AM

Hello Joe-

A long while back, I asked B&D to work to reignite the monthly portfolio (governance) review. This includes system health, incident ticket counts (and age), changes implemented and those outstanding, bugs implemented and those outstanding. This touches on SLAs and if B&D is satisfying them.

This needs to get back on track and on our calendars. Please look to the end of each month beginning in February, to reintroduce these meetings. As a side note, our Deputy Director no longer needs to be included in these regular meetings.

Thank you,

Holly

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson; Elizabeth Charif
Subject: Improvement Bulletin Update
Date: Thursday, January 21, 2021 9:51:28 AM
Attachments: ACIS SYSTEM IMPROVEMENT BULLETIN EXAMPLE.pdf

Holly,

We have added a signature approval line to the ACIS System Improvement Bulletin that we distribute regularly. I have attached an example for your review and welcome any feedback. This would be the new bulletin going forward and would require your signature and return to us.

Joe

AMERICAN OVERSIGHT

[redacted]

MI-CASE.COM

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AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson
Subject: RE: Date Request
Date: Wednesday, January 20, 2021 3:39:48 PM

Referencing M&O

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, January 19, 2021 10:19 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: Date Request

For clarification:

Are you referencing M&O or the Exhibit 2 items?

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Wed, Jan 13, 2021 at 4:22 PM Joe Miles <joe.miles@bndna.com> wrote:

> Rusty,
>
> The Rollover Hours date is February 21, 2021 per the amendment 9 agreement.
>
> Best Regards,
>
> Joe

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AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Rusty Johnson; Joe Miles
Subject: Code Escrow Deposit
Date: Tuesday, January 19, 2021 10:58:10 AM
Attachments: image001.png

Hi Holly,

I've completed the code deposit to IronMountain for the Arizona code escrow.

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Re: ACTION: ACIS Satisfaction Survey - Annual Recap
Date: Tuesday, January 19, 2021 9:59:23 AM

Thank you, Joe. See my response in a separate email. :)

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Fri, Jan 15, 2021 at 1:02 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Glad to help I will reach out to Sandy. Have you had a chance to review my request for your approval to move forward with development of the CR's I sent from EUIL 4th quarter list?
>
> Regards,
>
> Joe
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, January 15, 2021 1:00 PM
> **To:** Sandy Wang <swang@azadc.gov>; Joe Miles <joe.miles@bndna.com>
> **Cc:** Rusty Johnson <sjohnson@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; James O'Neil <joneil1@azadc.gov>; Stacey Crabtree

AMERICAN OVERSIGHT

<scrabtre@azadc.gov>
Subject: ACTION: ACIS Satisfaction Survey - Annual Recap

Hello Sandy and Joe-

We've had a number of items pushed to production this year. Some which may have had a significant impact on the user experience.

With that, I'd like the two of you to work together on creating a survey for our ACIS user community to essentially check the pulse of their experience.

Some things that come to mind to ask/explore are:

- Have the changes implemented and defects corrected, had any impact (positive or negative)
- Have the users positively adapted to the product
- Does the community see additional efficiencies
- How many workarounds were correct and what were they
- How many workarounds remain and what are they
- How many new workarounds were established and what are they
- What are the top 5 incidents reported to B&D and ADCRR Service Desk

Included in this email are James from OCI, Stacey from Operations and some members of the PMO team who I feel would contribute greatly to this effort.

I'd like you to pitch your plan back to me no later than 2/19. This should include your survey, audience identification, communication draft (announcement of the survey, deadline, etc.), and how we will report and use this information.

My goal is to see this rolled out to the community in mid-February or early March with results for review by mid to late March. *I'm not opposed to anything being accomplished ahead of schedule.

Thank you!

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Holly

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Emails
Date: Tuesday, January 19, 2021 9:58:20 AM

Hello Joe-

Please include Rusty on all of your communications to me and others.

Thanks!

Holly

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From:	Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To:	bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject:	Open Service Desk tickets by Requester. Scheduled At : Jan 18, 2021 08:00 AM
Date:	Monday, January 18, 2021 8:01:00 AM
Attachments:	Service_Ticket_Report (Jan 18, 2021 08 00 AM).pdf

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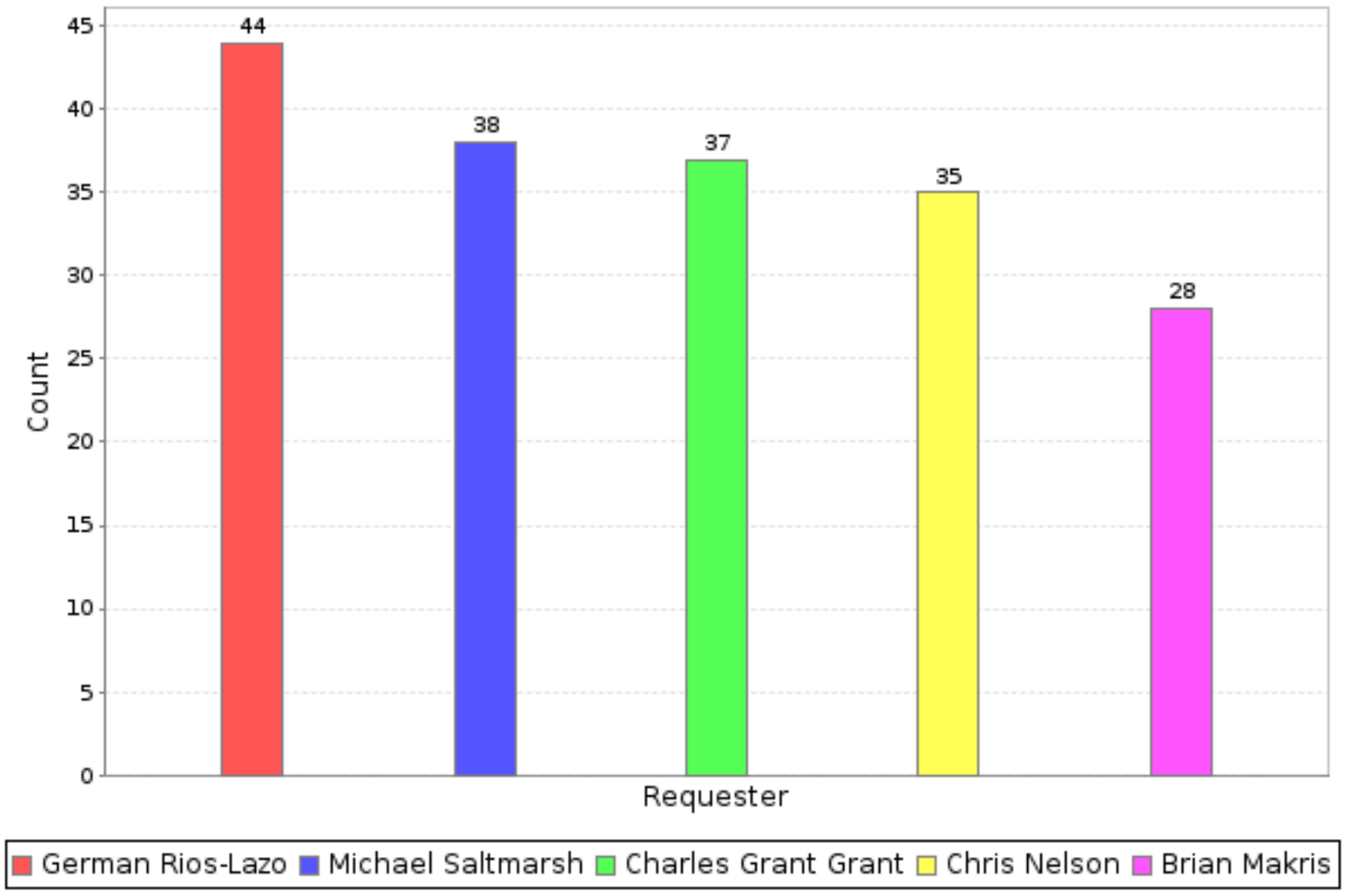
Business & Decision
Empowering Digital Business

Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 01-18-2021 08:00

Total records : 182



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Interfaces	403	Interfaces KeepTrak - ACIS grabbed that date and sent it again since the case was closed without a conviction date.	Assigned	Justin Baker	4-Low
	Other	405	Reports - Cancelled activities do not show as cancelled on RPT 2100	Assigned	Justin Baker	4-Low
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	642	Classification - Inmate [redacted] received an o/r and appears on the 1630 report but the o/r does not appear correctly in the classification history CU Override Column.	Assigned	Justin Baker	4-Low
	Other	645	Other - Count down system asks users if they want to stay connected after answering yes kicks you out.	Assigned	Justin Baker	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Discipline	736	Discipline - Disc case is at the DHOR status as a major. The DHO deems it should be seem as minor. DHO does nothing. Disciplinary Coordin	Assigned	Justin Baker	3-Medium
	Visitation	744	Visitation - When adding new Visitor [redacted], ACIS states he already has a profile	Assigned	Justin Baker	3-Medium
	Sentence Calc	799	Sentance Calc - When release dates are manually locked down, the release types are missing in the Sentence Worksheet.	Assigned	Justin Baker	3-Medium
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium
	Warrants	890	Warrants - The sentence structure field(warrant detail screen) is not loading correctly on multiple inmates.	Assigned	Justin Baker	3-Medium
	Community Corrections BOEC	923	Community Corrections BOEC - The BOEC received an error code while trying to process a modification hearing grant. I am the test lead for this module and have tested it	Assigned	Justin Baker	3-Medium
	Scheduling	925	Scheduling - Unable to remove #[redacted] from the Vehicle Gate and continues to show him as out on the count sheets	Assigned	Justin Baker	3-Medium
	Population Mgmt DNHW	929	Population Mgmt DNHW - I/M Williams #[redacted] DNHW has duplicate Inmates on it.	Assigned	Justin Baker	3-Medium
	Visitation	932	Visitation - Profile for [redacted] not loading on the registration page.	Assigned	Justin Baker	3-Medium
	Visitation	943	Visitation - Minor visitor [redacted] was not showing on the visit registration screen but now is with an adult link	Assigned	Justin Baker	3-Medium
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Programs	991	Programs - When running report 0600 the control card sort queue letter A is not working	Assigned	Justin Baker	4-Low
	Community Corrections RMS	891	Community Corrections RMS - Home Plan action queue not prompting with home arrest	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	924	Population Mgmt DNHW - A DNHW that was completed is still showing as pending	Pending Deployment	Justin Baker	3-Medium
	Programs	928	Programs _ Unable to Forward Pay Override hours for a released inmate.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	930	Community Corrections RMS - OMS/RMS Community corrections Banner hyperlink “Name” not working correctly	Pending Deployment	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	945	Discipline - ADC#[redacted] CASE 2875 USER THE DHO ON THE DHOR PAGE ENTERS 10 ERC'S AND 30 PCIII AS A SANCTION AND HITS SAVE. SYSTEM TIM	Pending Deployment	Justin Baker	3-Medium
	Visitation	946	Visitation - Visitor [redacted] was approved to visit inmate [redacted] #[redacted] at the CACF facility (M70). But there is a second trigger	Pending Deployment	Justin Baker	3-Medium
	Grievance	956	Grievance - Grievance 20-024571 appears to have disappeared from ACIS	Pending Deployment	Justin Baker	2-High
	Population Mgmt DNHW	974	Population Mgmt DNHW - DHNW between in a [redacted] #[redacted] and [redacted] #[redacted] in locked as pending.	Pending Deployment	Justin Baker	3-Medium
	Reports	378	Reports - Report 220 is not pulling data as per the documentation	Pending Information	Justin Baker	4-Low
	Programs	926	Programs - Not able to save the Home Plan. Every time when I try to save	Pending Information	Justin Baker	3-Medium

Count 28

Charles Grant Grant

	Religious	424	Religious - Correctional Officers didn't let inmates out for religious services because inmates are not in "RPT 2100"	Assigned	Not Assigned	3-Medium
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low
	Sentence Calc	807	Sentence Calc - ADC [redacted] was tested in UAT. PROD is experiencing the same issue. In UAT, it's currently highlighting B3 as the ruling sentence.	Assigned	Justin Baker	3-Medium
	Visitation	853	Visitation - This inmate has three applications that were able to beprocessed through ACJIS, and are on the DW's dashboard; however, theinmate's dashboard does not show the applications.	Assigned	Justin Baker	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	903	Classification - Inmate release dates changed. Inmate was classified to minimum custody due to release dates under 5 years.	Assigned	Justin Baker	4-Low
	Grievance	961	Grievance - I am unable to find Grievance Case #20-024902 for inmate [redacted] Eyman SMU I, A70 in ACIS-Grievances.	Assigned	Justin Baker	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	968	Grievance - Description: Inmate was assigned a number for a grievance but now it cannot be located in ACIS	Assigned	Justin Baker	4-Low
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Warrants	997	Warrants - Unable to print a warrant using the generate warrant button on the warrant detail screen for ADC [redacted]	Assigned	Justin Baker	4-Low
	Visitation	1005	Visitation - Approved visitor [redacted] is showing approved under the inmate's visitation administration page, but is not appearing on the inmate's visit registration page as such.	Assigned	Justin Baker	4-Low
	Community Corrections RMS	1008	Community Corrections RMS - when transferring an offender from 1 parole officer to another we receive an error. The transfer appears to go thru but the error prompts see attached.	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	572	Population Mgmt Protective Custody - The system is sending emails for a PC review for inmates who are approved PC already	Pending Deployment	Hagay Hazan	3-Medium
	Classification	573	Classification - The above inmate is triggering for reclassification for programs change. The inmate has had no program changes that would require a reclass.	Pending Deployment	Justin Baker	4-Low
	Reports	901	Reports - STG Report 2370 STG Members by STG Or Loc has multiple inmates that are on the list multiple times with different Status Codes	Pending Deployment	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	935	Discipline - BUG FOR B&D!!!!!!!!! SAME AS BUG 43948 JUST COMPLETED. 19-D08-000858 FOR INMATE [redacted] CASE HAD PCIII TAKEN HOWEVER ACIS DIDN'T AUTO APPRO	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	951	Community Corrections RMS - When searching/sorting by parole office some offices/ action queues are not sorting correctly.	Pending Deployment	Justin Baker	3-Medium
	Other	962	Global Action Queue - DNHW for [redacted] was properly input/ saved/ submitted by unit CO IV but will not clear off the Cimarron DW pop mgmt queue. screen shot uploaded	Pending Deployment	Justin Baker	4-Low
	Visitation	984	Visitation - [redacted] #[redacted] VISITOR [redacted] IS APPROVED IN ACIS BUT WHEN YOU CLICK ON PROFILE IT SHOWS VISITOR IS INACTIVE.	Pending Deployment	Justin Baker	4-Low
	Other	986	Interfaces eOMIS - L50 (ASPC-L Morey MASH Unit) was reactivated on 12/22/20 at 11:41:41. However, per Marquis's developers, eOMIS has not received any updates to the OMS Facility	Pending Deployment	Justin Baker	3-Medium
	Discipline	998	Discipline -	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Cell Screening	1007	Population Mgmt Cell Screening - This is a bug. It needs to be elevated again to B&D. Please open a Cherwell ticket so I can forward it	Pending Deployment	Justin Baker	3-Medium
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium

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Chris Nelson						
	Population Mgmt Count	558	Population Mgmt Count - Inmate number appears in count sheet and system, but not name	Assigned	Hagay Hazan	3-Medium
	Classification	598	Classification - Inmate did not retain Max custody status after appeal denial	Assigned	Justin Baker	3-Medium
	Classification	691	Classification -	Assigned	Justin Baker	3-Medium
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Classification	747	Classification - Inmates with +5 years to release are not having the appropriate non-discretionary applied.	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	749	Population Mgmg Count -	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Classification	864	Classification - Inmate did not trigger for a reclass after Time comp completed an audit and changed the inmate's release date making him a non-discretionary medium custody.	Assigned	Justin Baker	3-Medium
	Grievance	871	Grievance - Inmate with a Grievance Appeal at the Director's level shows Appeal Submitted on 11/13/20, and a due date of 11/24/20. Grievance Appeals at the Director's level have a timeframe of 30 days for completion.	Assigned	Justin Baker	3-Medium
	Reports	887	Reports -	Assigned	Justin Baker	3-Medium
	EIP	949	EIP - Inmate's phase did not drop after major discipline.	Assigned	Justin Baker	3-Medium
	Visitation	967	Visitation - Old applicants are just showing pending but no new applications have been entered by staff.	Assigned	Justin Baker	3-Medium
	Reports	977	Reports - Unable to make changes to scheduled reporting tasks	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Community Corrections BOEC	1002	Community Corrections BOEC - When attempting to save the notes for the BOEC Progress Report receive an error message	Assigned	Justin Baker	3-Medium
	Visitation	1003	Visitation - The visitation annual review clearances are filtering to the ACJIS Dashboard a day early.	Assigned	Justin Baker	3-Medium
	Scheduling	1004	Scheduling - V-gate total time out not showing accurate info	Assigned	Justin Baker	3-Medium
	Reports	842	Reports - Under the category classification, the reports will not populate	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	938	Population mgmt Protective Custody - Staff receiving large amount of emails	Pending Deployment	Justin Baker	3-Medium
	Discipline	941	Discipline - USER OSB/DIRECTOR DESIGNEE IS APPROVING RESTORATION issue	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	971	Population mgmt Protective Custody - Inmate banner still showing as GP instead of Protective Custody	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	976	Population Mgmt DNHW - DNHW was aded and approved by DW, however unable to change status	Pending Deployment	Justin Baker	3-Medium
	Discipline	978	Discipline - DHCR submitted without entering a hearing date	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	989	Population mgmt Protective Custody - population trigger	Pending Deployment	Justin Baker	3-Medium
	Reports	357	Reports - Report 0720 "Print DI70 Reports" not printing information	Pending Information	Justin Baker	3-Medium
	Reports	389	Reports - Report inconsistencies	Pending Information	Not Assigned	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Programs	684	Programs - Report 1500-Career and Technical Education By Complex Unit	Pending Information	Hagay Hazan	3-Medium
	Visitation	708	Visitation - Unable to process visitor application for a returned inmate	Pending Information	Justin Baker	3-Medium
	Global Case Notes	801	Global Case Notes - delete or modify a comment	Pending Information	Hagay Hazan	3-Medium
	Reports	630	Reports - Report 2110 missing information needed	Reconsider	Hagay Hazan	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Hagay Hazan	3-Medium
	Global Events	693	Global Events - Unable to initiate a new PC review	Reconsider	Hagay Hazan	3-Medium
	Community Corrections RMS	729	Community Correctios RMS - when trying to update Mode of transportation it will not allow us to do it.	Reconsider	Hagay Hazan	3-Medium

Count 35

German Rios-Lazo

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] #[redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium
	Warrants	777	Warrants - The generated warrants for inmate [redacted] ADC# [redacted] and inmate [redacted] ADC# [redacted] are showing incorrect information for the Date Released "Type" and Reverted to "Date".	Assigned	Justin Baker	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Warrants	894	Resubmitted - BUG 41560	Assigned	Justin Baker	3-Medium
	Warrants	898	Warrants - In multiple instances ACIS is displaying an assigned community corrections office on the warrants dashboard but blank on the warrant detail screen or vice versa.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	979	Population Mgmt. Count - There are 3 I/Ms at the hospital that are not showing up on the hospital out report.	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	990	Reports - Report 1600 - IHP selection does not match report 1600-Daily List of inmates housed by race declaration	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	994	Community Corrections OMS - ACIS is not ending COS fees when an end date is placed in ACIS	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	995	Community Corrections OMS - When conducting a case transfer, ACIS gives an error message. However, the case transfer does correctly move the cases. It does not appear to have an error	Assigned	Justin Baker	3-Medium
	Discipline	996	Discipline - DHO on the DHOR page goes back to the DHCR page to change the charge.	Assigned	Justin Baker	3-Medium
	Visitation	999	Visitation - Clicked submit application and nothing happens. It continues to show pending visitation review.	Assigned	Justin Baker	3-Medium
	Global Banner	1000	Global Banner - Error in banner for ADC# [redacted]	Assigned	Justin Baker	3-Medium
	Population Mgmt Protective Custody	1009	Population Mgmt Protective Custody - 13/13/2021 while attempting to create a PC event for this inmate [redacted] ACIS is not allowing to create it,	Assigned	Justin Baker	3-Medium
	Warrants	1010	Warrants - The overall functionality of CCO and Parole office assignment for warrants is broken.	Assigned	Justin Baker	3-Medium
	Warrants	414	Warrant - under the "Hearing Officer Review" area, the CC Officer Name and CC Supervisor Name is not populating and/or populating incorrectly	Pending Deployment	Not Assigned	3-Medium
	Reports	463	Reports - Bug: RPT 2100- Not displaying all inmates assigned to Religious Activity.	Pending Deployment	Hagay Hazan	4-Low
	Warrants	525	Warrants - Warrant Prep Page, the prior convictions area is not separating the sentence and sentence length for crimes under the same commitment.	Pending Deployment	Justin Baker	3-Medium
	Discipline	796	Discipline - CASE IS MISSING THE HEARING DATE. DW ATTEMPTS TO ORDER A RE-HEARING AND SYSTEM WILL NOT ALLOW BECAUSE OF MISSING HEARING DATE.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	912	Comm Correctioins RMS - RMS Inmate not on the “assign” screen when attempting to assign to CCO	Pending Deployment	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	969	Population Mngmt. Protective Custody - When I attempted to completed the 805-11 process in ACIS by checking the inmate signed notification, date and checking the staff signed I received an error.	Pending Deployment	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Pending Information	Justin Baker	3-Medium
	EIP	668	EIP - Phase Dropped to Phase 1	Pending Information	Justin Baker	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Property	1001	Property - PROPERTY OFFICER IS UNABLE TO CLOSE THE PROPERTY RECEIVABLE BATCH.	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
Michael Saltmarsh						
	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Classification	678	ACIS BUG - CLASSIFICATION - Cannot perform classification action	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Warrants	829	ACIS BUG - WARRANTS - The first page of the generated warrant and the warrant details screen for ADC# [redacted] it is showing the wrong release type in the top portion and bottom portion of the warrant.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Assigned	Justin Baker	3-Medium
	Reports	918	ACIS ISSUE - REPORTS - Can't print out the reports while using Chrome.	Assigned	Justin Baker	3-Medium
	Grievance	919	ACIS ISSUE - GRIEVANCE - The unprocessed box was checked but did not remain checked after it was submitted.	Assigned	Justin Baker	3-Medium
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Reports	982	ACIS ISSUE - Reports - The daily scheduler for ADC RPT 3360 is no longer functioning	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Population Mgmt Cell Screening	992	ACIS ISSUE - POPULATION MGMT CELL SCREENING - Inmate [redacted] #[redacted] has been approved PC and this displays correctly in the banner, but when a cell screening is completed he shows as No for PC Status.	Assigned	Justin Baker	3-Medium
	Visitation	955	ACIS ISSUE - Visitation - WORKFLOW Status says PENDING ACJIS	Pending Deployment	Justin Baker	4-Low
	Community Corrections OMS	972	ACIS ISSUE - Community Corrections OMS - OMS Duplicate Offender on case summary	Pending Deployment	Justin Baker	3-Medium
	Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
	Global Case Management	669	ACIS ISSUE - GLOBAL CASE MANAGEMENT - error on case summary for CCo S. Valenzuela	Pending Information	Justin Baker	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium
	Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	987	ACIS BUG - COMMUNITY CORRECTIONS RMS - RMS Home plans not routing to the correct office by Zip code	Pending Information	Justin Baker	4-Low
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium

Count 38

AMERICAN OVERSIGHT

Summary Report	
Count	182

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson
Subject: Maintenance Window Request
Date: Friday, January 15, 2021 3:10:58 PM

Holly,

We are requesting approval of a maintenance window for database index rebuilding that will not require an outage. This would be performed on either the weekend of January 27 or February 13, whichever you prefer, and conducted on Saturday from 6:00pm to 10:00pm and then Sunday from 6:00pm to 10:00pm of the selected weekend.

Best Regards,

Joe

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Sandy Wang; Joe Miles
Cc:	Rusty Johnson; Elizabeth Charif; Spencer Scott; James O"Neil; Stacey Crabtree
Subject:	ACTION: ACIS Satisfaction Survey - Annual Recap
Date:	Friday, January 15, 2021 11:59:37 AM

Hello Sandy and Joe-

We've had a number of items pushed to production this year. Some which may have had a significant impact on the user experience.

With that, I'd like the two of you to work together on creating a survey for our ACIS user community to essentially check the pulse of their experience.

Some things that come to mind to ask/explore are:

- Have the changes implemented and defects corrected, had any impact (positive or negative)
- Have the users positively adapted to the product
- Does the community see additional efficiencies
- How many workarounds were correct and what were they
- How many workarounds remain and what are they
- How many new workarounds were established and what are they
- What are the top 5 incidents reported to B&D and ADCRR Service Desk

Included in this email are James from OCI, Stacey from Operations and some members of the PMO team who I feel would contribute greatly to this effort.

I'd like you to pitch your plan back to me no later than 2/19. This should include your survey, audience identification, communication draft (announcement of the survey, deadline, etc.), and how we will report and use this information.

My goal is to see this rolled out to the community in mid-February or early March with results for review by mid to late March. *I'm not opposed to anything being accomplished ahead of schedule.

Thank you!

Holly

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Subject: Approval Request
Date: Thursday, January 14, 2021 10:59:38 AM

Holly

I would like to request your approval to move forward with development of the following CR's from EUIL 4th quarter list. Obviously I am continuing to push outstanding CR's to completion asap and release of these would allow us to get moving on completion of some beneficial solutions for ADC.

35571 Victim Type on Search screen
37366 MH Step Reviews
40685 Warrant FSU
40707 Homeless Home Plan
41272 LOP to Keeptrak
41273 Warrant Release Status
41279 EIP not updating when discipline dismissed
41403 Inactivate visitors when inmate is released
42177 Drug Transition Program
42438 Disc DW review EIP Phase Drop
42463 CSG to STG
43330 SSN to Keeptrak
43532 DNHW

Your consideration of this request would be most appreciated!

Joe

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Subject: Status
Date: Wednesday, January 13, 2021 7:45:25 PM

Holly,

As requested here is status on items discussed:

32023 Estimate to be provided to ADC by January 19
41279 Estimate sent to ADC on January 7
41403 Estimate sent to ADC on January 8
41275 Estimate to be provided to ADC by January 19
42019 Estimate to be provided to ADC by January 19
42702 Estimate to be provided to ADC by January 19
43533 Estimate to be provided to ADC by January 19
35680 Estimate to be provided to ADC by January 19
41276 Waiting for confirmation from ADCRR on using enforcer new API field for LOP. Enforcer would need to add LOP to API before we start working on it
42018 Waiting for confirmation from ADCRR on using enforcer new API field for LOP. Enforcer would need to add LOP to API before we start working on it
42020 Waiting for confirmation from ADCRR on using enforcer new API field for LOP. Enforcer would need to add LOP to API before we start working on it
43511 Sent email to J. Duvall 12/17/20 with initial list of letters and forms to be made configurable, re-assigned to E. Charif, still waiting on response
43534 Waiting for Marquis to identify new codes for the new fields
42176 Have not estimated, not received ADC requirements from Spencer

Best Regards,
Joe

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: Status
Date: Wednesday, January 13, 2021 4:26:19 PM

Holly,

Still working on status update on the CR list you provided during our meeting. Will have to you by 9PM CDT today.

Best Regards,

Joe

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: Date Request
Date: Wednesday, January 13, 2021 4:22:22 PM

Rusty,

The Rollover Hours date is February 21, 2021 per the amendment 9 agreement.

Best Regards,

Joe

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson; Marlene Coffee; Thad Lowry; Trevor Baker; Harika Chikkala; Chris Masson; Keith Francen; Aaron Pratt; Phil Wussow; Dean Allen; Joseph Nicoletti; Perry Craglow
Subject: Re: Scheduled reports in PROD
Date: Tuesday, January 12, 2021 2:54:05 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

We will move forward on push to PROG.

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, January 12, 2021 3:48:59 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>
Subject: Re: FW: Scheduled reports in PROD

Approved.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Jan 12, 2021 at 2:37 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> We are seeking approval from ADC management to deploy a fix to PROD for a scheduled report issue. There is no impact to anyone on the system.
>
> Joe
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Tuesday, January 12, 2021 3:09 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Subject:** RE: Scheduled reports in PROD
>
> Joe
>
> I used to just send off an email to the ADC management team asking permission to deploy the fix to PROD
>
> Tell them there will be no impact to anyone on the system
>
> Thad
>
> **Thad Lowry**
>
> Director of Development
>
> **Business & Decision North America** 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: 4[redacted] E: thad.lowry@bndna.com
>
> Business & Decision
> Accelerating Digital Transformation

AMERICAN OVERSIGHT

From: Justin Baker <justin.baker@bndna.com>
Sent: Tuesday, January 12, 2021 1:12 PM
To: Thad Lowry <thad.lowry@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Thad,

I Received confirmation that the single report is ok from Marlene. Can you request permission for the PROD deployment?

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

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From: Thad Lowry <thad.lowry@bndna.com>
Sent: Tuesday, January 12, 2021 12:48 PM
To: Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Yes – we will need someone at ADCRR say it is ok to deploy this to PROD

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

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From: Justin Baker <justin.baker@bndna.com>
Sent: Tuesday, January 12, 2021 12:40 PM
To: Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Thad,

AMERICAN OVERSIGHT

The report has been validated as working in UAT. I sent an email to Marlene to confirm that one report with all of the missing classification notices for the missing time period is ok. Waiting for a response. After confirmation what we need to do is:

Step 1. Deploy to PROD. (do we need approval for this?)

Step 2. Run scheduled report manually.

Step 3. revert PROD report back original state so that 8pm they will get the regularly scheduled report for 1/12/2020.

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

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From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Tuesday, January 12, 2021 9:29 AM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Thanks Thad.

@Keith Francen : Please find the changeset # Change set # 29862

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Tuesday, January 12, 2021 9:26 AM
To: Harika Chikkala <harika.chikkala@bndna.com>; Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Let's deploy these to UAT so we can test them

Then we'll need to ask ADC how they want us to handle this in PROD

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

[redacted] E: thad.lowry@bndna.com

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From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Tuesday, January 12, 2021 8:52 AM
To: Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi All,

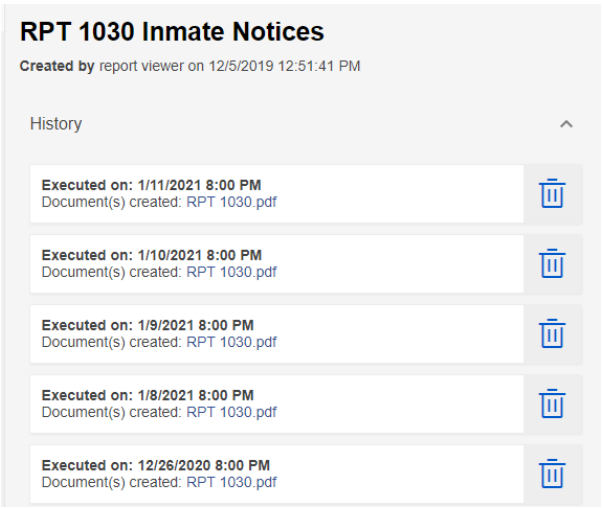
Modified the procedure (RPT 1030) to run the scheduler data for the missed period 26th Dec to 6th Jan and the changes were checked into TFS.

Dev doesn't have any data for this period .Validated at backend in UAT and INT and looks good .

Please let us know if Keith can deploy to UAT prior to PROD and run through scheduler for high level testing from Telerik.

Change set # 29862

@Chris Masson/Aaron : After the Scheduler runs and PDF file gets created, we may need your help to rename the file in PROD so that when the scheduler runs at night as per cycle it doesn't get overwritten.



@Keith Francen :Once scheduler writes PDF and everything looks good. We need to rollback to previous version to have the report run daily.

Thanks,

Harika

From: Harika Chikkala
Sent: Monday, January 11, 2021 5:14 PM
To: Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Ok Justin .I will make the changes and will check in for Keith to deploy tomorrow during business hours so that we can get the PROD deployment approval if needed.

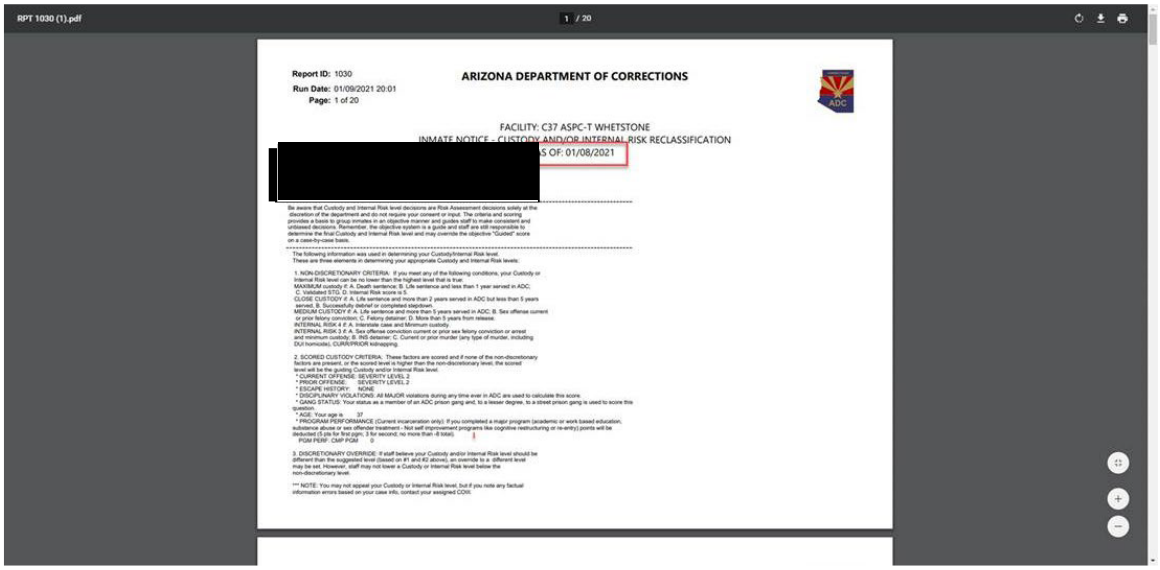
AMERICAN OVERSIGHT

From: Justin Baker <justin.baker@bndna.com>
Sent: Monday, January 11, 2021 5:09 PM
To: Chris Masson <chris.masson@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi Harika,

I think the single PDF for the entire missing period should work.

The report result shows the date the reclassification is finalized for each individual inmate. And they should be in order from 12/27/2020 inmates to 1/7/2021 inmates.



Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

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From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 4:24 PM
To: Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Ran as a schedule Telerik will have no issue with that. The question on whether a single file for all missing inmates for the date range needs to be sent to ADC for an answer.

From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Monday, January 11, 2021 4:22 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>

AMERICAN OVERSIGHT

Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

FYI, I ran the report at backend in INT as PROD is throwing insufficient privileges and INT got refreshed yesterday.

The query is returning **334 rows** of data for the missed period which I am assuming may not even have any problem at Telerik end to generate in a single file.

From: Harika Chikkala
Sent: Monday, January 11, 2021 4:08 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi Everyone,

Is it okay if we hardcode the date at backend for entire missing cycle and generate a single PDF through scheduler?

Thanks,

Harika

From: Harika Chikkala
Sent: Monday, January 11, 2021 3:45 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

I even modified this procedure at back end and the ran between these periods and the report is returning any rows dev and UAT /PROD.

I thought of creating replica of the existing report with adding new input parameter since it doesn't any have any inmates whose custody or internal risk is changed and approved.

AND class_st_dtm >= TRUNC(26-DEC-20') AND class_st_dtm < TRUNC(sysdate -2).

Is it okay if we hardcode for the entire my missing cycle at a glance?

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 3:40 PM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Procedure has hardcoded date logic:

AND class_st_dtm >= TRUNC(SYSDATE) – 1

This will need replacing with a parameter which has a default value of sysdate -1 in Telerik for the purpose of the schedule, but can be executed with a given date.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, January 11, 2021 2:29 PM
To: Chris Masson <chris.masson@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Perfect – so it's our fault – yes that does change things

First – we should look to see if it is possible to run the reports parameterized by dates. Then estimate how much effort that would take

Our scheduler was down for 2 weeks – what can we do so this won't happen again / or to let us know it's down when it happens and not find out 2 weeks later

AMERICAN OVERSIGHT

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 2:22 PM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: Scheduled reports in PROD

Just so you understand the problem – our scheduling service on the prod server quit working on 12/27 until 1/8, meaning they are missing reports that should have been ran.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, January 11, 2021 2:20 PM
To: Chris Masson <chris.masson@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
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Subject: RE: Scheduled reports in PROD

Running reports with as of dates – doesn't always work – need to look at this on a case by case basis – we would need a change request that we could charge the time to, to investigate and the ADC would need to agree to pay for the investigation time if they don't want to go forward

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M [redacted] E: thad.lowry@bndna.com

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 2:13 PM
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Subject: RE: Scheduled reports in PROD

Hey Justin

AMERICAN OVERSIGHT

It looks like RPT 2131 is just in the wrong category which is why it shows here. Clicking on 'All Schedules' shows you the full list of reports that have been ran which is correct.

As for the missing reports – there's no way for me to do that. If we need to recover these missing reports then we will have to modify the report to accept input parameters of the given days and then run the schedule each time to run it for that day. Not an easy task and I'll defer to @Thad Lowry and @Joe Miles over us doing that.

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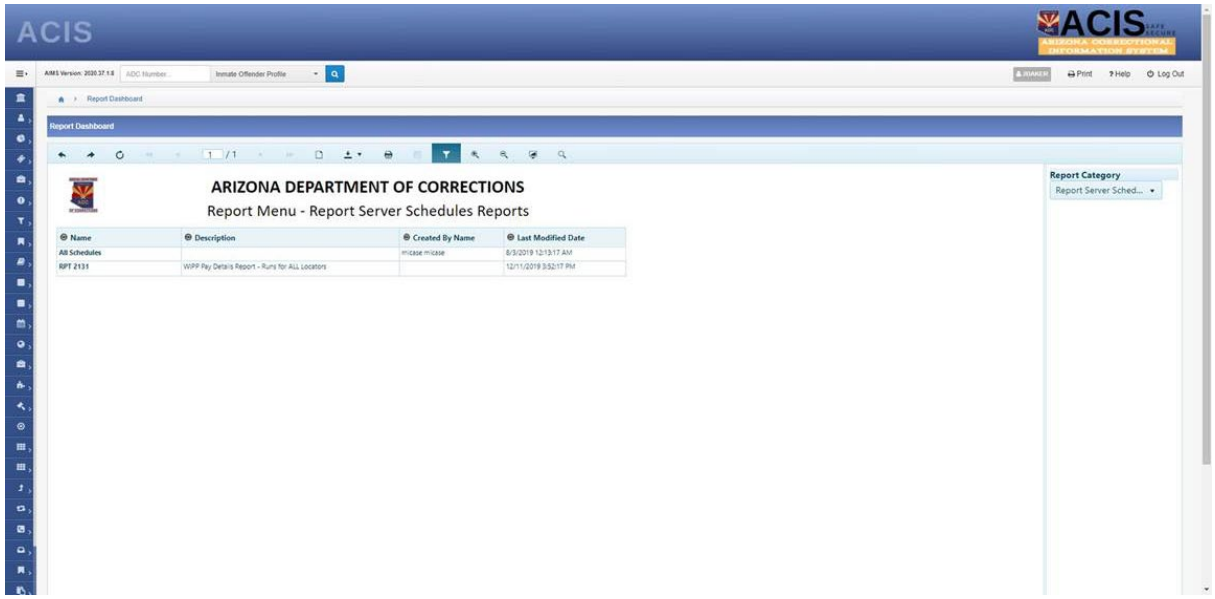
Subject: Scheduled reports in PROD

Hi Chris,

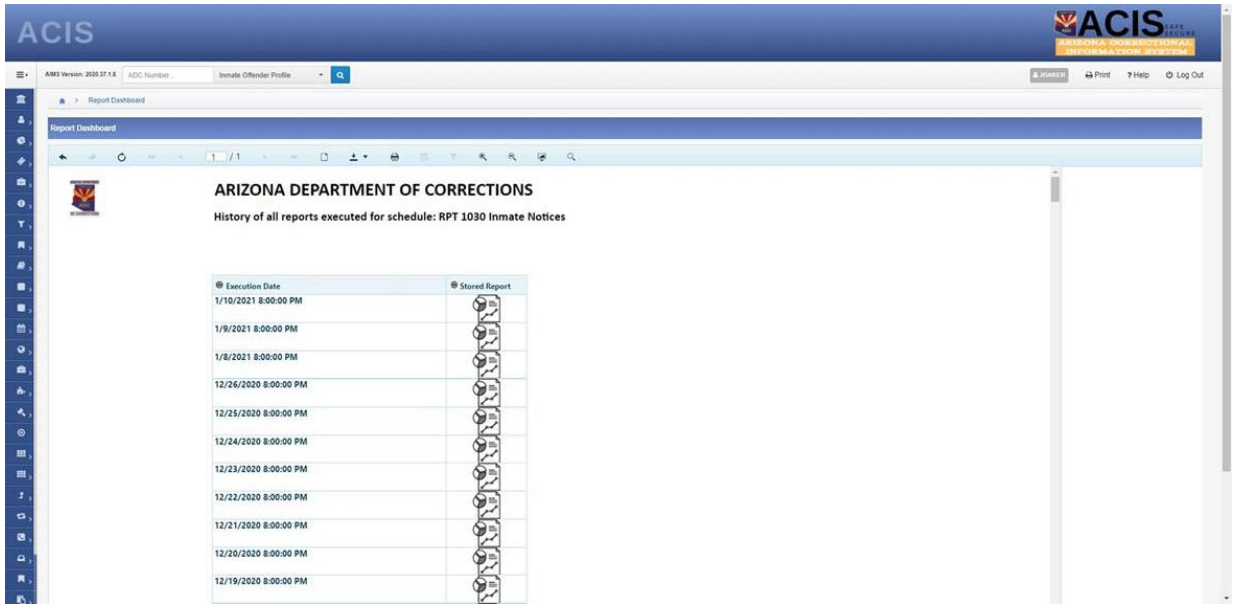
It was my understanding that the issue was resolved in PROD with the scheduled report though its still coming up on the bug review meetings.

First it seems ADCRR is expecting on this screen to show all of the reports that have been ran? Is that the correct behavior for this table to display more than just this one WIPP report?



Secondly she's looking for specifically report 1030. I found that it is running again and its a daily report. She needs the report runs from 12/27/2020 – 1/7/2020 in order to notify these inmates of their classification changes. Are you able go in as an admin and run these missing reports. See below:

AMERICAN OVERSIGHT



Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson; Marlene Coffee; Thad Lowry; Trevor Baker; Harika Chikkala; Chris Masson; Keith Francen; Aaron Pratt; Phil Wussow; Dean Allen; Joseph Nicoletti; Perry Craglow
Subject: Re: Scheduled reports in PROD
Date: Tuesday, January 12, 2021 2:50:48 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

Great, thanks!

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, January 12, 2021 3:48:59 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>
Subject: Re: FW: Scheduled reports in PROD

Approved.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Jan 12, 2021 at 2:37 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> We are seeking approval from ADC management to deploy a fix to PROD for a scheduled report issue. There is no impact to anyone on the system.
>
> Joe
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Tuesday, January 12, 2021 3:09 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Subject:** RE: Scheduled reports in PROD
>
> Joe
>
> I used to just send off an email to the ADC management team asking permission to deploy the fix to PROD
>
> Tell them there will be no impact to anyone on the system
>
> Thad
>
> **Thad Lowry**
>
> Director of Development
>
> **Business & Decision North America** 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted] E: thad.lowry@bndna.com
>
> Business & Decision
> Accelerating Digital Transformation

AMERICAN OVERSIGHT

From: Justin Baker <justin.baker@bndna.com>
Sent: Tuesday, January 12, 2021 1:12 PM
To: Thad Lowry <thad.lowry@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Thad,

I Received confirmation that the single report is ok from Marlene. Can you request permission for the PROD deployment?

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Tuesday, January 12, 2021 12:48 PM
To: Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Yes – we will need someone at ADCRR say it is ok to deploy this to PROD

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Justin Baker <justin.baker@bndna.com>
Sent: Tuesday, January 12, 2021 12:40 PM
To: Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Thad,

AMERICAN OVERSIGHT

The report has been validated as working in UAT. I sent an email to Marlene to confirm that one report with all of the missing classification notices for the missing time period is ok. Waiting for a response. After confirmation what we need to do is:

Step 1. Deploy to PROD. (do we need approval for this?)

Step 2. Run scheduled report manually.

Step 3. revert PROD report back original state so that 8pm they will get the regularly scheduled report for 1/12/2020.

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Tuesday, January 12, 2021 9:29 AM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Thanks Thad.

@Keith Francen : Please find the changeset # Change set # 29862

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Tuesday, January 12, 2021 9:26 AM
To: Harika Chikkala <harika.chikkala@bndna.com>; Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Let's deploy these to UAT so we can test them

Then we'll need to ask ADC how they want us to handle this in PROD

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M [redacted] E: thad.lowry@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Accelerating Digital Transformation

From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Tuesday, January 12, 2021 8:52 AM
To: Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi All,

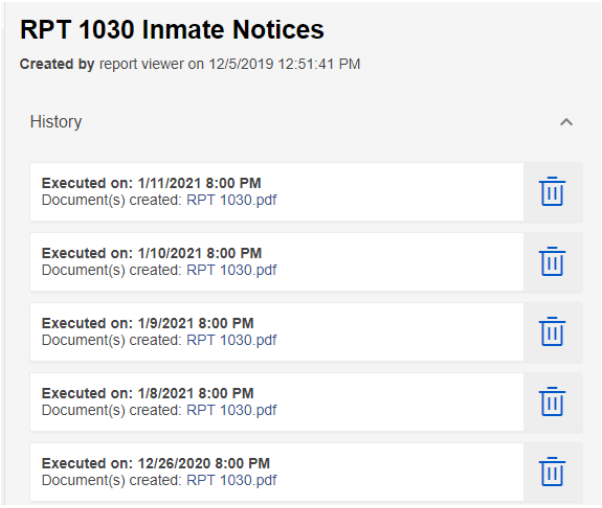
Modified the procedure (RPT 1030) to run the scheduler data for the missed period 26th Dec to 6th Jan and the changes were checked into TFS.

Dev doesn't have any data for this period .Validated at backend in UAT and INT and looks good .

Please let us know if Keith can deploy to UAT prior to PROD and run through scheduler for high level testing from Telerik.

Change set # 29862

@Chris Masson/Aaron : After the Scheduler runs and PDF file gets created, we may need your help to rename the file in PROD so that when the scheduler runs at night as per cycle it doesn't get overwritten.



@Keith Francen :Once scheduler writes PDF and everything looks good. We need to rollback to previous version to have the report run daily.

Thanks,

Harika

From: Harika Chikkala
Sent: Monday, January 11, 2021 5:14 PM
To: Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Ok Justin .I will make the changes and will check in for Keith to deploy tomorrow during business hours so that we can get the PROD deployment approval if needed.

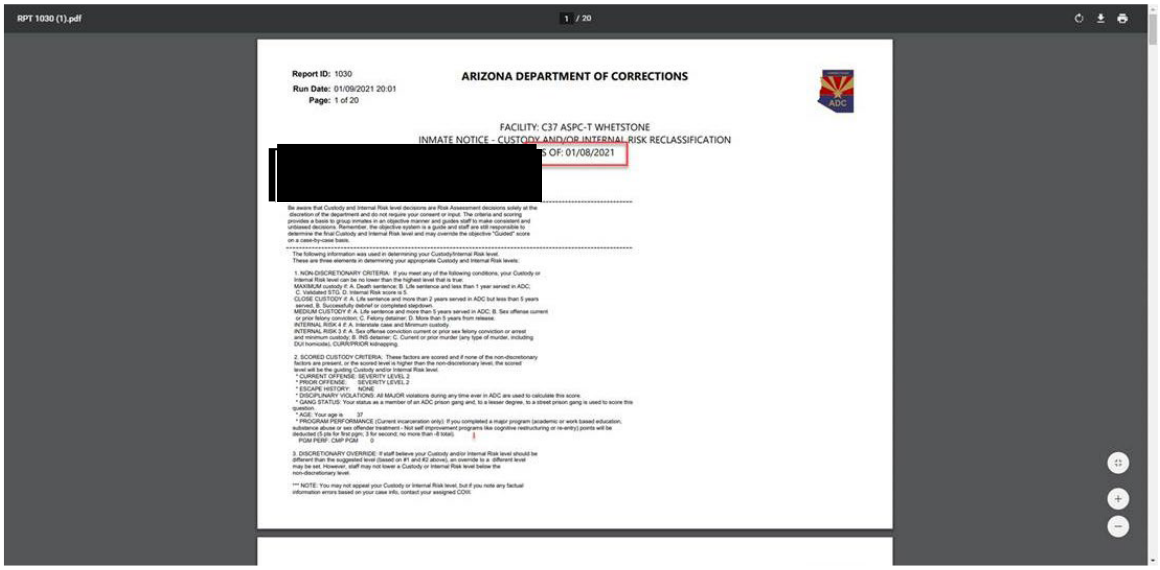
AMERICAN OVERSIGHT

From: Justin Baker <justin.baker@bndna.com>
Sent: Monday, January 11, 2021 5:09 PM
To: Chris Masson <chris.masson@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi Harika,

I think the single PDF for the entire missing period should work.

The report result shows the date the reclassification is finalized for each individual inmate. And they should be in order from 12/27/2020 inmates to 1/7/2021 inmates.



Thank you,

Justin Baker
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Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 4:24 PM
To: Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Ran as a schedule Telerik will have no issue with that. The question on whether a single file for all missing inmates for the date range needs to be sent to ADC for an answer.

From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Monday, January 11, 2021 4:22 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>

AMERICAN OVERSIGHT

Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

FYI, I ran the report at backend in INT as PROD is throwing insufficient privileges and INT got refreshed yesterday.

The query is returning **334 rows** of data for the missed period which I am assuming may not even have any problem at Telerik end to generate in a single file.

From: Harika Chikkala
Sent: Monday, January 11, 2021 4:08 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi Everyone,

Is it okay if we hardcode the date at backend for entire missing cycle and generate a single PDF through scheduler?

Thanks,

Harika

From: Harika Chikkala
Sent: Monday, January 11, 2021 3:45 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

I even modified this procedure at back end and the ran between these periods and the report is returning any rows dev and UAT /PROD.

I thought of creating replica of the existing report with adding new input parameter since it doesn't any have any inmates whose custody or internal risk is changed and approved.

AND class_st_dtm >= TRUNC(26-DEC-20') AND class_st_dtm < TRUNC(sysdate -2).

Is it okay if we hardcode for the entire my missing cycle at a glance?

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 3:40 PM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
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Subject: RE: Scheduled reports in PROD

Procedure has hardcoded date logic:

AND class_st_dtm >= TRUNC(SYSDATE) – 1

This will need replacing with a parameter which has a default value of sysdate -1 in Telerik for the purpose of the schedule, but can be executed with a given date.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, January 11, 2021 2:29 PM
To: Chris Masson <chris.masson@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Perfect – so it's our fault – yes that does change things

First – we should look to see if it is possible to run the reports parameterized by dates. Then estimate how much effort that would take

Our scheduler was down for 2 weeks – what can we do so this won't happen again / or to let us know it's down when it happens and not find out 2 weeks later

AMERICAN OVERSIGHT

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

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Sent: Monday, January 11, 2021 2:22 PM
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Subject: RE: Scheduled reports in PROD

Just so you understand the problem – our scheduling service on the prod server quit working on 12/27 until 1/8, meaning they are missing reports that should have been ran.

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Subject: RE: Scheduled reports in PROD

Running reports with as of dates – doesn't always work – need to look at this on a case by case basis – we would need a change request that we could charge the time to, to investigate and the ADC would need to agree to pay for the investigation time if they don't want to go forward

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

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Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: Scheduled reports in PROD

Hey Justin

AMERICAN OVERSIGHT

It looks like RPT 2131 is just in the wrong category which is why it shows here. Clicking on 'All Schedules' shows you the full list of reports that have been ran which is correct.

As for the missing reports – there's no way for me to do that. If we need to recover these missing reports then we will have to modify the report to accept input parameters of the given days and then run the schedule each time to run it for that day. Not an easy task and I'll defer to @Thad Lowry and @Joe Miles over us doing that.

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Sent: Monday, January 11, 2021 2:01 PM
To: Chris Masson <chris.masson@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
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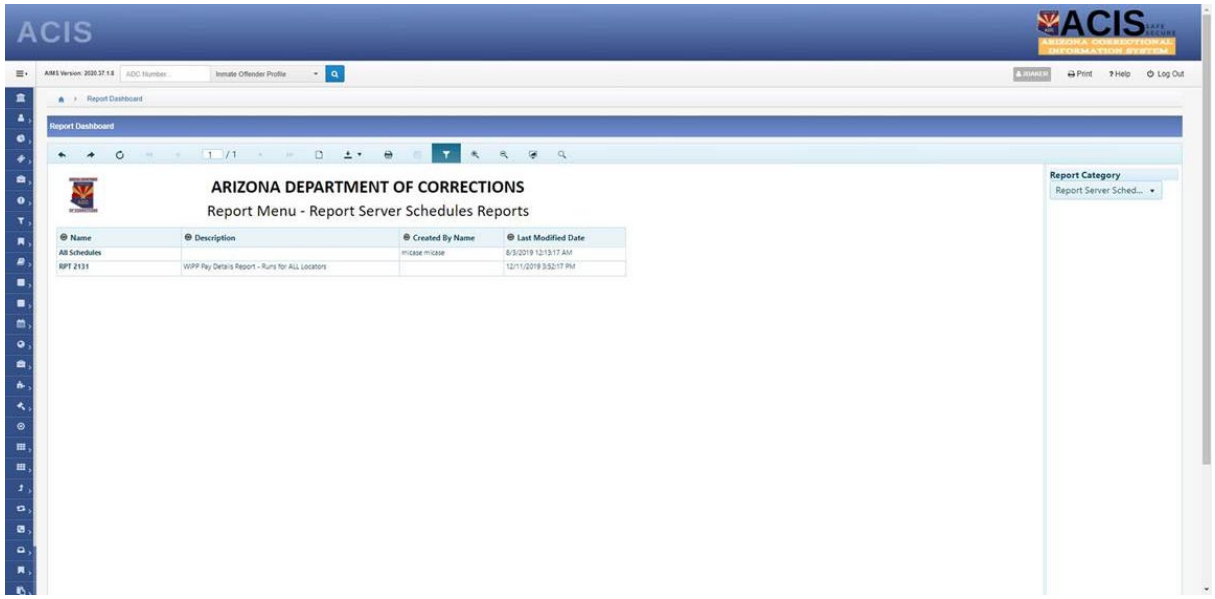
Subject: Scheduled reports in PROD

Hi Chris,

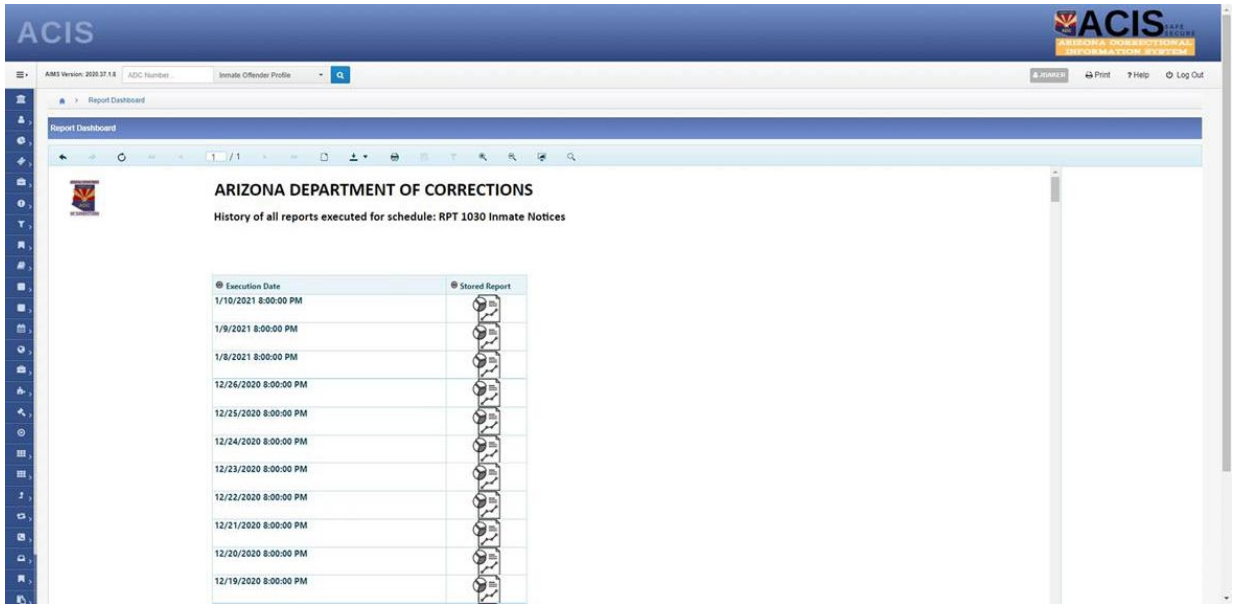
It was my understanding that the issue was resolved in PROD with the scheduled report though its still coming up on the bug review meetings.

First it seems ADCRR is expecting on this screen to show all of the reports that have been ran? Is that the correct behavior for this table to display more than just this one WIPP report?



Secondly she's looking for specifically report 1030. I found that it is running again and its a daily report. She needs the report runs from 12/27/2020 – 1/7/2020 in order to notify these inmates of their classification changes. Are you able go in as an admin and run these missing reports. See below:

AMERICAN OVERSIGHT



Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson; Marlene Coffee; Thad Lowry; Trevor Baker; Harika Chikkala; Chris Masson; Keith Francen; Aaron Pratt; Phil Wussow; Dean Allen; Joseph Nicoletti; Perry Craglow
Subject: Re: FW: Scheduled reports in PROD
Date: Tuesday, January 12, 2021 2:48:59 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

Approved.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Jan 12, 2021 at 2:37 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> We are seeking approval from ADC management to deploy a fix to PROD for a scheduled report issue. There is no impact to anyone on the system.
>
> Joe
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Tuesday, January 12, 2021 3:09 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Subject:** RE: Scheduled reports in PROD
>
> Joe
>
> I used to just send off an email to the ADC management team asking permission to deploy the fix to PROD
>
> Tell them there will be no impact to anyone on the system
>
> Thad
>
>
> **Thad Lowry**
>
> Director of Development
>
> **Business & Decision North America** 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted] E: thad.lowry@bndna.com
>
> Business & Decision
> Accelerating Digital Transformation
>
>
> ---
>
> **From:** Justin Baker <justin.baker@bndna.com>
> **Sent:** Tuesday, January 12, 2021 1:12 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>

AMERICAN OVERSIGHT

Subject: RE: Scheduled reports in PROD

Thad,

I Received confirmation that the single report is ok from Marlene. Can you request permission for the PROD deployment?

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Tuesday, January 12, 2021 12:48 PM
To: Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Yes – we will need someone at ADCRR say it is ok to deploy this to PROD

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

From: Justin Baker <justin.baker@bndna.com>
Sent: Tuesday, January 12, 2021 12:40 PM
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Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Thad,

The report has been validated as working in UAT. I sent an email to Marlene to confirm that one report with all of the missing classification notices for the missing time period is ok. Waiting for a response. After confirmation what we need to do is:

Step 1. Deploy to PROD. (do we need approval for this?)

Step 2. Run scheduled report manually.

AMERICAN OVERSIGHT

Step 3. revert PROD report back original state so that 8pm they will get the regularly scheduled report for 1/12/2020.

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Tuesday, January 12, 2021 9:29 AM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
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Subject: RE: Scheduled reports in PROD

Thanks Thad.

@Keith Francen : Please find the changeset # Change set # 29862

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Tuesday, January 12, 2021 9:26 AM
To: Harika Chikkala <harika.chikkala@bndna.com>; Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Let's deploy these to UAT so we can test them

Then we'll need to ask ADC how they want us to handle this in PROD

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

From: Harika Chikkala <harika.chikkala@bndna.com>

AMERICAN OVERSIGHT

Sent: Tuesday, January 12, 2021 8:52 AM
To: Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi All,

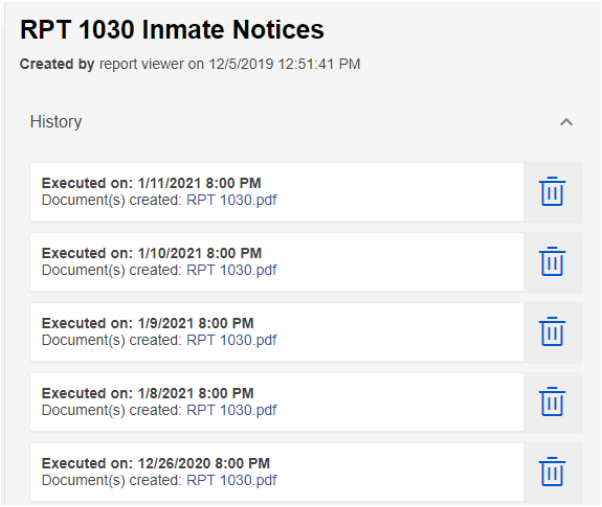
Modified the procedure (RPT 1030) to run the scheduler data for the missed period 26th Dec to 6th Jan and the changes were checked into TFS.

Dev doesn't have any data for this period .Validated at backend in UAT and INT and looks good .

Please let us know if Keith can deploy to UAT prior to PROD and run through scheduler for high level testing from Telerik.

Change set # 29862

@Chris Masson/Aaron : After the Scheduler runs and PDF file gets created, we may need your help to rename the file in PROD so that when the scheduler runs at night as per cycle it doesn't get overwritten.



@Keith Francen :Once scheduler writes PDF and everything looks good. We need to rollback to previous version to have the report run daily.

Thanks,

Harika

From: Harika Chikkala
Sent: Monday, January 11, 2021 5:14 PM
To: Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Ok Justin .I will make the changes and will check in for Keith to deploy tomorrow during business hours so that we can get the PROD deployment approval if needed.

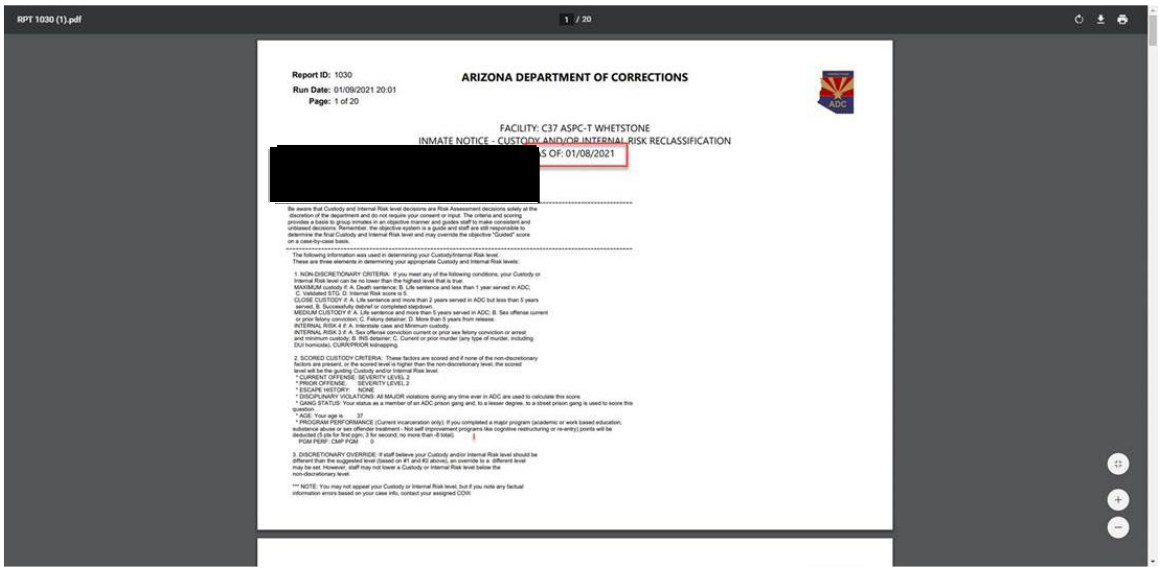
From: Justin Baker <justin.baker@bndna.com>
Sent: Monday, January 11, 2021 5:09 PM
To: Chris Masson <chris.masson@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi Harika,

AMERICAN OVERSIGHT

I think the single PDF for the entire missing period should work.

The report result shows the date the reclassification is finalized for each individual inmate. And they should be in order from 12/27/2020 inmates to 1/7/2021 inmates.


RPT 1030 (1).pdf

1 / 20

Report ID: 1030
Run Date: 01/09/2021 20:01
Page: 1 of 20

ARIZONA DEPARTMENT OF CORRECTIONS

FACILITY: C37 ASPC-T WHETSTONE
INMATE NOTICE - CUSTODY AND/OR INTERNAL RISK RECLASSIFICATION
[redacted] AS OF: 01/08/2021

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 4:24 PM
To: Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Ran as a schedule Telerik will have no issue with that. The question on whether a single file for all missing inmates for the date range needs to be sent to ADC for an answer.

From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Monday, January 11, 2021 4:22 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

FYI, I ran the report at backend in INT as PROD is throwing insufficient privileges and INT got refreshed yesterday.

The query is returning **334 rows** of data for the missed period which I am assuming may not even have any problem at Telerik end to generate in a single file.

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From: Harika Chikkala
Sent: Monday, January 11, 2021 4:08 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi Everyone,

Is it okay if we hardcode the date at backend for entire missing cycle and generate a single PDF through scheduler?

Thanks,

Harika

From: Harika Chikkala
Sent: Monday, January 11, 2021 3:45 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

I even modified this procedure at back end and the ran between these periods and the report is returning any rows dev and UAT /PROD.

I thought of creating replica of the existing report with adding new input parameter since it doesn't any have any inmates whose custody or internal risk is changed and approved.

AND class_st_dtm >= TRUNC(26-DEC-20') AND class_st_dtm < TRUNC(sysdate -2).

Is it okay if we hardcode for the entire my missing cycle at a glance?

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 3:40 PM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Procedure has hardcoded date logic:

AND class_st_dtm >= TRUNC(SYSDATE) – 1

This will need replacing with a parameter which has a default value of sysdate -1 in Telerik for the purpose of the schedule, but can be executed with a given date.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, January 11, 2021 2:29 PM
To: Chris Masson <chris.masson@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Perfect – so it's our fault – yes that does change things

First – we should look to see if it is possible to run the reports parameterized by dates. Then estimate how much effort that would take

Our scheduler was down for 2 weeks – what can we do so this won't happen again / or to let us know it's down when it happens and not find out 2 weeks later

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted] E: thad.lowry@bndna.com

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 2:22 PM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: Scheduled reports in PROD

Just so you understand the problem – our scheduling service on the prod server quit working on 12/27 until 1/8, meaning they are missing reports that should have been ran.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, January 11, 2021 2:20 PM
To: Chris Masson <chris.masson@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: Scheduled reports in PROD

Running reports with as of dates – doesn't always work – need to look at this on a case by case basis – we would need a change request that we could charge the time to, to investigate and the ADC would need to agree to pay for the investigation time if they don't want to go forward

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

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Subject: RE: Scheduled reports in PROD

Hey Justin

It looks like RPT 2131 is just in the wrong category which is why it shows here. Clicking on 'All Schedules' shows you the full list of reports that have been ran which is correct.

As for the missing reports – there's no way for me to do that. If we need to recover these missing reports then we will have to modify the report to accept input parameters of the given days and then run the schedule each time to run it for that day. Not an easy task and I'll defer to @Thad Lowry and @Joe Miles over us doing that.

From: Justin Baker <justin.baker@bndna.com>
Sent: Monday, January 11, 2021 2:01 PM
To: Chris Masson <chris.masson@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>

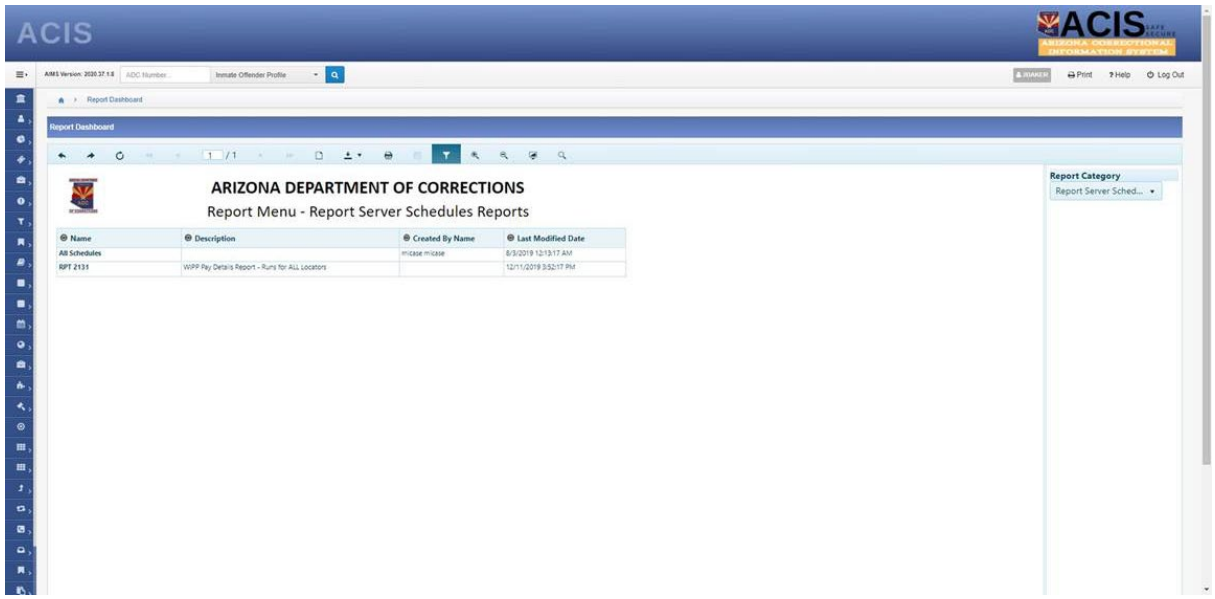
AMERICAN OVERSIGHT

Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Scheduled reports in PROD

Hi Chris,

It was my understanding that the issue was resolved in PROD with the scheduled report though its still coming up on the bug review meetings.

First it seems ADCRR is expecting on this screen to show all of the reports that have been ran? Is that the correct behavior for this table to display more than just this one WIPP report?



Secondly she's looking for specifically report 1030. I found that it is running again and its a daily report. She needs the report runs from 12/27/2020 – 1/7/2020 in order to notify these inmates of their classification changes. Are you able go in as an admin and run these missing reports. See below:

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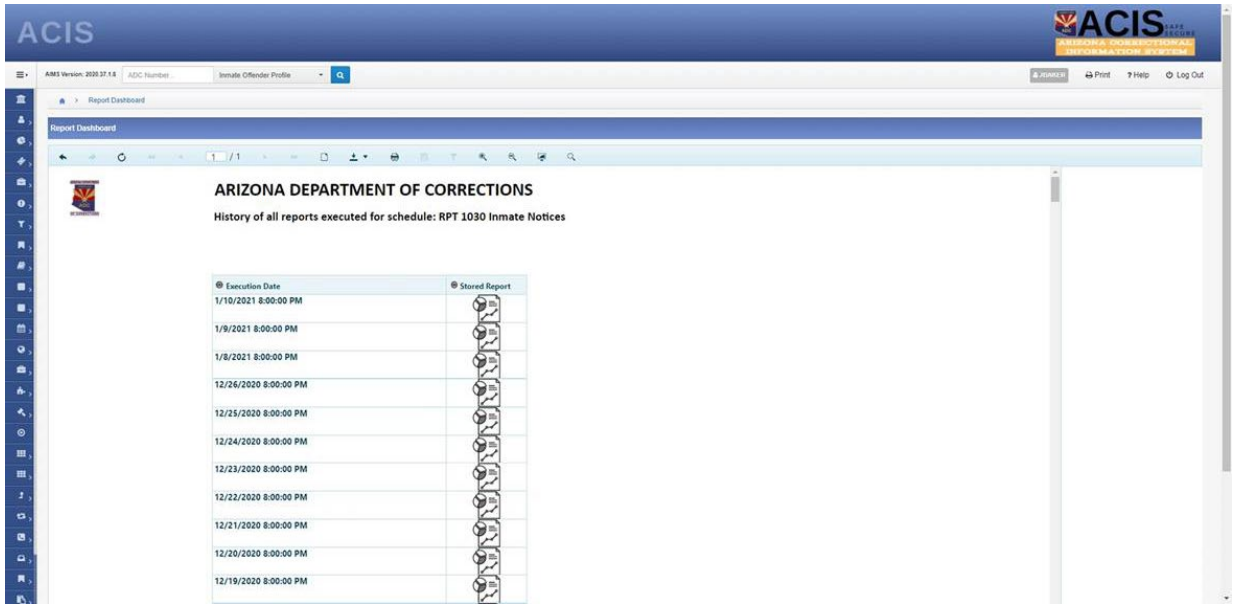

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America

O: 480-795-7220

E: Justin.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson; Marlene Coffee
Cc: Thad Lowry; Trevor Baker; Harika Chikkala; Chris Masson; Keith Francen; Aaron Pratt; Phil Wussow; Dean Allen
Subject: FW: Scheduled reports in PROD
Date: Tuesday, January 12, 2021 2:37:19 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

Holly,

We are seeking approval from ADC management to deploy a fix to PROD for a scheduled report issue. There is no impact to anyone on the system.

Joe

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Tuesday, January 12, 2021 3:09 PM
To: Joe Miles <joe.miles@bndna.com>
Subject: RE: Scheduled reports in PROD

Joe

I used to just send off an email to the ADC management team asking permission to deploy the fix to PROD

Tell them there will be no impact to anyone on the system

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Director of Development
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Subject: RE: Scheduled reports in PROD

Yes – we will need someone at ADCRR say it is ok to deploy this to PROD

Thad

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Step 1. Deploy to PROD. (do we need approval for this?)

Step 2. Run scheduled report manually.

Step 3. revert PROD report back original state so that 8pm they will get the regularly scheduled report for 1/12/2020.

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Justin Baker
QA Analyst
Business & Decision, North America
O: 480-795-7220
E: Justin.Baker@businessdecision.com
Business & Decision
Empowering Digital Business

From: Harika Chikkala <harika.chikkala@bndna.com>
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To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
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Subject: RE: Scheduled reports in PROD

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Then we'll need to ask ADC how they want us to handle this in PROD

Thad

Thad Lowry
Director of Development
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Sent: Tuesday, January 12, 2021 8:52 AM
To: Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>

AMERICAN OVERSIGHT

Subject: RE: Scheduled reports in PROD

Hi All,

Modified the procedure (RPT 1030) to run the scheduler data for the missed period 26th Dec to 6th Jan and the changes were checked into TFS.

Dev doesn't have any data for this period .Validated at backend in UAT and INT and looks good .

Please let us know if Keith can deploy to UAT prior to PROD and run through scheduler for high level testing from Telerik.

Change set # 29862

@Chris Masson/Aaron : After the Scheduler runs and PDF file gets created, we may need your help to rename the file in PROD so that when the scheduler runs at night as per cycle it doesn't get overwritten.

@Keith Francen :Once scheduler writes PDF and everything looks good. We need to rollback to previous version to have the report run daily.

Thanks,
Harika

From: Harika Chikkala
Sent: Monday, January 11, 2021 5:14 PM
To: Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

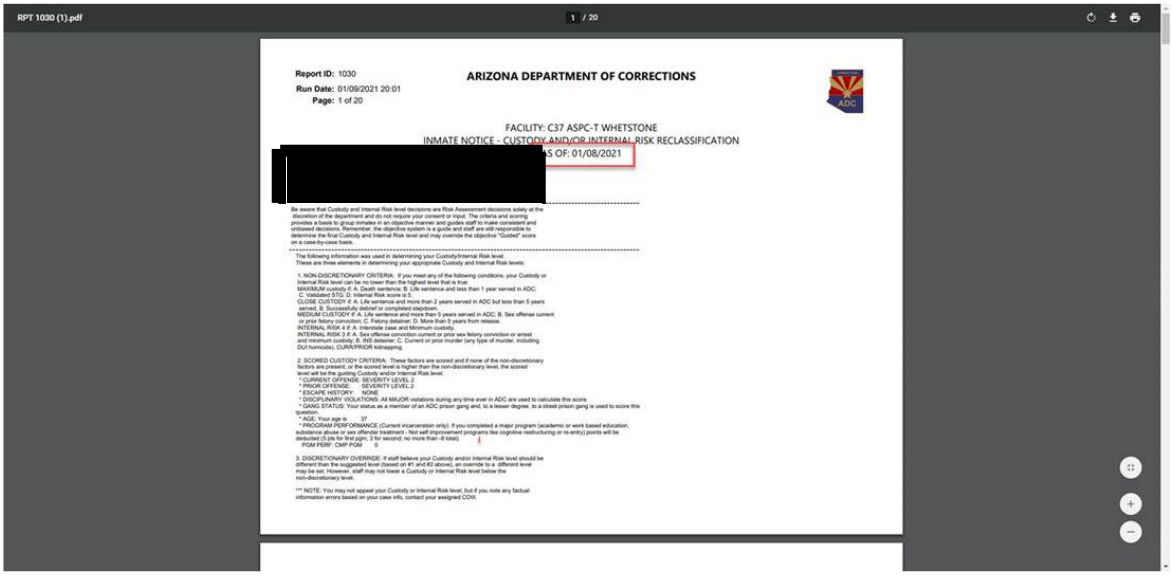
Ok Justin .I will make the changes and will check in for Keith to deploy tomorrow during business hours so that we can get the PROD deployment approval if needed.

From: Justin Baker <justin.baker@bndna.com>
Sent: Monday, January 11, 2021 5:09 PM
To: Chris Masson <chris.masson@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi Harika,

I think the single PDF for the entire missing period should work.

The report result shows the date the reclassification is finalized for each individual inmate. And they should be in order from 12/27/2020 inmates to 1/7/2021 inmates.



Thank you,

Justin Baker
QA Analyst
Business & Decision, North America
O: 480-795-7220
E: Justin.Baker@businessdecision.com
Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 4:24 PM
To: Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Ran as a schedule Telerik will have no issue with that. The question on whether a single file for all missing inmates for the date range needs to be sent to ADC for an answer.

From: Harika Chikkala <harika.chikkala@bndna.com>
Sent: Monday, January 11, 2021 4:22 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

FYI, I ran the report at backend in INT as PROD is throwing insufficient privileges and INT got refreshed yesterday.

The query is returning **334 rows** of data for the missed period which I am assuming may not even have any problem at Telerik end to generate in a single file.

From: Harika Chikkala
Sent: Monday, January 11, 2021 4:08 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Hi Everyone,

Is it okay if we hardcode the date at backend for entire missing cycle and generate a single PDF through scheduler?

Thanks,
Harika

From: Harika Chikkala
Sent: Monday, January 11, 2021 3:45 PM
To: Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

I even modified this procedure at back end and the ran between these periods and the report is returning any rows dev and UAT /PROD.

I thought of creating replica of the existing report with adding new input parameter since it doesn't any have any inmates whose custody or internal risk is changed and approved.

AND class_st_dtm >= TRUNC(26-DEC-20') AND class_st_dtm < TRUNC(sysdate -2).

Is it okay if we hardcode for the entire my missing cycle at a glance?

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 3:40 PM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Procedure has hardcoded date logic:

AND class_st_dtm >= TRUNC(SYSDATE) – 1

This will need replacing with a parameter which has a default value of sysdate -1 in Telerik for the purpose of the schedule, but can be executed with a given date.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, January 11, 2021 2:29 PM
To: Chris Masson <chris.masson@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Scheduled reports in PROD

Perfect – so it's our fault – yes that does change things

First – we should look to see if it is possible to run the reports parameterized by dates. Then estimate how much effort that would take

Our scheduler was down for 2 weeks – what can we do so this won't happen again / or to let us know it's down when it happens and not find out 2 weeks later

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Chris Masson <chris.masson@bndna.com>

AMERICAN OVERSIGHT

Sent: Monday, January 11, 2021 2:22 PM
To: Thad Lowry <thad.lowry@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: Scheduled reports in PROD

Just so you understand the problem – our scheduling service on the prod server quit working on 12/27 until 1/8, meaning they are missing reports that should have been ran.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, January 11, 2021 2:20 PM
To: Chris Masson <chris.masson@bndna.com>; Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: Scheduled reports in PROD

Running reports with as of dates – doesn't always work – need to look at this on a case by case basis – we would need a change request that we could charge the time to, to investigate and the ADC would need to agree to pay for the investigation time if they don't want to go forward

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, January 11, 2021 2:13 PM
To: Justin Baker <justin.baker@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Joe Miles <joe.miles@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: Scheduled reports in PROD

Hey Justin

It looks like RPT 2131 is just in the wrong category which is why it shows here. Clicking on 'All Schedules' shows you the full list of reports that have been ran which is correct.

As for the missing reports – there's no way for me to do that. If we need to recover these missing reports then we will have to modify the report to accept input parameters of the given days and then run the schedule each time to run it for that day. Not an easy task and I'll defer to @Thad Lowry and @Joe Miles over us doing that.

From: Justin Baker <justin.baker@bndna.com>
Sent: Monday, January 11, 2021 2:01 PM
To: Chris Masson <chris.masson@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Scheduled reports in PROD

Hi Chris,

It was my understanding that the issue was resolved in PROD with the scheduled report though its still coming up on the bug review meetings.

First it seems ADCRR is expecting on this screen to show all of the reports that have been ran? Is that the correct behavior for this table to display more than just this one WIPP report?

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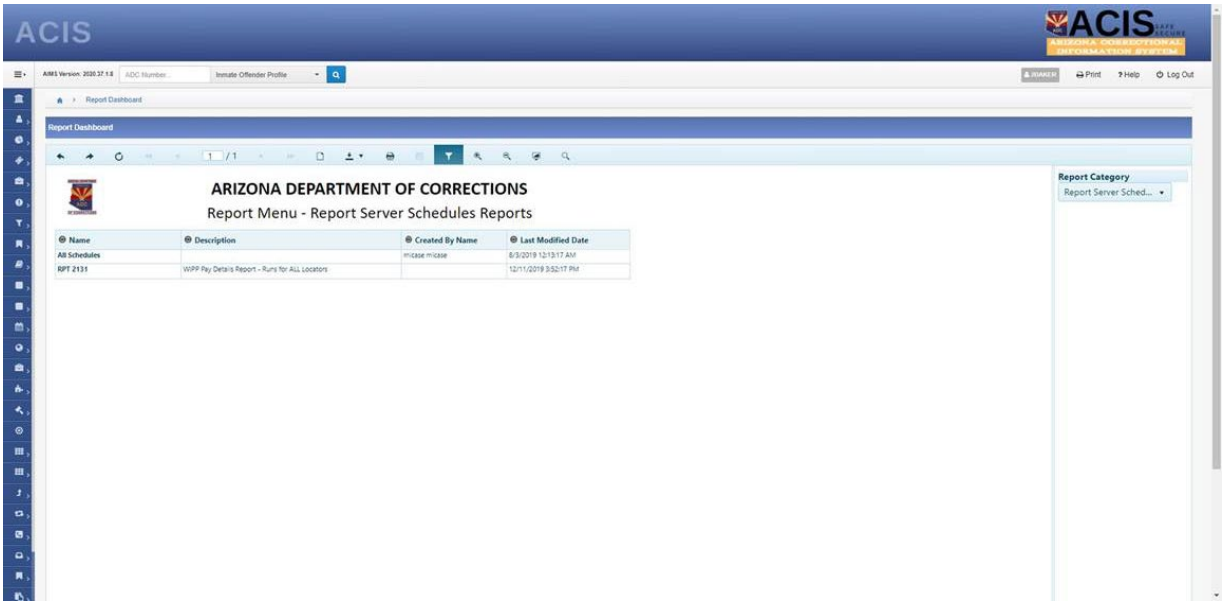

Secondly she's looking for specifically report 1030. I found that it is running again and its a daily report. She needs the report runs from 12/27/2020 – 1/7/2020 in order to notify these inmates of their classification changes. Are you able go in as an admin and run these missing reports. See below:

Thank you,

Justin Baker
QA Analyst
Business & Decision, North America
O: 480-795-7220
E: Justin.Baker@businessdecision.com
Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Service Desk on behalf of Service Desk <ServiceDesk@bndna.com>
To: bmakris@azadc.gov; msaltmarsh@azadc.gov; grios@azadc.gov; cnelson1@azadc.gov; cgrant@azadc.gov; hgreene@azadc.gov; pcraglow@azadc.gov
Subject: Open Service Desk tickets by Requester. Scheduled At : Jan 11, 2021 08:00 AM
Date: Monday, January 11, 2021 8:00:13 AM
Attachments: Service_Ticket_Report (Jan 11, 2021 08 00 AM).pdf

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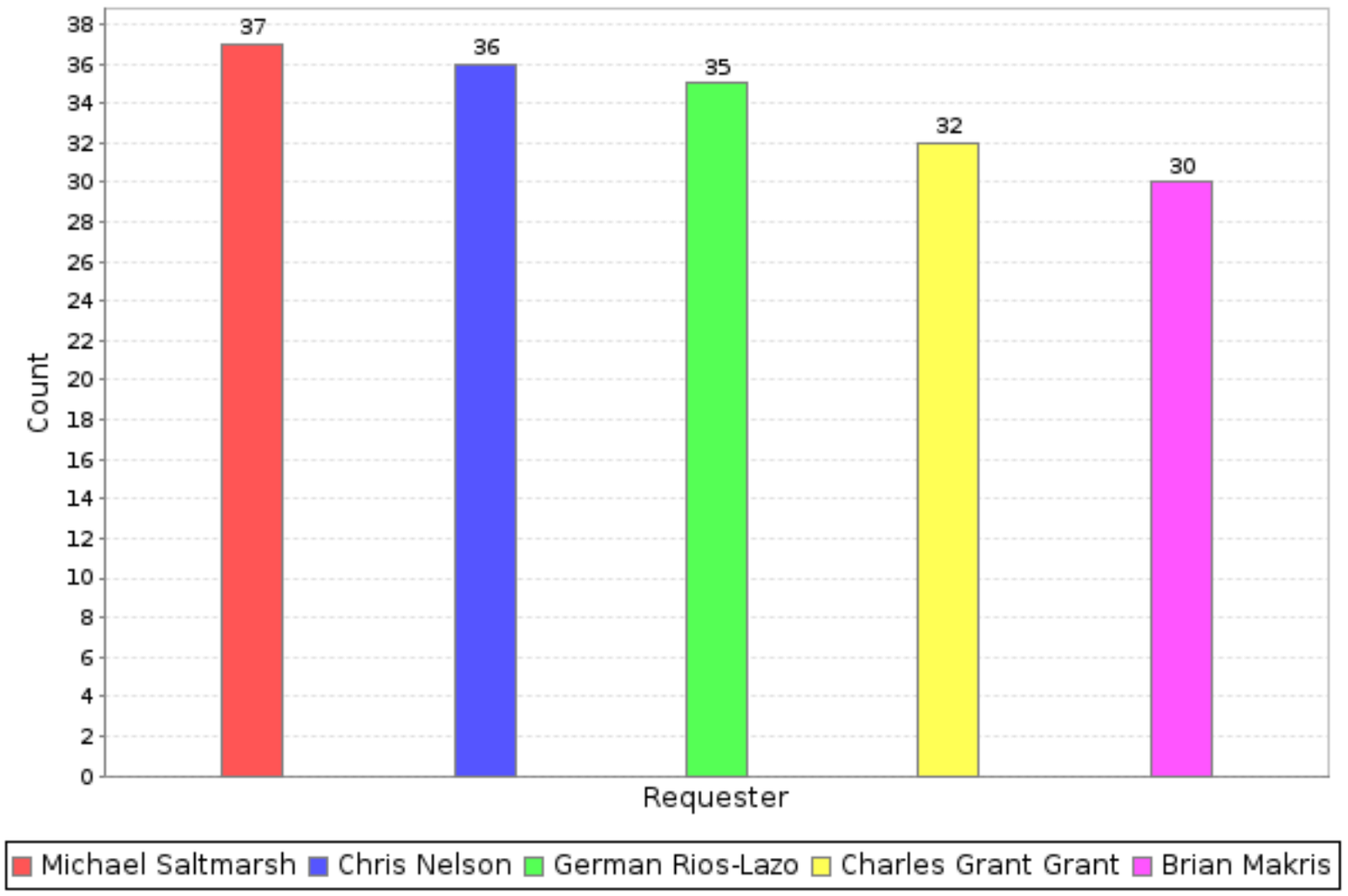
Business & Decision North America

Service Ticket Report

Generated by Justin Baker Created on : 01-11-2021 08:00

Total records : 170



	Module	RequestID	Subject	Request Status	Technician	Priority
Brian Makris						
	Classification	370	Classification - Bug - Inmate [redacted] - An in-process classification was canceled by a Disciplinary Chance.	Assigned	Justin Baker	4-Low
	Interfaces	403	Interfaces KeepTrak - ACIS grabbed that date and sent it again since the case was closed without a conviction date.	Assigned	Justin Baker	4-Low
	Sentence Calc	411	Sentence Calc - Transition Release Date miscalculating on mixed ruling sentence	Assigned	Justin Baker	4-Low
	Classification	664	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Assigned	Justin Baker	4-Low
	Discipline	736	Discipline - Disc case is at the DHOR status as a major. The DHO deems it should be seem as minor. DHO does nothing. Disciplinary Coordin	Assigned	Justin Baker	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	744	Visitation - When adding new Visitor [redacted], ACIS states he already has a profile	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	799	Sentance Calc - When release dates are manually locked down, the release types are missing in the Sentence Worksheet.	Assigned	Justin Baker	3-Medium
	Classification	800	Classification - Two Unit Admin review recommendations are being completed.	Assigned	Justin Baker	3-Medium
	Classification	877	Classification - I/M [redacted] triggered for reclass program change. But, I noticed that his prior crime was not being reflected on the reclass action	Assigned	Justin Baker	3-Medium
	Warrants	890	Warrants - The sentence structure field(warrant detail screen) is not loading correctly on multiple inmates.	Assigned	Justin Baker	3-Medium
	Community Corrections BOEC	923	Community Corrections BOEC - The BOEC received an error code while trying to process a modification hearing grant. I am the test lead for this module and have tested it	Assigned	Justin Baker	3-Medium
	Scheduling	925	Scheduling - Unable to remove #[redacted] from the Vehicle Gate and continues to show him as out on the count sheets	Assigned	Justin Baker	3-Medium
	Population Mgmt DNHW	929	Population Mgmt DNHW - I/M [redacted] #[redacted] DNHW has duplicate Inmates on it.	Assigned	Justin Baker	3-Medium
	Visitation	932	Visitation - Profile for [redacted] dob[redacted] not loading on the registration page.	Assigned	Justin Baker	3-Medium
	Visitation	943	Visitation - Minor visitor [redacted] was not showing on the visit registration screen but now is with an adult link	Assigned	Justin Baker	3-Medium
	Classification	944	Classification - Juvenile conviction not counting for most serious prior/other conviction. This bug was resolved on 12/03/2020 and appears to be broken again	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	891	Community Corrections RMS - Home Plan action queue not prompting with home arrest	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	924	Population Mgmt DNHW - A DNHW that was completed is still showing as pending	Pending Deployment	Justin Baker	3-Medium
	Programs	928	Programs _ Unable to Forward Pay Override hours for a released inmate.	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	930	Community Corrections RMS - OMS/RMS Community corrections Banner hyperlink “Name” not working correctly	Pending Deployment	Justin Baker	3-Medium
	Discipline	945	Discipline - ADC#[redacted] CASE 2875 USER THE DHO ON THE DHOR PAGE ENTERS 10 ERC'S AND 30 PCIII AS A SANCTION AND HITS SAVE. SYSTEM TIM	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	946	Visitation - Visitor [redacted] was approved to visit inmate [redacted] #[redacted] at the CACF facility (M70). But there is a second trigger	Pending Deployment	Justin Baker	3-Medium
	Grievance	956	Grievance - Grievance 20-024571 appears to have disappeared from ACIS	Pending Deployment	Justin Baker	2-High
	Population Mgmt DNHW	974	Population Mgmt DNHW - DHNW between in a [redacted] #[redacted] and Womack #[redacted] in locked as pending.	Pending Deployment	Justin Baker	3-Medium
	Reports	378	Reports - Report 220 is not pulling data as per the documentation	Pending Information	Justin Baker	4-Low
	Classification	642	Classification - Inmate [redacted] received an o/r and appears on the 1630 report but the o/r does not appear correctly in the classification history CU Override Column.	Pending Information	Hagay Hazan	4-Low
	Other	645	Other - Count down system asks users if they want to stay connected after answering yes kicks you out.	Pending Information	Hagay Hazan	4-Low
	Global Events	675	Global Events - Event cannot be created for a PC review	Pending Information	Hagay Hazan	4-Low
	Programs	926	Programs - Not able to save the Home Plan. Every time when I try to save	Pending Information	Justin Baker	3-Medium
	Other	405	Reports - Cancelled activities do not show as cancelled on RPT 2100	Reconsider	Justin Baker	4-Low

Count 30

Charles Grant Grant						
	Religious	424	Religious - Correctional Officers didn't let inmates out for religious services because inmates are not in "RPT 2100"	Assigned	Not Assigned	3-Medium
	EIP	474	EIP - Inmate [redacted] is a max custody inmate not offered education please review his phase appears he should be a 3	Assigned	Justin Baker	4-Low
	Population Mgmt Protective Custody	572	Population Mgmt Protective Custody - The system is sending emails for a PC review for inmates who are approved PC already	Assigned	Hagay Hazan	3-Medium
	Classification	763	Classification - Please remove inmate from deputy warden queue	Assigned	Justin Baker	4-Low
	Classification	781	Classification - Inmate [redacted] has 2 probation felony convictions. This is not being reflected in the prior criminal history calculations.	Assigned	Justin Baker	4-Low
	Classification	782	Classification - Triggered for reclass and it would appear that his most serious prior disappeared, dropping his score by 11 points. I believe was a juvenile offense	Assigned	Justin Baker	4-Low
	Discipline	786	Multiple Modules - 20 forfeitures were assessed by DHO, however those sanctions were suspended for 30 days	Assigned	Justin Baker	3-Medium
	Population Mgmt Cell Screening	787	Population Mgmt Cell Screening - Cell management shows a conflict but all green bars.	Assigned	Hagay Hazan	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Sentence Calc	807	Sentence Calc - ADC [redacted] was tested in UAT. PROD is experiencing the same issue. In UAT, it's currently highlighting B3 as the ruling sentence.	Assigned	Justin Baker	3-Medium
	Visitation	853	Visitation - This inmate has three applications that were able to beprocessed through ACJIS, and are on the DW's dashboard; however, theinmate's dashboard does not show the applications.	Assigned	Justin Baker	4-Low
	Classification	903	Classification - Inmate release dates changed. Inmate was classified to minimum custody due to release dates under 5 years.	Assigned	Justin Baker	4-Low
	Grievance	961	Grievance - I am unable to find Grievance Case #20-024902 for inmate [redacted] Eyman SMU I, A70 in ACIS-Grievances.	Assigned	Justin Baker	4-Low
	Other	962	Global Action Queue - DNHW for [redacted] was properly input/ saved/ submitted by unit CO IV but will not clear off the Cimarron DW pop mgmt queue. screen shot uploaded	Assigned	Justin Baker	4-Low
	Grievance	963	Grievance - Grievance 20-024799 for inmate [redacted] Grievance is displaying pop up "The Grievance is closed because the Due Date has been exceeded"	Assigned	Justin Baker	4-Low
	Grievance	964	Grievance - Grievance 20-024234 is stuck at informal submitted, unable to proceed to informal response or further. Receiving popup box "The Grievance is closed because the Due Date has been exceeded."	Assigned	Justin Baker	4-Low
	Warrants	965	Warrants - Addresses for approved warrants are having their related last known address marked inactive on the CC_OMS_OFFENDER_ADDRESS_INFO page seemingly at random.	Assigned	Justin Baker	3-Medium
	Grievance	968	Grievance - Description: Inmate was assigned a number for a grievance but now it cannot be located in ACIS	Assigned	Justin Baker	4-Low
	Grievance	983	Grievance - This is a true bug. AQ trigger reason for Grievance Appeal returned to Grievance Coordinator due to Data Entry Error is not correct.	Assigned	Justin Baker	3-Medium
	Visitation	984	Visitation - [redacted] # [redacted] VISITOR [redacted] IS APPROVED IN ACIS BUT WHEN YOU CLICK ON PROFILE IT SHOWS VISITOR IS INACTIVE.	Assigned	Justin Baker	4-Low
	Other	986	Interfaces eOMIS - L50 (ASPC-L Morey MASH Unit) was reactivated on 12/22/20 at 11:41:41. However, per Marquis's developers, eOMIS has not received any updates to the OMS Facility	Assigned	Justin Baker	3-Medium
	Classification	573	Classification - The above inmate is triggering for reclassification for programs change. The inmate has had no program changes that would require a reclass.	Pending Deployment	Justin Baker	4-Low

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Reports	901	Reports - STG Report 2370 STG Members by STG Or Loc has multiple inmates that are on the list multiple times with different Status Codes	Pending Deployment	Justin Baker	3-Medium
	Discipline	935	Discipline - BUG FOR B&D!!!!!!!!! SAME AS BUG 43948 JUST COMPLETED. 19-D08-000858 FOR INMATE [redacted] CASE HAD PCIII TAKEN HOWEVER ACIS DIDN'T AUTO APPRO	Pending Deployment	Justin Baker	3-Medium
	Community Corrections RMS	951	Community Corrections RMS - When searching/sorting by parole office some offices/ action queues are not sorting correctly.	Pending Deployment	Justin Baker	3-Medium
	Document Image Mgmt	952	Document Image Mgmt - I can't upload a PC document. tried three times. With inmate in context: [redacted]	Pending Information	Justin Baker	4-Low
	Document Image Mgmt	954	Document Image Mgmt - When I scan a document to myself, then pull it from my email and put it in a folder, when it is uploaded in documents in ACIS, it just uploads the folder not the document.	Pending Information	Justin Baker	4-Low
	Warrants	723	Reports - ADC RPT 3430 has no apparent rules on how it default sorts the results	Reconsider	Hagay Hazan	4-Low
	Warrants	743	Warrants - When a user clicks the "delete warrant" button on a warrant in the Warrant saved status, it appropriately cancels the warrant, but it is not making a Warrant Log Entry on he FSU review page time stamping the action.	Reconsider	Justin Baker	3-Medium
	Visitation	784	Visitation - For the past week the Visitation Action Queue Results screen shows 4 overdue under the Deputy Warden Role. However, when the Go icon is pressed, these names do not appear	Reconsider	Hagay Hazan	3-Medium
	Discipline	813	Discipline - DISCIPLINARY CASE WAS SENT TO DIRR FOR DIRECTORS REVIEW ON 2ND APPEAL. DIRECTOR ENTERED UPHOLD BY MISTAKE AND NEEDS THIS CASE TO BE RE-SET TO DIRR AGAIN TO DISMISS THE CASE.	Reconsider	Justin Baker	4-Low
	Discipline	953	Discipline - I try to schedule the hearing it takes several minute	Reconsider	Justin Baker	4-Low
	Discipline	957	Discipline - 12/10/2020 between 14:35-15:00 and 12/9/2020 at approximately the same times, whenever I try to schedule the hearing it takes several minutes then I get an "Error 524".	Reconsider	Justin Baker	3-Medium

Count 32

Chris Nelson						
	Classification	333	Classification bug in UAT	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	558	Population Mgmt Count - Inmate number appears in count sheet and system, but not name	Assigned	Hagay Hazan	3-Medium

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	Module	RequestID	Subject	Request Status	Technician	Priority
	Classification	598	Classification - Inmate did not retain Max custody status after appeal denial	Assigned	Justin Baker	3-Medium
	Classification	691	Classification -	Assigned	Justin Baker	3-Medium
	Classification	718	Classification - When a Classification is finalized from the Max Placement Forms, the Classification Admin Decision from the Max Forms translates over to the Reclass screen with a label of "Cental Office Administrator Override"	Assigned	Justin Baker	3-Medium
	Classification	747	Classification - Inmates with +5 years to release are not having the appropriate non-discretionary applied.	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	749	Population Mgmg Count -	Assigned	Hagay Hazan	3-Medium
	Sentence Calc	797	Sentence Calc - SentenceWorksheet reflects two 'Warrant Quashed' entries in the Calculation History	Assigned	Justin Baker	3-Medium
	Sentence Calc	798	Sentence Calc - ACIS is applying the CST (community supervision time) to the SED instead of the CSBD from the ruling sentence (B1)	Assigned	Justin Baker	3-Medium
	Sentence Calc	840	Sentence Calc - Transition earlier than base ERCD	Assigned	Justin Baker	3-Medium
	Classification	864	Classification - Inmate did not trigger for a reclass after Time comp completed an audit and changed the inmate's release date making him a non-discretionary medium custody.	Assigned	Justin Baker	3-Medium
	Grievance	871	Grievance - Inmate with a Grievance Appeal at the Director's level shows Appeal Submitted on 11/13/20, and a due date of 11/24/20. Grievance Appeals at the Director's level have a timeframe of 30 days for completion.	Assigned	Justin Baker	3-Medium
	Reports	887	Reports -	Assigned	Justin Baker	3-Medium
	Programs	934	Programs - Unable to save quality review for an inmate	Assigned	Justin Baker	3-Medium
	EIP	949	EIP - Inmate's phase did not drop after major discipline.	Assigned	Justin Baker	3-Medium
	Visitation	967	Visitation - Old applicants are just showing pending but no new applications have been entered by staff.	Assigned	Justin Baker	3-Medium
	Reports	977	Reports - Unable to make changes to scheduled reporting tasks	Assigned	Justin Baker	3-Medium
	Classification	988	Classification -	Open	Justin Baker	3-Medium
	Discipline	772	Discipline - The Rule Violation Summary screen is displaying incorrect information when forfeitures are suspended by DHO (Supended ERC's) on discipline tickets. This issue affects UAT and PROD.	Pending Deployment	Justin Baker	3-Medium
	Reports	842	Reports - Under the category classification, the reports will not populate	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	938	Population mgmt Protective Custody - Staff receiving large amount of emails	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Discipline	941	Discipline - USER OSB/DIRECTOR DESIGNEE IS APPROVING RESTORATION issue	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	971	Population mgmt Protective Custody - Inmate banner still showing as GP instead of Protective Custody	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt DNHW	976	Population Mgmt DNHW - DNHW was aded and approved by DW, however unable to change status	Pending Deployment	Justin Baker	3-Medium
	Discipline	978	Discipline - DHCR submitted without entering a hearing date	Pending Deployment	Justin Baker	3-Medium
	Reports	357	Reports - Report 0720 "Print DI70 Reports" not printing information	Pending Information	Justin Baker	3-Medium
	Reports	389	Reports - Report inconsistencies	Pending Information	Not Assigned	3-Medium
	Other	629	Multiple Modules - Information input into ACIS appears to not be saved in system	Pending Information	Justin Baker	3-Medium
	Programs	684	Programs - Report 1500-Career and Technical Education By Complex Unit	Pending Information	Hagay Hazan	3-Medium
	Visitation	708	Visitation - Unable to process visitor application for a returned inmate	Pending Information	Justin Baker	3-Medium
	Global Case Notes	801	Global Case Notes - delete or modify a comment	Pending Information	Hagay Hazan	3-Medium
	Visitation	966	Visitation - Multiple applications are appearing on the ACJIS Dashboard as "NEW APPLICATIONS" when new applications have not been entered	Pending Information	Justin Baker	3-Medium
	Reports	630	Reports - Report 2110 missing information needed	Reconsider	Hagay Hazan	3-Medium
	Visitation	677	Visitation - Long load times on visitation pages	Reconsider	Hagay Hazan	3-Medium
	Global Events	693	Global Events - Unable to initiate a new PC review	Reconsider	Hagay Hazan	3-Medium
	Community Corrections RMS	729	Community Correctios RMS - when trying to update Mode of transportation it will not allow us to do it.	Reconsider	Hagay Hazan	3-Medium

Count 36

German Rios-Lazo

	Programs	601	Programs - Pay Cycle evaluations for inmate [redacted] for pay period 14 Kitchen-Cook display as Unsatisfactory on the Inmate Pay History screen but display as Exceeds on the Attendance Session Details screen.	Assigned	Justin Baker	3-Medium
	Global Case Management	771	Global Case Management - When inmate was transferred, he should have been assigned to the appropriate case load at his receiving unit.	Assigned	Hagay Hazan	3-Medium
	Visitation	776	Visitation - I/M [redacted] # [redacted] (Santa Cruz) Applications were sent pending ACJIS last week. Today the visitation officer could not find them on ACIS.	Assigned	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Warrants	777	Warrants - The generated warrants for inmate [redacted] ADC# [redacted] and inmate [redacted] ADC# [redacted] are showing incorrect information for the Date Released "Type" and Reverted to "Date".	Assigned	Justin Baker	3-Medium
	Discipline	789	Multiple Modules - Release dates are incorrect on ADC [redacted] Sentence Worksheet. Inmate had received 360 PCIII and 50 forfeitures. However, 60 days were rescinded back in May 2020 and out of those 50 forfeitures, 10 of them are mandatory forfeitures.	Assigned	Justin Baker	3-Medium
	Sentence Calc	806	Sentence Calc - Initial or Final Release Audits do not reset when earliest release date has changed to a later date.	Assigned	Justin Baker	3-Medium
	Warrants	894	Resubmitted - BUG 41560	Assigned	Justin Baker	3-Medium
	Warrants	898	Warrants - In multiple instances ACIS is displaying an assigned community corrections office on the warrants dashboard but blank on the warrant detail screen or vice versa.	Assigned	Justin Baker	3-Medium
	Interfaces	907	Interfaces - Hello - This ticket involves the PC-AIMS2 files (I-20 interface requirement) and will probably be directed to Wissem BenAissa at B&D.	Assigned	Justin Baker	2-High
	Document Image Mgmt	909	Document Imaging Mgnt. - USER IS ATTEMPTING TO UPLOAD A WORD DOCUMENT WITH A FEW IMAGES WITHIN	Assigned	Justin Baker	3-Medium
	Sentence Calc	937	Sentence Calc - UC-SE-5.6 CLASS III'S ARE NOT APPLYING TO THE SENTENCE WORKSHEET	Assigned	Justin Baker	3-Medium
	Visitation	939	Visitation - I COII Alvarez while processing an application on ACIS on IM # [redacted] it created a double screen for Visitor [redacted] on the system automatically . Is there any way that screen can be removed ?	Assigned	Justin Baker	3-Medium
	Population Mgmt Count	979	Population Mgmt. Count - There are 3 I/Ms at the hospital that are not showing up on the hospital out report.	Assigned	Justin Baker	3-Medium
	Warrants	414	Warrant - under the "Hearing Officer Review" area, the CC Officer Name and CC Supervisor Name is not populating and/or populating incorrectly	Pending Deployment	Not Assigned	3-Medium
	Reports	463	Reports - Bug: RPT 2100- Not displaying all inmates assigned to Religious Activity.	Pending Deployment	Hagay Hazan	4-Low
	Warrants	525	Warrants - Warrant Prep Page, the prior convictions area is not separating the sentence and sentence length for crimes under the same commitment.	Pending Deployment	Justin Baker	3-Medium
	Discipline	796	Discipline - CASE IS MISSING THE HEARING DATE. DW ATTEMPTS TO ORDER A RE-HEARING AND SYSTEM WILL NOT ALLOW BECAUSE OF MISSING HEARING DATE.	Pending Deployment	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Community Corrections RMS	912	Comm Correctioins RMS - RMS Inmate not on the “assign” screen when attempting to assign to CCO	Pending Deployment	Justin Baker	3-Medium
	Visitation	948	Visitation - Inmate [redacted] has a visitor, [redacted] [redacted] her application in visitation is "pending Acijis" but at the top of the screen the workflow status is showing "inactive."	Pending Deployment	Justin Baker	3-Medium
	Population Mgmt Protective Custody	969	Population Mngmt. Protective Custody - When I attempted to completed the 805-11 process in ACIS by checking the inmate signed notification, date and checking the staff signed I received an error.	Pending Deployment	Justin Baker	3-Medium
	Reports	622	Reports - REPORT 2110 IN SCHEDULING IS NOT PICKING UP THE NUMBERS FOR CAPACITY AND ASSIGNED	Pending Information	Hagay Hazan	3-Medium
	Classification	648	Classification - Inmate came to Max Custody in June of 2019. 6 month review was conducted in January of 2020. Next reclass should not be triggering until January/February of 2021.	Pending Information	Justin Baker	3-Medium
	EIP	668	EIP - Phase Dropped to Phase 1	Pending Information	Justin Baker	3-Medium
	Visitation	682	Visitation - Will save the application due to error message - do not submit a application for an inmate that is not housed,	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	746	Comm Corrections RMS - I have a reoccurring action queue item for inmate [redacted] [redacted]	Pending Information	Hagay Hazan	3-Medium
	Reports	752	Reports - Report 1630 Classification overrides by location report should display custody and/or IR overrides approved by Central Office.	Pending Information	Hagay Hazan	3-Medium
	Sentence Calc	815	Sentence Calc - § A.R.S. 13-705 class 2 felony with paragraph C or D is not calculating as flat	Pending Information	Justin Baker	3-Medium
	Other	917	Other - Application Usage,- EIP letter saved to inmate's documents changes after being viewed then disappears.	Pending Information	Justin Baker	3-Medium
	Document Image Mgmt	970	Document Imaging Mgnt. - ACIS does not allows me to upload the inmate's signed conditions to documents. It gives me "error code: 69220152".	Pending Information	Justin Baker	3-Medium
	Visitation	683	Visitation - ISSUES SUBMITTING NEW APPLICATION, INMATE NOT ASSIGNED TO A BED	Reconsider	Hagay Hazan	3-Medium
	Visitation	702	Visitation - Minor not inactivating	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	709	Transportation - The Release summary page is not working correctly	Reconsider	Hagay Hazan	3-Medium
	Visitation	728	Visitation - When attempting to add visit application for inactive visitors I receive an error code as follows Failed We're sorry, an error has occurred. Please Contact your system administrator. Error Code : {0}	Reconsider	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Global Case Notes	750	Global Case Notes - Staff member entered confidential information names of staff instead of using their usernames/sid.	Reconsider	Justin Baker	3-Medium
	Grievance	793	Grievance - Please submit Medium severity bug to B&D: Unable to proceed in any fashion with Grievance 20-021636, stuck un-Submitted	Reconsider	Hagay Hazan	3-Medium

Count 35

Michael Saltmarsh

	Classification	516	ACIS BUG - Facility Override not functioning	Assigned	Justin Baker	3-Medium
	Reports	527	ACIS ISSUE - Caseload not showing all inmates	Assigned	Hagay Hazan	3-Medium
	Interfaces	553	ACIS ISSUE - MULTIPLE MODULES	Assigned	Hagay Hazan	3-Medium
	Reports	586	ACIS BUG - Reports	Assigned	Hagay Hazan	3-Medium
	Interfaces	661	ACIS BUG - Interfaces - Inmate's current location is not appearing in KeepTrak from ACIS.	Assigned	Justin Baker	3-Medium
	Classification	678	ACIS BUG - CLASSIFICATION - Cannot perform classification action	Assigned	Justin Baker	3-Medium
	Discipline	804	ACIS ISSUE - MULTIPLE MODULES - [redacted] sentence worksheet is displaying incorrect PCIII and forfeitures which is calculating release dates incorrectly	Assigned	Justin Baker	3-Medium
	Sentence Calc	805	ACIS ISSUE - SENTENCE CALC - Inmates with multiple sentences and have more than one page to view sentences will not calculate sentences correctly.	Assigned	Justin Baker	3-Medium
	Warrants	829	ACIS BUG - WARRANTS - The first page of the generated warrant and the warrant details screen for ADC# [redacted] it is showing the wrong release type in the top portion and bottom portion of the warrant.	Assigned	Justin Baker	3-Medium
	Classification	854	ACIS ISSUE - CLASSIFICATION - Issues with inmate triggering for reclassification	Assigned	Justin Baker	3-Medium
	Classification	855	ACIS ISSUE - CLASSIFICATION - Issues with prior conviction not showing	Assigned	Justin Baker	3-Medium
	Programs Assessments	857	ACIS ISSUE - PROGRAMS ASSESSMENTS -	Assigned	Justin Baker	3-Medium
	Warrants	861	ACIS ISSUE - WARRANTS - The information populating in the warrant prep page is incorrect.	Assigned	Justin Baker	3-Medium
	Community Corrections RMS	869	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - RMS RELEASE DASHBOARD NOT PROMPTING HOME ARREST RELEASE	Assigned	Justin Baker	3-Medium
	Reports	918	ACIS ISSUE - REPORTS - Can't print out the reports while using Chrome.	Assigned	Justin Baker	3-Medium
	Grievance	919	ACIS ISSUE - GRIEVANCE - The unprocessed box was checked but did not remain checked after it was submitted.	Assigned	Justin Baker	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
	Visitation	955	ACIS ISSUE - Visitation - WORKFLOW Status says PENDING ACJIS	Assigned	Justin Baker	4-Low
	Classification	973	ACIS ISSUE - Classification - A new classification continues to re-trigger every time that I begin a new classification.	Assigned	Justin Baker	4-Low
	EIP	981	ACIS ISSUE - EIP - Inmate [redacted] #[redacted] was found guilty of a major ticket on 11/23/2020. Why is he phase 3?	Assigned	Justin Baker	3-Medium
	Reports	982	ACIS ISSUE - Reports - The daily scheduler for ADC RPT 3360 is no longer functioning	Assigned	Justin Baker	3-Medium
	Community Corrections OMS	972	ACIS ISSUE - Community Corrections OMS - OMS Duplicate Offender on case summary	Pending Deployment	Justin Baker	3-Medium
	Visitation	656	ACIS ISSUE - VISITATION - UNABLE TO SEND TO ACJIS	Pending Information	Hagay Hazan	3-Medium
	Global Case Management	669	ACIS ISSUE - GLOBAL CASE MANAGEMENT - error on case summary for CCo S. Valenzuela	Pending Information	Justin Baker	3-Medium
	Grievance	685	ACIS ISSUE - GRIEVANCE - medical grievances	Pending Information	Hagay Hazan	3-Medium
	Global Banner	694	ACIS ISSUE - GLOBAL BANNER - Offender is still coming up on Case summary	Pending Information	Hagay Hazan	3-Medium
	Population Mgmt Protective Custody	707	ACIS ISSUE - POPULATION MGMT PROTECTIVE CUSTODY - Unable to submit and complete this event	Pending Information	Hagay Hazan	3-Medium
	Community Corrections BOEC	711	ACIS ISSUE - COMMUNITY CORRECTIONS BOEC - Error when attempting to save the progress report	Pending Information	Justin Baker	3-Medium
	Grievance	735	ACIS BUG - GRIEVANCE- I uploaded the wrong documents into the supporting information section	Pending Information	Hagay Hazan	3-Medium
	Reports	803	ACIS BUG - REPORTS - Report #2230 is not reflecting any active detainers such as tried and/or untried. Only notification requests & felony holds.	Pending Information	Hagay Hazan	3-Medium
	Community Corrections RMS	987	ACIS BUG - COMMUNITY CORRECTIONS RMS - RMS Home plans not routing to the correct office by Zip code	Pending Information	Justin Baker	4-Low
	Programs	544	ACIS ISSUE - FNL + GED Capacity	Reconsider	Justin Baker	3-Medium
	Community Corrections RMS	658	ACIS ISSUE - COMMUNITY CORRECTIONS RMS - HOME PLAN ISSUES	Reconsider	Hagay Hazan	3-Medium
	Other	667	ACIS ISSUE - INTERFACES KEEP TRAK - Inmate's current location is not appearing in KeepTrak from ACIS.	Reconsider	Justin Baker	3-Medium
	Other	706	ACIS ISSUE - MULTIPLE MODULES - RELEASE SUMMARY SAVE NOT WORKING	Reconsider	Hagay Hazan	3-Medium
	Population Mgmt Transportation	731	ACIS BUG - POPULATION MGMT TRANSPORTATION - Unable to save mode of transportation in release check list.	Reconsider	Hagay Hazan	3-Medium
	Visitation	737	ACIS BUG - VISITATION - Unable to add another visitor	Reconsider	Hagay Hazan	3-Medium
	Visitation	754	ACIS - Visitation - Unable to view the 20 list on any inmates	Reconsider	Hagay Hazan	3-Medium

AMERICAN OVERSIGHT

	Module	RequestID	Subject	Request Status	Technician	Priority
Count		37				

Summary Report	
Count	170

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles; Karen Hellman
Cc:	Armando Gonzalez; Joshua Connolly; James O"Neil; Brandi Merritt; Courtney Gottschalk; Joseph Nicoletti; Perry Craglow; Rusty Johnson
Subject:	Re: ESCALATION: ACIS Report Issues
Date:	Friday, January 8, 2021 4:57:42 PM
Attachments:	image001.png pngtube - small.bmp

I'm not tracking....is this still an issue? I don't want workarounds, I need sustained accessibility.

Joe - Can you help shed some light on this?

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Fri, Jan 8, 2021 at 4:25 PM Karen Hellman <khellman@azadc.gov> wrote:

> Armando-
> Actually got the numbers going through the Program portion of Reports.
> Should be back into the Server Schedule auto download section for next month.
>
> **Karen Hellman, Assistant Director**
> Inmate Programs and Reentry
> Arizona Department of Corrections, Rehabilitation & Reentry
> 1601 W Jefferson, MC320
> Phoenix, AZ 85007
> Office: 602.542.5155
> Fax: 602-364-0550
> khellman@azadc.gov
>
> *The information contained in this e-mail message and any attachment is privileged and confidential, intended only for the use of specific individuals and/or entities to which it is addressed. If you are not one of the intended recipients, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you received this communication in error, please immediately notify the sender by return e-mail*

AMERICAN OVERSIGHT

On Fri, Jan 8, 2021 at 4:23 PM Armando Gonzalez <agonzalez@azadc.gov> wrote:

> Yes the 1200 reports are still down .
>
> Thank You,
>
> *Armando Gonzalez*
>
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> **Inmate Programs & Reentry Division**
> **Central Office**
> 602-771-5758
>
> On Fri, Jan 8, 2021 at 3:44 PM Karen Hellman <khellman@azadc.gov> wrote:
>
> > Thanks, Josh,. My error. I went into the Server Schedules and it wasn't there for December numbers. However, if I go through Programs, I cna get it for December. Thanks!
> > **Karen Hellman, Assistant Director**
> > Inmate Programs and Reentry
> > Arizona Department of Corrections, Rehabilitation & Reentry
> > 1601 W Jefferson, MC320
> > Phoenix, AZ 85007
> > Office: 602.542.5155
> > Fax: 602-364-0550
> > khellman@azadc.gov
> >
> > *The information contained in this e-mail message and any attachment is privileged and confidential, intended only for the use of specific individuals and/or entities to which it is addressed. If you are not one of the intended recipients, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you received this communication in error, please immediately notify the sender by return e-mail*
> >
> > On Fri, Jan 8, 2021 at 3:40 PM Joshua Connolly <jconnolly@azadc.gov> wrote:
> >
> > > Hi, everyone - I'm able to run the PSYCHOEDUCATIONAL (Report ID: 1200) report in ACIS. I'll just need a little more detail about which part isn't working and who's able to see what in the ACIS reports section. If it was automated previously, that automation should pick back up on its assigned schedule.
> > >
> > > Let me know where to start digging and I'll get on it.
> > >
> > > Thanks very much,
> > > - josh C.
> > >
> > > --
> > >
> > > **Joshua Connolly**
> > >
> > > Data Analyst
> > > **Arizona Department of Corrections, Rehabilitation & Reentry**

AMERICAN OVERSIGHT

Information Technology Bureau
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Fri, Jan 8, 2021 at 3:35 PM James O'Neil <joneil1@azadc.gov> wrote:

> Brandi, Armando
> my understanding the 1200 report is still down, is this correct?

James O'Neil

Administrator, Office of Continuous Improvement and Strategic Planning

Arizona Department of Corrections, Rehabilitation and Reentry

Office: 602-364-3738

joneil1@azadc.gov

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On Fri, Jan 8, 2021 at 12:30 PM Brandi Merritt <bmerritt@azadc.gov> wrote:

> Thanks Holly,
> I sent an email to Courtney and Armando, letting them know the reporting issues were resolved.

AMERICAN OVERSIGHT

Courtney: is the additional report you mentioned working properly? I think you referred to it as "Report 1200?"

Thank you,
-Brandi

Brandi Merritt

Office of Continuous Improvement & Strategic Planning

Arizona Department of Corrections,

Rehabilitation and Reentry

1601 W. Jefferson St. m/c 320

Phoenix, AZ 85007

602.364.3040

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On Fri, Jan 8, 2021 at 12:03 PM Holly Greene <hgreene@azadc.gov> wrote:

> Wonderful. Thank you, Joe.
>
> Josh and Brandi-
>
> I look to the two of you to ensure that Armando's issue is resolved.
>
> Thanks,
>
> Holly
>
> On Fri, Jan 8, 2021 at 11:43 AM Joe Miles <joe.miles@bndna.com> wrote:
>
> > Holly,
> >
> > This is now resolved – schedules now work again and the reports requested below are available to view/download from the Report Server.
> >
> > Best Regards,

AMERICAN OVERSIGHT

Joe

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, January 8, 2021 10:12 AM
To: Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
Cc: Perry Craglow <pcraglow@azadc.gov>; James O'Neil <joneil1@azadc.gov>; Brandi Merritt <bmerritt@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: ESCALATION: ACIS Report Issues

Hello Joe (Miles)-

We need the below report issue expedited.

Critical ACIS reports are experiencing an issue and require swift resolution ASAP to meet the deliverable to our Legislature.

H310I662/1970
H310I779/1520
H310I746/1220
H310I665/1210
H310I664/1190
H310I672/1140
ACI Cap
H310I672/1140

Please assign appropriately and have that person work with Josh Connolly, Brandi Merritt, and Armando Gonzalez (see the email thread for addresses).

Please provide regular updates to Rusty and Joe with Perry on CC.

Please provide the resolution details to me and James O'Neil.

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797
| ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **James O'Neil** <joneil1@azadc.gov>
Date: Fri, Jan 8, 2021 at 8:28 AM
Subject: Re: December CAG
To: Joshua Connolly <jconnolly@azadc.gov>
Cc: Brandi Merritt <bmerritt@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Jacob Whitson <jwhitson@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>, Holly Greene <hgreene@azadc.gov>

Thanks Josh,

any emphasis to reduce the time to publish this report is appreciated. It is used by leadership with legislatures as we go into session this month and is a critical communication tool for them at this time.

Thanks, James

AMERICAN OVERSIGHT

James O'Neil

Administrator, Office of Continuous Improvement and Strategic Planning

Arizona Department of Corrections, Rehabilitation and Reentry

Office: 602-364-3738

joneil1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

On Fri, Jan 8, 2021 at 8:24 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good morning, Brandi - I'll check these ACIS reports to see if I can replicate the issue and try to speed up the process of diagnosing this.
>
> I don't really know how quickly B&D can implement any fix.
>
> Talk with you more soon,
>
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Information Technology Bureau
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov

IT Service Desk: 602.542.AZDC

On Fri, Jan 8, 2021 at 7:19 AM Brandi Merritt <bmerritt@azadc.gov> wrote:

> Good Morning,
>
> Is there an approximate time-frame for this fix? The CAG is normally published on the 8th.
>
> Thank you,
>
> Brandi

Brandi Merritt

Office of Continuous Improvement & Strategic Planning

Arizona Department of Corrections,

Rehabilitation and Reentry

1601 W. Jefferson St. m/c 320

Phoenix, AZ 85007

602.364.3040

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

On Thu, Jan 7, 2021 at 4:55 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

AMERICAN OVERSIGHT

Thank you, Armando - These are B&D developed reports and a ServiceDesk ticket can be entered if you're not able to run them.

Talk with you again soon,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov

IT Service Desk: 602.542.AZDC

On Thu, Jan 7, 2021 at 4:51 PM Armando Gonzalez <agonzalez@azadc.gov> wrote:

> These are reports that I access thru ACIS-
>
> H310I662/1970
> H310I779/1520
> H310I746/1220
> H310I665/1210
> H310I664/1190
> H310I672/1140
> ACI Cap
> H310I672/1140
>
> Thank You,
>
> *Armando Gonzalez*
>
> **Arizona Department of Corrections, Rehabilitation & Reentry**
>
> **Inmate Programs & Reentry Division**
>
> **Central Office**
>
> 602-771-5758

AMERICAN OVERSIGHT

On Thu, Jan 7, 2021 at 4:11 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Armando - If this was an automated report that you receive in an email, I do have a recent ticket entered with B&D to fix the task scheduling interface for the reporting tool. Either way, please pass along the report number when you have a chance and I'll take a look into the ACIS side of things.
>
> Take good care,
>
> - josh C.
>
> --

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov

IT Service Desk: 602.542.AZDC

On Thu, Jan 7, 2021 at 3:10 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good afternoon, Armando - Were these automated reports coming in an email to you as an attachment or were you going directly to the ACIS interface?

AMERICAN OVERSIGHT

What's the report number of the one you're seeking so that I can try it out?

Thanks so much,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov

IT Service Desk: 602.542.AZDC

On Thu, Jan 7, 2021 at 2:58 PM Armando Gonzalez <agonzalez@azadc.gov> wrote:

> December reports for CAG are not populating ? I've also submitted and support ticket on this through the Service Center.
>
> Can any of you help me with this?
>
> Thank You,
>
> *Armando Gonzalez*
>
> **Arizona Department of Corrections, Rehabilitation & Reentry**
>
> **Inmate Programs & Reentry Division**
>
> **Central Office**
>
> 602-771-5758

AMERICAN OVERSIGHT

On Thu, Jan 7, 2021 at 2:52 PM Courtney Gottschalk <cgottsc@azadc.gov> wrote:

> Armando,
>
> Try Josh Connelly or Jacob Whitson.
>
> On Thu, Jan 7, 2021 at 2:40 PM Brandi Merritt <bmerritt@azadc.gov> wrote:
>
> > Hi Armando,
> >
> > I do not have access to ACIS. Would Courtney know? Or someone from IT?
>
>
> **Brandi Merritt**
>
> Office of Continuous Improvement & Strategic Planning
>
> **Arizona Department of Corrections,**
>
> **Rehabilitation and Reentry**
>
> 1601 W. Jefferson St. m/c 320
>
> Phoenix, AZ 85007
>
> 602.364.3040
>
>
>
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>
>
> On Thu, Jan 7, 2021 at 2:30 PM Armando Gonzalez <agonzalez@azadc.gov> wrote:

AMERICAN OVERSIGHT

Brandi,

I've been waiting for the reports to populate on ACIS so that i could complete CAG for December

but they aren't populating for December yet? I am not sure who is responsible for these reports ?

Thank You,

Armando Gonzalez

Arizona Department of Corrections, Rehabilitation & Reentry

Inmate Programs & Reentry Division

Central Office

602-771-5758

On Thu, Jan 7, 2021 at 1:52 PM Courtney Gottschalk <cgottsc@azadc.gov> wrote:

> Is this close to being completed?
>
> ---------- Forwarded message ---------
> From: **Brandi Merritt** <bmerritt@azadc.gov>
> Date: Thu, Jan 7, 2021 at 1:51 PM
> Subject: Fwd: December CAG
> To: Lynda Wade <lwade@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>
>
> Hello! Just a friendly reminder to send me your CAG data. I'll publish it tomorrow about noon, so if you need more time, just let me know. :)
>
> Do you remember the song from the Breakfast Club movie?
>
> "Don't you...forget about me...." LOL!

AMERICAN OVERSIGHT

Thanks,

-Brandi

Brandi Merritt

Office of Continuous Improvement & Strategic Planning

Arizona Department of Corrections,

Rehabilitation and Reentry

1601 W. Jefferson St. m/c 320

Phoenix, AZ 85007

602.364.3040

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---------- Forwarded message ---------
From: **Brandi Merritt** <bmerritt@azadc.gov>
Date: Thu, Dec 31, 2020 at 1:05 PM
Subject: December CAG
To: ALEXANDER, SHERI <salexand@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Caroline Haack <chaack@azadc.gov>, Christine Osborne <cosborne1@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>, DOLNY, MICHAEL <mdolny@azadc.gov>, Gretchen Mcclellan <gmsingh@azadc.gov>, Jaquel Moody <jmoody1@azadc.gov>, Jason Reese <jreese@azadc.gov>, Kelly Knoll <kknoll@azadc.gov>, Lisa Yanez <lyanez@azadc.gov>, Lynda Wade

AMERICAN OVERSIGHT

<lwade@azadc.gov>, Reneemarie Engel <rmengel@azadc.gov>, THEISEN, JOHN <jtheisen@azadc.gov>
Cc: James O'Neil <joneil1@azadc.gov>

Good Afternoon!

It's CAG time once again. Would you please have your December CAG data to me **by noon on January 7th.**

As always, "earlier" is always better!

Happy New Year!

-Brandi

Brandi Merritt

Office of Continuous Improvement & Strategic Planning

Arizona Department of Corrections,

Rehabilitation and Reentry

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--

Courtney Gottschalk

Quality Assurance Coordinator

Inmate Programs & Reentry

Critical Incident Response Team State Coordinator-CIRT

Arizona Department of Corrections, Rehabilitation & Reentry

602-542-5172 Office

602-509-0863 State Cell

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti
Cc: Perry Craglow; James O"Neil; Brandi Merritt; Joshua Connolly
Subject: RE: ESCALATION: ACIS Report Issues
Date: Friday, January 8, 2021 9:34:56 AM
Attachments: image001.png

Holly,

We have already been looking into this and will continue to work toward an expedited resolution. Will update you once we know more.

Best Regards,

Joe

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, January 8, 2021 10:12 AM
To: Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
Cc: Perry Craglow <pcraglow@azadc.gov>; James O'Neil <joneil1@azadc.gov>; Brandi Merritt <bmerritt@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: ESCALATION: ACIS Report Issues

Hello Joe (Miles)-

We need the below report issue expedited.

Critical ACIS reports are experiencing an issue and require swift resolution ASAP to meet the deliverable to our Legislature.

H310I662/1970
H310I779/1520
H310I746/1220
H310I665/1210
H310I664/1190
H310I672/1140
ACI Cap
H310I672/1140

Please assign appropriately and have that person work with Josh Connolly, Brandi Merritt, and Armando Gonzalez (see the email thread for addresses).

Please provide regular updates to Rusty and Joe with Perry on CC.

Please provide the resolution details to me and James O'Neil.

AMERICAN OVERSIGHT

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **James O'Neil** <joneil1@azadc.gov>
Date: Fri, Jan 8, 2021 at 8:28 AM
Subject: Re: December CAG
To: Joshua Connolly <jconnolly@azadc.gov>
Cc: Brandi Merritt <bmerritt@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Jacob Whitson <jwhitson@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>, Holly Greene <hgreene@azadc.gov>

Thanks Josh,
any emphasis to reduce the time to publish this report is appreciated. It is used by leadership with legislatures as we go into session this month and is a critical communication tool for them at this time.

Thanks, James

James O'Neil
Administrator, Office of Continuous Improvement and Strategic Planning
Arizona Department of Corrections, Rehabilitation and Reentry
Office: 602-364-3738
joneil1@azadc.gov

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On Fri, Jan 8, 2021 at 8:24 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good morning, Brandi - I'll check these ACIS reports to see if I can replicate the issue and try to speed up the process of diagnosing this. I don't really know how quickly B&D can implement any fix.
>
> Talk with you more soon,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Information Technology Bureau
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
> IT Service Desk: 602.542.AZDC
>
> On Fri, Jan 8, 2021 at 7:19 AM Brandi Merritt <bmerritt@azadc.gov> wrote:
>
> > Good Morning,
> > Is there an approximate time-frame for this fix? The CAG is normally published on the 8th.
> >
> > Thank you,
> > Brandi
> >
> > **Brandi Merritt**
> > Office of Continuous Improvement & Strategic Planning
> > **Arizona Department of Corrections,**
> > **Rehabilitation and Reentry**
> > 1601 W. Jefferson St. m/c 320
> > Phoenix, AZ 85007
> > 602.364.3040
> >
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AMERICAN OVERSIGHT

Thank you, Armando - These are B&D developed reports and a ServiceDesk ticket can be entered if you're not able to run them.
Talk with you again soon,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Thu, Jan 7, 2021 at 4:51 PM Armando Gonzalez <agonzalez@azadc.gov> wrote:

> These are reports that I access thru ACIS-
> H310I662/1970
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>
> Thank You,
>
> *Armando Gonzalez*
>
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> **Inmate Programs & Reentry Division**
> **Central Office**
> 602-771-5758

On Thu, Jan 7, 2021 at 4:11 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Armando - If this was an automated report that you receive in an email, I do have a recent ticket entered with B&D to fix the task scheduling interface for the reporting tool. Either way, please pass along the report number when you have a chance and I'll take a look into the ACIS side of things.
>
> Take good care,
> - josh C.
>
> --

AMERICAN OVERSIGHT

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Thu, Jan 7, 2021 at 3:10 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good afternoon, Armando - Were these automated reports coming in an email to you as an attachment or were you going directly to the ACIS interface?
>
> What's the report number of the one you're seeking so that I can try it out?
>
> Thanks so much,
> - josh C.
>
> --

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
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AMERICAN OVERSIGHT

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> > 1601 W. Jefferson St. m/c 320
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> > > On Thu, Jan 7, 2021 at 1:52 PM Courtney Gottschalk <cgottsc@azadc.gov> wrote:
> > >
> > > > Is this close to being completed?
> > > >
> > > > ---------- Forwarded message ---------
> > > > From: **Brandi Merritt** <bmerritt@azadc.gov>

AMERICAN OVERSIGHT

Date: Thu, Jan 7, 2021 at 1:51 PM
Subject: Fwd: December CAG
To: Lynda Wade <lwade@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>

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"Don't you...forget about me...."epartment LOL!

Thanks,
-Brandi

Brandi Merritt
Office of Continuous Improvement & Strategic Planning
Arizona Department of Corrections,
Rehabilitation and Reentry
1601 W. Jefferson St. m/c 320
Phoenix, AZ 85007
602.364.3040

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---------- Forwarded message ---------
From: **Brandi Merritt** <bmerritt@azadc.gov>
Date: Thu, Dec 31, 2020 at 1:05 PM
Subject: December CAG
To: ALEXANDER, SHERI <salexand@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Caroline Haack <chaack@azadc.gov>, Christine Osborne <cosborne1@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>, DOLNY, MICHAEL <mdolny@azadc.gov>, Gretchen Mcclellan <gmsingh@azadc.gov>, Jaquel Moody <jmoody1@azadc.gov>, Jason Reese <jreese@azadc.gov>, Kelly Knoll <kknoll@azadc.gov>, Lisa Yanez <lyanez@azadc.gov>, Lynda Wade <lwade@azadc.gov>, Reneemarie Engel <rmengel@azadc.gov>, THEISEN, JOHN <jtheisen@azadc.gov>
Cc: James O'Neil <joneil1@azadc.gov>

AMERICAN OVERSIGHT

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It's CAG time once again. Would you please have your December CAG data to me **by noon on January 7th.**
As always, "earlier" is always better!

Happy New Year!

-Brandi

Brandi Merritt

Office of Continuous Improvement & Strategic Planning
Arizona Department of Corrections,
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Courtney Gottschalk
Quality Assurance Coordinator
Inmate Programs & Reentry
Critical Incident Response Team State Coordinator-CIRT
Arizona Department of Corrections, Rehabilitation & Reentry
602-542-5172 Office
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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles; Rusty Johnson; Joseph Nicoletti
Cc:	Perry Craglow; James O"Neil; Brandi Merritt; Joshua Connolly
Subject:	ESCALATION: ACIS Report Issues
Date:	Friday, January 8, 2021 9:11:58 AM
Attachments:	pngtube - small.bmp

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Critical ACIS reports are experiencing an issue and require swift resolution ASAP to meet the deliverable to our Legislature.

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H310I746/1220
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Cc: Brandi Merritt <bmerritt@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Jacob Whitson <jwhitson@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>, Holly Greene <hgreene@azadc.gov>

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Administrator, Office of Continuous Improvement and Strategic Planning

Arizona Department of Corrections, Rehabilitation and Reentry

Office: 602-364-3738

joneil1@azadc.gov

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Brandi Merritt

Office of Continuous Improvement & Strategic Planning

Arizona Department of Corrections,

Rehabilitation and Reentry

1601 W. Jefferson St. m/c 320

Phoenix, AZ 85007

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>
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> **Inmate Programs & Reentry Division**
> **Central Office**
> 602-771-5758

On Thu, Jan 7, 2021 at 4:11 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Armando - If this was an automated report that you receive in an email, I do have a recent ticket entered with B&D to fix the task scheduling interface for the reporting tool. Either way, please pass along the report number when you have a chance and I'll take a look into the ACIS side of things.
>
> Take good care,
> - josh C.
>
> --
>
>
> ## Joshua Connolly
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Information Technology Bureau
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
>

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IT Service Desk: 602.542.AZDC

On Thu, Jan 7, 2021 at 3:10 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good afternoon, Armando - Were these automated reports coming in an email to you as an attachment or were you going directly to the ACIS interface?
>
> What's the report number of the one you're seeking so that I can try it out?
>
> Thanks so much,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Information Technology Bureau
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
> IT Service Desk: 602.542.AZDC

On Thu, Jan 7, 2021 at 2:58 PM Armando Gonzalez <agonzalez@azadc.gov> wrote:

> December reports for CAG are not populating ? I've also submitted and support ticket on this through the Service Center.
> Can any of you help me with this?
>
> Thank You,
>
> *Armando Gonzalez*
>
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> **Inmate Programs & Reentry Division**
> **Central Office**
> 602-771-5758

On Thu, Jan 7, 2021 at 2:52 PM Courtney Gottschalk <cgottsc@azadc.gov> wrote:

> Armando,
> Try Josh Connelly or Jacob Whitson.
>
> On Thu, Jan 7, 2021 at 2:40 PM Brandi Merritt <bmerritt@azadc.gov> wrote:
>
> > Hi Armando,
> > I do not have access to ACIS. Would Courtney know? Or someone from IT?
> >
> > **Brandi Merritt**

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Office of Continuous Improvement & Strategic Planning

Arizona Department of Corrections,

Rehabilitation and Reentry

1601 W. Jefferson St. m/c 320

Phoenix, AZ 85007

602.364.3040

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On Thu, Jan 7, 2021 at 2:30 PM Armando Gonzalez <agonzalez@azadc.gov> wrote:

> Brandi,
> I've been waiting for the reports to populate on ACIS so that i could complete CAG for December
> but they aren't populating for December yet? I am not sure who is responsible for these reports ?
>
> Thank You,
>
> *Armando Gonzalez*
>
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> **Inmate Programs & Reentry Division**
> **Central Office**
> 602-771-5758

On Thu, Jan 7, 2021 at 1:52 PM Courtney Gottschalk <cgottsc@azadc.gov> wrote:

> Is this close to being completed?
>
> ---------- Forwarded message ---------
> From: **Brandi Merritt** <bmerritt@azadc.gov>
> Date: Thu, Jan 7, 2021 at 1:51 PM
> Subject: Fwd: December CAG
> To: Lynda Wade <lwade@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>
>
> Hello! Just a friendly reminder to send me your CAG data. I'll publish it tomorrow about noon, so if you need more time, just let me

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know. :)

Do you remember the song from the Breakfast Club movie?
"Don't you...forget about me...." LOL!

Thanks,
-Brandi

Brandi Merritt

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Arizona Department of Corrections,

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1601 W. Jefferson St. m/c 320

Phoenix, AZ 85007

602.364.3040

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---------- Forwarded message ---------
From: **Brandi Merritt** <bmerritt@azadc.gov>
Date: Thu, Dec 31, 2020 at 1:05 PM
Subject: December CAG
To: ALEXANDER, SHERI <salexand@azadc.gov>, Armando Gonzalez <agonzalez@azadc.gov>, Caroline Haack <chaack@azadc.gov>, Christine Osborne <cosborne1@azadc.gov>, Courtney Gottschalk <cgottsc@azadc.gov>, DOLNY, MICHAEL <mdolny@azadc.gov>, Gretchen Mcclellan <gmsingh@azadc.gov>, Jaquel Moody <jmoody1@azadc.gov>, Jason Reese <jreese@azadc.gov>, Kelly Knoll <kknoll@azadc.gov>, Lisa Yanez <lyanez@azadc.gov>, Lynda Wade <lwade@azadc.gov>, Reneemarie Engel <rmengel@azadc.gov>, THEISEN, JOHN <jtheisen@azadc.gov>
Cc: James O'Neil <joneil1@azadc.gov>

Good Afternoon!

It's CAG time once again. Would you please have your December CAG

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data to me **by noon on January 7th.**
As always, "earlier" is always better!

Happy New Year!

-Brandi

Brandi Merritt

Office of Continuous Improvement & Strategic Planning

Arizona Department of Corrections,

Rehabilitation and Reentry

1601 W. Jefferson St. m/c 320

Phoenix, AZ 85007

602.364.3040

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--

Courtney Gottschalk
Quality Assurance Coordinator
Inmate Programs & Reentry
Critical Incident Response Team State Coordinator-CIRT
Arizona Department of Corrections, Rehabilitation & Reentry
602-542-5172 Office
602-509-0863 State Cell

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--

Courtney Gottschalk
Quality Assurance Coordinator
Inmate Programs & Reentry
Critical Incident Response Team State Coordinator-CIRT
Arizona Department of Corrections, Rehabilitation & Reentry
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> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Barbara Corella; Denel Pickering; Holly Greene; Rocky Advani
Subject: Re: Request
Date: Thursday, January 7, 2021 5:11:33 PM
Attachments: AFF43CAA100942479E3229C06CD6D378[7366625].png
6C2B5BDA92CF4DB88F8449E2DAC4AC64[7366626].png
3517DA064FEA49D891A655F7A0A2FA20[7366627].png

Thank you Barbara

Get Outlook for iOS

From: Barbara Corella <barbara.corella@azdoa.gov>
Sent: Thursday, January 7, 2021 5:25:22 PM
To: Joe Miles <joe.miles@bndna.com>; Denel Pickering <dpickering@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rocky Advani <radvani@azadc.gov>
Subject: Re: Request

Joe
Attached is your spreadsheet sent back with revised columns on Tab 2. Also, I have sorted everything under the Amendment 9 items and ranked them on status then estimated FUAT delivery. I have highlighted those items I want a status on prior to the next meeting. These are items that according to your sheet entered FUAT in 2020. The red item is very late. The yellow items were within the last month but I am unclear as to the difference between a 7 - Deployed to FUAT and an 8-Accepted in FUAT. Please clarify.

At the next meeting we will discuss the 2a -Received requirements for Estimation status as there are numerous of those items and I would like to know how long they have been with you for estimate.
Finally we will review all 5a - In development status that have a FUAT delivery date that has either past or is upcoming before the next regularly scheduled meeting.

Thanks and email me if you have any questions.

Thanks,

Barbara

On Thu, Jan 7, 2021 at 10:26 AM Joe Miles <joe.miles@bndna.com> wrote:

> I understand, no problem.
>
> Joe Miles
>
> Business Development Director
>
> Business and Decision, North America

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M: [redacted]

E: joe.miles@bndna.com

From: Barbara Corella
Sent: Thursday, January 7, 2021 11:03 AM
To: Joe Miles
Subject: Re: Request

Yes today. I am sorry for the delay but yesterday got a bit wonky.

On Thu, Jan 7, 2021 at 9:58 AM Joe Miles <joe.miles@bndna.com> wrote:

> Barbara,
>
> Hope your doing well! In our meeting this week you indicated you would be sending information on how our EUIL tracking report should be revised to capture the structure and additional information you are looking for. Has it been sent and I missed it for some reason??
>
> Best Regards,

Joe

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Re: CR 28992
Date: Thursday, January 7, 2021 4:47:10 PM

You're wonderful. Thank you!

On Thu, Jan 7, 2021 at 2:36 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Received the following information from our group associated with CR 28992. It seems that there were some delays by ADC in getting us requested information as follows:
>
> Email Correspondence Summary:
>
> 10/30 – Asked ADC to provide examples of return violators with more than one sentence.
>
> 11/6 – Sent follow up reminder.
>
> 11/10 – Sent follow up reminder.
>
> 11/13 - Received some answers but not the examples.
>
> 12/1 - Received the examples requested from 10/30.
>
> 12/15 – Submitted clarification questions.
>
> 12/21 – Received response to questions.
>
> I wanted to share this with you in light of my research into some of the reasons why we have not completed this project as originally scheduled. These examples are not the total reason for the delays; however, where contributors. I have met with our team today and made clear that this project needs to be completed as expediently as possible and been given absolute assurance it with go into UAT no later than February17, 2021. I will continue to provide updates if further information is revealed.
>
> Best Regards,

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> Joe

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: FW: Test Account
Date: Thursday, January 7, 2021 8:28:48 AM
Attachments: image001.png

FYI

From: Shieldes, Steve <sshieldes@icsolutions.com>
Sent: Thursday, January 7, 2021 7:02 AM
To: Meador, William <wmeador@icsolutions.com>; Joe Miles <joe.miles@bndna.com>
Subject: RE: Test Account

Greetings,

We need to inform AZDOC that not allowing there to be TEST inmate in production it will limit the ability to establish development implemented in production is working as desired. We will have to wait for a real inmate to have action taken on their account that reflects what we need to TEST the development.

With that insight, we need to have TEST scenarios written, that can be used to TRACK a real inmate when that written scenario is done to an inmate.

General Items are:
#1: Inmate PAN
#2: Inmate LOCATOIN
#3: Inmate loss of privilege (SUSPENSION) --- This new item of the API is being developed.

Kind Regards,
Steve Shieldes
Director IT
IC Solutions
e. sshieldes@icsolutions.com
o. 210.477.7333
m. 210.392.7273

From: Meador, William <wmeador@icsolutions.com>
Sent: Thursday, January 07, 2021 12:46 AM
To: Joe Miles <joe.miles@bndna.com>; Shieldes, Steve <sshieldes@icsolutions.com>
Subject: RE: Test Account

Joe,

I don't think we need to add him to our meeting at this time.

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William Meador
ICSolutions
cell: 480-650-1150
wmeador@icsolutions.com

From: Joe Miles <joe.miles@bndna.com>
Sent: Wednesday, January 6, 2021 8:00 PM
To: Meador, William <wmeador@icsolutions.com>; Shieldes, Steve <sshieldes@icsolutions.com>
Subject: RE: Test Account

Is Tim someone we need to join us at the meeting?

From: Meador, William <wmeador@icsolutions.com>
Sent: Wednesday, January 6, 2021 8:33 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>; Joe Miles <joe.miles@bndna.com>
Subject: RE: Test Account

Steve & Joe,

Tim sent me an update that ADC does not have any inmate Test accounts:

There is no test account, there are testing environments. But any and all data in the production environment is and must be that belonging to an actual inmate as it is a matter of public record.

On Wed, Jan 6, 2021 at 12:07 PM Timothy Arnold <tarnold@azadc.gov> wrote:
Hi,

Is there an Inmate test account we can use in ACIS? We want to test some issues that Enforcer is having.

Thank You,

Tim Arnold

Can we setup inmate test accounts for IC Solutions and BNDNA to run tests on data sent using the API outside of the ACIS database?

William Meador
ICSolutions
cell: 480-650-1150
wmeador@icsolutions.com

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From: Timothy Arnold <tarnold@azadc.gov>
Sent: Wednesday, January 6, 2021 12:32 PM
To: Perry Craglow <pcraglow@azadc.gov>; Meador, William <wmeador@icsolutions.com>
Subject: Fwd: Test Account

FYI

Thank You,

Tim Arnold

---------- Forwarded message ---------
From: **Jey Whitson** <jwhitson@azadc.gov>
Date: Wed, Jan 6, 2021 at 12:10 PM
Subject: Re: Test Account
To: Timothy Arnold <tarnold@azadc.gov>
Cc: Marlene Coffey <mcoffey@azadc.gov>

There is no test account, there are testing environments. But any and all data in the production environment is and must be that belonging to an actual inmate as it is a matter of public record.

On Wed, Jan 6, 2021 at 12:07 PM Timothy Arnold <tarnold@azadc.gov> wrote:

> Hi,
>
> Is there an Inmate test account we can use in ACIS? We want to test some issues that Enforcer is having.
>
> Thank You,
>
> Tim Arnold
>
> Senior Systems/Lan Administrator
>
> Arizona Department of Corrections, Rehabilitation, and Reentry
>
> Information Technology Bureau
>
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
>
> Office: 602.364.3028 |Cell: 520.343.0701 | tarnold@azcorrections.gov

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> IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov
>
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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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From: Google Calendar on behalf of hgreene@azadc.gov
To: joe.miles@bndna.com; sjohnson@azadc.gov; hgreene@azadc.gov
Subject: Touch Point Meeting for ADC
Date: Wednesday, January 6, 2021 11:36:14 AM

Hello Joe-

I was unable to make our meeting today. Please reschedule for tomorrow at 8:30am AZ MT. Thank you!

Touch Point Meeting for ADC

When Wed Jan 6, 2021 11am – 11:30am Mountain Standard Time - Phoenix

Where Microsoft Teams Meeting (map)

Who
- Joe Miles - organizer
- hgreene@azadc.gov - creator
- Rusty Johnson

Microsoft Teams meeting
Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 814-859-9053,,87160999# United States, Erie
Phone Conference ID: 871 609 99#
Find a local number | Reset PIN
Learn More | Meeting options

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles
Cc:	Barbara Corella; Denel Pickering; Rocky Advani
Subject:	Fwd: Item Fact Sheet 28992
Date:	Tuesday, January 5, 2021 11:13:17 AM
Attachments:	Item Fact Sheet 28992.docx

Hello Joe-

Please see the below email and the accompanying attached document.

I have instructed Eli to proceed with adding a note in the weekly status summary.

This is a Q2 parking lot change item which has been pushed by several months. So while the date shows 2/17/21, it was originally slated for October 2020. Development began in August 2020.

I accept the need to flex, but I do not expect it to occur at exhaust.

Thank you,

Holly

---------- Forwarded message ---------
From: **Elizabeth Charif** <echarif@azadc.gov>
Date: Tue, Jan 5, 2021 at 10:59 AM
Subject: Item Fact Sheet 28992
To: Holly Greene <hgreene@azadc.gov>

Hi Holly,

Attached is the item fact sheet for 28992. The development date for this one has been moved out several times. The original completion date for development was 10/23/20 and the latest development completion date is now 2/17/21 (testing to begin 2/18/21).

Do you want anything mentioned in the weekly status summary that we are escalating this one to Joe Miles?

Thank-you,

Elizabeth Charif

Business Analyst
ADCRR | I.T. Bureau | MC310
1645 W. Jefferson St. | Phoenix, AZ 85007
Phone: 602-542-4885
IT Service Desk: 602-542-3971 | ITTECHSUPPORT@azcorrections.gov

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Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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Item Fact Sheet

Item #: 28992

Type: Parking Lot (2Q2020)

Module: Sentence Calculation

Area of Concentration: Community Supervision End Date

Description of Goal Being Requested:

Requesting to correct the calculation of the Community Supervision End Date (CSED) for violators. Presently, it takes 30 minutes to 1 hour to manually lock a violator. There is a monthly average of 300 violators which needs to be managed.

Functional Impact:

Correction of this calculation will minimize errors and eliminate the need to 'manually lock' violators with the correct date.

Quantitative Metrics by Phase

Status	Development in progress.	
Development Start	Planned: 08/04/20	Actual: 08/04/20
Testing Start	Planned: 10/23/20 Adjusted: 02/18/21	Actual: TBD
Testing Completed	Planned: 11/23/20 Adjusted: 03/15/21	Actual: TBD
Item Completed	Planned: 12/07/20 Adjusted: 03/29/21	Estimated: TBD
Budget Estimated	Total: 1027.5 hours	Actual: TBD

Owners:

Ops: Brittany Cassiano **IT:** Janet Duvall **B&D:** Luis Blazquez

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Item Fact Sheet

Issues Status

Open/ Closed	Item #	Description	Resolution Owner	Assigned
N/A		No open bugs at this time.		

Upcoming Tasks

Status	Description	Task Owner	Comments
In Progress	Development	B&D	01/04/21: Development in progress. 12/28/20: Testing start date adjusted to 02/18/21. 12/21/20: Testing start date adjusted to 02/01/21. 12/14/20: Development in progress 12/07/20: Development to begin again. Testing start date adjusted to 01/18/21. 11/30/20: B&D is working with the Sentence Calc group on how they should handle specific scenarios and calculations. Once the impact of those answers is known, they will provide us with updated information on the progress of development. 11/23/20: Development in progress; ETA changed to TBD due to work still being done on B&D's side. ETA will be adjusted once the information is received from B&D. 11/16/20: Development in progress. ETA to complete development changed to 11/20/20. 10/06 - 11/09: Development in progress.

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Barbara Corella; Denel Pickering; Holly Greene; Elizabeth Charif
Subject: EUIL Hours Tracking report 1/4/2021
Date: Monday, January 4, 2021 4:05:47 PM
Attachments: ACIS System Improvement and EUIL Hours Tracking 142021.xlsx

---

My apologies, the attachment should be on this submission.

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Group	EUIL Item
	M/O Signed Agreement - Euil H
Amendment 9 PL	21283
Amendment 9 PL	25141
Amendment 9 PL	25178
Amendment 9 PL	25179
Amendment 9 PL	25204
Amendment 9 PL	31494
Amendment 9 PL	36608
Amendment 9 PL	37369
Amendment 9 PL	40631
EUIL May 2020	EUIL - 25143
EUIL May 2020	EUIL - 25275
EUIL May 2020	EUIL - 28917
EUIL May 2020	EUIL - 28992
EUIL May 2020	EUIL - 29221
EUIL May 2020	EUIL - 30307
EUIL May 2020	EUIL - 31598
EUIL May 2020	EUIL - 33168

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EUIL May 2020	EUIL - 39463
EUIL May 2020	EUIL - 39609
EUIL May 2020	EUIL - 40167
EUIL May 2020	EUIL - 40386
EUIL May 2020	EUIL - 40392
EUIL May 2020	EUIL - 40629
EUIL May 2020	EUIL - 40940
EUIL May 2020	EUIL - 41361
EUIL May 2020	EUIL - 42233
EUIL May 2020	EUIL - 42235
EUIL May 2020	EUIL - 42241
EUIL May 2020	EUIL - 42335
EUIL May 2020	EUIL - 42364
EUIL May 2020	EUIL - 42463
EUIL May 2020	EUIL - 43279
B&D Low Hanging Fruit	31001

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B&D Low Hanging Fruit	36603
B&D Low Hanging Fruit	39610
B&D Low Hanging Fruit	39679
B&D Low Hanging Fruit	39726
B&D Low Hanging Fruit	39730
B&D Low Hanging Fruit	39731
B&D Low Hanging Fruit	39886
B&D Low Hanging Fruit	40748
B&D Low Hanging Fruit	40794
B&D Low Hanging Fruit	40864
B&D Low Hanging Fruit	42362
B&D Low Hanging Fruit	42624
B&D Low Hanging Fruit	42630
B&D Low Hanging Fruit	42692
B&D Low Hanging Fruit	42693
B&D Low Hanging Fruit	42699
B&D Low Hanging Fruit	42701
B&D Low Hanging Fruit	42723
B&D Low Hanging Fruit	42788
B&D Low Hanging Fruit	42865

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B&D Low Hanging Fruit	42866
B&D Low Hanging Fruit	42928
B&D Low Hanging Fruit	42934
B&D Low Hanging Fruit	42996
	M/O System Improvement Hou
EUIL 4th QTR (2020)	31001
EUIL 4th QTR (2020)	32023
EUIL 4th QTR (2020)	35571
EUIL 4th QTR (2020)	35680
EUIL 4th QTR (2020)	37366
EUIL 4th QTR (2020)	40685
EUIL 4th QTR (2020)	40748
EUIL 4th QTR (2020)	41171
EUIL 4th QTR (2020)	41272
EUIL 4th QTR (2020)	41273
EUIL 4th QTR (2020)	41275
EUIL 4th QTR (2020)	41276
EUIL 4th QTR (2020)	41279

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EUIL 4th QTR (2020)	41403
EUIL 4th QTR (2020)	42018
EUIL 4th QTR (2020)	42019
EUIL 4th QTR (2020)	42020
EUIL 4th QTR (2020)	42176
EUIL 4th QTR (2020)	42177
EUIL 4th QTR (2020)	42438
EUIL 4th QTR (2020)	EUIL - 42463
EUIL 4th QTR (2020)	42702
EUIL 4th QTR (2020)	43330
EUIL 4th QTR (2020)	43511
EUIL 4th QTR (2020)	43532
EUIL 4th QTR (2020)	43533
EUIL 4th QTR (2020)	43534
System Improvement Hours	Pre-Signed Agreement
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	9/7/2020 - 9/11/2020
System Improvement Hours	9/21/2020 - 9/25/2020
System Improvement Hours	9/28/2020 - 10/2/2020
System Improvement Hours	43352
System Improvement Hours	40707

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EUIL Name	% Complete
ɬours	
Sentence Calc: Old Code	100% * version 37
UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.	100%
UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.	100%
UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.	100%
UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.	100%
UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form	100%
Old Code: Not terminating Copper time at the mandatory date	100% * version 37
UC-CC-RMS-14: Missing Clear button on Release Dashboard	100%
Validation criteria for Inmate's CSG is creating points toward Validation	100%
UC-GM-4.0: Display both the CSG and STG in the banner	100
UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data	100
Add Hyperlinks to Community Corrections Banner	100
Violator CSED not calculating correctly	78%
AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences	41
Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)	10
US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria -- ADC -- Returned to Parking Lot Backlog --	0
Fast trackers past all dates showing N/A for date in banner	61%

AMERICAN OVERSIGHT

UC-SE-5.1 SBD not allowed to be prior to Date of Offense	70% * in QA
Cell Screening: Years to Release Rules are incorrect	100
Remove PRR Rules Preventing Inmates from Being Assigned	100
CL 5 year non-discretionary medium is not triggering a new classification review	92
CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	59%
Mental Health Screen: Text change for "Title 18 Medicaid ID	100
CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification -- ADC --Cancelled --	
CL Pending Manslaughter review should not allow for an IR reduction below 3	100
RMS: Home plan Action queue to display the earliest eligible release date. -- ADC -- No Longer Needed --	
RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear	100 *Version 36
Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked	100
UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections	100 *Version 36
Need to be able to make a Sentence Flat or Earning Without Exceptions	49
When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search -- ADC -- Moved to Q4 List --	
New Code Violator not calculating correctly -- ADC -- Returned to Parking Lot Backlog --	
UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	39%

AMERICAN OVERSIGHT

UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	100%
UC-PR-2.40: COIII / COIV roles unable to access Medical and Mental Health screen (POA section only)	100% * version 37
Centurion: SMI-C should not be a field that can be manually entered by anyone except for an Admin.	18%
Exemptions should delete upon return to custody	100% Version 37
UC-GR-05: Formal Grievance Response limited to 255 characters	100 % * PROD 12/7
UC-GR-02: Appeal Grievance Response limited to 255 characters	100 % * PROD 12/7
Centurion: The mental health tab should not be accessible by everyone	18%
COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	35%
Medical shows as completed on the Intake Dashboard for PVT's	78%
Medical Notes should only be visible to medical and mental health staff	77%
SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	100%
Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	48%
WIPP: In assignment history, the user can't tell which cycle the inmate is/was assigned to	33%
Increase character limit for Quality Review questions	31%
Auto-populate Quality Review screen with as much information as possible	31%
Fingerprint Date should display the most recent admission date	100%
Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	33%
Inmate Search: Include a filter for Inmate Status and Gender	33%
Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"	100
Disciplinary-Rule Violation Summary page- violation code provides the description of the violation.	100%

AMERICAN OVERSIGHT

BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many. EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	0%
Make hearing date/time required fields for a Minor Disciplinary Violation	100% * Version 37
Add certain App areas to the Quick Search	21%
MVD tab should be displayed even if the inmate is not eligible	100% * Release 36
ɹrs	
UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	Included in LHF List
32023:UC-CL 8.4 Phase (step) Over ride in Close Management does not update banner, count sheet or EIP summary	
35571:Add a new column on the Victim Search screen called "Type of Victim	
35680:UC-VI-04 Visitor Check In Screen: Phase 3 inmate triggered for “Visit about to expire” after only one block of visitation had been used	
37366:CL UC 7.2 Step reviews for inmates in MH units and Facility Overrides at Max Units can't be performed	
40685:*CRITICAL ~ WARRANTS: Unable to make entries on FSU Review screen when warrant in warrant issued status	
40748:COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module	Included in LHF List
41171:Add an ADC# Search/Filter Option to the Transportation Queue and Travel	
41272:Interfaces - ACIS is not sending LOP information to KeepTrak and Enforcer via the API	
Warrants- Current Release Status/Type incorrect43533	
41275:Interfaces - Max Custody inmates authorized for too many calls	
41276:Interfaces - Enforcer incorrectly has inmates set to "DENY" status, preventing inmates from checking balance	
41279:EIP Phase Level Not Readjusting when Discipline is Dismissed	

AMERICAN OVERSIGHT

41403:Approved & Pending Visitors did not Inactivate when the Inmate was Released	
42018:Interfaces - Enforcer (CenturyLink) - The Class of Service is being changed in Enforcer when Custody Levels changes in ACIS	
42019:Interfaces - Enforcer - Approved visitors in ACIS are not coming across to Enforcer as Active PANs	
42020:Interfaces - Enforcer - when LOP expires in ACIS, it is not changing the Class of Service in Enforcer	
42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR)	
42177:SB1496 - Drug Possession Transition Program Release (DTP)	
42438:Disciplinary- User DW fails to review case and inmates phase is not dropping and DWR moves to close prior to approval.	
When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	
42702:Unable to make any corrections to the PC forms after they have been submitted	
43330:Interfaces - KeepTrak - Provide SSN field for inmates from ACIS to KeepTrak	
43511:Update all letterheads, forms, logos, signatures, and footers to be configurable by ADCRR	
43532:DNHW - display Locator Code, pending movement, and enable FITS to recognize/screen for DNHW's at associated Loc	
43533:RMS - Development of Release Unit Review process in ACIS	
43534:Updates to eOMIS Interface	
Hours in Arrears	
Project Management	
Performance Improvement	
Document Storage	
Excessive Postback	
AD HOC Support	
Arbritration	
Parking Lot	
AD HOC Support	
AD HOC Support	
AD HOC Support	
Property Limits	
40707:RMS - Homeless Home Plans	

AMERICAN OVERSIGHT

Status	Estimated FUAT Delivery	Credit
		10,000
8-Accepted in FUAT		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
8-Accepted in FUAT		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD	Sep-20	
9-Deployed to PROD	Oct-20	
9-Deployed to PROD	Oct-20	
5a-In Development	2/17/2021	
5a-In Development	3/8/2021	
5a-In Development	5/19.2021	
0-Cancelled		
5a-In Development	1/21/2021	

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5a-In Development	1/18/2021	
9-Deployed to PROD	Jul-20	
9-Deployed to PROD	Jul-20	
7-Deployed to FUAT	9/14/2020	
5a-In Development	3/9/2021	
9-Deployed to PROD	Jul-20	
0-Cancelled		
9-Deployed to PROD	Aug-20	
0-Cancelled		
9-Deployed to PROD	9/14/2020	
9-Deployed to PROD	Sep-20	
9-Deployed to PROD	8/10/2020	
5a-In Development	2/1/2021	
0-Cancelled		
0-Cancelled		
7-Deployed to FUAT	12/23/2020	

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9-Deployed to PROD	20-Nov	
9-Deployed to PROD	11/23/2020	
5a-In Development	2/5/2021	
9-Deployed to PROD	12/10/2020	
9-Deployed to PROD	20-Nov	
9-Deployed to PROD	20-Nov	
5a-In Development	2/5/2021	
5a-In Development	1/25/2021	
8-Accepted in FUAT	12/3/2020	
8-Accepted in FUAT	12/2/2020	
9-Deployed to PROD		
6-QA Completed Ready for UAT	1/11/2021	
7-Deployed to FUAT	12/4/2020	
6-QA Completed Ready for UAT	1/6/2021	
5a-In Development	1/29/2021	
9-Deployed to PROD	11/23/2020	
5a-In Development	1/26/2021	
5a-In Development	1/27/2021	
9-Deployed to PROD	12/9/2020	
9-Deployed to PROD	20-Dec	

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4a-Estimate Sent to ADC - Awaiting Approval for Dev		
9-Deployed to PROD	12/9/2020	
5a-In Development	2/3/2021	
9-Deployed to PROD	11/27/2020	
		10,000
1-Not Approved		
2a-Received Requirements for Estimation		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
5a-In Development		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		

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2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
Accepted		100
Accepted		
Accepted		
Accepted		
Accepted		
Accepted		
Accepted		
Accepted		
Accepted		
Accepted		
Accepted		

4a-Estimate Sent to ADC - Awaiting Approval for Dev
4a-Estimate Sent to ADC - Awaiting Approval for Dev

AMERICAN OVERSIGHT

Debit	Include in Balance	JAR Hours	Balance
			10,000
111	Y		9,889
111	Y		9,778
111	Y		9,667
111	Y		9,556
111	Y		9,444
111	Y		9,333
111	Y		9,222
111	Y		9,111
111	Y		9,000
77.5	Y		8,923
112	Y		8,811
90	Y		8,721
1027.5	Y		7,693
522	Y		7,171
958	Y		6,213
1102	N		6,213
132	Y		6,081

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210	Y		5,871
124	Y		5,747
160	Y		5,587
124	Y		5,463
496	Y		4,967
28	Y		4,939
~~254~~	N	64	4,875
100	Y		4,775
126	N		4,775
230	Y		4,545
82	Y		4,463
174	Y		4,289
468	Y		3,821
160	N		3,821
660	N		3,821
120	Y		3,701

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120	Y		3,581
120	Y		3,461
120	Y		3,341
120	Y		3,221
120	Y		3,101
120	Y		2,981
120	Y		2,861
240	Y		2,621
120	Y		2,501
120	Y		2,381
120	Y		2,261
240	Y		2,021
120	Y		1,901
120	Y		1,781
120	Y		1,661
120	Y		1,541
120	Y		1,421
120	Y		1,301
120	Y		1,181
120	Y		1,061

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120	Y		941
120	Y		821
120	Y		701
120	Y		581
			10,581
	N		10,581
			10,581
104	N		10,581
			10,581
323	N		10,581
210	N		10,581
	N		10,581
			10,581
400	N		10,581
425	N		10,581
			10,581
			10,581
			10,581

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			10,581
			10,581
			10,581
			10,581
			10,581
2230	N		10,581
195	N		10,581
160	N		10,581
			10,581
157	N		10,581
			10,581
533	N		10,581
			10,581
			10,581
721.50	Y		9,960
180.00	Y		9,780
322.50	Y		9,457
147.00	Y		9,310
14.50	Y		9,296
68.25	Y		9,227
2.00	Y		9,225
2.00	Y		9,223
2.50	Y		9,221
2.50	Y		9,218
1.50	Y		9,217
433	N		9,217
286	N		9,217

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Barbara Corella; Denel Pickering; Elizabeth Charif
Subject: Re: EUIL Hours Tracking report 1/4/2021
Date: Monday, January 4, 2021 3:47:43 PM

I don't see an attachment.

On Mon, Jan 4, 2021 at 3:23 PM Joe Miles <joe.miles@bndna.com> wrote:

> Barbara,
>
> Here is ACIS System Improvement and EUIL Hours Tracking report as of 1/4/2021.
>
> Best Regards,
>
> Joe

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Marlene Coffee; Holly Greene
Cc: Aaron Pratt; Trevor Baker; Sandy Wang; Rusty Johnson; Thad Lowry; Chris Masson
Subject: RE: ACIS Communication - ACIS Email Notifications
Date: Monday, December 28, 2020 9:17:45 AM

Marlene,

We will ensure your personal number is not shared with unauthorized staff. I have left Aaron a voicemail this morning asking him to contact you at this number asap.

Best Regards

Joe

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Monday, December 28, 2020 9:38 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Joe Miles <joe.miles@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: Re: ACIS Communication - ACIS Email Notifications

I am telecommuting today, so I would need to be called on my personal cell phone: [redacted] Please do not forward my personal number to unauthorized staff.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Mon, Dec 28, 2020 at 8:33 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Aaron-
>
> Please reach out to Marlene. From what I know, no call was received from you.
>
> Respectfully,
> Holly Greene

AMERICAN OVERSIGHT

CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 23, 2020 at 5:29 PM Joe Miles <joe.miles@bndna.com> wrote:

> Aaron can call Marlene to discuss findings
>
> Get Outlook for iOS
>
> ---
>
> **From:** Aaron Pratt <aaron.pratt@bndna.com>
> **Sent:** Wednesday, December 23, 2020 4:18:25 PM
> **To:** Marlene Coffee <mcoffey@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>
> **Cc:** Joe Miles <joe.miles@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Subject:** RE: ACIS Communication - ACIS Email Notifications
>
> Let me speak with @Trevor Baker about it and get back to you.
>
> Thanks,
>
> Aaron
>
> ---
>
> **From:** Marlene Coffey <mcoffey@azadc.gov>
> **Sent:** Wednesday, December 23, 2020 3:10 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Joe Miles <joe.miles@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Subject:** Re: ACIS Communication - ACIS Email Notifications
>
> It will take me a little while to complete. Do you want me to repopulate all of the multiple areas for each type of email?
>
> Respectfully,
>
> Marlene Coffey, ADW

AMERICAN OVERSIGHT

Protective Custody Unit

ACIS Administrator

602-542-0126

On Wed, Dec 23, 2020 at 3:00 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Thanks Marlene,
>
> The changes we implemented were to allow us to troubleshoot the problems for 42513 and 43308. The changes should help us understand what is generating the duplicates. Is it possible to enable temporarily so that we can look at the data?
>
> Thanks,
>
> Aaron
>
> ---
>
> **From:** Marlene Coffey <mcoffey@azadc.gov>
> **Sent:** Wednesday, December 23, 2020 2:48 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Joe Miles <joe.miles@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Subject:** Re: ACIS Communication - ACIS Email Notifications
>
> I believe that no one is receiving emails regarding new PC cases at all because of the changes I had to make in the admin tables because everytime we tried to allow the system to send the emails, it sent anywhere from 2-16 emails per event (to the same person). The only emails that I am aware of that are still allowed based on the admin tables are the ones to the PCU CO IVs, to me and the ones between the CO IV/SSU and DW when an extension is requested and/or granted. The open bugs for PC emails are: 44130 (resolved) 42513 and 43308.
>
> Respectfully,
>
> Marlene Coffey, ADW

AMERICAN OVERSIGHT

Protective Custody Unit

ACIS Administrator

602-542-0126

On Wed, Dec 23, 2020 at 2:33 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hi Marlene,
>
> As I mentioned there were some very old emails that were retriggered. In the report you mentioned that the date of the PC email was for December 2019. Also, the system should not have any further issues after resending the old emails that were still in the queue. We may need to look at bugs from a year ago to see if it was ever a reported bug that PC emails were going to the incorrect group of people but my guess is that this will be the case. Also do you have instances of new PC events that are sending emails to the wrong group of people? Based on what we are seeing this is not the case.
>
> Thanks,
>
> Aaron

From: Joe Miles <joe.miles@bndna.com>
Sent: Wednesday, December 23, 2020 1:39 PM
To: Marlene Coffee <mcoffey@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: ACIS Communication - ACIS Email Notifications

Appreciate the feedback. Aaron can assess and respond based on this new information.

AMERICAN OVERSIGHT

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Wednesday, December 23, 2020 2:35 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: Re: ACIS Communication - ACIS Email Notifications

That doesn't address the entire problem though. The emails are only supposed to go to the identified staff that are assigned to the complex where the inmate is housed. In the example provided it is clear the staff recipients are from all over the state, not just one complex. This became such an overwhelming issue that we have in essence had to turn off all of the emails the PC module is supposed to send because basically the system was "spamming" the staff.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Wed, Dec 23, 2020 at 1:24 PM Joe Miles <joe.miles@bndna.com> wrote:

> Here is update on email issue:
>
> On 12/21 there was an update to the mail sending service to allow us to better track history of the emails sent for bugs such as 43308 and 42513. In order to make these changes it was necessary to add certain columns to the DB table that is used to track emails needing to be sent. When the script ran to update the table it essentially reactivated some old emails that were never sent probably due to ADC mail server outages but this is not clear. The update script did not distinguish between emails waiting in the queue and those that had been in the queue previously but had failed for a variety of reasons. (no recipient, too many recipients, prior email server outages could be possible reasons) . As a result all the emails in the queue were updated to be sent again and those that could be were. So the emails that went out were probably emails that should have gone out but had failed previously over the past year or so since go live. In any event email should continue to function normally now.
>
> Best Regards,

AMERICAN OVERSIGHT

Joe

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, December 22, 2020 6:02 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: ACIS Communication - ACIS Email Notifications

Holly and Joe,

Marlene has submitted a Cherwell ticket for this bug. In the ticket, she stated "Please elevate to B&D as a true bug, Severity Medium, Priority 1 Previous related bugs are 40663 and 40905"

We had a production deployment last night, not sure if the emails were triggered by the deployment.

On Tue, Dec 22, 2020 at 4:25 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Joe and Sandy-
>
> What happened? Was the below issue caused by a bug or process?
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

---------- Forwarded message ---------
From: **Marlene Coffey** <mcoffey@azadc.gov>
Date: Tue, Dec 22, 2020 at 9:53 AM
Subject: ACIS Communication - ACIS Email Notifications
To:

Module: Protective Custody

Audience: Wardens, Deputy Wardens, Associate Deputy Wardens, CO IVs, SSU staff

The ACIS system inappropriately sent out multiple emails to a large number of staff last night. The emails were sent with two separate subject lines: "Prot Cust DW Review Status Change" and "Recommendation Alternative GP Placement - NOT Accepted". Please disregard the emails. The ACIS support team has redirected all emails from the Protective Custody module to the Protective Custody Administrator with the exception of the notices to mental health staff as required by policy. We are elevating the problem to the vendor. We apologize for the inconvenience.

ADCRR ACIS Communications & IT Service Desk

1645 W Jefferson St, Phoenix, AZ 85007

Phone || 602.542.3971

http://ServiceCenter/CherwellPortal/

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AMERICAN OVERSIGHT

--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles
Cc:	Elizabeth Charif; Sandy Wang; Perry Craglow; Rusty Johnson; Chris Masson; Cindy Hyser-Crauwels; Thad Lowry; Trevor Baker
Subject:	Re: ACIS Q4 Estimations
Date:	Thursday, December 24, 2020 4:46:53 PM

We appreciate the update, Joe. Thank you.

Happy Holidays

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 23, 2020 at 1:37 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> I have verified with Chris that 42463, 40685, 35571 and 43330 should remain capped at original estimation. We are reviewing 43532 and 37366 to see if there was a scope change or why the hours increased, we will work with Cindy on these and update you soon.
>
> Joe
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, December 22, 2020 10:48 AM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: ACIS Q4 Estimations

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Hello again, Joe-

The table below contains the original estimates we received on 11/23/20. It matches what I initially sent to you. I was ready to pull the trigger on consumption of hours from M&O, but I'm now more informed. It appears what I received was not a cap.

I'd like these 6 to remain at 1223.32.

CR/ TFS #	Title	Module	Hours
43532	DNHW (Do Not House With) Screen/Data Changes	Do Not House With (DNHW)	533
37366	Classification: Mental Health Overrides	Classification	158
42463	Gang Intelligence Search	Security Threat Group	61
40685	Warrants	Warrants	210
35571	Victim Services: Type of Victim	Victim Services	104.32
43330	1099	Intake	157
		TOTAL	**1,223.32**

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 22, 2020 at 9:37 AM Holly Greene <hgreene@azadc.gov> wrote:

> Good morning Joe-
>
> Regarding ACIS Q4 work estimates, I had requested that the hours provided be capped. It appears a few of them were re-estimated and others were not firmed up before information was provided.

AMERICAN OVERSIGHT

This is presenting a moving target for me and one which is tough to manage.

Please provide confirmation of the true totals for those which were already estimated (noted below). I realize there are items which are still undergoing the estimation effort, so please know that I'm not looking for those estimates at this time.

Please respond to all on this email communication.

CR/ TFS #	Title	Module	Hours
42463	Gang Intelligence Search	Security Threat Group	61
35571	Victim Services: Type of Victim	Victim Services	104.32
43330	1099	Intake	157
40685	Warrants	Warrants	210
37366	Classification: Mental Health Overrides	Classification	158 - original estimate received 323 - modified estimate received
43532	DNHW (Do Not House With) Screen/Data Changes	Do Not House With (DNHW)	533 - original estimate received 549 - modified estimate received
42176 **42177**	Senate Bill 1310 & Drug Possession Transition (SB1496)	Sentence Calculation	Estimate received for 42177 so far (2230 hours)
43511	Letterhead	Global	
41273	Warrants	Warrants	425
43533	Home Plans	RMS	
41272 41276 42018 42020	Enforcer: LOP Start/Stop	Interfaces	Estimate received only for 41272 so far (400 hours)
32023 41275 41279 **42438**	Enforcer: Phase Level	Interfaces	Estimate received only for 42438 so far (195 hours)
42702	Make Corrections to submitted Protective Custody	Protective Custody	

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42019 35680 41403	Enforcer: Visitor PAN	Interfaces	
43534	Medical Quality of Care	Interfaces	

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Aaron Pratt; Marlene Coffee; Trevor Baker; Sandy Wang; Rusty Johnson; Thad Lowry; Chris Masson
Subject: Re: ACIS Communication - ACIS Email Notifications
Date: Thursday, December 24, 2020 4:31:14 PM

Did this call occur?

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 23, 2020 at 5:29 PM Joe Miles <joe.miles@bndna.com> wrote:

> Aaron can call Marlene to discuss findings
>
> Get Outlook for iOS
>
> ---
>
> **From:** Aaron Pratt <aaron.pratt@bndna.com>
> **Sent:** Wednesday, December 23, 2020 4:18:25 PM
> **To:** Marlene Coffee <mcoffey@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>
> **Cc:** Joe Miles <joe.miles@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Subject:** RE: ACIS Communication - ACIS Email Notifications
>
> Let me speak with @Trevor Baker about it and get back to you.
>
> Thanks,
>
> Aaron

AMERICAN OVERSIGHT

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Wednesday, December 23, 2020 3:10 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Joe Miles <joe.miles@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: Re: ACIS Communication - ACIS Email Notifications

It will take me a little while to complete. Do you want me to repopulate all of the multiple areas for each type of email?

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Wed, Dec 23, 2020 at 3:00 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Thanks Marlene,
>
> The changes we implemented were to allow us to troubleshoot the problems for 42513 and 43308. The changes should help us understand what is generating the duplicates. Is it possible to enable temporarily so that we can look at the data?
>
> Thanks,
>
> Aaron
>
> ---
>
> **From:** Marlene Coffey <mcoffey@azadc.gov>
> **Sent:** Wednesday, December 23, 2020 2:48 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Joe Miles <joe.miles@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>

AMERICAN OVERSIGHT

Subject: Re: ACIS Communication - ACIS Email Notifications

I believe that no one is receiving emails regarding new PC cases at all because of the changes I had to make in the admin tables because everytime we tried to allow the system to send the emails, it sent anywhere from 2-16 emails per event (to the same person). The only emails that I am aware of that are still allowed based on the admin tables are the ones to the PCU CO IVs, to me and the ones between the CO IV/SSU and DW when an extension is requested and/or granted. The open bugs for PC emails are: 44130 (resolved) 42513 and 43308.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Wed, Dec 23, 2020 at 2:33 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hi Marlene,
>
> As I mentioned there were some very old emails that were retriggered. In the report you mentioned that the date of the PC email was for December 2019. Also, the system should not have any further issues after resending the old emails that were still in the queue. We may need to look at bugs from a year ago to see if it was ever a reported bug that PC emails were going to the incorrect group of people but my guess is that this will be the case. Also do you have instances of new PC events that are sending emails to the wrong group of people? Based on what we are seeing this is not the case.
>
> Thanks,
>
> Aaron
>
> ---
>
> **From:** Joe Miles <joe.miles@bndna.com>

AMERICAN OVERSIGHT

Sent: Wednesday, December 23, 2020 1:39 PM
To: Marlene Coffee <mcoffey@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: ACIS Communication - ACIS Email Notifications

Appreciate the feedback. Aaron can assess and respond based on this new information.

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Wednesday, December 23, 2020 2:35 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: Re: ACIS Communication - ACIS Email Notifications

That doesn't address the entire problem though. The emails are only supposed to go to the identified staff that are assigned to the complex where the inmate is housed. In the example provided it is clear the staff recipients are from all over the state, not just one complex. This became such an overwhelming issue that we have in essence had to turn off all of the emails the PC module is supposed to send because basically the system was "spamming" the staff.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Wed, Dec 23, 2020 at 1:24 PM Joe Miles <joe.miles@bndna.com> wrote:

> Here is update on email issue:
>
> On 12/21 there was an update to the mail sending service to allow us to better track history of the

AMERICAN OVERSIGHT

emails sent for bugs such as 43308 and 42513. In order to make these changes it was necessary to add certain columns to the DB table that is used to track emails needing to be sent. When the script ran to update the table it essentially reactivated some old emails that were never sent probably due to ADC mail server outages but this is not clear. The update script did not distinguish between emails waiting in the queue and those that had been in the queue previously but had failed for a variety of reasons. (no recipient, too many recipients, prior email server outages could be possible reasons) . As a result all the emails in the queue were updated to be sent again and those that could be were. So the emails that went out were probably emails that should have gone out but had failed previously over the past year or so since go live. In any event email should continue to function normally now.

Best Regards,

Joe

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, December 22, 2020 6:02 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: ACIS Communication - ACIS Email Notifications

Holly and Joe,

Marlene has submitted a Cherwell ticket for this bug. In the ticket, she stated "Please elevate to B&D as a true bug, Severity Medium, Priority 1 Previous related bugs are 40663 and 40905"

We had a production deployment last night, not sure if the emails were triggered by the deployment.

On Tue, Dec 22, 2020 at 4:25 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Joe and Sandy-
>
> What happened? Was the below issue caused by a bug or process?

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Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Marlene Coffey** <mcoffey@azadc.gov>
Date: Tue, Dec 22, 2020 at 9:53 AM
Subject: ACIS Communication - ACIS Email Notifications
To:

Module: Protective Custody

Audience: Wardens, Deputy Wardens, Associate Deputy Wardens, CO IVs, SSU staff

The ACIS system inappropriately sent out multiple emails to a large number of staff last night. The emails were sent with two separate subject lines: "Prot Cust DW Review Status Change" and "Recommendation Alternative GP Placement - NOT Accepted". Please disregard the emails. The ACIS support team has redirected all emails from the Protective Custody module to the Protective Custody Administrator with the exception of the notices to mental health staff as required by policy. We are elevating the problem to the vendor. We apologize for the inconvenience.

ADCRR ACIS Communications & IT Service Desk

1645 W Jefferson St, Phoenix, AZ 85007

Phone || 602.542.3971

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson; Sandy Wang
Subject: Re: ACIS Communication - ACIS Email Notifications
Date: Wednesday, December 23, 2020 3:12:12 PM

Hi Joe-

I recommend that this be managed over the phone vs email.

This can spiral quickly.

Thanks,

Holly

On Wed, Dec 23, 2020 at 2:48 PM Marlene Coffey <mcoffey@azadc.gov> wrote:

> I believe that no one is receiving emails regarding new PC cases at all because of the changes I had to make in the admin tables because everytime we tried to allow the system to send the emails, it sent anywhere from 2-16 emails per event (to the same person). The only emails that I am aware of that are still allowed based on the admin tables are the ones to the PCU CO IVs, to me and the ones between the CO IV/SSU and DW when an extension is requested and/or granted. The open bugs for PC emails are: 44130 (resolved) 42513 and 43308.
>
> Respectfully,
>
> Marlene Coffey, ADW
>
> Protective Custody Unit
>
> ACIS Administrator
>
> 602-542-0126
>
> On Wed, Dec 23, 2020 at 2:33 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Hi Marlene,
> >
> > As I mentioned there were some very old emails that were retriggered. In the report you mentioned that the date of the PC email was for December 2019. Also, the system should not have any further issues after resending the old emails that were still in the queue. We may need to look at bugs from a year ago to see if it was ever a reported bug that PC emails were going to the incorrect group of people but my guess is that this will be the case. Also do you have instances of new PC events that are sending emails to the wrong group of people? Based on what we are seeing this is not the case.

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Thanks,

Aaron

From: Joe Miles <joe.miles@bndna.com>
Sent: Wednesday, December 23, 2020 1:39 PM
To: Marlene Coffee <mcoffey@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: ACIS Communication - ACIS Email Notifications

Appreciate the feedback. Aaron can assess and respond based on this new information.

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Wednesday, December 23, 2020 2:35 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: Re: ACIS Communication - ACIS Email Notifications

That doesn't address the entire problem though. The emails are only supposed to go to the identified staff that are assigned to the complex where the inmate is housed. In the example provided it is clear the staff recipients are from all over the state, not just one complex. This became such an overwhelming issue that we have in essence had to turn off all of the emails the PC module is supposed to send because basically the system was "spamming" the staff.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

AMERICAN OVERSIGHT

On Wed, Dec 23, 2020 at 1:24 PM Joe Miles <joe.miles@bndna.com> wrote:

> Here is update on email issue:
>
> On 12/21 there was an update to the mail sending service to allow us to better track history of the emails sent for bugs such as 43308 and 42513. In order to make these changes it was necessary to add certain columns to the DB table that is used to track emails needing to be sent. When the script ran to update the table it essentially reactivated some old emails that were never sent probably due to ADC mail server outages but this is not clear. The update script did not distinguish between emails waiting in the queue and those that had been in the queue previously but had failed for a variety of reasons. (no recipient, too many recipients, prior email server outages could be possible reasons) . As a result all the emails in the queue were updated to be sent again and those that could be were. So the emails that went out were probably emails that should have gone out but had failed previously over the past year or so since go live. In any event email should continue to function normally now.
>
> Best Regards,
>
> Joe
>
> ---
>
> **From:** Sandy Wang <swang@azadc.gov>
> **Sent:** Tuesday, December 22, 2020 6:02 PM
> **To:** Holly Greene <hgreene@azadc.gov>
> **Cc:** Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: ACIS Communication - ACIS Email Notifications
>
> Holly and Joe,
>
> Marlene has submitted a Cherwell ticket for this bug. In the ticket, she stated "Please elevate to B&D as a true bug, Severity Medium, Priority 1 Previous related bugs are 40663 and 40905"
>
> We had a production deployment last night, not sure if the emails were triggered by the deployment.

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On Tue, Dec 22, 2020 at 4:25 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Joe and Sandy-
>
> What happened? Was the below issue caused by a bug or process?
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Marlene Coffey** <mcoffey@azadc.gov>
> Date: Tue, Dec 22, 2020 at 9:53 AM
> Subject: ACIS Communication - ACIS Email Notifications
> To:
>
> Module: Protective Custody
>
> Audience: Wardens, Deputy Wardens, Associate Deputy Wardens, CO IVs, SSU staff
>
> The ACIS system inappropriately sent out multiple emails to a large number of staff last night. The emails were sent with two separate subject lines: "Prot Cust DW Review Status Change" and "Recommendation Alternative GP Placement - NOT Accepted". Please disregard the emails. The ACIS support team has redirected all emails from the Protective Custody module to the Protective Custody Administrator with the exception of the notices to mental health staff as required by policy. We are elevating the problem to the vendor. We apologize for the inconvenience.

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ADCRR ACIS Communications & IT Service Desk

1645 W Jefferson St, Phoenix, AZ 85007

Phone || 602.542.3971

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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> is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Rusty Johnson; Joe Miles
Subject: Code Escrow Deposit
Date: Wednesday, December 23, 2020 2:07:09 PM
Attachments: image001.png

Hi Holly,

I've completed the code deposit to IronMountain for the Arizona code escrow.

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

AMERICAN OVERSIGHT

From:	Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To:	Holly Greene
Cc:	Perry Craglow; Rusty Johnson
Subject:	RE: B&D Ticket Management
Date:	Wednesday, December 23, 2020 10:38:37 AM

Will do

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, December 23, 2020 11:35 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: B&D Ticket Management

Hi Joe-

I had it on the tip of my brain, but the memory seized while we were on the phone.

I would like you to schedule a meeting with me and Perry Craglow the week of 1/11/21 to discuss the Service Desk process, ticket management and communication.

Previously, we received a report from Charles which contained all of the tickets my team submitted to B&D for resolution (these are incidents, not known project related TFS parking lot/bugs/euil). It was a great report.

I'd like to begin receiving that type of report regularly and we'd provide the same to you. I also would like to have a regular meeting to discuss the metrics and if SLAs are met/missed, etc.

As fo the Service Desk process, I'm hearing there are gaps in our support, ADCRR IT and possibly B&D. With that, I'd like to have the two support teams come together to talk through the process and allow them to express whether or not it's working; and if there's anything we need to do to make it more successful.

This meeting should focus on the incident intake process, communications/interactions with the customer community, and resolution expectations based on the type of issue and its priority.

Let's use the meeting time to talk through those pieces noted above and to work through next steps with regard to intent, subject, action, audience, and conversational cadence.

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Subject: RE: Touch Point Meeting for ADC
Date: Wednesday, December 23, 2020 8:25:56 AM

Absolutely

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, December 23, 2020 9:25 AM
To: Joe Miles <joe.miles@bndna.com>
Subject: Re: Touch Point Meeting for ADC

Thank you for the swift response and accommodation :)

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 23, 2020 at 8:22 AM Joe Miles <joe.miles@bndna.com> wrote:

> I will send revised invite. Thanks!
>
> ---
>
> **From:** Google Calendar <calendar-notification@google.com> **On Behalf Of** hgreene@azadc.gov
> **Sent:** Wednesday, December 23, 2020 9:20 AM
> **To:** Joe Miles <joe.miles@bndna.com>; sjohnson@azadc.gov; hgreene@azadc.gov
> **Subject:** Touch Point Meeting for ADC
>
> Hi Joe-
>
> Can we meet an hour earlier? I have a conflicting meeting with the Deputy Director during this time.
>
> Thanks,
>
> Holly
>
> **Touch Point Meeting for ADC**
> When Wed Dec 23, 2020 11am – 11:30am Mountain Standard Time - Phoenix
>
> Where Microsoft Teams Meeting (map)

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Who
- Joe Miles - organizer
- hgreene@azadc.gov - creator
- Rusty Johnson

Microsoft Teams meeting
Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 814-859-9053,,87160999# United States, Erie
Phone Conference ID: 871 609 99#
Find a local number | Reset PIN
Learn More | Meeting options

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Sandy Wang; Holly Greene
Cc: Rusty Johnson; Chris Masson; Thad Lowry; Dean Allen
Subject: Re: ACIS Communication - ACIS Email Notifications
Date: Tuesday, December 22, 2020 5:29:33 PM

We are investigating and will identify the cause.

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From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, December 22, 2020 6:02 PM
To: Holly Greene
Cc: Joe Miles; Rusty Johnson
Subject: Re: ACIS Communication - ACIS Email Notifications

Holly and Joe,
Marlene has submitted a Cherwell ticket for this bug. In the ticket, she stated "Please elevate to B&D as a true bug, Severity Medium, Priority 1 Previous related bugs are 40663 and 40905"
We had a production deployment last night, not sure if the emails were triggered by the deployment.

On Tue, Dec 22, 2020 at 4:25 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Joe and Sandy-
>
> What happened? Was the below issue caused by a bug or process?
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Marlene Coffey** <mcoffey@azadc.gov>

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Date: Tue, Dec 22, 2020 at 9:53 AM
Subject: ACIS Communication - ACIS Email Notifications
To:

Module: Protective Custody

Audience: Wardens, Deputy Wardens, Associate Deputy Wardens, CO IVs, SSU staff

The ACIS system inappropriately sent out multiple emails to a large number of staff last night. The emails were sent with two separate subject lines: "Prot Cust DW Review Status Change" and "Recommendation Alternative GP Placement - NOT Accepted". Please disregard the emails. The ACIS support team has redirected all emails from the Protective Custody module to the Protective Custody Administrator with the exception of the notices to mental health staff as required by policy. We are elevating the problem to the vendor. We apologize for the inconvenience.

ADCRR ACIS Communications & IT Service Desk

1645 W Jefferson St, Phoenix, AZ 85007

Phone || 602.542.3971

http://ServiceCenter/CherwellPortal/

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau
1645 W. Jefferson St | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles; Sandy Wang
Subject: Fwd: ACIS Communication - ACIS Email Notifications
Date: Tuesday, December 22, 2020 4:58:31 PM

See below.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Marlene Coffey** <mcoffey@azadc.gov>
Date: Tue, Dec 22, 2020 at 4:25 PM
Subject: Re: ACIS Communication - ACIS Email Notifications
To: Holly Greene <hgreene@azadc.gov>

I don't really know. I never received any of the emails, but I received several calls complaining about it. I went into Admin tables and changed all of the notifications for PC except those going to Mental Health. I only received one more after I made the changes, but it was a different reason type. Maybe we will see tonight. The samples that were sent to me were all from about 2000 hours last night.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

On Tue, Dec 22, 2020 at 4:17 PM Holly Greene <hgreene@azadc.gov> wrote:

> Is this still ongoing?

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Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 22, 2020 at 9:53 AM Marlene Coffey <mcoffey@azadc.gov> wrote:

> Module: Protective Custody
>
> Audience: Wardens, Deputy Wardens, Associate Deputy Wardens, CO IVs, SSU staff
>
> The ACIS system inappropriately sent out multiple emails to a large number of staff last night. The emails were sent with two separate subject lines: "Prot Cust DW Review Status Change" and "Recommendation Alternative GP Placement - NOT Accepted". Please disregard the emails. The ACIS support team has redirected all emails from the Protective Custody module to the Protective Custody Administrator with the exception of the notices to mental health staff as required by policy. We are elevating the problem to the vendor. We apologize for the inconvenience.
>
> ADCRR ACIS Communications & IT Service Desk
>
> 1645 W Jefferson St, Phoenix, AZ 85007
>
> Phone || 602.542.3971
>
> http://ServiceCenter/CherwellPortal/
>
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> distribute it and notify the sender immediately.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles; Sandy Wang
Cc: Rusty Johnson
Subject: Fwd: ACIS Communication - ACIS Email Notifications
Date: Tuesday, December 22, 2020 4:24:52 PM

Hello Joe and Sandy-

What happened? Was the below issue caused by a bug or process?

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Marlene Coffey** <mcoffey@azadc.gov>
Date: Tue, Dec 22, 2020 at 9:53 AM
Subject: ACIS Communication - ACIS Email Notifications
To:

Module: Protective Custody

Audience: Wardens, Deputy Wardens, Associate Deputy Wardens, CO IVs, SSU staff

The ACIS system inappropriately sent out multiple emails to a large number of staff last night. The emails were sent with two separate subject lines: "Prot Cust DW Review Status Change" and "Recommendation Alternative GP Placement - NOT Accepted". Please disregard the emails. The ACIS support team has redirected all emails from the Protective Custody module to the Protective Custody Administrator with the exception of the notices to mental health staff as required by policy. We are elevating the problem to the vendor. We apologize for the inconvenience.

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Elizabeth Charif; Sandy Wang; Perry Craglow; Rusty Johnson; Holly Greene
Subject: Re: ACIS Q4 Estimations
Date: Tuesday, December 22, 2020 9:52:04 AM

One last thing, any changes to estimations must go through you and you are to bring that to me. I appreciate and understand adjustments, but this cannot happen often.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 22, 2020 at 9:48 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hello again, Joe-
>
> The table below contains the original estimates we received on 11/23/20. It matches what I initially sent to you. I was ready to pull the trigger on consumption of hours from M&O, but I'm now more informed. It appears what I received was not a cap.
> I'd like these 6 to remain at 1223.32.

CR/ TFS #	Title	Module	Hours
43532	DNHW (Do Not House With) Screen/Data Changes	Do Not House With (DNHW)	533
37366	Classification: Mental Health Overrides	Classification	158
42463	Gang Intelligence Search	Security Threat Group	61
40685	Warrants	Warrants	210
35571	Victim Services: Type of Victim	Victim Services	104.32
43330	1099	Intake	157
		TOTAL	**1,223.32**

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 22, 2020 at 9:37 AM Holly Greene <hgreene@azadc.gov> wrote:

> Good morning Joe-

AMERICAN OVERSIGHT

Regarding ACIS Q4 work estimates, I had requested that the hours provided be capped. It appears a few of them were re-estimated and others were not firmed up before information was provided.

This is presenting a moving target for me and one which is tough to manage.

Please provide confirmation of the true totals for those which were already estimated (noted below). I realize there are items which are still undergoing the estimation effort, so please know that I'm not looking for those estimates at this time.

Please respond to all on this email communication.

CR/ TFS #	Title	Module	Hours
42463	Gang Intelligence Search	Security Threat Group	61
35571	Victim Services: Type of Victim	Victim Services	104.32
43330	1099	Intake	157
40685	Warrants	Warrants	210
37366	Classification: Mental Health Overrides	Classification	158 - original estimate received 323 - modified estimate received
43532	DNHW (Do Not House With) Screen/Data Changes	Do Not House With (DNHW)	533 - original estimate received 549 - modified estimate received
42176 **42177**	Senate Bill 1310 & Drug Possession Transition (SB1496)	Sentence Calculation	Estimate received for 42177 so far (2230 hours)
43511	Letterhead	Global	
41273	Warrants	Warrants	425
43533	Home Plans	RMS	
41272 41276 42018 42020	Enforcer: LOP Start/Stop	Interfaces	Estimate received only for 41272 so far (400 hours)
32023 41275 41279 **42438**	Enforcer: Phase Level	Interfaces	Estimate received only for 42438 so far (195 hours)
42702	Make Corrections to submitted Protective Custody	Protective Custody	
42019 35680 41403	Enforcer: Visitor PAN	Interfaces	
43534	Medical Quality of Care	Interfaces	

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Barbara Corella
Cc: Denel Pickering; Holly Greene
Subject: Re: ACIS System Improvement and EUIL Hours Tracking 12172020 Report
Date: Friday, December 18, 2020 10:37:42 AM

Thank you. I appreciate that.

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From: Barbara Corella <barbara.corella@azdoa.gov>
Sent: Friday, December 18, 2020 10:30:43 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Denel Pickering <dpickering@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ACIS System Improvement and EUIL Hours Tracking 12172020 Report

Ok, then I will set the every two week schedule starting in January but after I look at your report I may have a need for more information. I will let you know.

Thanks.

On Fri, Dec 18, 2020 at 9:18 AM Joe Miles <joe.miles@bndna.com> wrote:

> Barbara,
>
> Thanks for asking, I have scheduled time off for the week of December 28.
>
> ---
>
> **From:** Barbara Corella <barbara.corella@azdoa.gov>
> **Sent:** Friday, December 18, 2020 9:04 AM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Denel Pickering <dpickering@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: ACIS System Improvement and EUIL Hours Tracking 12172020 Report
>
> Yes, I will be setting those up today. I am a day late on my deliverable. Are you taking off during the holidays? If not I would like to schedule a meeting the 28th or the 29th if possible.
>
> Please let me know.
>
> Thanks,

AMERICAN OVERSIGHT

Barbara

On Thu, Dec 17, 2020 at 6:10 PM Joe Miles <joe.miles@bndna.com> wrote:

> Barbara,
>
> Here is latest ACIS System Improvement and EUIL Hours Tracking report as of 12/17/2020. Please let me know if additional information should be captured for your benefit. In addition you mentioned in our last meeting that future meetings would be forthcoming and wanted to inquire if these would happen after January 1, 2021?
>
> Please let me know if you need anything further at this time.
>
> Best Regards,
>
> Joe

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Barbara Corella; Denel Pickering
Cc: Holly Greene
Subject: ACIS System Improvement and EUIL Hours Tracking 12172020 Report
Date: Thursday, December 17, 2020 6:11:15 PM
Attachments: ACIS System Improvement and EUIL Hours Tracking 12172020.xlsx

---

Barbara,

Here is latest ACIS System Improvement and EUIL Hours Tracking report as of 12/17/2020. Please let me know if additional information should be captured for your benefit. In addition you mentioned in our last meeting that future meetings would be forthcoming and wanted to inquire if these would happen after January 1, 2021?

Please let me know if you need anything further at this time.

Best Regards,

Joe

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Group	EUIL Item
	M/O Signed Agreement - Euil H
Amendment 9 PL	21283
Amendment 9 PL	25141
Amendment 9 PL	25178
Amendment 9 PL	25179
Amendment 9 PL	25204
Amendment 9 PL	31494
Amendment 9 PL	36608
Amendment 9 PL	37369
Amendment 9 PL	40631
EUIL May 2020	EUIL - 25143
EUIL May 2020	EUIL - 25275
EUIL May 2020	EUIL - 28917
EUIL May 2020	EUIL - 28992
EUIL May 2020	EUIL - 29221
EUIL May 2020	EUIL - 30307
EUIL May 2020	EUIL - 31598

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EUIL May 2020	EUIL - 33168
EUIL May 2020	EUIL - 39463
EUIL May 2020	EUIL - 39609
EUIL May 2020	EUIL - 40167
EUIL May 2020	EUIL - 40386
EUIL May 2020	EUIL - 40392
EUIL May 2020	EUIL - 40629
EUIL May 2020	EUIL - 40940
EUIL May 2020	EUIL - 41361
EUIL May 2020	EUIL - 42233
EUIL May 2020	EUIL - 42235
EUIL May 2020	EUIL - 42241

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EUIL May 2020	EUIL - 42335
EUIL May 2020	EUIL - 42364
EUIL May 2020	EUIL - 42463
EUIL May 2020	EUIL - 43279
B&D Low Hanging Fruit	31001
B&D Low Hanging Fruit	36603
B&D Low Hanging Fruit	39610
B&D Low Hanging Fruit	39679
B&D Low Hanging Fruit	39726
B&D Low Hanging Fruit	39730
B&D Low Hanging Fruit	39731
B&D Low Hanging Fruit	39886
B&D Low Hanging Fruit	40748
B&D Low Hanging Fruit	40794
B&D Low Hanging Fruit	40864
B&D Low Hanging Fruit	42362
B&D Low Hanging Fruit	42624
B&D Low Hanging Fruit	42630
B&D Low Hanging Fruit	42692

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B&D Low Hanging Fruit	42693
B&D Low Hanging Fruit	42699
B&D Low Hanging Fruit	42701
B&D Low Hanging Fruit	42723
B&D Low Hanging Fruit	42788
B&D Low Hanging Fruit	42865
B&D Low Hanging Fruit	42866
B&D Low Hanging Fruit	42928
B&D Low Hanging Fruit	42934
B&D Low Hanging Fruit	42996
	M/O System Improvement Hou
EUIL 4th QTR (Enforcer)	31001
EUIL 4th QTR (Enforcer)	32023
EUIL 4th QTR (Enforcer)	35571
EUIL 4th QTR (Enforcer)	35680
EUIL 4th QTR (Enforcer)	37366
EUIL 4th QTR (Enforcer)	40685
EUIL 4th QTR (Enforcer)	40748
EUIL 4th QTR (Enforcer)	41171

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EUIL 4th QTR (Enforcer)	41272
EUIL 4th QTR (Enforcer)	41273
EUIL 4th QTR (Enforcer)	41275
EUIL 4th QTR (Enforcer)	41276
EUIL 4th QTR (Enforcer)	41279
EUIL 4th QTR (Enforcer)	41403
EUIL 4th QTR (Enforcer)	42018
EUIL 4th QTR (Enforcer)	42019
EUIL 4th QTR (Enforcer)	42020
EUIL 4th QTR (Enforcer)	42176
EUIL 4th QTR (Enforcer)	42177
EUIL 4th QTR (Enforcer)	42438
EUIL 4th QTR (Enforcer)	EUIL - 42463
EUIL 4th QTR (Enforcer)	42702
EUIL 4th QTR (Enforcer)	43330
EUIL 4th QTR (Enforcer)	43511
EUIL 4th QTR (Enforcer)	43532
EUIL 4th QTR (Enforcer)	43533
EUIL 4th QTR (Enforcer)	43534
System Improvement Hours	Pre-Signed Agreement
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020

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System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	9/7/2020 - 9/11/2020
System Improvement Hours	9/21/2020 - 9/25/2020
System Improvement Hours	9/28/2020 - 10/2/2020
System Improvement Hours	43352
System Improvement Hours	40707

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EUIL Name	% Complete
ɬours	
Sentence Calc: Old Code	80%
UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.	100%
UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.	100%
UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.	100%
UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.	100%
UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form	100%
Old Code: Not terminating Copper time at the mandatory date	80%
UC-CC-RMS-14: Missing Clear button on Release Dashboard	100%
Validation criteria for Inmate's CSG is creating points toward Validation	100%
UC-GM-4.0: Display both the CSG and STG in the banner	100
UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data	100
Add Hyperlinks to Community Corrections Banner	100
Violator CSED not calculating correctly	72
AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences	42
Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)	8
US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria -- ADC -- Returned to Parking Lot Backlog --	0

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Fast trackers past all dates showing N/A for date in banner	56% I misunderstood where this was at when I updated it last time. Parts of this had been release to FUAT for specific use cases but there are still use cases that are being QA'd that are dependant on CR 28992 which has delayed the UAT dateSorry for the confusion
UC-SE-5.1 SBD not allowed to be prior to Date of Offense	63
Cell Screening: Years to Release Rules are incorrect	100
Remove PRR Rules Preventing Inmates from Being Assigned	100
CL 5 year non-discretionary medium is not triggering a new classification review	92
CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	60%
Mental Health Screen: Text change for "Title 18 Medicaid ID	100
CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification -- ADC --Cancelled --	
CL Pending Manslaughter review should not allow for an IR reduction below 3	100
RMS: Home plan Action queue to display the earliest eligible release date. -- ADC -- No Longer Needed --	
RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear	92
Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked	100

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UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections	94
Need to be able to make a Sentence Flat or Earning Without Exceptions	36
When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search -- ADC -- Moved to Q4 List --	
New Code Violator not calculating correctly -- ADC -- Returned to Parking Lot Backlog --	
UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	19%
UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	100%
UC-PR-2.40: COIII / COIV roles unable to access Medical and Mental Health screen (POA section only)	37%
Centurion: SMI-C should not be a field that can be manually entered by anyone except for an Admin.	0%
Exemptions should delete upon return to custody	32%
UC-GR-05: Formal Grievance Response limited to 255 characters	100 % * PROD 12/7
UC-GR-02: Appeal Grievance Response limited to 255 characters	100 % * PROD 12/7
Centurion: The mental health tab should not be accessible by everyone	0%
COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	27%
Medical shows as completed on the Intake Dashboard for PVT's	42%
Medical Notes should only be visible to medical and mental health staff	39%
SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	100%
Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	22%
WIPP: In assignment history, the user can't tell which cycle the inmate is/was assigned to	33%
Increase character limit for Quality Review questions	15%

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Auto-populate Quality Review screen with as much information as possible	15%
Fingerprint Date should display the most recent admission date	100%
Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	20%
Inmate Search: Include a filter for Inmate Status and Gender	21% task is in QA
Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"	100
Disciplinary-Rule Violation Summary page- violation code provides the description of the violation.	100%
BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many. EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	0%
Make hearing date/time required fields for a Minor Disciplinary Violation	30%
Add certain App areas to the Quick Search	15%
MVD tab should be displayed even if the inmate is not eligible	100% * Release 36
ɹrs	
UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	Included in LHF List
32023:UC-CL 8.4 Phase (step) Over ride in Close Management does not update banner, count sheet or EIP summary	
35571:Add a new column on the Victim Search screen called "Type of Victim	
35680:UC-VI-04 Visitor Check In Screen: Phase 3 inmate triggered for “Visit about to expire” after only one block of visitation had been used	
37366:CL UC 7.2 Step reviews for inmates in MH units and Facility Overrides at Max Units can't be performed	
40685:*CRITICAL ~ WARRANTS: Unable to make entries on FSU Review screen when warrant in warrant issued status	
40748:COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module	Included in LHF List
41171:Add an ADC# Search/Filter Option to the Transportation Queue and Travel	

AMERICAN OVERSIGHT

41272:Interfaces - ACIS is not sending LOP information to KeepTrak and Enforcer via the API	
Warrants- Current Release Status/Type incorrect43533	
41275:Interfaces - Max Custody inmates authorized for too many calls	
41276:Interfaces - Enforcer incorrectly has inmates set to "DENY" status, preventing inmates from checking balance	
41279:EIP Phase Level Not Readjusting when Discipline is Dismissed	
41403:Approved & Pending Visitors did not Inactivate when the Inmate was Released	
42018:Interfaces - Enforcer (CenturyLink) - The Class of Service is being changed in Enforcer when Custody Levels changes in ACIS	
42019:Interfaces - Enforcer - Approved visitors in ACIS are not coming across to Enforcer as Active PANs	
42020:Interfaces - Enforcer - when LOP expires in ACIS, it is not changing the Class of Service in Enforcer	
42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR)	
42177:SB1496 - Drug Possession Transition Program Release (DTP)	
42438:Disciplinary- User DW fails to review case and inmates phase is not dropping and DWR moves to close prior to approval.	
When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	
42702:Unable to make any corrections to the PC forms after they have been submitted	
43330:Interfaces - KeepTrak - Provide SSN field for inmates from ACIS to KeepTrak	
43511:Update all letterheads, forms, logos, signatures, and footers to be configurable by ADCRR	
43532:DNHW - display Locator Code, pending movement, and enable FITS to recognize/screen for DNHW's at associated Loc	
43533:RMS - Development of Release Unit Review process in ACIS	
43534:Updates to eOMIS Interface	
Hours in Arrears	
Project Management	
Performance Improvement	
Document Storage	
Excessive Postback	

AMERICAN OVERSIGHT

AD HOC Support	
Arbritration	
Parking Lot	
AD HOC Support	
AD HOC Support	
AD HOC Support	
Property Limits	
40707:RMS - Homeless Home Plans	

AMERICAN OVERSIGHT

Status	Estimated FUAT Delivery	Credit
		10,000
7-Deployed to FUAT		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
7-Deployed to FUAT		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD	Sep-20	
9-Deployed to PROD	Oct-20	
9-Deployed to PROD	Oct-20	
5a-In Development	1/13/2021	
5a-In Development	2/3/2021	
5-Approved for Dev	4/12/2021	
0-Cancelled		

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5a-In Development	1/21/2021	
5a-In Development	12/17/2020	
9-Deployed to PROD	Jul-20	
9-Deployed to PROD	Jul-20	
7-Deployed to FUAT	9/14/2020	
5a-In Development	1/18/2021	
9-Deployed to PROD	Jul-20	
0-Cancelled		
9-Deployed to PROD	Aug-20	
0-Cancelled		
7-Deployed to FUAT	9/14/2020	
9-Deployed to PROD	Sep-20	

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7-Deployed to FUAT	8/10/2020	
5a-In Development	1/14/2021	
0-Cancelled		
0-Cancelled		
5a-In Development	12/18/2020	
9-Deployed to PROD	20-Nov	
7-Deployed to FUAT	11/23/2020	
2b-Gathering Requirements for Estimation		
7-Deployed to FUAT	12/10/2020	
9-Deployed to PROD	20-Nov	
9-Deployed to PROD	20-Nov	
1-Not Approved		
5a-In Development	12/24/2020	
7-Deployed to FUAT	12/3/2020	
7-Deployed to FUAT	12/2/2020	
9-Deployed to PROD		
5a-In Development	12/22/2020	
7-Deployed to FUAT	12/4/2020	
5a-In Development	1/6/2021	

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5a-In Development	1/6/2021	
9-Deployed to PROD	11/23/2020	
5a-In Development	12/29/2020	
5a-In Development	12/21/2020	
9-Deployed to PROD	12/9/2020	
9-Deployed to PROD	20-Dec	
1-Not Approved		
6-QA Completed Ready for UAT	12/18/2020	
5a-In Development	12/29/2020	
9-Deployed to PROD	11/27/2020	
		10,000
1-Not Approved		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
1-Not Approved		
1-Not Approved		

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2a-Received Requirements for Estimation		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
Accepted		100
Accepted		
Accepted		
Accepted		
Accepted		

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Accepted		
Accepted		
Accepted		
Accepted		
Accepted		
Accepted		

4a-Estimate Sent to ADC - Awaiting Approval for Dev

4a-Estimate Sent to ADC - Awaiting Approval for Dev

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Debit	Include in Balance	JAR Hours	Balance
			10,000
111	Y		9,889
111	Y		9,778
111	Y		9,667
111	Y		9,556
111	Y		9,444
111	Y		9,333
111	Y		9,222
111	Y		9,111
111	Y		9,000
77.5	Y		8,923
112	Y		8,811
90	Y		8,721
1027.5	Y		7,693
522	Y		7,171
958	Y		6,213
1102	N		6,213

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132	Y		6,081
210	Y		5,871
124	Y		5,747
160	Y		5,587
124	Y		5,463
496	Y		4,967
28	Y		4,939
~~254~~	N	64	4,875
100	Y		4,775
126	N		4,775
230	Y		4,545
82	Y		4,463

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174	Y		4,289
468	Y		3,821
160	N		3,821
660	N		3,821
120	Y		3,701
120	Y		3,581
120	Y		3,461
120	Y		3,341
120	Y		3,221
120	Y		3,101
120	Y		2,981
120	Y		2,861
240	Y		2,621
120	Y		2,501
120	Y		2,381
120	Y		2,261
240	Y		2,021
120	Y		1,901
120	Y		1,781

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120	Y		1,661
120	Y		1,541
120	Y		1,421
120	Y		1,301
120	Y		1,181
120	Y		1,061
120	Y		941
120	Y		821
120	Y		701
120	Y		581
			10,581
	N		10,581
			10,581
104	N		10,581
			10,581
323	N		10,581
210	N		10,581
	N		10,581
			10,581

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			10,581
			10,581
			10,581
			10,581
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			10,581
			10,581
			10,581
			10,581
			10,581
			10,581
			10,581
160	N		10,581
			10,581
157	N		10,581
			10,581
533	N		10,581
			10,581
			10,581
721.50	Y		9,960
180.00	Y		9,780
322.50	Y		9,457
147.00	Y		9,310
14.50	Y		9,296

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68.25	Y		9,227
2.00	Y		9,225
2.00	Y		9,223
2.50	Y		9,221
2.50	Y		9,218
1.50	Y		9,217
433	N		9,217
286	N		9,217

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Elizabeth Charif; Joe Miles
Cc:	Rusty Johnson; Sandy Wang; Perry Craglow
Subject:	Fwd: FW: CR 43352 Property Proposal Estimate
Date:	Wednesday, December 16, 2020 11:43:46 AM
Attachments:	BD_ADCRR_EUIL_Estimation_CR 43352.pdf image001.png

---

Hi Eli-

Please see the attached proposed estimation of work for the ACIS Property module. I need you to help us find out if these changes are needed, and if they will have a positive impact on the Property module. It's my understanding that the module is not functional at all. So this change should actually breathe life into it.

Please schedule a meeting with the stakeholder(s) of the module and include Joe Miles, me and Sandy in that meeting.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Joe Miles** <joe.miles@bndna.com>
Date: Fri, Dec 11, 2020 at 8:22 AM
Subject: FW: CR 43352 Property Proposal Estimate
To: Rusty Johnson <sjohnson@azadc.gov>, Holly Greene <hgreene@azadc.gov>

Rusty,

Attached is the more detailed property proposal we talked about recently.

AMERICAN OVERSIGHT

Regards,

Joe

From: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Sent: Thursday, December 10, 2020 5:07 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Trevor Baker <trevor.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: CR 43352 Property Proposal Estimate

This is approved and can be sent to ADCRR for their approval.

Thank you,

Cindy Hyser-Crauwels

Sr. Business Analyst

Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com

m. [redacted]

o. 480-795-7220

Mi-Case

Please consider the environment before printing this email.

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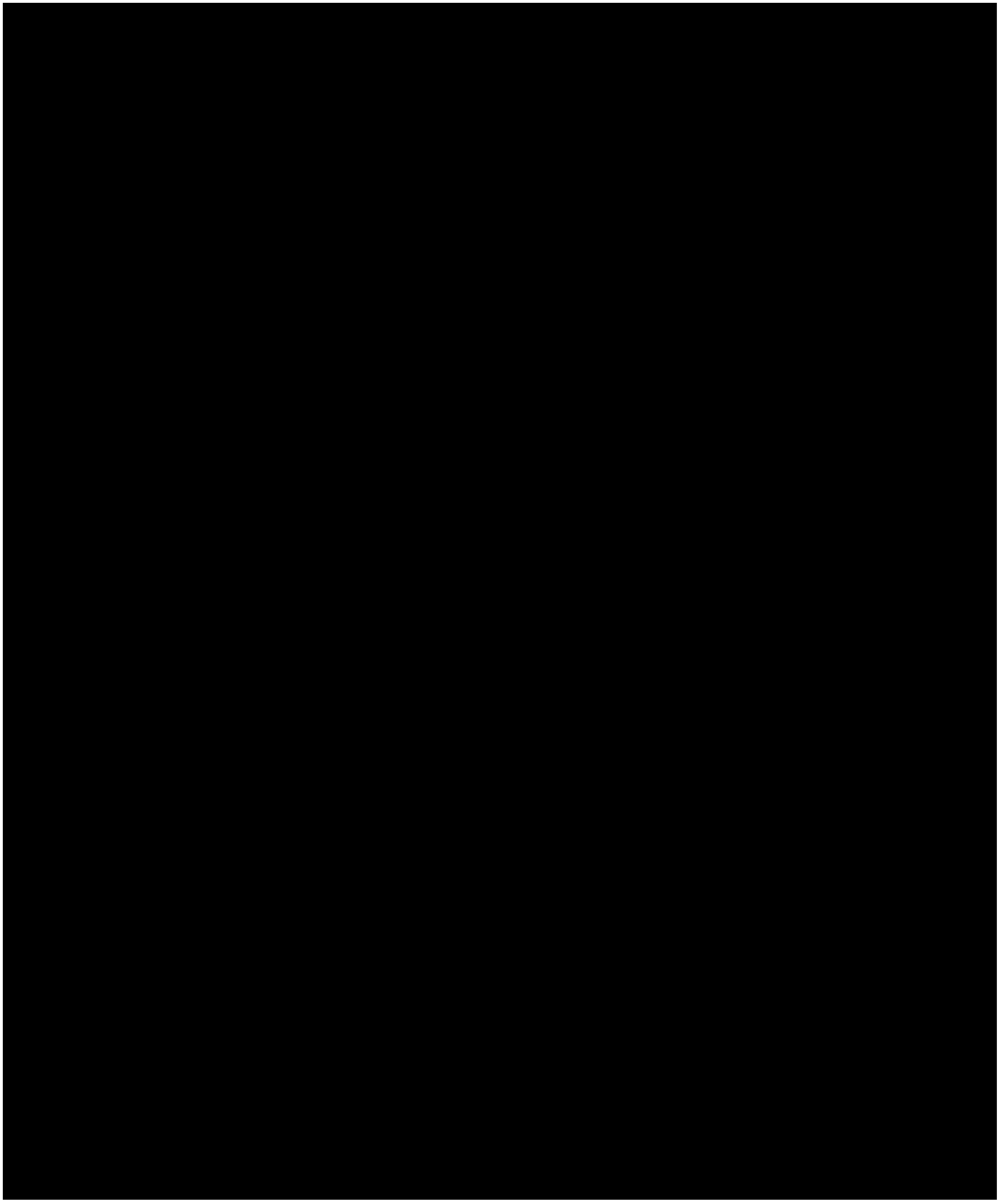

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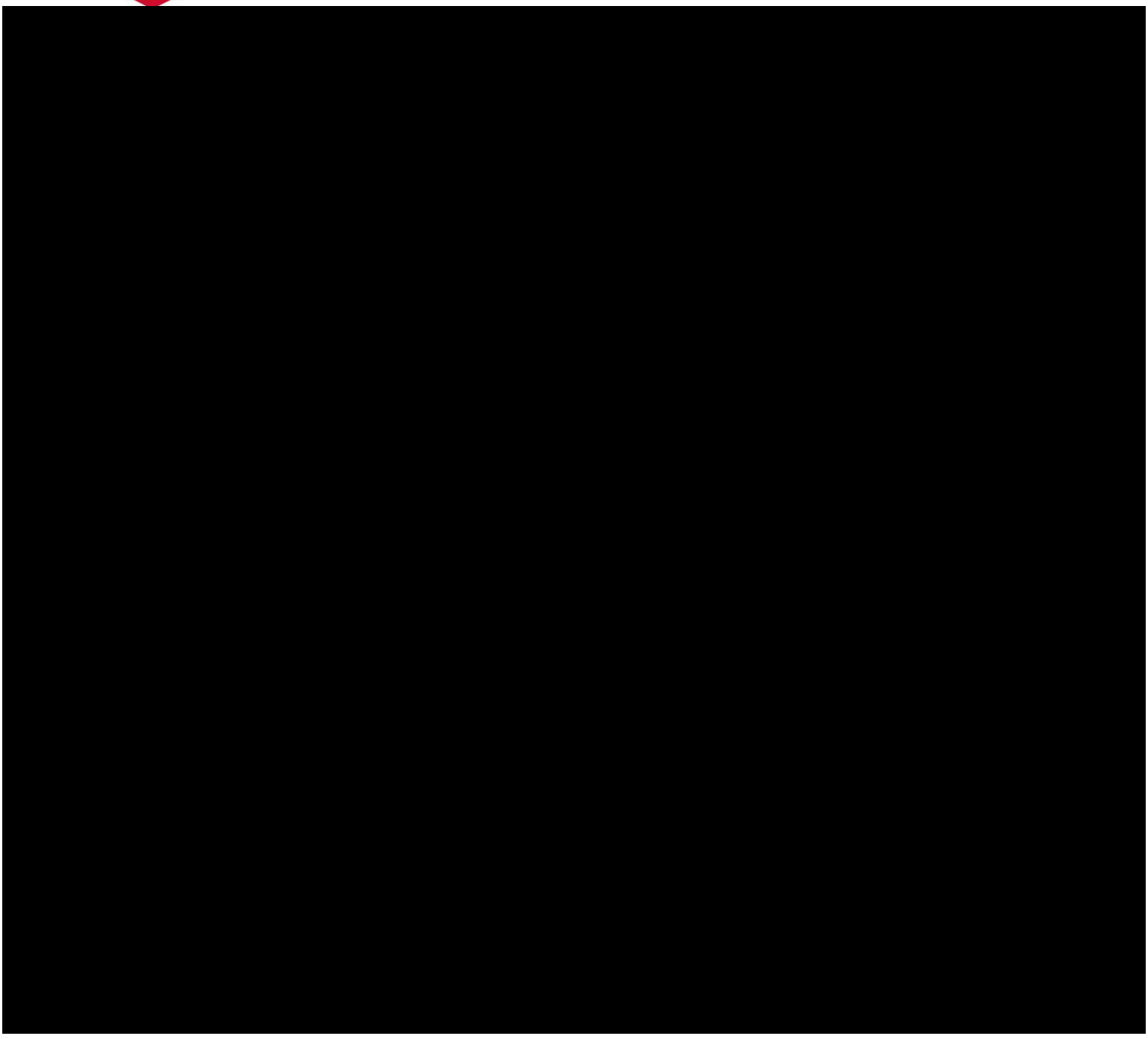

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Subject: Re: Weekly ACIS Status Report
Date: Tuesday, December 15, 2020 8:27:29 PM

Sounds great!

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, December 15, 2020 6:15:37 PM
To: Joe Miles <joe.miles@bndna.com>; Elizabeth Charif <echarif@azadc.gov>
Cc: Barbara Corella <barbara.corella@azdoa.gov>; Denel Pickering <dpickering@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Weekly ACIS Status Report

Hello Joe-

Attached is a status report which Eli provides to me weekly. The information contained in this report is tracked by ADCRR and we do cross reference said information with B&D resources.

We are tracking all Change request items which are in hopper (EUIL, Parking Lot and Amendment 9).

Please let us know if you have any questions. **I will look to Eli to send this to this group via email on a weekly basis.**

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles; Elizabeth Charif
Cc:	Barbara Corella; Denel Pickering; Perry Craglow; Rusty Johnson; Sandy Wang; Holly Greene
Subject:	Weekly ACIS Status Report
Date:	Tuesday, December 15, 2020 5:15:37 PM
Attachments:	12_8-12_14 Item Weekly Status Report.docx

Hello Joe-

Attached is a status report which Eli provides to me weekly. The information contained in this report is tracked by ADCRR and we do cross reference said information with B&D resources.

We are tracking all Change request items which are in hopper (EUIL, Parking Lot and Amendment 9).

Please let us know if you have any questions. **I will look to Eli to send this to this group via email on a weekly basis.**

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

Reporting Period: 12/08/20 - 12/14/20			
ADCRR Contact	Elizabeth Charif	**Phone, Email:**	602-542-4885, echarif@azadc.gov
High-Level Summary	• 6 items (1 Parking Lot, 5 EUIL) were tested and approved to move forward. They are expected to move to Production on 12/21/20. • 480 hours were billed for the 4 items that moved to Production on 12/07/20. • 1 item was cancelled and removed from the EUIL list since it was no longer needed. • 3 items completed development and began testing by Operations. • The new bug opened last week for Old Code not calculating correctly with discipline is currently with B&D. However, there has been an ongoing dialogue between B&D and ADCRR to get the bug resolved as quickly as possible. • Item 40386 remains on the escalation list until the bug affecting it has been resolved. That bug was re-tested by Marlene on 12/14 and sent back to B&D as partially resolved. The two Amendment 9 items remain on the escalation list this week as well.		

Quantitative Metrics: Remediation Items

	EUIL	Parking Lot	Amend 9
Total Items (12/14)	154	330	2
Total Items (12/07)	155	330	2
Total Hours Billed	509.5 (6)	744 (6)	1,000
Actual Hours Spent	2,253.5 hours \ $225,350		
Hours Remaining	7,746.5 hours \ $774,650		0
Estimated Approved Hours	5,115 hours \ $511,500 (2Q2020) 3,360 hours \ $336,000 (Low Hanging Fruit)		1,000 hours \ $100,000
Total Estimated Approved Hours	9,475 hours \ $947,500		

Item Status Summary

30	In Progress	19	Completed	3	Escalation	186	Cancelled

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Elizabeth Charif; Rusty Johnson; Sandy Wang; Perry Craglow
Subject: Re: Property Module
Date: Tuesday, December 15, 2020 3:38:49 PM

Hello Joe-

Please provide an update on this item.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 16, 2020 at 4:24 PM Rusty Johnson <sjohnson@azadc.gov> wrote:

> Thank you Joe.
>
> Sincerely,
>
>
> Rusty Johnson
>
> Deputy Chief Information Officer
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Information Technology Bureau
>
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.7011 | SJOHNSON@azadc.gov
>
> IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov
>

AMERICAN OVERSIGHT

On Mon, Nov 16, 2020 at 4:16 PM Joe Miles <joe.miles@bndna.com> wrote:

Rusty,

They are working on the quote should have it soon, will update tomorrow.

Best Regards,

Joe

Get Outlook for iOS

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Monday, November 16, 2020 5:04:12 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Elizabeth Charif <echarif@azadc.gov>
Subject: Property Module

Joe-

Can you provide an update on the status of the Property Module request? We spoke about this last Thursday and I believe you indicated that you were having your team review this, and provide the estimated hours for this module.

Sincerely,

Rusty Johnson

Deputy Chief Information Officer

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Barbara Corella; Denel Pickering
Cc:	Joe Miles; Perry Craglow; Rusty Johnson
Subject:	Fwd: Status
Date:	Tuesday, December 15, 2020 3:27:19 PM
Attachments:	ACIS System Improvement and EUIL Hours Tracking.xlsx image001.png image002.png image003.png

---

Hi Denel and Barbara-

Please see the attached updated spreadsheet from B&D as of 12/10. You may have received a more recent update, but I wanted to provide just in case.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Elizabeth Charif** <echarif@azadc.gov>
Date: Thu, Dec 10, 2020 at 9:01 AM
Subject: Fwd: Status
To: Holly Greene <hgreene@azadc.gov>

Hi Holly,

Attached is the updated spreadsheet from Thad.

Thank-you,

Elizabeth Charif

Business Analyst
ADCRR | I.T. Bureau | MC310
1645 W. Jefferson St. | Phoenix, AZ 85007
Phone: 602-542-4885
IT Service Desk: 602-542-3971 | ITTECHSUPPORT@azcorrections.gov

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---------- Forwarded message ---------
From: **Thad Lowry** <thad.lowry@bndna.com>
Date: Wed, Dec 9, 2020 at 12:26 PM
Subject: Status
To: Elizabeth Charif <echarif@azadc.gov>
Cc: Joe Miles <joe.miles@bndna.com>

Hi Eli,

I have updated the ACIS System Improvement and EUIL Hours Tracking Spreadsheet and the M and O Tasks Project Plan on SharePoint

Both are up to date as of noon today

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

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Group	EUIL Item
	M/O Signed Agreement - Euil H
Amendment 9 PL	21283
Amendment 9 PL	25141
Amendment 9 PL	25178
Amendment 9 PL	25179
Amendment 9 PL	25204
Amendment 9 PL	31494
Amendment 9 PL	36608
Amendment 9 PL	37369
Amendment 9 PL	40631
EUIL May 2020	EUIL - 25143
EUIL May 2020	EUIL - 25275
EUIL May 2020	EUIL - 28917
EUIL May 2020	EUIL - 28992
EUIL May 2020	EUIL - 29221
EUIL May 2020	EUIL - 30307
EUIL May 2020	EUIL - 31598

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EUIL May 2020	EUIL - 33168
EUIL May 2020	EUIL - 39463
EUIL May 2020	EUIL - 39609
EUIL May 2020	EUIL - 40167
EUIL May 2020	EUIL - 40386
EUIL May 2020	EUIL - 40392
EUIL May 2020	EUIL - 40629
EUIL May 2020	EUIL - 40940
EUIL May 2020	EUIL - 41361
EUIL May 2020	EUIL - 42233
EUIL May 2020	EUIL - 42235
EUIL May 2020	EUIL - 42241

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EUIL May 2020	EUIL - 42335
EUIL May 2020	EUIL - 42364
EUIL May 2020	EUIL - 42463
EUIL May 2020	EUIL - 43279
B&D Low Hanging Fruit	31001
B&D Low Hanging Fruit	36603
B&D Low Hanging Fruit	39610
B&D Low Hanging Fruit	39679
B&D Low Hanging Fruit	39726
B&D Low Hanging Fruit	39730
B&D Low Hanging Fruit	39731
B&D Low Hanging Fruit	39886
B&D Low Hanging Fruit	40748
B&D Low Hanging Fruit	40794
B&D Low Hanging Fruit	40864
B&D Low Hanging Fruit	42362
B&D Low Hanging Fruit	42624
B&D Low Hanging Fruit	42630
B&D Low Hanging Fruit	42692

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B&D Low Hanging Fruit	42693
B&D Low Hanging Fruit	42699
B&D Low Hanging Fruit	42701
B&D Low Hanging Fruit	42723
B&D Low Hanging Fruit	42788
B&D Low Hanging Fruit	42865
B&D Low Hanging Fruit	42866
B&D Low Hanging Fruit	42928
B&D Low Hanging Fruit	42934
B&D Low Hanging Fruit	42996
	M/O System Improvement Hou
EUIL 4th QTR (Enforcer)	31001
EUIL 4th QTR (Enforcer)	32023
EUIL 4th QTR (Enforcer)	35571
EUIL 4th QTR (Enforcer)	35680
EUIL 4th QTR (Enforcer)	37366
EUIL 4th QTR (Enforcer)	40685
EUIL 4th QTR (Enforcer)	40748
EUIL 4th QTR (Enforcer)	41171

AMERICAN OVERSIGHT

EUIL 4th QTR (Enforcer)	41272
EUIL 4th QTR (Enforcer)	41273
EUIL 4th QTR (Enforcer)	41275
EUIL 4th QTR (Enforcer)	41276
EUIL 4th QTR (Enforcer)	41279
EUIL 4th QTR (Enforcer)	41403
EUIL 4th QTR (Enforcer)	42018
EUIL 4th QTR (Enforcer)	42019
EUIL 4th QTR (Enforcer)	42020
EUIL 4th QTR (Enforcer)	42176
EUIL 4th QTR (Enforcer)	42177
EUIL 4th QTR (Enforcer)	42438
EUIL 4th QTR (Enforcer)	EUIL - 42463
EUIL 4th QTR (Enforcer)	42702
EUIL 4th QTR (Enforcer)	43330
EUIL 4th QTR (Enforcer)	43511
EUIL 4th QTR (Enforcer)	43532
EUIL 4th QTR (Enforcer)	43533
EUIL 4th QTR (Enforcer)	43534
System Improvement Hours	Pre-Signed Agreement
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020

AMERICAN OVERSIGHT

System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	5/24/2020 - 7/31/2020
System Improvement Hours	9/7/2020 - 9/11/2020
System Improvement Hours	9/21/2020 - 9/25/2020
System Improvement Hours	9/28/2020 - 10/2/2020
System Improvement Hours	43352
System Improvement Hours	40707

AMERICAN OVERSIGHT

EUIL Name	% Complete
ɬours	
Sentence Calc: Old Code	80%
UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.	100%
UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.	100%
UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.	100%
UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.	100%
UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form	100%
Old Code: Not terminating Copper time at the mandatory date	80%
UC-CC-RMS-14: Missing Clear button on Release Dashboard	100%
Validation criteria for Inmate's CSG is creating points toward Validation	100%
UC-GM-4.0: Display both the CSG and STG in the banner	100
UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data	100
Add Hyperlinks to Community Corrections Banner	100
Violator CSED not calculating correctly	72
AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences	42
Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)	8
US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria -- ADC -- Returned to Parking Lot Backlog --	0

AMERICAN OVERSIGHT

Fast trackers past all dates showing N/A for date in banner	56% I misunderstood where this was at when I updated it last time. Parts of this had been release to FUAT for specific use cases but there are still use cases that are being QA'd that are dependant on CR 28992 which has delayed the UAT dateSorry for the confusion
UC-SE-5.1 SBD not allowed to be prior to Date of Offense	63
Cell Screening: Years to Release Rules are incorrect	100
Remove PRR Rules Preventing Inmates from Being Assigned	100
CL 5 year non-discretionary medium is not triggering a new classification review	92
CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	60%
Mental Health Screen: Text change for "Title 18 Medicaid ID	100
CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification -- ADC --Cancelled --	
CL Pending Manslaughter review should not allow for an IR reduction below 3	100
RMS: Home plan Action queue to display the earliest eligible release date. -- ADC -- No Longer Needed --	
RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear	92
Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked	100

AMERICAN OVERSIGHT

UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections	94
Need to be able to make a Sentence Flat or Earning Without Exceptions	36
When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search -- ADC -- Moved to Q4 List --	
New Code Violator not calculating correctly -- ADC -- Returned to Parking Lot Backlog --	
UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	19%
UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	100%
UC-PR-2.40: COIII / COIV roles unable to access Medical and Mental Health screen (POA section only)	37%
Centurion: SMI-C should not be a field that can be manually entered by anyone except for an Admin.	0%
Exemptions should delete upon return to custody	32%
UC-GR-05: Formal Grievance Response limited to 255 characters	100 % * PROD 12/7
UC-GR-02: Appeal Grievance Response limited to 255 characters	100 % * PROD 12/7
Centurion: The mental health tab should not be accessible by everyone	0%
COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	27%
Medical shows as completed on the Intake Dashboard for PVT's	42%
Medical Notes should only be visible to medical and mental health staff	39%
SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	100%
Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	22%
WIPP: In assignment history, the user can't tell which cycle the inmate is/was assigned to	33%
Increase character limit for Quality Review questions	15%

AMERICAN OVERSIGHT

Auto-populate Quality Review screen with as much information as possible	15%
Fingerprint Date should display the most recent admission date	100%
Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	20%
Inmate Search: Include a filter for Inmate Status and Gender	21% task is in QA
Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"	100
Disciplinary-Rule Violation Summary page- violation code provides the description of the violation.	100%
BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many. EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	0%
Make hearing date/time required fields for a Minor Disciplinary Violation	30%
Add certain App areas to the Quick Search	15%
MVD tab should be displayed even if the inmate is not eligible	100% * Release 36
ɹrs	
UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	Included in LHF List
32023:UC-CL 8.4 Phase (step) Over ride in Close Management does not update banner, count sheet or EIP summary	
35571:Add a new column on the Victim Search screen called "Type of Victim	
35680:UC-VI-04 Visitor Check In Screen: Phase 3 inmate triggered for “Visit about to expire” after only one block of visitation had been used	
37366:CL UC 7.2 Step reviews for inmates in MH units and Facility Overrides at Max Units can't be performed	
40685:*CRITICAL ~ WARRANTS: Unable to make entries on FSU Review screen when warrant in warrant issued status	
40748:COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module	Included in LHF List
41171:Add an ADC# Search/Filter Option to the Transportation Queue and Travel	

AMERICAN OVERSIGHT

41272:Interfaces - ACIS is not sending LOP information to KeepTrak and Enforcer via the API	
Warrants- Current Release Status/Type incorrect43533	
41275:Interfaces - Max Custody inmates authorized for too many calls	
41276:Interfaces - Enforcer incorrectly has inmates set to "DENY" status, preventing inmates from checking balance	
41279:EIP Phase Level Not Readjusting when Discipline is Dismissed	
41403:Approved & Pending Visitors did not Inactivate when the Inmate was Released	
42018:Interfaces - Enforcer (CenturyLink) - The Class of Service is being changed in Enforcer when Custody Levels changes in ACIS	
42019:Interfaces - Enforcer - Approved visitors in ACIS are not coming across to Enforcer as Active PANs	
42020:Interfaces - Enforcer - when LOP expires in ACIS, it is not changing the Class of Service in Enforcer	
42176:SB1310 - Earned Release Credit Date Drug Offenses Release (DPR)	
42177:SB1496 - Drug Possession Transition Program Release (DTP)	
42438:Disciplinary- User DW fails to review case and inmates phase is not dropping and DWR moves to close prior to approval.	
When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	
42702:Unable to make any corrections to the PC forms after they have been submitted	
43330:Interfaces - KeepTrak - Provide SSN field for inmates from ACIS to KeepTrak	
43511:Update all letterheads, forms, logos, signatures, and footers to be configurable by ADCRR	
43532:DNHW - display Locator Code, pending movement, and enable FITS to recognize/screen for DNHW's at associated Loc	
43533:RMS - Development of Release Unit Review process in ACIS	
43534:Updates to eOMIS Interface	
Hours in Arrears	
Project Management	
Performance Improvement	
Document Storage	
Excessive Postback	

AMERICAN OVERSIGHT

AD HOC Support	
Arbritration	
Parking Lot	
AD HOC Support	
AD HOC Support	
AD HOC Support	
Property Limits	
40707:RMS - Homeless Home Plans	

AMERICAN OVERSIGHT

Status	Estimated FUAT Delivery	Credit
		10,000
7-Deployed to FUAT		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD		
7-Deployed to FUAT		
9-Deployed to PROD		
9-Deployed to PROD		
9-Deployed to PROD	Sep-20	
9-Deployed to PROD	Oct-20	
9-Deployed to PROD	Oct-20	
5a-In Development	1/13/2021	
5a-In Development	2/3/2021	
5-Approved for Dev	4/12/2021	
0-Cancelled		

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5a-In Development	1/21/2021	
5a-In Development	12/17/2020	
9-Deployed to PROD	Jul-20	
9-Deployed to PROD	Jul-20	
7-Deployed to FUAT	9/14/2020	
5a-In Development	1/18/2021	
9-Deployed to PROD	Jul-20	
0-Cancelled		
9-Deployed to PROD	Aug-20	
0-Cancelled		
7-Deployed to FUAT	9/14/2020	
9-Deployed to PROD	Sep-20	

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7-Deployed to FUAT	8/10/2020	
5a-In Development	1/14/2021	
0-Cancelled		
0-Cancelled		
5a-In Development	12/18/2020	
9-Deployed to PROD	20-Nov	
7-Deployed to FUAT	11/23/2020	
2b-Gathering Requirements for Estimation		
7-Deployed to FUAT	12/10/2020	
9-Deployed to PROD	20-Nov	
9-Deployed to PROD	20-Nov	
1-Not Approved		
5a-In Development	12/24/2020	
7-Deployed to FUAT	12/3/2020	
7-Deployed to FUAT	12/2/2020	
9-Deployed to PROD		
5a-In Development	12/22/2020	
7-Deployed to FUAT	12/4/2020	
5a-In Development	1/6/2021	

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5a-In Development	1/6/2021	
9-Deployed to PROD	11/23/2020	
5a-In Development	12/29/2020	
5a-In Development	12/21/2020	
9-Deployed to PROD	12/9/2020	
9-Deployed to PROD	20-Dec	
1-Not Approved		
6-QA Completed Ready for UAT	12/18/2020	
5a-In Development	12/29/2020	
9-Deployed to PROD	11/27/2020	
		10,000
1-Not Approved		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
1-Not Approved		
1-Not Approved		

AMERICAN OVERSIGHT

2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
1-Not Approved		
4a-Estimate Sent to ADC - Awaiting Approval for Dev		
2a-Received Requirements for Estimation		
2a-Received Requirements for Estimation		
Accepted		100
Accepted		
Accepted		
Accepted		
Accepted		

AMERICAN OVERSIGHT

Accepted		
Accepted		
Accepted		
Accepted		
Accepted		
Accepted		

4a-Estimate Sent to ADC - Awaiting Approval for Dev

4a-Estimate Sent to ADC - Awaiting Approval for Dev

AMERICAN OVERSIGHT

Debit	Include in Balance	JAR Hours	Balance
			10,000
111	Y		9,889
111	Y		9,778
111	Y		9,667
111	Y		9,556
111	Y		9,444
111	Y		9,333
111	Y		9,222
111	Y		9,111
111	Y		9,000
77.5	Y		8,923
112	Y		8,811
90	Y		8,721
1027.5	Y		7,693
522	Y		7,171
958	Y		6,213
1102	N		6,213

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132	Y		6,081
210	Y		5,871
124	Y		5,747
160	Y		5,587
124	Y		5,463
496	Y		4,967
28	Y		4,939
~~254~~	N	64	4,875
100	Y		4,775
126	N		4,775
230	Y		4,545
82	Y		4,463

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174	Y		4,289
468	Y		3,821
160	N		3,821
660	N		3,821
120	Y		3,701
120	Y		3,581
120	Y		3,461
120	Y		3,341
120	Y		3,221
120	Y		3,101
120	Y		2,981
120	Y		2,861
240	Y		2,621
120	Y		2,501
120	Y		2,381
120	Y		2,261
240	Y		2,021
120	Y		1,901
120	Y		1,781

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120	Y		1,661
120	Y		1,541
120	Y		1,421
120	Y		1,301
120	Y		1,181
120	Y		1,061
120	Y		941
120	Y		821
120	Y		701
120	Y		581
			10,581
	N		10,581
			10,581
104	N		10,581
			10,581
323	N		10,581
210	N		10,581
	N		10,581
			10,581

AMERICAN OVERSIGHT

			10,581
			10,581
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			10,581
			10,581
			10,581
			10,581
			10,581
			10,581
160	N		10,581
			10,581
157	N		10,581
			10,581
533	N		10,581
			10,581
			10,581
721.50	Y		9,960
180.00	Y		9,780
322.50	Y		9,457
147.00	Y		9,310
14.50	Y		9,296

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68.25	Y		9,227
2.00	Y		9,225
2.00	Y		9,223
2.50	Y		9,221
2.50	Y		9,218
1.50	Y		9,217
433	N		9,217
286	N		9,217

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Keith Barrier
Cc: Holly Greene; Joe Miles; Rusty Johnson; Perry Craglow; Joseph Nicoletti; Dean Allen
Subject: RE: Oracle Database Patching
Date: Tuesday, December 15, 2020 12:43:15 PM
Attachments: image001.png
image002.png
image003.png
image004.png

Oracle patches are released quarterly, windows patches are monthly. I can't speak to if ADCRR needs to perform updates on their side. Maybe Keith knows?

1. Oracle NON-PROD: DB instance is running oracle-ee version 19.0.0.0.ru-2020-04.rur-2020-04.r1. Upgrade to version 19.0.0.0.ru-2020-10.rur-2020-10.r1
2. Oracle PROD: DB instance is running oracle-ee version 12.2.0.1.ru-2019-07.rur-2019-07.r1. Upgrade to version 12.2.0.1.ru-2020-10.rur-2020-10.r1
3. Windows patches are applied as part of the DevOps deployment process. Each time a deployment occurs the latest patches are applied as part of the process. PROD windows patches are frozen to the October release due to the last 2 incidents. We anticipate to resume the PROD patching process in January.
4. Load Balancers are AWS ELB, a SaaS service patched/updated by AWS.

You should not have to perform any updates on your side

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Keith Barrier <kbarrier@azadc.gov>
Sent: Tuesday, December 15, 2020 7:59 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Dean Allen <dean.allen@bndna.com>
Subject: Re: Oracle Database Patching

Hello,

Thank you for the response. So that I can fully ascertain what degree of risk certain patching schedules would be, can you please let me know the following?

1. What is the current patching level of the Oracle database? When was it last patched?
   1. If the production database is updated, do the databases within ADCRR need to be updated at the same time and to the exact same level?
2. Are there other items in the environment that require patching? (Load balancers, web servers, etc.)
   2A. If so, what are those items (Operating System/program) and when were they last patched?

Depending on how many patches need to happen, and how severe the corresponding vulnerabilities are, would drive the patching timeline.

Respectfully,

Keith Barrier

Information Security Engineer

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2115, MC310 | Phoenix, AZ 85007

Office: 602.542.3964 | Cell: 480.299.4617 | KBARRIER@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Dec 14, 2020 at 10:49 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hey Keith
>
> We discussed this and need to do some testing to determine the feasibility of a few options
>
> We need to determine what AWS will allow us to do and how much time it will take to do it
>
> We anticipate that we will need to schedule an outage for this and we anticipate needing to schedule an outage for the reporting environment
>
> Our inclination is only have one outage per quarter so we keep the disruptions to the prisons to a minimum. That said we would need your input on the priorities and the frequency.
>
> We are conducting our testing and intend to get back together internally to formulate a strategy on Thursday. This along with your guidance on outage frequencies and priorities will allow us to put together a plan.
>
> Thanks
>
> Thad
>
> **Thad Lowry**
> Director of Development
> **Business & Decision North America** 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted] E: thad.lowry@bndna.com
>
> Business & Decision
> Accelerating Digital Transformation

AMERICAN OVERSIGHT

From: Thad Lowry
Sent: Friday, December 11, 2020 3:14 PM
To: Keith Barrier <kbarrier@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
Subject: RE: Oracle Database Vulnerabilities

We have scheduled an internal meeting to talk about this on Monday

We will get back to you on our recommended approach after that

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Keith Barrier <kbarrier@azadc.gov>
Sent: Wednesday, December 9, 2020 12:00 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Joe Miles <joe.miles@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
Subject: Re: Oracle Database Vulnerabilities

Hello,

Was there a response to this email in regards to the Oracle database being patched? I did not receive the response if one did occur.

Respectfully,

Keith Barrier

Information Security Engineer

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2115, MC310 | Phoenix, AZ 85007

Office: 602.542.3964 | Cell: 480.299.4617 | KBARRIER@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Wed, Dec 2, 2020 at 9:31 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Joe (Miles)-
>
> Please see below. Let us know.
>
> Respectfully,
>
> Holly Greene
> CIO | ADCRR I.T. Bureau
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | hgreene@azadc.gov
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Keith Barrier** <kbarrier@azadc.gov>
> Date: Wed, Dec 2, 2020 at 7:51 AM
> Subject: Oracle Database Vulnerabilities
> To: Sandy Wang <swang@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>
> Cc: Holly Greene <hgreene@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Mary Suhre <msuhre@azadc.gov>
>
> Hello,
>
> Do we have a way to track if the ACIS backend databases are being updated?
>
> I was reviewing the vulnerabilities within our network and the instances within our network are missing patches from January 2018 that have a 10/10 risk rating. I am hoping that the ACIS databases have, up to and including, the October 2020 update applied so that it is only a matter of the DBAs patching the internal databases on our network.

AMERICAN OVERSIGHT

VRR	Status	Title	Asset Criticality	IP Address	Host Name
10	Open	Oracle Database Multiple Vulnerabilities (January 2018 CPU)	1	[redacted]	[redacted]
10	Open	Oracle Database Multiple Vulnerabilities (January 2018 CPU)	1		
10	Open	Oracle Database Multiple Vulnerabilities (January 2018 CPU)	1		
10	Open	Oracle Database Multiple Vulnerabilities (January 2018 CPU)	1		
10	Open	Oracle Database Multiple Vulnerabilities (January 2018 CPU)	1		
10	Open	Oracle Database Multiple Vulnerabilities (January 2018 CPU)	1		
8.34	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2020 CPU)	1		
8.34	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2020 CPU)	1		
8.34	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2020 CPU)	1		
8.34	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2020 CPU)	1		
8.34	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2020 CPU)	1		
8.34	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2020 CPU)	1		
8.32	Open	Oracle Database Multiple Vulnerabilities (July 2017 CPU) (POODLE) (SWEET32)	1		
8.32	Open	Oracle Database Multiple Vulnerabilities (July 2017 CPU) (POODLE) (SWEET32)	1		
8.32	Open	Oracle Database Multiple Vulnerabilities (July 2017 CPU) (POODLE) (SWEET32)	1		
8.32	Open	Oracle Database Multiple Vulnerabilities (July 2017 CPU) (POODLE) (SWEET32)	1		
8.32	Open	Oracle Database Multiple Vulnerabilities (July 2017 CPU) (POODLE) (SWEET32)	1		
8.32	Open	Oracle Database Multiple Vulnerabilities (July 2017 CPU) (POODLE) (SWEET32)	1		
6.76	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2019 CPU)	1		
6.76	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2019 CPU)	1		
6.76	Open	Oracle Database Server Multiple Vulnerabilities (Oct 2019 CPU)	1		

Respectfully,

Keith Barrier

Information Security Engineer

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2115, MC310 | Phoenix, AZ 85007

Office: 602.542.3964 | Cell: 480.299.4617 | KBARRIER@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Rusty Johnson; Joe Miles
Subject: Code Escrow Deposit
Date: Wednesday, December 9, 2020 8:16:30 AM
Attachments: image001.png

Hi Holly,

I've completed the code deposit to IronMountain for the Arizona code escrow.

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Thad Lowry
Cc:	Barbara Corella
Subject:	Fwd: Accepted: Introduction: ADCRR Procurement
Date:	Tuesday, December 8, 2020 9:24:44 AM
Attachments:	invite.ics

Thank you, Thad.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Thad Lowry** <thad.lowry@bndna.com>
Date: Tue, Dec 8, 2020 at 9:23 AM
Subject: Accepted: Introduction: ADCRR Procurement
To: hgreene@azadc.gov <hgreene@azadc.gov>

I will be attending the call as Joe is out sick

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson; Perry Craglow; Denel Pickering; Barbara Corella
Subject: RE: ACTION: Intro to Procurement
Date: Tuesday, December 8, 2020 9:09:49 AM

Holly,

Can we move this to 2PM CST?

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 7, 2020 11:12 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Perry Craglow <pcraglow@azadc.gov>; Denel Pickering <dpickering@azadc.gov>; Barbara Corella <barbara.corella@azdoa.gov>
Subject: ACTION: Intro to Procurement

Joe -

Because we did not hear from you, I've pushed today's meeting to Thursday 12/10 at 2pm AZ MT.

Please let us know if this works for you. If not, please provide 3 times/dates which will work for your schedule.

If you cannot make it, please assign to a delegate on your team as we must kick-off these discussions.

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Denel Pickering; Barbara Corella
Cc: Joe Miles; Rusty Johnson; Perry Craglow
Subject: Re: ACTION: Intro to Procurement
Date: Monday, December 7, 2020 1:53:10 PM

Hi Denel and Barbara-

I haven't heard back from Joe today. I will keep the Thursday meeting in hopes that he will be able to attend.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 7, 2020 at 10:11 AM Holly Greene <hgreene@azadc.gov> wrote:

> Joe -
>
> Because we did not hear from you, I've pushed today's meeting to Thursday 12/10 at 2pm AZ MT.
>
> Please let us know if this works for you. If not, please provide 3 times/dates which will work for your schedule.
>
> If you cannot make it, please assign to a delegate on your team as we must kick-off these discussions.
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Subject: Will you be joining?
Date: Monday, December 7, 2020 10:02:11 AM

Will you be joining our meeting?--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Elizabeth Charif
Cc: Joe Miles; Perry Craglow; Rusty Johnson
Subject: Re: Status of Remaining 2 Amendment 9 Items
Date: Wednesday, December 2, 2020 9:36:21 AM

Thank you.

On Wed, Dec 2, 2020 at 9:35 AM Elizabeth Charif <echarif@azadc.gov> wrote:

> Brittany sent it back 7 days ago. We're discussing it in this afternoon's bug call so I can give you more information about the resolution date after that meeting.
>
> On Wed, Dec 2, 2020 at 9:32 AM Holly Greene <hgreene@azadc.gov> wrote:
>
> > When did they send it back? What is Samy's deadline for resolution?
> >
> > Respectfully,
> >
> > Holly Greene
> >
> > CIO | ADCRR I.T. Bureau
> >
> > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> >
> > Office: 602.364.0569 | hgreene@azadc.gov
> >
> > IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
> >
> > On Wed, Dec 2, 2020 at 9:29 AM Elizabeth Charif <echarif@azadc.gov> wrote:
> >
> > > Hi Holly,
> > >
> > > The bug affecting these two CRs is back with B&D. Herb and Brittany validated the calculations and determined the issue is with the discipline so they've sent the ticket back to Samy.
> > >
> > > Thank-you,
> > >
> > > Elizabeth Charif
> > >
> > > Business Analyst
> > > ADCRR | I.T. Bureau | MC310
> > > 1645 W. Jefferson St. | Phoenix, AZ 85007
> > > Phone: 602-542-4885
> > > IT Service Desk: 602-542-3971 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Wed, Dec 2, 2020 at 8:53 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Eli-
>
> I need to understand the status of the two amendment 9 items which remain. Are these finally completed?
>
> Thanks,
>
> Holly
> --
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
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--

Respectfully,

AMERICAN OVERSIGHT

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Elizabeth Charif
Cc:	Joe Miles; Perry Craglow; Rusty Johnson
Subject:	Status of Remaining 2 Amendment 9 Items
Date:	Wednesday, December 2, 2020 8:52:58 AM

Hi Eli-

I need to understand the status of the two amendment 9 items which remain. Are these finally completed?

Thanks,

Holly
--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: ACIS
Date: Tuesday, December 1, 2020 6:46:31 PM
Attachments: IMG_4583.jpg

Hi Joe,

I hope you are well and enjoyed Thanksgiving?

Its hard to believe it, but it has been a year since we switched ACIS on for ADCRR. Not sure where the time has gone, I think this pandemic has made the months fly by!

One of my team decided to pull together a little retrospective of the system since go live! It is nothing formal and I am sure the figures could be looked at from different angles, but I liked the output and thought that you would appreciate it too.

I have attached it for your edification.

Thanks and stay safe sir!

Dean

AMERICAN OVERSIGHT

ACIS Year 1 Review

Mi-Case

Key Statistics

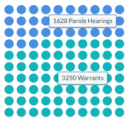
New Offenders
5,594

Releases
15,869

System Transactions
49.68m

Sentences
18,677

Supervision Activities



155,000 Offender Interactions

Case Notes
2.56m

Bed Assignments
167,567

Offender Pay Calculated
$21,647,668

Offender Program Assignments
158,412

Transfers
20,942

Interfaces

Medical Interface Transactions
3.15m

Visits
96,456

Phone Interface Transactions
792,119

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Matt DeClue
Cc: Dean Allen; Joe Miles; Rusty Johnson; Thad Lowry
Subject: Re: Code Escrow Deposit
Date: Tuesday, December 1, 2020 11:25:57 AM
Attachments: image001.png

Thank you

On Tue, Dec 1, 2020 at 11:15 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Holly,
>
> I've completed the code deposit to IronMountain for the Arizona code escrow.
>
> **Matt DeClue**
>
> IT DirectorBusiness & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted] E: matt.declue@bndna.com
>
> Business & Decision
> Empowering Digital Business

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Subject: Re: Out of office
Date: Monday, November 30, 2020 12:33:57 PM

Sounds good, thank you.

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, November 30, 2020 1:32:19 PM
To: Joe Miles <joe.miles@bndna.com>
Subject: Re: Out of office

I hope you feel better, Joe. We will touch base next week.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 30, 2020 at 12:25 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Just needed to like you know that I have pneumonia and not available this week. Sorry for inconvenience.
>
> Get Outlook for iOS

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Jeff Woodward
Cc: Joe Miles; Joseph Nicoletti; Karen Hellman; Rusty Johnson
Subject: Re: ACIS Governnace
Date: Tuesday, November 24, 2020 9:02:43 AM

Jeff-

Not a good plan. Any actions you feel can be taken, requires research on your part. This does not become a leadership decision until we are presented with the known facts - pros and cons - impact.

If this is one of their reports which they created, then you must work with B&D to ensure that we do not sever their responsibility from the report.

Review the M&O information you should have received yesterday which lists all of the reports covered by B&D.

Work with Joe Miles to find out what we can and can't do so as not to back ourselves into a corner.

Please, be thoughtful regarding your next steps and come to your leadership team with a plan.

Thanks,

Holly

On Tue, Nov 24, 2020 at 8:55 AM Jeff Woodward <jwoodward@azadc.gov> wrote:

> Holly,
>
> I have no problem editing B&D's existing report, and that would actually be the easiest and quickest option since we do have that access, but I imagine that B&D would no longer want to be responsible for that report once we've modified it. If that's not an issue then I'll go ahead and just make the change, barring any objections from anyone in this thread.
>
> Thanks!
>
> On Tue, Nov 24, 2020 at 8:06 AM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Good morning Karen-
> >
> > This would be managed by Jeff. I've included him in this communication.
> >
> > Respectfully,
> >
> > Holly Greene
> >
> > CIO | ADCRR I.T. Bureau
> >
> > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 17, 2020 at 5:00 PM Karen Hellman <khellman@azadc.gov> wrote:

> Holly-
> I have a question and I don't know who to go to. I am hoping you can point in the right direction.
> There is a current ACIS report that simply needs one more program code added to what it counts in a monthly report for me.
>
> How do I get that done?
>
> Is Jeff allowed "open up" the report to add that code in? Or does this have to go through B&D?
>
> **Karen Hellman, Assistant Director**
> Inmate Programs and Reentry
> Arizona Department of Corrections, Rehabilitation & Reentry
> 1601 W Jefferson, MC320
> Phoenix, AZ 85007
> Office: 602.542.5155
> Fax: 602-364-0550
> khellman@azadc.gov
>
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AMERICAN OVERSIGHT

Jeff Woodward

Cherwell Administrator
ADCRR | I.T. Bureau
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.2998 | Cell: 602.469.0538 | JWOODWARD@azadc.gov

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Elizabeth Charif; Rusty Johnson
Subject: Re: 4th Quarter Estimates
Date: Friday, November 20, 2020 2:52:35 PM

Hello Joe-

I'm open to consider all logical options. Please schedule some time for the 4 of us to discuss the estimations for those you were able to provide for and the approach for the remaining work. Once estimations are received for even a portion of the work, I can then proceed with thought towards planning and funding.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 20, 2020 at 2:45 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Hope all is well. Eli shared that you want to wait until you have all the 4Q2020 estimates together before approving any of them. This presents a real problem for us as a two week delay would have our workflow significantly impacted. Would you consider approving the 6 that have estimates now and then we could discuss how to approach the remaining work.
>
> Best Regards,
>
> Joe

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles; Elizabeth Charif
Cc:	Rusty Johnson
Subject:	Re: EUIL items 21283 and 36608
Date:	Wednesday, November 18, 2020 11:17:31 AM

Thank you, Joe.

Hi Eli-

Please follow-up with the Stakeholders on these two items. I'd like a status update before the end of the week.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 18, 2020 at 9:26 AM Joe Miles <joe.miles@bndna.com> wrote:

> Holly and Rusty,
>
> Per your inquiry I have been working with the development team on issues associated with EUIL items 21283 and 36608 as part of the Amendment 9 group. These two items have been reported as deployed to F/UAT and showing 80% complete for some time. I am not sure what Charles has reported to you on these items; however, after extensive discussion with the development team and Dean Allen these two items should have been reported as 100% complete as both are functioning as designed per ADC original requirements.
>
> Apparently for some time ADC has been reporting BUG issues with these items stating that the expected calculation data is not being produced. The calculation data being provided is exactly what it should be based on the original requirement. The development team shared with me that what ADC is expecting would require enhancements on both and be processed as new system improvements.

AMERICAN OVERSIGHT

We can discuss on our call today.

Best Regards,

Joe

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Subject: I"m on, but appears you can"t hear me.
Date: Wednesday, November 18, 2020 11:08:47 AM

Please call me at 602-364-0569

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Thad Lowry
Cc:	Rusty Johnson; Dean Allen; Matt DeClue; Joe Miles
Subject:	Re: AIMS2 Project Documentation SharePoint site
Date:	Tuesday, November 17, 2020 1:53:00 PM
Attachments:	image001.png image002.png image003.png

Thank you for your email. Rusty is working to assign this task to the most appropriate person(s). He or the designated person, will respond to you with the information.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 17, 2020 at 8:26 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> It has come to our attention that there is no formal process for ADCRR to inform B&D of department employee changes. This has resulted in the SharePoint server having user accounts that should be removed.
>
> To that end we need to remove access for all of the old accounts
>
> What we would like to do is have you:
>
> - Let us know everyone who should have access to the AIMS2 Project Documentation SharePoint site
>
> What we intend to do is at a specific date in the future (TBD and coordinated with you):

AMERICAN OVERSIGHT

Remove access for everyone
- And then add back access for all of the people that you have identified

If you miss anyone and they request access we will confirm with you that they are intended to have access and then grant access as requested

Thanks,

Thad

Thad Lowry

Director of Development

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Joseph Nicoletti; Rusty Johnson
Subject: Re: Incident Report
Date: Wednesday, November 11, 2020 1:44:22 PM

Thank you, Joe. I'd like to discuss this further as I'm unclear as to what was specifically deployed that caused the outage.

This issue has occurred multiple times with no change to the long term solution proposed in September and October. There seems to be slight differences in the long term proposed in the attached from those in the past, but have any been implemented yet? If not, when can we expect implementation and testing outside of prod pushes so as to minimize impact to prod? Is this causing any corruption to those changes pushed? Have some been drawn back? Is there any correlation between one or more of the changes to the outage cause?

My expectation is the exploration of root cause is presented to ADCRR and if possible, that paths of testing a solution is done so in a lateral environment to prove the stability and sustainability prior to final deployment to prod. This would mean that the test environment is a precise replica - drivers, data and all.

Thanks,

Holly

On Wed, Nov 11, 2020 at 8:30 AM Joe Miles <joe.miles@bndna.com> wrote:

> All,
>
> Attached is the incident report for the outage on 11/9 as promised.
>
> Best Regards,
>
> Joe

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti
Subject: Incident Report
Date: Wednesday, November 11, 2020 8:31:52 AM
Attachments: ACIS Deployment Incident - 2020.11.09.docx

All,

Attached is the incident report for the outage on 11/9 as promised.

Best Regards,

Joe

AMERICAN OVERSIGHT

ACIS Deployment Incident

Overview 1

Incidents 1

Monitoring & Notifications **Error! Bookmark not defined.**

Initial 1

Additional monitoring & notifications **Error! Bookmark not defined.**

Reporting on the queue **Error! Bookmark not defined.**

Health Check **Error! Bookmark not defined.**

Overview

The ACIS application was offline on 11/09/2020 during a PROD deployment push. The deployment process has many checks and balances in place to catch for errors. In this case the process returned a success even though the underlying driver was not 100% successful.

Incident

1. An outage occurred due to an issue with the base image.
2. The base image failed to completely configure IIS with the corresponding websites.
3. The prod push revealed this problem as default IIS welcome page

Troubleshooting & Quality

Immediate

To solve this one, the base image was reverted back to 10/24. PROD is now locked into this proven/working base image. The strategy is to continue this operation for 30 days.

Long term

Since the problem is now a systemic issue a multi-pronged approach will be taken.

1. PROD Base image using the 10/24 proven/working base image. -complete
2. Additional testing steps on the base image process
3. Evaluate changing the Oracle driver from EXE to MSI
4. PROD architecture change ie: PRODA/PRODB method

AMERICAN OVERSIGHT

Summary

The immediate proposed solutions will be documented and flushed out prior to implementation.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Joseph Nicoletti; Rusty Johnson
Subject: Re: PROD Issues
Date: Monday, November 9, 2020 7:25:22 PM

Much appreciated.

On Mon, Nov 9, 2020 at 7:23 PM Joe Miles <joe.miles@bndna.com> wrote:

> Agreed, our focus is going to be on ensuring it is not repeated again.
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, November 9, 2020 8:13 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: PROD Issues
>
> Thank you, Joe. I should like to understand how to prevent this from happening again.
>
> On Mon, Nov 9, 2020 at 7:10 PM Joe Miles <joe.miles@bndna.com> wrote:
>
> > I have been advised that we are back online. This should have been avoided as we were going to utilize a new deployment approach that would not take down prod until we knew the new build was error free and ready.
> >
> > I will be looking into what happened and report to all of you.
> >
> > Best Regards,
> >
> > Joe
> >
> > ---
> >
> > **From:** Holly Greene <hgreene@azadc.gov>
> > **Sent:** Monday, November 9, 2020 8:03 PM
> > **To:** Joe Miles <joe.miles@bndna.com>
> > **Cc:** Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>

AMERICAN OVERSIGHT

Subject: Re: PROD Issues

Thank you Joe.

On Mon, Nov 9, 2020 at 7:00 PM Joe Miles <joe.miles@bndna.com> wrote:

> I have been notified that PROD is down and we are working on the issue. We expect that service should be restored very soon. I will notify all of you when back on line. Joe, my number is [redacted] should you need to contact me at anytime.
>
> A before we will be providing a report on cause asap.
>
> Best Regards,
>
> Joe

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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--

AMERICAN OVERSIGHT

> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
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--

Respectfully,

Holly Greene

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson; Elizabeth Charif
Subject: Re: Amendment 9, Exhibit 2 Items
Date: Monday, November 9, 2020 3:58:30 PM

Hi Joe-

Please provide the estimated time for resolution.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 9, 2020 at 3:56 PM Elizabeth Charif <echarif@azadc.gov> wrote:

> The bug that is blocking testing for these two CRs was re-tested by Brittany today and sent back to B&D as unresolved.
>
> Thank-you,
>
> Elizabeth Charif
>
> Business Analyst
> ADCRR | I.T. Bureau
> 1645 W. Jefferson St. | Phoenix, AZ 85007
> Phone: 602-542-4885
> IT Service Desk: 602-542-3971 | ITTECHSUPPORT@azcorrections.gov
>
> On Mon, Nov 9, 2020 at 3:00 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > +Elizabeth Charif <Please see below>
> >
> > On Mon, Nov 9, 2020 at 2:57 PM Holly Greene <hgreene@azadc.gov> wrote:
> >
> > > Hello Joe and Eli-

AMERICAN OVERSIGHT

> > Please provide me with the latest status on the remaining 2 Amendment 9, Exhibit 2 items.
>
> > ****As a side note for Joe's edification, this information is part of a monthly status report provided to the Governor's office.*
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles; Elizabeth Charif
Cc: Rusty Johnson
Subject: Re: Amendment 9, Exhibit 2 Items
Date: Monday, November 9, 2020 2:59:59 PM

+Elizabeth Charif <Please see below>

On Mon, Nov 9, 2020 at 2:57 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Joe and Eli-
>
> Please provide me with the latest status on the remaining 2 Amendment 9, Exhibit 2 items.
>
> ****As a side note for Joe's edification, this information is part of a monthly status report provided to the Governor's office.*

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti; Elizabeth Charif
Subject: PROD Deployment
Date: Monday, November 9, 2020 9:52:20 AM

All,

Just a reminder that the PROD Deployment will be conducted today at 6PM AZ Time.

Joe

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Re: FW: Follow up...
Date: Monday, November 9, 2020 8:35:00 AM

This is great information Joe. Thank you.

I'd like to see consistent itemization tracking of those items which are billable - a document which we can review together on a weekly basis.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Sun, Nov 8, 2020 at 7:17 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly and Rusty,
>
> I was able to follow up with Dean on billable items and non-billable items of the contract, i.e. What you could be billed for as we discussed. The email from Dean below provides our position on billable and non-billable items and should provide the information needed.
>
> As we discussed recently there was discussion or reference to 1200 hours (20-30 hours per week) for System
>
> Performance and/or Tuning. This can be put to rest as there will be no billing for this type of work . Dean has previously agreed in an email to ADC that such work should be covered under Maintenance and thus not billable.
>
> I hope this provides the information you were seeking.

AMERICAN OVERSIGHT

Best Regards,

Joe

From: Dean Allen <dean.allen@bndna.com>
Sent: Thursday, November 5, 2020 9:12 AM
To: Joe Miles <joe.miles@bndna.com>
Subject: FW: Follow up...

From: Dean Allen
Sent: Friday, October 16, 2020 1:26 PM
To: 'Rocky Advani' <radvani@azadc.gov>
Subject: FW: Follow up...

Hello Rocky,

As requested, please see below the email I was referencing…

Thanks

Dean

From: Dean Allen
Sent: Tuesday, September 15, 2020 12:01 PM
To: radvani@azadc.gov
Cc: Joseph Profiri <jprofiri@azadc.gov>
Subject: Follow up...

AMERICAN OVERSIGHT

Hello Rocky

First I would like to say it was a pleasure speaking to you last Wednesday, following from that call we agreed to share some information. Please see attached the last version of the SLA agreement and License that was sent to ADCRR. This issue has been taking some time to resolve and conclude, so I am formally asking we set a deadline of the 25th September to conclude both topics, is that achievable?

We agreed that I share with you the BDNA expectation around the billable items and non-billable items of the contract. As far as BNDNA are concerned, there is no confusion around these items as they are stated within the contract and subsequent amendments. However it seems that there is some clarification requested on the ADCRR side.

For clarity:

Anything that is related to the maintenance of the system, as it was implemented on the 2nd December 2019, is considered Maintenance.

Anything that enhances, improves, changes, modifies the system in any way or is found to not be the fault of BDNA is considered chargeable and the hours shall be deducted from the M&O Support Hours.

As discussed on the telephone and during our call on the 2nd September 2020, Business and Decision, from this point forward will notify ADCRR in writing of an item that shall require hours to be deducted from the M&O Support Hours, this process will be the same as that which is being executed today for EUIL. ADCRR shall approve, ahead of BND commencing any work, the use of the M&O hours for the item that has been quoted. We hope this will make those M&O hours more controllable for ADC.

In the event that a support ticket is raised with BDNA, that requires BNDNA to perform tasks that go beyond triage of the ticket, and it subsequently is found that the issue is not the fault of BDNA, then BDNA will notify ADC that hours related to the remediation of this will require hours from the M&O hours. BDNA will await the approval of ADCRR before commencing any remediation.

AMERICAN OVERSIGHT

Finally – I understand that there is outstanding approval from past M&O activities for Performance Improvements, Document Storage, and other items, (192hrs) that I would like to seek approval so that we can move forward with a clear and clean situation with the above future approval process, could you please provide feedback on these topics, the items are detailed in the below screenshot highlighted in red.

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Total				8,642.25	192.75

Feel free to call me should you wish to discuss these items.

Thanks

Dean

[redacted]

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson
Subject: Re: Touch Point Meeting for ADC
Date: Monday, November 9, 2020 8:28:46 AM

Good morning Joe-

My tour date of a complex was adjusted to Thursday, so Rusty will represent IT.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Sun, Nov 8, 2020 at 6:00 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly and Rusty, I moved this to Thursday as requested; however, had a conflict at the 11AM time so hoping the 10:30AM AZ time is good!
>
> ---
>
> Microsoft Teams meeting
>
> **Join on your computer or mobile app**
>
> Click here to join the meeting
>
> **Or call in (audio only)**
>
> +1 814-859-9053,,87160999# United States, Erie
>
> Phone Conference ID: 871 609 99#
>
> Find a local number | Reset PIN
>
> Learn More | Meeting options
>
> ---

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rusty Johnson
Cc: Holly Greene
Subject: Re: FW: Follow up...
Date: Sunday, November 8, 2020 8:23:40 PM

You're very welcome!

Get Outlook for iOS

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Sunday, November 8, 2020 8:36:25 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: FW: Follow up...

Thank you for the updateJoe!

On Sun, Nov 8, 2020 at 19:17 Joe Miles <joe.miles@bndna.com> wrote:

> Holly and Rusty,
>
> I was able to follow up with Dean on billable items and non-billable items of the contract, i.e. What you could be billed for as we discussed. The email from Dean below provides our position on billable and non-billable items and should provide the information needed.
>
> As we discussed recently there was discussion or reference to 1200 hours (20-30 hours per week) for System
>
> Performance and/or Tuning. This can be put to rest as there will be no billing for this type of work . Dean has previously agreed in an email to ADC that such work should be covered under Maintenance and thus not billable.
>
> I hope this provides the information you were seeking.
>
> Best Regards,
>
> Joe

AMERICAN OVERSIGHT

From: Dean Allen <dean.allen@bndna.com>
Sent: Thursday, November 5, 2020 9:12 AM
To: Joe Miles <joe.miles@bndna.com>
Subject: FW: Follow up...

From: Dean Allen
Sent: Friday, October 16, 2020 1:26 PM
To: 'Rocky Advani' <radvani@azadc.gov>
Subject: FW: Follow up...

Hello Rocky,

As requested, please see below the email I was referencing…

Thanks

Dean

From: Dean Allen
Sent: Tuesday, September 15, 2020 12:01 PM
To: radvani@azadc.gov
Cc: Joseph Profiri <jprofiri@azadc.gov>
Subject: Follow up...

Hello Rocky

First I would like to say it was a pleasure speaking to you last Wednesday, following from that call we agreed to share some information. Please see attached the last version of the SLA agreement and License that was sent to ADCRR. This issue has been taking some time to resolve and conclude, so I am formally asking we set a deadline of the 25th September to

AMERICAN OVERSIGHT

conclude both topics, is that achievable?

We agreed that I share with you the BDNA expectation around the billable items and non-billable items of the contract. As far as BNDNA are concerned, there is no confusion around these items as they are stated within the contract and subsequent amendments. However it seems that there is some clarification requested on the ADCRR side.

For clarity:

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Finally – I understand that there is outstanding approval from past M&O activities for Performance Improvements, Document Storage, and other items, (192hrs) that I would like to seek approval so that we can move forward with a clear and clean situation with the above future approval process, could you please provide feedback on these topics, the items are detailed in the below screenshot highlighted in red.

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Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
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AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Total				8,642.25	192.75

Feel free to call me should you wish to discuss these items.

Thanks

Dean

[redacted]

--
Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Google Calendar on behalf of hgreene@azadc.gov
To: joe.miles@bndna.com; hgreene@azadc.gov; sjohnson@azadc.gov
Subject: Touch Point Meeting for ADC
Date: Tuesday, November 3, 2020 3:42:07 PM

Hello Joe-

Our 11/11 meeting falls on our observed holiday (Veteran's Day). Please reschedule to Thursday, 11/12 at 1:30pm AZ MT if you're available as well. :)

Thank you!

Holly

Touch Point Meeting for ADC

When Wed Nov 11, 2020 11am – 11:30am Mountain Standard Time - Phoenix

Where Microsoft Teams Meeting (map)

Who
- Joe Miles - organizer
- hgreene@azadc.gov - creator
- Rusty Johnson

Microsoft Teams meeting
Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 814-859-9053,,87160999# United States, Erie
Phone Conference ID: 871 609 99#
Find a local number | Reset PIN
Learn More | Meeting options

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AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Elizabeth Charif; Joseph Nicoletti; Rusty Johnson
Subject: Re: UAT Deployment
Date: Monday, November 2, 2020 7:08:31 PM

Thank you! You too!

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, November 2, 2020 8:07:46 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Elizabeth Charif <echarif@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: UAT Deployment

Wonderful! Thank you for the update Joe. Have an amazing evening!

On Mon, Nov 2, 2020 at 6:53 PM Joe Miles <joe.miles@bndna.com> wrote:

> All,
>
> The UAT Deployment was successfully accomplished this evening without any issues.
>
> Best Regards,
>
> Joe
>
> Get Outlook for iOS

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson; Joseph Nicoletti; Elizabeth Charif
Subject: Re: UAT Deployment
Date: Monday, November 2, 2020 9:53:35 AM

Thank you Joe.

Eli - Please work with the PMO to get a reminder out to the appropriate people.

On Mon, Nov 2, 2020 at 9:14 AM Joe Miles <joe.miles@bndna.com> wrote:

> All,
>
> Just a reminder that the UAT Deployment will be conducted today at 6PM AZ Time.
>
> Get Outlook for iOS

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Rusty Johnson; Joseph Nicoletti; Elizabeth Charif
Subject: Re: Communication Plan
Date: Friday, October 30, 2020 1:05:03 PM

This is great. Thank you Joe.

Currently this mailing list will do.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Fri, Oct 30, 2020 at 11:36 AM Joe Miles <joe.miles@bndna.com> wrote:

> All,
>
> As we recently discussed my intent is to establish a communication plan associated with planned update deployments for UAT and PROD. The current protocol for these deployments is ADC approves and authorizes us to proceed on last business day of the week, primarily Fridays. We conduct the deployments on first business day following approval, primarily Mondays. The deployments are alternated weekly, PROD one week and UAT the next. The deployments have been occurring at 5PM AZ Time and I have directed a change to 6PM AZ Time as we discussed.
>
> To ensure that you are made aware of deployment status i.e. success/failure I will send out a EMAIL deployment reminder on approved deployments on morning of the scheduled event. I will send out another EMAIL immediately after successful deployment or the moment we experience problems or system failure (hopefully will never occur again).
>
> Currently you 4 are my target group for this communication EMAIL and if other individuals need to be added let me know. This plan will ensure you are made aware of any issue in the most expediate manner possible, as well as deployment success.

AMERICAN OVERSIGHT

Let me know if this plan is acceptable and provides the improvement we discussed.

Regards,

Joe

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Rusty Johnson
Subject: Re: Request
Date: Thursday, October 29, 2020 4:22:01 PM

Thank you Holly!! You are always so quick to respond, much appreciated!!

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, October 29, 2020 6:19:49 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: Request

Good evening Joe-

Rusty is digging into these two items with the team. We should have some sort of a response by tomorrow.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 29, 2020 at 12:06 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly and Rusty,
>
> Hope all is well with you both! Dean has asked me to follow-up on the following questions;
>
> 1. Proposal submitted to ADC for re-engineering the property module and we respectfully request a response on whether it is a yes or no? This would allow us to

AMERICAN OVERSIGHT

either prepare for this work or move on to other important work for ADC.

2. Not sure if this is associated with the previous one or not; however, we submitted a Proposal to ADCRR to add a property administration screen that would allow the Property Module to be used again? Can we get status on this?

Best Regards,

Joe

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Joseph Nicoletti; Rusty Johnson
Subject: Re: ACIS Incident
Date: Wednesday, October 28, 2020 7:03:29 AM

Good morning Joe-

Thank you for this information. Your summary is well crafted and informative. I appreciate your work.

My team will review, digest and respond accordingly.

I look forward to conversing with you next week.

Many thanks,

Holly

On Wed, Oct 28, 2020 at 6:53 AM Joe Miles <joe.miles@bndna.com> wrote:

> Here is the full report on the ACIS Deployment Incident we discussed this week. As you will see it also speaks about the new deployment approach I spoke about that should eliminate future incidents like this.
>
> In addition you will be receiving this week a formal document that outlines the communication plan for deployments and outages that I spoke about.
>
> Look forward to speaking with you again at our meeting next week. Please let me know if you have any immediate needs.
>
> Best Regards,
>
> Joe

AMERICAN OVERSIGHT

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Rusty Johnson; Joseph Nicoletti; Holly Greene
Subject: ACIS Incident
Date: Wednesday, October 28, 2020 6:55:36 AM
Attachments: ACIS Deployment Incident - 2020.10.26.docx

Here is the full report on the ACIS Deployment Incident we discussed this week. As you will see it also speaks about the new deployment approach I spoke about that should eliminate future incidents like this.

In addition you will be receiving this week a formal document that outlines the communication plan for deployments and outages that I spoke about.

Look forward to speaking with you again at our meeting next week. Please let me know if you have any immediate needs.

Best Regards,

Joe

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles
Cc:	Rusty Johnson
Subject:	Fwd: System Improvement Hours
Date:	Friday, October 23, 2020 2:42:23 PM
Attachments:	image003.png

Hi Joe-

Per our conversation, please see below.

Thank you!

Holly

---------- Forwarded message ---------
From: **Holly Greene** <hgreene@azadc.gov>
Date: Thu, Oct 15, 2020 at 3:35 PM
Subject: Re: System Improvement Hours
To: Rocky Advani <radvani@azadc.gov>
Cc: Charles Spannagel <charles.spannagel@bndna.com>, Holly Greene <hgreene@azadc.gov>, Joseph Profiri <jprofiri@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>

Hello Rocky-

Please see below and add to the itemization of hours you're working on with Dean Allen.

Please advise of the direction Rusty and I should take.

Thank you,

Holly

On Thu, Oct 15, 2020 at 2:59 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I am formally requesting that we have an allotted 10-20 hours per week for Performance Improvement – Tuning Metrics. Keith Francen our DBA has offered this explanation:
>
> Individual statements I can provide along with the package/procedure and improvement stats. Database tuning is not broken down by those stats but rather I/O, cache hits/misses, memory, blocking sessions, etc. I think if she is looking for a general health report I can give her the comprehensive rolling 2 week AWR reports (weekly) or modify TOADs health

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check summary report and provide that. Database tuning is all about num, relative trends, and is an iterative process.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joe Miles
Cc: Elizabeth Charif; Gergana Kovatcheva; Rusty Johnson; Stacey Crabtree
Subject: Re: Change Request Estimates Approved to Begin Development
Date: Friday, October 23, 2020 9:34:29 AM

You're most welcome! Looking forward to our conversation :)

On Fri, Oct 23, 2020 at 9:15 AM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Thank you so much for the update! As you can imagine I am trying to get up to speed on all the current work that is underway.
>
> We really appreciate your approval of those items that have been identified as"low hanging fruit" which will allow us to complete them ASAP.
>
> I am also looking at the requested enhancements you provided in your 4th quarter list and trying to identify any of them that could be processed in same manner as those you approved.
>
> Look forward to our call this afternoon and future work endeavors.
>
> Best Regards,
>
> Joe
>
> Get Outlook for iOS
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, October 23, 2020 10:39:39 AM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Elizabeth Charif <echarif@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
> **Subject:** Fwd: Change Request Estimates Approved to Begin Development
>
> Good morning Joe-
>
> I'm not sure if this email made its way to you, but please see the message below along with the attached documents. ADCRR has approved the commencement of development work for these changes. These are the only two which are part of both the list of 25 provided by B&D as low hanging fruit and the ADCRR Q4 list.
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR I.T. Bureau

AMERICAN OVERSIGHT

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Elizabeth Charif** <echarif@azadc.gov>
Date: Thu, Oct 22, 2020 at 12:05 PM
Subject: Change Request Estimates Approved to Begin Development
To: Charles Spannagel <charles.spannagel@bndna.com>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>

Hi Charles,

CR 40748 and CR 31001 have been signed and approved for B&D to begin development on. Attached are the signed forms. Can you please return them with your signature?

Thank-you,

Elizabeth Charif

Business Analyst
ADCRR | I.T. Bureau
1645 W. Jefferson St. | Phoenix, AZ 85007
Phone: 602-542-4885
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

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CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joe Miles
Cc:	Elizabeth Charif; Rusty Johnson; Gergana Kovatcheva; Stacey Crabtree
Subject:	Fwd: Change Request Estimates Approved to Begin Development
Date:	Friday, October 23, 2020 8:39:39 AM
Attachments:	Signed Estimate CR 31001.pdf Signed Estimate CR 40748.pdf

---

Good morning Joe-

I'm not sure if this email made its way to you, but please see the message below along with the attached documents. ADCRR has approved the commencement of development work for these changes. These are the only two which are part of both the list of 25 provided by B&D as low hanging fruit and the ADCRR Q4 list.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Elizabeth Charif** <echarif@azadc.gov>
Date: Thu, Oct 22, 2020 at 12:05 PM
Subject: Change Request Estimates Approved to Begin Development
To: Charles Spannagel <charles.spannagel@bndna.com>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>

Hi Charles,

CR 40748 and CR 31001 have been signed and approved for B&D to begin development on. Attached are the signed forms. Can you please return them with your signature?

Thank-you,

Elizabeth Charif

AMERICAN OVERSIGHT

Business Analyst
ADCRR | I.T. Bureau
1645 W. Jefferson St. | Phoenix, AZ 85007
Phone: 602-542-4885
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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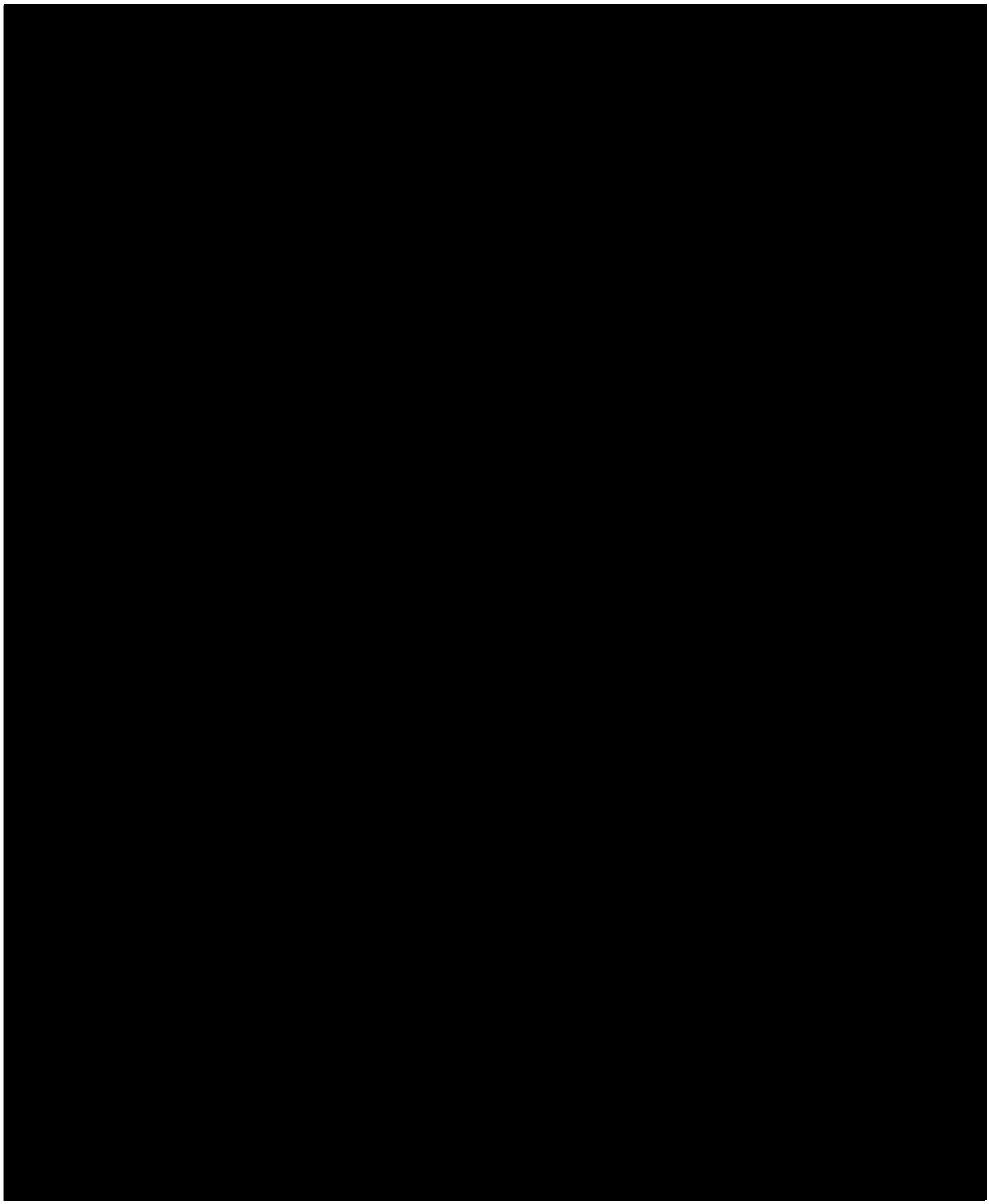
Mi-Case



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AZ-DOC-21-0315-A-000938

Mi-Case

[redacted]

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AMERICAN OVERSIGHT

From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Joseph Profiri
Subject: Introduction
Date: Friday, October 23, 2020 7:00:37 AM

Joe,

Hope all is well with you this morning! As Dean stated in the introduction yesterday I will be working with ADC on delivery of services from Business and Decision. I have already reached out to Holly and will be meeting with other support staff members next week.

I would love the opportunity to have a short introductory phone call with you anytime you have available. If you could provide your contact number and best date and time for a phone call it would be much appreciated.

Look forward to working with all the great ADC staff on behalf of Business and Decision.

Best Regards,

Joe

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From: Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To: Holly Greene
Subject: RE: Professional reference
Date: Thursday, October 22, 2020 7:08:24 PM

I understand. Thanks Holly.

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, October 22, 2020 6:07 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Subject: Re: Professional reference

Hello Raj-

I hope you've been well also.

Unfortunately I cannot as this would be considered a conflict of interest and an impropriety.

I do wish you the best of luck.
Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 22, 2020 at 4:29 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Hi Holly,
>
> Hope you are well.
>
> I'm looking for a professional / client reference. I'm applying for a contract position with ADES (AZ Dept of Economic Security). The hiring manager is looking for a confirmation that my role (data integration for ACIS) is complete and that it would be ok from them to consider my application.
>
> Would it be ok if I shared your contact information (phone and email) with the manager at ADES?
>
> Thank you,
> Raj Gopal
> [redacted]

--

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Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Subject: Re: Joe Miles Introduction
Date: Thursday, October 22, 2020 4:49:44 PM

Great, talk to you then.

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, October 22, 2020 6:44:58 PM
To: Joe Miles <joe.miles@bndna.com>
Subject: Re: Joe Miles Introduction

Thank you, Joe. A phone call works just fine. My office number is noted in my signature.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 22, 2020 at 4:41 PM Joe Miles <joe.miles@bndna.com> wrote:

> Thank you Holly I am sending invite for tomorrow at 2pm your time. Do you prefer just a phone call or Teams call?
>
> Thank you!
>
> Joe
>
> Get Outlook for iOS
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Thursday, October 22, 2020 6:22:55 PM
> **To:** Joe Miles <joe.miles@bndna.com>
> **Cc:** Dean Allen <dean.allen@bndna.com>; Joseph Profiri <jprofiri@azadc.gov>
> **Subject:** Re: Joe Miles Introduction

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I am available tomorrow (10/23) from 1300 - 1700hrs AZ MT. Please choose a time in that window which works best for you. :)

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 22, 2020 at 4:18 PM Joe Miles <joe.miles@bndna.com> wrote:

> Holly,
>
> Thank you for the warm welcome! I am looking forward to working with you and your group.
>
> I want to focus on ensuring you receive outstanding customer service at all times, while maintaining a results oriented customer/vendor relationship.
>
> Please let me know what date and time would be good for a initial phone call between us.
>
> Best Regards,
>
> Joe
>
> Get Outlook for iOS
>
> ---
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Thursday, October 22, 2020 5:29:00 PM
> **To:** Dean Allen <dean.allen@bndna.com>; Joe Miles <joe.miles@bndna.com>
> **Cc:** Joseph Profiri <jprofiri@azadc.gov>
> **Subject:** Re: Joe Miles Introduction
>
> Hello Joe-
>
> Welcome to the team! Truly looking forward to working with you.

AMERICAN OVERSIGHT

-Holly

Desk: 602-364-0569
Cell: 602-316-7545

On Thu, Oct 22, 2020 at 2:15 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Joe and Holly,
>
> Following on from my discussion with Joe, I have the pleasure of introducing you both to Joe Miles, who is assuming the role that Charles Spannagel had previously been performing, with immediate effect.
>
> Here is a little Bio about Joe:
>
> Joe Miles served as IT Director for Infrastructure and Customer Support with the Texas Department of Criminal Justice for over 8 years. He has over thirty years of executive experience directing and managing IT and Telecommunication operations. Joe started his career with AT&T and eventually founded Southwest Century Communication where he served as President for over 10 years. Joe has been with Business & Decision for over 1 year and is an instrumental member of the team.
>
> Joe will schedule a call to introduce himself to you both. In the meantime, I am aware that Charles had regular meetings with different team members at ADCRR, could you please inform your team that Joe will set new appointments and timings and that the current meetings are cancelled.
>
> Thank you and I hope you can join me in welcoming Joe to the ADCRR team!
>
> Dean

--

Respectfully,

Holly Greene

AMERICAN OVERSIGHT

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

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From: Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To: Holly Greene
Cc: Trevor Baker; Dean Allen; Thad Lowry; Chris Masson; Cindy Hyser-Crauwels; Elizabeth Charif; Rusty Johnson
Subject: Re: B&D Recommended CR List Estimations
Date: Thursday, October 22, 2020 4:49:43 PM
Attachments: image003.png
image004.png

Holly,

Sounds great will set up meeting with you three for early next week.

Appreciate all the quick email responses and information!

Best Regards,

Joe

Get Outlook for iOS

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, October 22, 2020 6:43:45 PM
To: Joe Miles <joe.miles@bndna.com>
Cc: Trevor Baker <trevor.baker@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: B&D Recommended CR List Estimations

***Removed DD Profiri, Charles and Hagay*

Hello Joe-

Below is a communication I sent to the teams earlier today concerning the body of work to consume the Additional Remediation hours. Please schedule time with me, Rusty Johnson (Deputy CIO) and Elizabeth Charif (BA) to review and answer any questions you may have. **Their email addresses are located in the CC field of this message.*

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 22, 2020 at 10:41 AM Holly Greene <hgreene@azadc.gov> wrote:

Hello everyone-

The low-hanging fruit list provided by B&D below has my full approval to begin development work. We, ADCRR, received and signed the formal MiCase Change Request approval forms for both 31001 and 40748 as these two crossed the Q4 list. Both forms were sent back to Eli this morning so she may communicate out as appropriate. I do not expect MiCase forms the remaining items on the list below as the rest do not cross into Q4 items.

Hi Eli-

I look to you to take the lead and begin the coordination efforts of development work between all required parties.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 15, 2020 at 5:02 PM Holly Greene <hgreene@azadc.gov> wrote:

Thank you, Charles.

Below notes the conversion to hours which totals: **3240**. Items **40748 and 31001** are noted on the Q4 list which was provided to B&D so they may assign estimates to each Q4 item using the same process as they did for those noted below. Once we receive the estimates for Q4, we will have an internal discussion concerning the next steps.

CR	Module Name	Title of Change Request	Estimated Effort (Days)	Hours
40748	Count	COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	30	240
42624	Discipline	Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS.	30	240

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		Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.		
42866	Count	BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many. EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	15	120
42723	Intake	Inmate Search: Include a filter for Inmate Status and Gender	15	120
42693	Programs	Auto-populate Quality Review screen with as much information as possible	15	120
31001	Programs	UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	15	120
36603	Programs	UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	15	120
42699	Intake	Fingerprint Date should display the most recent admission date	15	120
39610	Interfaces-Medical	UC-PR-2.40: COIII / COIV roles unable to access Medical and Mental Health screen (POA section only)	15	120
39679	Interfaces-Medical	Centurion: SMI-C should not be a field that can be manually entered by anyone except for an Admin.	15	120
39886	Interfaces-Medical	Centurion: The mental health tab should not be accessible by everyone	15	120
40864	Interfaces-Medical	Medical Notes should only be visible to medical and mental health staff	15	120
39726	Programs	Exemptions should delete upon return to custody	15	120
42865	Discipline	Disciplinary-Rule Violation Summary page- violation code provides the description of the violation.	15	120
42928	Discipline	Make hearing date/time required fields for a Minor Disciplinary Violation	15	120
39730	Grievances	UC-GR-05: Formal Grievance Response limited to 255 characters	15	120
39731	Grievances	UC-GR-02: Appeal Grievance Response limited to 255 characters	15	120
40794	Intake	Medical shows as completed on the Intake Dashboard for PVT's	15	120
42630	Programs	WIPP: In assignment history, the user can't tell which cycle the inmate is/was assigned to	15	120
42692	Programs	Increase character limit for Quality Review questions	15	120
42996	RMS	MVD tab should be displayed even if the inmate is not eligible	15	120
42778	BOEC	Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"	15	120
42934	Classification	Add certain App areas to the Quick Search	15	120
42701	Global	Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	15	120
42362	Sentence Calc	SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	15	120
				3240

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 15, 2020 at 4:22 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Hi Holly,
>
> 1. The estimations are ceilings and will not go above the ceiling.
> 2. A day = 8 hours
>
> I hope that helps. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

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Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, October 15, 2020 3:59 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: B&D Recommended CR List Estimations

Hi Charles-

Just seeking some clarification:

1. Is it possible these estimations will change?
2. How many hours do the days translate to?

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 15, 2020 at 3:53 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> Please find the initial estimated efforts below. We believe upon initial review that these items will not go above the days listed in the right hand column. Thank you.

CR	Module Name	Title of Change Request	Estimated Effort (Days)
40748	Count	COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	30
42624	Discipline	Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	30
42866	Count	BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many.	15
		EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	
42723	Intake	Inmate Search: Include a filter for Inmate Status and Gender	15
42693	Programs	Auto-populate Quality Review screen with as much information as possible	15
		UC-PR-3.06: Unable to enter number with	

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31001	Programs	decimals for Hours Completed on Manage Participation screen	15
36603	Programs	UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	15
42699	Intake	Fingerprint Date should display the most recent admission date	15
39610	Interfaces-Medical	UC-PR-2.40: COIII / COIV roles unable to access Medical and Mental Health screen (POA section only)	15
39679	Interfaces-Medical	Centurion: SMI-C should not be a field that can be manually entered by anyone except for an Admin.	15
39886	Interfaces-Medical	Centurion: The mental health tab should not be accessible by everyone	15
40864	Interfaces-Medical	Medical Notes should only be visible to medical and mental health staff	15
39726	Programs	Exemptions should delete upon return to custody	15
42865	Discipline	Disciplinary-Rule Violation Summary page- violation code provides the description of the violation.	15
42928	Discipline	Make hearing date/time required fields for a Minor Disciplinary Violation	15
39730	Grievances	UC-GR-05: Formal Grievance Response limited to 255 characters	15
39731	Grievances	UC-GR-02: Appeal Grievance Response limited to 255 characters	15
40794	Intake	Medical shows as completed on the Intake Dashboard for PVT's	15
42630	Programs	WIPP: In assignment history, the user can’t tell which cycle the inmate is/was assigned to	15
42692	Programs	Increase character limit for Quality Review questions	15
42996	RMS	MVD tab should be displayed even if the inmate is not eligible	15
42778	BOEC	Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"	15
42934	Classification	Add certain App areas to the Quick Search	15
42701	Global	Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	15
42362	Sentence Calc	SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	15

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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Rocky Advani
Cc: Rusty Johnson; Joe Miles
Subject: Fwd: Contact Info
Date: Thursday, October 22, 2020 4:27:03 PM

Hello Rocky-

Please see the email below announcing Joe Miles as our new B&D liaison.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

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---------- Forwarded message ---------
From: **Rusty Johnson** <sjohnson@azadc.gov>
Date: Thu, Oct 22, 2020 at 3:34 PM
Subject: Contact Info
To: Elizabeth Charif <echarif@azadc.gov>, Albert Dubrowa <adubrowa@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Janet Duvall <jduvall@azadc.gov>, George Martinez <gmartinez1@azadc.gov>
Cc: Jacob Whitson <jwhitson@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Marlene Coffey <mcoffey@azadc.gov>, Herbert Haley <hhaley@azadc.gov>, <joe.miles@bndna.com>, Sandy Wang <swang@azadc.gov>, Holly Greene <hgreene@azadc.gov>

Good afternoon-

Effective immediately Joe Miles will be assuming Charles Spannagel's role at B&D. Please send all correspondence that would normally go to Charles to Joe. Please cancel any current meetings previously scheduled by or with Charles.

Joe will be sending out his own meeting schedule.

AMERICAN OVERSIGHT

Sincerely,

Rusty Johnson

Deputy Chief Information Officer

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Joe Miles; Holly Greene; Rusty Johnson; Joseph Profiri; Dean Allen; Chris Masson; Cindy Hyser-Crauwels; Trevor Baker; Aaron Pratt; Elizabeth Charif
Subject: RE: B&D Recommended CR List Estimations
Date: Thursday, October 22, 2020 3:58:45 PM
Attachments: image001.png
image003.png
image004.png
image002.png

Correction

42778:below

- Should be

42788:Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"

The name is right the number was wrong

Thad

Thad Lowry
Director of Development
Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@bndna.com

Business & Decision
Accelerating Digital Transformation

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Thursday, October 15, 2020 3:53 PM
To: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Elizabeth Charif <echarif@azadc.gov>
Subject: B&D Recommended CR List Estimations

Good afternoon,

Please find the initial estimated efforts below. We believe upon initial review that these items will not go above the days listed in the right hand column. Thank you.

CR	Module Name	Title of Change Request	Estimated Effort (Days)
40748	Count	COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	30
		Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within	

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42624	Discipline	ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	30
42866	Count	BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many.	15
		EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	
42723	Intake	Inmate Search: Include a filter for Inmate Status and Gender	15
42693	Programs	Auto-populate Quality Review screen with as much information as possible	15
31001	Programs	UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	15
36603	Programs	UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	15
42699	Intake	Fingerprint Date should display the most recent admission date	15
39610	Interfaces-Medical	UC-PR-2.40: COIII / COIV roles unable to access Medical and Mental Health screen (POA section only)	15
39679	Interfaces-Medical	Centurion: SMI-C should not be a field that can be manually entered by anyone except for an Admin.	15
39886	Interfaces-Medical	Centurion: The mental health tab should not be accessible by everyone	15
40864	Interfaces-Medical	Medical Notes should only be visible to medical and mental health staff	15
39726	Programs	Exemptions should delete upon return to custody	15
42865	Discipline	Disciplinary-Rule Violation Summary page-violation code provides the description of the violation.	15

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42928	Discipline	Make hearing date/time required fields for a Minor Disciplinary Violation	15
39730	Grievances	UC-GR-05: Formal Grievance Response limited to 255 characters	15
39731	Grievances	UC-GR-02: Appeal Grievance Response limited to 255 characters	15
40794	Intake	Medical shows as completed on the Intake Dashboard for PVT's	15
42630	Programs	WIPP: In assignment history, the user can't tell which cycle the inmate is/was assigned to	15
42692	Programs	Increase character limit for Quality Review questions	15
42996	RMS	MVD tab should be displayed even if the inmate is not eligible	15
42778	BOEC	Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"	15
42934	Classification	Add certain App areas to the Quick Search	15
42701	Global	Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	15
42362	Sentence Calc	SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	15

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti; Keith Barrier; Elizabeth Chanf; Joseph Profiri
Cc: Thad Lowry; Dean Allen; Chris Masson; Aaron Pratt
Subject: ACIS Status Meeting - 10/16/2020
Date: Friday, October 16, 2020 9:19:13 AM
Attachments: ACIS System Improvement and EUIL Hours Tracking - ACIS Status Meeting - 10162020.xlsx
image015.png

Good morning,

Please see the following information below for our meeting today.

1: EUIL Ledger:

- Per Holly the excel document is attached with screen shots below for quick reference. The document may also be found here - ACIS System Improvement and EUIL Tracking

EUIL Item	EUIL Name	Module	JAR Session Date	Percentage Complete	Status	Estimated FUAT Delivery	Credit	Debit	Approved D	Balance
M/O Signed Agreement			5/1/2020				10,000			10,000
Amendment 9 PL Items			5/1/2020					-1,000		9,000
EUIL - 40167	Remove PRR Rules Preventing Inmates from Being Assigned	Programs	6/9/2020	100	Deployed to PROD	Jul-20		-160	Y	8840
EUIL - 40629	Mental Health Screen: Text change for "Title 18 Medicaid ID	Interfaces/Medical & Mental Health Tabs	6/28/2020	100	Deployed to PROD	Jul-20		-28	Y	8812
EUIL - 41361	CL Pending Manslaughter review should not allow for an IR reduction below 3	Classification	7/9/2020	100	Deployed to PROD	Aug-20		-100	Y	8712
EUIL - 25143	UC-GM-4.0: Display both the CSG and STG in the banner	STG	7/28/2020	100	Accepted in FUAT	Sep-20		-77.5	Y	
EUIL - 28917	Add Hyperlinks to Community Corrections Banner	Community Corrections/OMS	8/4/2020	100	Deployed to FUAT	Oct-20		-90	Y	
EUIL - 28992	Violator CSED not calculating correctly	Sentence Calculation	8/18/20, 8/19/20, 8/24/20, 6/26/20, 7/1/20, 7/8/20, 7/15/20, 7/19/20, 7/24/20, 7/29/20, 7/31/20	70	In Development	Nov-20		-1027.5	Y	
EUIL - 30307	Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to	Sentence Calculation	9/1/2020	20	In SC Queue (February 2021)	May-21		-958	Y	
EUIL - 33168	Fast trackers past all dates showing N/A for date in banner	Sentence Calculation	6/9/2020, 8/10/2020	60	In Development	Dec-20		-132	Y	
EUIL - 39463	UC-SE-5.1 SBD not allowed to be prior to Date of Offense	Sentence Calculation	6/22/2020	90	In SC Queue (Novemeber 2020)	Dec-20		-210	Y	
EUIL - 39609	Cell Screening: Years to Release Rules are	Cell Screening	6/22/2020	100	Accepted in FUAT	Jul-20		-124	Y	
EUIL - 40386	CL 5 year non-discretionary medium is not triggering a new classification review	Classification	6/30/2020	100	Deployed to FUAT	Sep-20		-124	Y	
EUIL - 40392	CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	Classification	7/7/2020	80	In SC Queue (Novemeber 2020)	Feb-21		-496	Y	
EUIL - 42235	RMS Home plan Detail page when a CDIII submits a home plan have the SID/date/time	RMS	8/10/2020	100	Deployed to FUAT	Sep-20		-230	Y	
EUIL - 42241	Global Banner (Inmate Status) have the assigned CDIII to be displayed and	Global	8/3/2020	100	Deployed to FUAT	Sep-20		-82	Y	
EUIL - 42335	UC-CC-RMS-03: CDIII able to submit 2nd Home Plan once 1st is approved by Community	RMS	7/7/2020	100	Deployed to FUAT	Aug-20		-174	Y	
EUIL - 42364	Need to be able to make a Sentence Flat or Earning Without Exceptions	Sentence Calculation	8/14/2020	55	In SC Queue (December 2020)	Feb-21		-468	Y	
EUIL - 25275	UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data	Sentence Calculation	8/3/2020, 8/5/2020	100	Deployed to FUAT	Oct-20		-112	Y	
EUIL - 29221	AIMS2-062: SB1211/S 13-717 law change for o/a 01/01/1994 life sentences	Sentence Calculation	8/17/2020	35	In SC Queue (December 2020)	Jan-21		-522	Y	
EUIL - 31198	UI-SC-4.3 and also release type definitions. AIMS2 not Utilizing RR Eligibility	Sentence Calculation	To Be Scheduled		Cancelled			-1302	N	
EUIL - 40940	CL inmate on supervision came back with New Felony Conviction and did not trigger new initial classification	Classification	8/28/2020		Cancelled			-255	N	
EUIL - 42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	STG	8/13/2020		Cancelled			-390	N	
EUIL - 43279	New Code Violator not calculating correctly	Sentence Calculation	8/5/2020		Cancelled			-660	N	
Totals								8291		
Balance										8712

Accepted
In Development
On Hold

CR/EUIL Number	May	June	July	August	September	October	November	December	January	February	March	April
PL - 21283			111									
PL - 25141			111									
PL - 25178			111									
PL - 25179			111									
PL - 25204			111									
PL - 31494	111											
PL - 36608			111									
PL - 37369	112											
PL - 40361	111											
Total	334	0	666									
PL Balance	666	666	0									
1000												
EUIL - 40167			160									
EUIL - 40629			28									
EUIL - 39609			124									
EUIL - 41361				100								
EUIL - 42335				174								
EUIL - 25143					77.5							
EUIL - 40386					124							
EUIL - 42235					230							
EUIL - 42241					82							
EUIL - 28917						90						
EUIL - 25275						112						
EUIL - 28992							1027.5					
EUIL - 33168							132					
EUIL - 39463							210					
EUIL - 40392									496			
EUIL - 42364									468			
EUIL - 29221										522		
EUIL - 30307												958
Total	0	0	312	274	513.5	202	1369.5	0	964	522	0	958
EUIL Balance	9000	9000	8688	8414	7900.5	7698.5	6329	6329	5365	4843	4843	3885

M&O Work Item	Time Period	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000.00
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25
Arbritation	5/24/2020 - 7/31/2020		2.00	8,644.25
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25
Project Management	8/3/2020 - 8/7/2020		10.00	8,632.25
Performance Improvement	8/3/2020 - 8/7/2020		4.50	8,627.75
Document Storage	8/3/2020 - 8/7/2020		4.50	8,623.25
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75	8,606.50
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75	8,600.75
AD HOC Support	8/3/2020 - 8/7/2020		10	8,590.75
Project Management	8/10/2020 - 8/14/2020		24.5	8,566.25
Performance Improvement	8/10/2020 - 8/14/2020		3	8,563.25
Document Storage	8/10/2020 - 8/14/2020		1.5	8,561.75
AD HOC Support	8/10/2020 - 8/14/2020		3.75	8,558.00
Project Management	8/17/2020 - 8/21/2020		35.00	8,523.00
Performance Improvement	8/17/2020 - 8/21/2020		11.50	8,511.50
Document Storage	8/17/2020 - 8/21/2020		3.00	8,508.50
AD HOC Support	8/17/2020 - 8/21/2020		16.50	8,492.00
Project Management	8/24/2020 - 8/28/2020		20.00	8,472.00
Performance Improvement	8/24/2020 - 8/28/2020		2.50	8,469.50
Document Storage	8/24/2020 - 8/28/2020		12.50	8,457.00
AD HOC Support	8/24/2020 - 8/28/2020		7.50	8,449.50
Performance Improvement	8/31/2020 - 9/4/2020		6.00	8,443.50
Document Storage	8/31/2020 - 9/4/2020		2.25	8,441.25
Excessive Postback	8/31/2020 - 9/4/2020		1.00	8,440.25
AD HOC Support	8/31/2020 - 9/4/2020		2.00	8,438.25
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,429.25
AD HOC Support	9/14/2020 - 9/18/2020		2.50	8,426.75
AD HOC Support	9/21/2020 - 9/25/2020		2.50	8,424.25
AD HOC Support	9/28/2020 - 10/2/2020		1.50	8,422.75
				8,422.75
Total				8,422.75

*Hours from 8/3/2020 - 9/4/2020 Not Approved

- **No System Improvement Hours Billed this week**
- **Hours from 8/3/2020 to 9/4/2020 Not Approved**

2: 4th Quarter EUILS

Ranking	Sponsor	Title	Module	Area of Concentration or Related Process	Functional Impact (What do we gain?)	Brief Description and Goal Being Requested	Justification	CR/ TFS #
						New calculation requirements in legislation for	In July, 2019, legislation was passed that added a whole new calculation to Truth-In-Sentencing inmates. There is	

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1	Stacey Crabtree	**Senate Bill 1310 & Drug Possession Transition (SB1496)**	Sentence Calculation	Sentence Structure and Transition	Calculations Enhancements	Truth-in-Sentencing that allows inmates who meet set criteria to earn time-served credit at a faster rate.	no system workaround to account for these inmates and the time comp unit is having to rely on ad hoc reports to catch all of these inmates. Both of these programs are monitored closely by the community.	42176 42177
2	Stacey Crabtree	**DNHW (Do Not House With) Screen/Data Changes**	Do Not House With (DNHW)	Inmate Housing	Workflow Improvement	Display the locator code and pending movements of inmates on the Do Not House With screen, and enable the ability to screen for Do Not House With at associated locator codes.	There is currently a staff-intensive workaround that involves looking up each of the inmates on the 'Do Not House With' list and verifying their locator code. In addition, the current tool in ACIS does not identify a conflict between those units which could result in inmates being placed at risk.	43532
3	Stacey Crabtree	**Letterhead**	Global	Forms	Workflow Improvement	Allow all letterheads, footers, forms, logos, signatures, and footers to be configurable by ADCRR.	The headers and footers of letters and forms generated in ACIS are not currently configurable by ADCRR. We need the ability to update these on our own, because the information needs to be updated when there's a change to the director, governor, administrators, phone numbers, or agency name change.	43511
4	Stacey Crabtree	**Transportation Order Search and Tracking During Movement**	Transportation	Transportation and Movement Queue	Workflow Improvement	Add an ADC# search and filter to the Transportation Queue and Travel Orders screens. Additionally, after an inmate is moved through the Transportation Queue, they should display on the 'out count' of the receiving prison.	Staff have to search through an average of 500+ inmates in the Transportation Queue to find a single inmate to move. The addition of an ADC# search will shorten the number of steps the staff need to perform in order to find a single inmate on the Transportation Queue. The next part of the problem is that once an inmate is moved using this same Transportation Queue, they are in "en-route" status; this means the inmate is not showing up on either the sending or receiving prison's 'out count'. This results in inmates not being accounted for in a timely manner.	41171 40748
5	Stacey Crabtree	**Classification: Mental Health Overrides**	Classification	Steps & Inmate Privileges	Workflow Improvement	Allow the ability to do step reviews for inmates in mental health units and facility overrides at max units.	Inmates receiving mental health treatment in max custody are not able to participate in the Step Program; this results in inmates not receiving the appropriate privileges.	37366
6	Stacey Crabtree	**Gang Intelligence Search**	Security Threat Group	Gang Search	Data Integrity	When a Criminal Street Gang (CSG) is changed to a Security Threat Group (STG), all inmates tagged as the former CSG should remain tagged but now as an STG.	Criminal Street Gangs (CSG) can be certified as Security Threat Groups (STG) by the Director. When this is done, there is no way to identify those inmates associated to those gangs in the Gang Intelligence Search; we lose the data of the tags when the gang changed over from a CSG to an STG. This change request will display those inmates who were in a CSG but were recertified as an STG.	42463
7a	Karen Hellman	**Warrants**	Warrants	Warrants	Workflow Improvement	Users are unable to modify the Fugitive Services Unit (FSU) Review screen on a warrant that's not in FSU Review status. The FSU Review screen should be able to be modified regardless of warrant status.	This will eliminate the need for multiple users' involvement in order to facilitate the completion of the FSU Review screen. Current workaround involves three staff members to process their portion of a warrant, as opposed to one staff member being able to process a warrant in the legacy system.	40685
7b	Karen Hellman	**Warrants**	Warrants	Legal Documents	Data Integrity	The "Current Release Status" and "Release Type" fields are not correct on the first page of a printed warrant.	The printed warrant is a legal document which is reviewed by the Board of Executive Clemency (BOEC), lawyers, judges and other law enforcement agencies. This would eliminate the workaround of having to make written changes to the document, which results in additional process steps.	41273
8	Karen Hellman	**Home Plans**	RMS	Home Plans	Workflow Improvement	Implement the following for new Release Unit processes to be added in ACIS: 1) All homeless home plans need to have the homeless toggle in the home plan selected. When the homeless toggle is active, the homeless home plan needs to automatically route to the "Release Unit" CC Office. 2) TR to ADD and ADD release types do not need a Home Plan; Home Plan column on Release Dashboard should not reflect a "pending" status. 3) When release type is TR to ADD or ADD, TR to ADD cannot be denied for homeless. 4) Release Unit role/workflow needs to be added to existing homeless home plan approval	Release Unit roles/processes were not part of the initial ACIS implementation. This request will add those roles/processes to ACIS, which will result in more efficient release and home plan workflows	43533
9	Gergana Kovatcheva	**Payroll**	Programs	Inmate Pay, KeepTrak	Workflow Improvement	Unable to enter number with decimals for hours completed on Manage Participation screen. Requesting ability to pay in partial hour increments.	Without the ability to pay inmates in partial hours, inmate's time is being rounded up. This results in the overpayment to inmates. Additionally, when the inmate works for an IGA, ADCRR is reimbursed only at the actual hours worked, resulting in a significant increase in WIPP funds being paid for work not performed.	31001
10	Gretchen Mcclellan Singh	**Victim Services: Type of Victim**	Victim Services	Process efficiency	Improved User Experience	Add a new column on the Victim Search screen called "Type of Victim" so that staff can quickly and easily see which type of victim they are viewing (i.e: true victim, judge, county attorney, arresting agency, courtesy notice, etc.) without having to click into each profile.	It's time consuming for the victim services staff to click into the profile of each victim to verify their type. During phone calls with victims, staff need to be able to quickly look up the victim's information and see right away what type of victim they are before giving out any information because not all types of victims are entitled to the same information.	35571
11	Stacey Crabtree	**Enforcer: LOP Start/Stop**	Interfaces	Loss-of-Privileges (LOP) Start/Stop	Workflow Improvement	When an inmate receives an LOP sanction, his Status should remain Active and his Class of Service (COS) should change to "nocall". When LOP expires in ACIS, it should change the COS in Enforcer from "nocall" to current COS.	This manual workaround is labor-intensive; it requires the Disciplinary Coordinators to keep track when an inmate's Loss-of-Privileges expires and make adjustments in Enforcer and KeepTrak.	41272 41276 42018 42020
12	Stacey Crabtree	**Enforcer: Phase Level**	Interfaces	Phase Level, KeepTrak, Enforcer, Visitation, Property, Work Assignments and Recreation.	Workflow Improvement	When a phase (step) in Close Management is changed, it should be reflected in the Banner, Count Sheet, and EIP Summary.	Changes in phase levels affects numerous privileges the inmate receives, such as the number of calls he can make per day, visitation, property, work assignments and recreation.	32023 41275 41279 42438
13	Stacey Crabtree	**Make Corrections to submitted Protective Custody**	Protective Custody	Protective Custody (PC) Data Corrections	Data Integrity and Improved User Experience	The request is to add the ability to make corrections to the Protective Custody forms after they have been submitted.	After any of the Protective Custody forms have been submitted, they can no longer be edited in ACIS. So, if a mistake was made then the only workaround is to create an Incident Report (IR) and upload the physical form with the corrections into the system. However, it's then easy for users to not see the uploaded forms and the incorrect data is still in ACIS on the Protective Custody screens.	42702
14	Stacey Crabtree	**Enforcer: Visitor PAN**	Interfaces	Visitor Personal Allowed Numbers (PAN)	Workflow Improvement	When a visitor profile is active in ACIS, it should be active in Enforcer and vice versa. This is not happening right now in Enforcer. Also, all of the Visitor Personal Allowed Numbers (PAN) within Enforcer should become inactive when an inmate is released and this is also not currently occurring.	The workaround is to manually make the changes in Enforcer so the field needs to submit a Service Desk ticket when they are made aware of the issue. This workflow is both time consuming and staff intensive and should be automated.	35680 41403 42019
15	Vanessa Headstream	**Medical Quality of Care**	Interfaces	eOMIS Updates	Data Integrity and Improved User Experience	Implement the following on the Medical/Mental Health screens and eOMIS interface: 1.) Update the eOMIS interface to receive quantiferon gold from eOMIS and display the results on the Medical screen in ACIS. 2.) Display mental health scores for inmates returning to custody that previously have had the same mental health score. Currently ACIS only displays the mental health score of a returning inmate if their mental health score has changed. 3.) Display medical holds on the inmate holds screen. Currently the medical holds are only displayed on the medical screen so users have to look in two separate places for inmate holds.	First, including quantiferon gold in ACIS will allow staff to see the results in ACIS rather than only in eOMIS, which not all staff have access to. Second, displaying mental health scores of returning inmates when their score has not changed will help to avoid confusion and manual entries having to be made for these inmates on the mental health screens. Finally, displaying medical holds on the inmate holds screen will make it easier for staff to see which holds an inmate currently has rather than having to look in two separate places for this information.	43534
16	Gergana Kovatcheva	**1099**	Intake	Reports	Workflow Improvement	Provide SSN field for inmates from ACIS to KeepTrak.	The IRS is requiring that ADCRR provides the SSN of inmates earning more than $600. Currently, the SSN is not sent to KeepTrak where the report would be generated from. ADCRR has already paid several hundred thousand dollars to the IRS because of this	43330

- **NO JAR SESSIONS ALLOWED TO BE SCHEDULED**
  - Expectation is that there is a better understanding of what it will take to estimate more accurately moving forward based on the previous 20 EUILs
  - Analyze original estimates versus final estimates to see what lessons can be learned and put into practice moving forward
  - Where is work similar (Change a field name) and similar estimates could be used without JAR sessions
  - B&D to produce estimates for 4th Quarter items and that is all at this point

3: Low Hanging Fruit

CR	Module Name	Title of Change Request	Estimated	Hours

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			Effort (Days)	
40748	Count	COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	30	240
42624	Discipline	Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	30	240
42866	Count	BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many. EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	15	120
42723	Intake	Inmate Search: Include a filter for Inmate Status and Gender	15	120
42693	Programs	Auto-populate Quality Review screen with as much information as possible	15	120
31001	Programs	UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	15	120
36603	Programs	UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	15	120
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42362	Sentence Calc	SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	15	120
				3240

- Holly to provide next steps the week of 10/19/2020

4: Rocky Update

5: ?????

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

EUIL Item	EUIL Name
M/O Signed Agreement Amendment 9 PL Items	
EUIL - 40167	Remove PRR Rules Preventing Inmates from Being Assigned
EUIL - 40629	Mental Health Screen: Text change for "Title 18 Medicaid ID
EUIL - 41361	CL Pending Manslaughter review should not allow for an IR reduction below 3
EUIL - 25143	UC-GM-4.0: Display both the CSG and STG in the banner
EUIL - 28917	Add Hyperlinks to Community Corrections Banner
EUIL - 28992	Violator CSED not calculating correctly
EUIL - 30307	Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)
EUIL - 33168	Fast trackers past all dates showing N/A for date in banner
EUIL - 39463	UC-SE-5.1 SBD not allowed to be prior to Date of Offense
EUIL - 39609	Cell Screening: Years to Release Rules are incorrect
EUIL - 40386	CL 5 year non-discretionary medium is not triggering a new classification review
EUIL - 40392	CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction
EUIL - 42235	RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear
EUIL - 42241	Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked
EUIL - 42335	UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections
EUIL - 42364	Need to be able to make a Sentence Flat or Earning Without Exceptions
EUIL - 25275	UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data
EUIL - 29221	AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences

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EUIL - 31598	US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria
EUIL - 40940	CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification
EUIL - 42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search
EUIL - 43279	New Code Violator not calculating correctly
Totals	
Balance	

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Module	JAR Session Date	Percentage Complete
	5/1/2020 5/1/2020	
Programs	6/9/2020	100
Interfaces/Medical & Mental Health Tabs	6/28/2020	100
Classification	7/9/2020	100
STG	7/28/2020	100
Community Corrections/OMS	8/4/2020	100
Sentence Calculation	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20	70
Sentence Calculation	9/1/2020	20
Sentence Calculation	6/9/2020, 8/10/2020	60
Sentence Calculation	6/22/2020	90
Cell Screening	6/22/2020	100
Classification	6/30/2020	100
Classification	7/7/2020	80
RMS	8/10/2020	100
Global	8/3/2020	100
RMS	7/7/2020	100
Sentence Calculation	8/14/2020	55
Sentence Calculation	8/3/2020, 8/5/2020	100
Sentence Calculation	8/17/2020	35

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Sentence Calculation	To Be Scheduled	
Classification	6/29/2020	
STG	8/13/2020	
Sentence Calculation	8/5/2020	

	Accepted
	In Development
	On Hold

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Status	Estimated FUAT Delivery	Credit
		10,000

Deployed to PROD	Jul-20	
Deployed to PROD	Jul-20	
Deployed to PROD	Aug-20	
Accepted in FUAT	Sep-20	
Deployed to FUAT	Oct-20	
In Develpoment	Nov-20	
In SC Queue (February 2021)	May-21	
In Develpoment	Dec-20	
In SC Queue (Novemeber 2020)	Dec-20	
Accepted in FUAT	Jul-20	
Deployed to FUAT	Sep-20	
In SC Queue (Novemeber 2020)	Feb-21	
Deployed to FUAT	Sep-20	
Deployed to FUAT	Sep-20	
Deployed to FUAT	Aug-20	
In SC Queue (December 2020)	Feb-21	
Deployed to FUAT	Oct-20	
In SC Queue (December 2020)	Jan-21	

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Cancelled		
Cancelled		
Cancelled		
Cancelled		

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Debit	Approved Dev	Balance
		10,000
-1,000		9,000
-160	Y	*8840*
-28	Y	*8812*
-100	Y	*8712*
-77.5	Y	
-90	Y	
-1027.5	Y	
-958	Y	
-132	Y	
-210	Y	
-124	Y	
-124	Y	
-496	Y	
-230	Y	
-82	Y	
-174	Y	
-468	Y	
-112	Y	
-522	Y	

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-1102	N	
-254	N	
-160	N	
-660	N	
8291		
		8712

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Profiri; Dean Allen; Thad Lowry; Chris Masson; Cindy Hyser-Crauwels; Trevor Baker; Aaron Pratt; Elizabeth Charif
Subject: B&D Recommended CR List Estimations
Date: Thursday, October 15, 2020 3:53:34 PM
Attachments: image002.png

Good afternoon,

Please find the initial estimated efforts below. We believe upon initial review that these items will not go above the days listed in the right hand column. Thank you.

CR	Module Name	Title of Change Request	Estimated Effort (Days)
40748	Count	COUNT- Inmates leaving PHX Complex to Prisons around the state were scheduled through the Transportation Module.	30
42624	Discipline	Disciplinary- Admin need to ability to add and or de-activate disciplinary charges within ACIS. Currently this admin is unable and when I requested help from B&D I was advised to enter a bug.	30
42866	Count	BUG: For the PRT-500 Count Sheet to utilize more of the paper it's printed on. The aims1 count sheet displayed twice as many.	15
		EXPECTED RESULTS: To be able to add more inmates per sheet of paper like AIMS1. Whether it's the PRT 500 or count sheets printed through the count module.	
42723	Intake	Inmate Search: Include a filter for Inmate Status and Gender	15
42693	Programs	Auto-populate Quality Review screen with as much information as possible	15
31001	Programs	UC-PR-3.06: Unable to enter number with decimals for Hours Completed on Manage Participation screen	15
36603	Programs	UC-PR-2.60: Priority Ranking Report should not appear for WIPP / Work	15
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39679	Interfaces-Medical	Centurion: SMI-C should not be a field that can be manually entered by anyone except for	15

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		an Admin.	
39886	Interfaces-Medical	Centurion: The mental health tab should not be accessible by everyone	15
40864	Interfaces-Medical	Medical Notes should only be visible to medical and mental health staff	15
39726	Programs	Exemptions should delete upon return to custody	15
42865	Discipline	Disciplinary-Rule Violation Summary page-violation code provides the description of the violation.	15
42928	Discipline	Make hearing date/time required fields for a Minor Disciplinary Violation	15
39730	Grievances	UC-GR-05: Formal Grievance Response limited to 255 characters	15
39731	Grievances	UC-GR-02: Appeal Grievance Response limited to 255 characters	15
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42630	Programs	WIPP: In assignment history, the user can't tell which cycle the inmate is/was assigned to	15
42692	Programs	Increase character limit for Quality Review questions	15
42996	RMS	MVD tab should be displayed even if the inmate is not eligible	15
42778	BOEC	Rename "Schedule Inmate BOEC Hearing" in the left hand navigation to "Schedule Pardon Hearing"	15
42934	Classification	Add certain App areas to the Quick Search	15
42701	Global	Case Notes - Anchor the panel so user doesn't have to scroll down each time the page is changed	15

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42362	Sentence Calc	SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING	15

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Rocky Advani
Cc: Charles Spannagel; Holly Greene; Joseph Profiri; Rusty Johnson
Subject: Re: System Improvement Hours
Date: Thursday, October 15, 2020 3:36:01 PM
Attachments: image003.png

Hello Rocky-

Please see below and add to the itemization of hours you're working on with Dean Allen.

Please advise of the direction Rusty and I should take.

Thank you,

Holly

On Thu, Oct 15, 2020 at 2:59 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I am formally requesting that we have an allotted 10-20 hours per week for Performance Improvement – Tuning Metrics. Keith Francen our DBA has offered this explanation:
>
> Individual statements I can provide along with the package/procedure and improvement stats. Database tuning is not broken down by those stats but rather I/O, cache hits/misses, memory, blocking sessions, etc. I think if she is looking for a general health report I can give her the comprehensive rolling 2 week AWR reports (weekly) or modify TOADs health check summary report and provide that. Database tuning is all about num, relative trends, and is an iterative process.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]

AMERICAN OVERSIGHT

E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Rusty Johnson; Joseph Nicoletti; Keith Barrier; Elizabeth Charif
Subject:	ACIS Status Meeting Agenda - 10/16/2020
Date:	Thursday, October 15, 2020 10:08:46 AM
Attachments:	image002.png

Good morning,

Please add any agenda items for the meeting below:

1: EUIL Ledger

2: 4th Quarter EUILS

3: "Low Hanging Fruit" List and next steps

4: Rocky Update

5: ?????

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Charles Spannagel; Rusty Johnson
Subject: Re: Code Escrow Deposit
Date: Thursday, October 15, 2020 7:53:30 AM
Attachments: image001.png

Will do.

Matt

From: Holly Greene <hgreene@azadc.gov>
Date: Thursday, October 15, 2020 at 7:53 AM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>, Thad Lowry <thad.lowry@bndna.com>, Charles Spannagel <Charles.Spannagel@bndna.com>, Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: Code Escrow Deposit

Thank you, Matt.

For future communications, please include Rusty Johnson.

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 15, 2020 at 7:48 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Holly,
>
> I've completed the code deposit to IronMountain for the Arizona code escrow.
>
> **Matt DeClue**
> IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted] E: matt.declue@bndna.com
>
> Business & Decision
> Empowering Digital Business

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Aaron Pratt; Chris Masson; Cindy Hyser-Crauwels; Dean Allen; Elizabeth Charif; Joseph Nicoletti; Joseph Profiri; Rusty Johnson; Thad Lowry; Trevor Baker
Subject: Re: B&D Recommended CR List
Date: Thursday, October 15, 2020 6:46:34 AM
Attachments: image003.png

Good morning,

Holly, absolutely we will go over the high level estimates. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Oct 15, 2020, at 6:02 AM, Holly Greene <hgreene@azadc.gov> wrote:

Good morning Charles-

Many thanks for your efforts and the efforts of the team. I look forward to the review and dialog.

Will you be supplying the high level estimate of hours for each during this meeting?

Thanks,

Holly

On Wed, Oct 14, 2020 at 9:46 PM Joseph Profiri <jprofiri@azadc.gov> wrote:

> Thank you Charles.
>
> I look forward to hearing about the outcomes and next steps in improving this system with the identified items.
>
> Goodnight,
>
> Joe
>
> On Wed, Oct 14, 2020 at 8:59 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good evening,
> >
> > We have identified the following 25 CR's for immediate consideration for development. After reviewing the list in its entirety we feel that these 25 meet the criteria of being ready for development with minimal JAR session efforts while also engaging our full staff of Developers. Per our previous discussions we would like to take immediate action and move forward with this initiative. I will discuss next steps with Holly in our 1 on 1 tomorrow.

AMERICAN OVERSIGHT

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Have a good evening.

Charles Spannagel

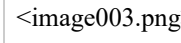
Project Manager
Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com



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--

Respectfully,

Holly Greene

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IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Aaron Pratt; Chris Masson; Cindy Hyser-Crauwels; Dean Allen; Elizabeth Charif; Joseph Nicoletti; Joseph Profiri; Rusty Johnson; Thad Lowry; Trevor Baker
Subject: Re: B&D Recommended CR List
Date: Thursday, October 15, 2020 6:02:13 AM
Attachments: image003.png

Good morning Charles-

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Holly

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42362	Sentence Calc	SENTENCE CALC - THE SENTENCE WORKSHEET SHOULD OPEN DIRECTLY TO THE FINAL RULING

Have a good evening.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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> you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To:	gmartinez1; Rusty Johnson
Cc:	Holly Greene; JOSEPH NICOLETTI; Marlene Coffee; Jeff Woodward; Al Dubrowa; Charles Spannagel; Hagay Hazan; Trevor Baker; Justin Baker; Jey Whitson1
Subject:	RE: PC Dashboard Bug for CAB
Date:	Wednesday, October 14, 2020 4:23:54 PM

These changes were deployed to the production environment.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile: [redacted] | Email: aaron.pratt@bndna.com

From: George Martinez <gmartinez1@azadc.gov>
Sent: Wednesday, October 14, 2020 3:56 PM
To: Rusty Johnson <sjohnson@azadc.gov>
Cc: Holly Greene <hgreene@azadc.gov>; JOSEPH NICOLETTI <jnicole@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Hagay Hazan <hagay.Hazan@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Justin Baker <justin.baker@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Re: PC Dashboard Bug for CAB

Rusty, I just spoke with Charles. Look for a confirmation from Aaron Pratt that it has been pushed to PROD.

Respectfully,

George Martinez, Jr, PMP®

Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

AMERICAN OVERSIGHT

On Wed, Oct 14, 2020 at 3:51 PM Rusty Johnson <sjohnson@azadc.gov> wrote:

> George-
>
> The Formal Emergency Change #13098 has been approved in the Service Center.
>
> Sincerely,
>
> Rusty Johnson
> Deputy Chief Information Officer
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.7011 | SJOHNSON@azadc.gov
> IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov
>
> On Wed, Oct 14, 2020 at 1:49 PM George Martinez <gmartinez1@azadc.gov> wrote:
>
> > Rusty, Cherwell #13098 has been submitted for this request.
> >
> > Respectfully,
> >
> > George Martinez, Jr, PMP®
> >
> > Project Manager
> >
> > Arizona Department of Corrections, Rehabilitation & Reentry
> > Information Technology Bureau
> > 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> >
> > Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
> >
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
> >
> > On Wed, Oct 14, 2020 at 11:48 AM Rusty Johnson <sjohnson@azadc.gov> wrote:
> >
> > > I am approving the Emergency Change for this Bug 43469 dealing with Protective Custody to UAT as requested. You may move forward

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with this.

Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Wed, Oct 14, 2020 at 11:41 AM George Martinez <gmartinez1@azadc.gov> wrote:

> Rusty, per our conversation, here is the request from Operations for the Emergency CAB approval. It is for Bug 43469 dealing with Protective Custody. We are seeking approval to start the push to UAT for testing the fix now. I will submit the Emergency Change seeking approval prior to pushing to PROD.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> Project Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> ---------- Forwarded message ---------
> From: **Marlene Coffey** <mcoffey@azadc.gov>
> Date: Wed, Oct 14, 2020 at 11:16 AM
> Subject: PC Dashboard Bug for CAB
> To: George Martinez <gmartinez1@azadc.gov>
>
> Requesting an emergency push of a script into UAT first, then if successful into

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PROD as soon as possible.

Issues:

Inmates that remain on the PC Dashboard after the PC review has been completed can't have a new PC review initiated. At this time, there are as many as 12 inmates who are in detention in excess of 30 days and require a PC review, but due to this bug the PC review can't be initiated. There is no manual workaround available in ACIS for this, and we can't complete the review in any other manner.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

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From: [redacted] on behalf of [redacted]
To: [redacted]
Subject: RE: ACIS Daily Bug Review @ Wednesday, October 14 meeting minutes/Action Items
Date: Wednesday, October 14, 2020 3:58:28 PM
Attachments: [redacted].docx

Thanks Al,
The refresh schedule is already on Sharepoint. It's the last column in the Release Schedule under Sharepoint>Maint & Operations>Release Schedule

[redacted]

Thanks,
Aaron

From: Albert Dubrova <adubrova@azadc.gov>
Sent: Wednesday, October 14, 2020 3:25 PM
To: Charles Sprainagel <Charles.Sprainagel@floridra.com>; Cindy Hyser-Criswell <cindy.hyser-criswell@floridra.com>; Elizabeth Charif <echarif@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jblaxall <jblaxall@azadc.gov>; Jay Whitlatch <jwhitlatch@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Trevor Baker <trevor.baker@floridra.com>; Aaron Pratt <aaron.pratt@floridra.com>; gmartinez1 <gmartinez1@azadc.gov>; Hagay Hazan <hagay.hazan@floridra.com>; Justin Baker <justin.baker@floridra.com>; Michael Newsom <mnewsom@azadc.gov>; amanda <amanda@azadc.gov>
Subject: ACIS Daily Bug Review @ Wednesday, October 14 meeting minutes/Action Items

Attached are the minutes/action items from today's call.

ACIS Daily

Item	Owner	Action	Date
Bug #3468 (PC)	Trevor Keefer	Run script in UAT, then in PROD upon completion in UAT here and ADCRR approval	10/16/20
Bugs #3494/#3527 (2 active CC episodes)	Trevor	Provide update on progress of script to fix these bugs. Also, provide update on module path analysis for related CR#273	10/16/20
Replacement reports for User Activity Report	Charles	Follow up with Marlene re replacement reports for user audits	10/16/20
Data refresh schedule	Aaron	Email SharePoint link to ADCRR	10/16/20
Bug #3767	Spencer	Close bug and create CR	10/16/20
Bug #3688 (Progress)	Al	Schedule MCA	10/16/20

Respectfully,

Al DuBrova
Business Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Division
1645 W. Jefferson St., Suite 230, MC 930 | Phoenix AZ 85007
Office: 602.542.8903 | Cell: 480.272.4747 | [redacted]
IT Service Desk: 602.364.4357 | [redacted]

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Rusty Johnson
Cc:	Holly Greene; Joseph Profiri; Elizabeth Charif; Dean Allen; Aaron Pratt; Chris Masson; Trevor Baker; Cindy Hyser-Crauwels
Subject:	RE: 4th Quarter EUILs & Enforcer List
Date:	Wednesday, October 14, 2020 3:54:39 PM
Attachments:	image003.png image004.png

Thank you Rusty. We eagerly await your message.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Wednesday, October 14, 2020 3:44 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Subject: Re: 4th Quarter EUILs & Enforcer List

Charles-

We have the Q4 list as we indicated. We will be completing our review tomorrow and should have the list available for your review. The Q4 list contains some of the higher priority Enforcer CR's.

Thank you. We apologize for the delay.

Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry

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Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Wed, Oct 14, 2020 at 3:22 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I will be sending our recommendation for the "low hanging fruit list" this afternoon and add it as a topic Holly for our 1 on 1. I also wanted to follow up on the status of the 4th quarter EUILs and Enforcer list of CRs. We were told that we would have them on 10/9/2020. Again, the goal of the M&O Discussion with Deputy Director Profiri was to move quickly and identify work to keep B&D fully staffed. Please send the 4th Quarter EUILs and CRs and Eli and I will schedule a review of the "low hanging fruit" asap.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

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From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Al Dubrowa; Rusty Johnson
Cc: gmartinez1; Holly Greene; JOSEPH NICOLETTI; Marlene Coffee; Jeff Woodward; Charles Spannagel; Hagay Hazan; Trevor Baker; Justin Baker
Subject: RE: PC Dashboard Bug for CAB
Date: Wednesday, October 14, 2020 2:22:41 PM
Attachments: image001.png

Hello All,

These have been promoted to UAT. Let us know how it looks.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile: [redacted] | Email: aaron.pratt@bndna.com

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Accelerating Digital Transformation

From: Albert Dubrowa <adubrowa@azadc.gov>
Sent: Wednesday, October 14, 2020 1:11 PM
To: Rusty Johnson <sjohnson@azadc.gov>
Cc: gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; JOSEPH NICOLETTI <jnicole@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Hagay Hazan <hagay.Hazan@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Justin Baker <justin.baker@bndna.com>
Subject: Re: PC Dashboard Bug for CAB

Thanks George & Rusty.

B&D, please advise of outcome once this is tested in UAT.

Respectfully,

Al DuBrowa
Business Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W. Jefferson St., Suite 2115, MC 310 | Phoenix AZ 85007
Office: 602.542.8913 | Cell: 480.272.4767 | ADUBROWA@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Wed, Oct 14, 2020 at 11:48 AM Rusty Johnson <sjohnson@azadc.gov> wrote:

> I am approving the Emergency Change for this Bug 43469 dealing with Protective Custody to UAT as requested. You may move forward with this.
>
> Sincerely,
>
> Rusty Johnson
> Deputy Chief Information Officer
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.7011 | SJOHNSON@azadc.gov
> IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov
>
> On Wed, Oct 14, 2020 at 11:41 AM George Martinez <gmartinez1@azadc.gov> wrote:
>
> > Rusty, per our conversation, here is the request from Operations for the Emergency CAB approval. It is for Bug 43469 dealing with Protective Custody. We are seeking approval to start the push to UAT for testing the fix now. I will submit the Emergency Change seeking approval prior to pushing to PROD.
> >
> > Respectfully,
> >
> > George Martinez, Jr, PMP®
> >
> > Project Manager
> >
> > Arizona Department of Corrections, Rehabilitation & Reentry
> > Information Technology Bureau
> > 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> >
> > Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
> >
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
> >
> > ---------- Forwarded message ---------

AMERICAN OVERSIGHT

From: **Marlene Coffey** <mcoffey@azadc.gov>
Date: Wed, Oct 14, 2020 at 11:16 AM
Subject: PC Dashboard Bug for CAB
To: George Martinez <gmartinez1@azadc.gov>

Requesting an emergency push of a script into UAT first, then if successful into PROD as soon as possible.

Issues:

Inmates that remain on the PC Dashboard after the PC review has been completed can't have a new PC review initiated. At this time, there are as many as 12 inmates who are in detention in excess of 30 days and require a PC review, but due to this bug the PC review can't be initiated. There is no manual workaround available in ACIS for this, and we can't complete the review in any other manner.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

ACIS Administrator

602-542-0126

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Rusty Johnson
Subject: Re: System Improvement Hours 10/5 - 10/9
Date: Tuesday, October 13, 2020 3:03:25 PM
Attachments: image003.png

I'm ok with that.

On Tue, Oct 13, 2020 at 1:59 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I have just received my internal report and I have some questions to work through with the team. I think it would be best to switch this meeting to Wednesday so I do not rush my analysis and/or clarifications needed. Would it be ok to move this meeting to Wednesdays?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Elizabeth Charif; Holly Greene; Rusty Johnson; Joseph Profiri
Cc: Dean Allen; Cindy Hyser-Crauwels
Subject: ACIS SYSTEM IMPROVEMENT PROPERTY PROPOSAL
Date: Friday, October 9, 2020 3:57:51 PM
Attachments: ACIS SYSTEM IMPROVEMENT PROPERTY PROPOSAL.docx
image003.png

Good afternoon.

Per our meeting on Tuesday here is the System Improvement Proposal for the Property Module. I would like to set up a meeting for both sides to discuss as soon as possible. Please let us know your availability.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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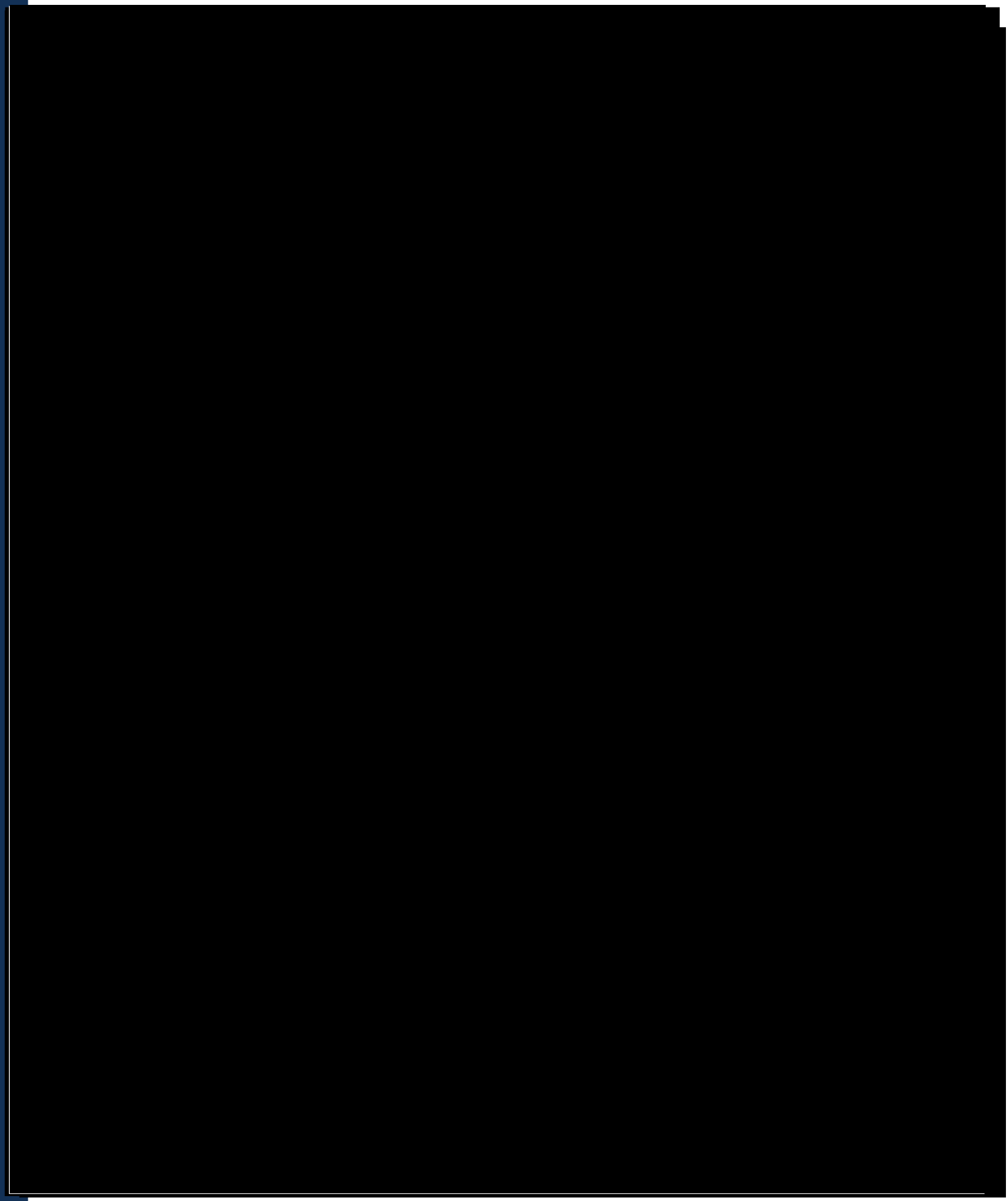

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Lightening the load of those managing the corrections journey.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson; Elizabeth Charif; Sandy Wang; Spencer Scott
Subject:	Re: CR Parking Lot List
Date:	Thursday, October 8, 2020 2:52:12 PM
Attachments:	image003.png

Hello Charles-

Regarding requests such as this, please work with Eli going forward.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 8, 2020 at 10:17 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,
>
> Per our M&O Hours meeting on Tuesday (Joe P, Rusty and Dean) it was determined that we would collaboratively review the Parking Lot list (~400 Items) for "low hanging fruit". Eli or Spencer would you please send me that list asap? I want to ensure that we are working from the same list
>
> Thank you.
>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson; Rocky Advani
Subject:	Re: M&O Hours 9/28 to 10/2
Date:	Thursday, October 8, 2020 2:36:25 PM
Attachments:	image004.png image005.png image006.png

The below is a great example as to why itemization is important.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Oct 6, 2020 at 4:17 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Ok,
>
> I apologize again for the confusion. There is 1.5 hours towards Ad Hoc support which is explained below. The other developer put his hours underneath the wrong charge code.
>
> Please approve 1.5 hours for Ad Hoc.
>
> "The reports were running in micase_dev from the Telerik scheduler. They should not be running in dev anymore and it looks like they were test reports. I removed those from the dev scheduler.
>
> Looking at the sql being ran in dev for hours, I did a quick analyze of the sql to see if there was any other execution path that could increase performance.

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In addition there was 60,000+ sql calls daily from an ADC server to the dev schema that could not be identified any reason for operations. Some of these sql statements were running multiple hours. So access from this server/service to the micase_dev schema was denied at the database access level"

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Tuesday, October 6, 2020 3:27 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Hours 9/28 to 10/2

I was just told that reports 0960 and 2230 are B&D Reports so we are wondering why we would be charged anything for those? I think that at least the one was also indicated by your staff in the email response.

Sincerely,

Rusty Johnson

AMERICAN OVERSIGHT

Deputy Chief Information Officer

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Tue, Oct 6, 2020 at 3:06 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Rusty,
>
> Here are the exact responses from the two developers. Please let me know if this is sufficient.
>
> "The reports were running in micase_dev from the Telerik scheduler. They should not be running in dev anymore and it looks like they were test reports. I removed those from the dev scheduler.
>
> Looking at the sql being ran in dev for hours, I did a quick analyze of the sql to see if there was any other execution path that could increase performance.
>
> In addition there was 60,000+ sql calls daily from an ADC server to the dev schema that could not be identified any reason for operations. Some of these sql statements were running multiple hours. So access from this server/service to the micase_dev schema was denied at the database access level"
>
> "Last week, Hagay and Harika had me do several tasks for Ad Hoc Reports.

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10/2 - Harika requested that I push RPT 2230 from dev to UAT

10/2 – Harika had me investigate the deployment of RPT 0960

10/1 – I removed the user activity report from Prod. (this could probably be billed internal)

9/30 – investigated user activity report

9/29 Harika and Hagay had me investigate RPT 0960”

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Tuesday, October 6, 2020 1:20 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Hours 9/28 to 10/2

Hi Charles-

Can you please have someone explain what the following hours are for: 2.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule. I checked with Jeff and Josh

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and the only thing they said was there was a problem with a report timing out. We are just trying to figure out what exactly is going on with the Ad-Hoc reports now that they are using Telerik, and if there is something going on what can be done to correct it.

Sincerely,

Rusty Johnson

Deputy Chief Information Officer

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Tue, Oct 6, 2020 at 12:51 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> We have 2.5 hours this week performed by our Backend team. Thank you very much.
>
> 2.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule
>
> **Charles Spannagel**
>
> Project Manager

AMERICAN OVERSIGHT

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: hgreene@azadc.gov
Cc: sjohnson@azadc.gov; Hagay Hazan
Subject: Re: Holly and Charles 1 on 1
Date: Thursday, October 8, 2020 12:51:48 PM

Understood. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Oct 8, 2020, at 12:48 PM, hgreene@azadc.gov wrote:

Please cancel today's meeting due to a conflict.

Thank you,

Holly

Holly and Charles 1 on 1

When Thu Oct 8, 2020 3pm – 3:15pm Mountain Standard Time - Phoenix

Where Microsoft Teams Meeting (map)

Who
- Charles Spannagel - organizer
- hgreene@azadc.gov - creator
- Hagay Hazan

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Joseph Profiri; Holly Greene; Rusty Johnson
Cc:	Spencer Scott; Elizabeth Charif; Dean Allen; Cindy Hyser-Crauwels; Thad Lowry; Chris Masson; Trevor Baker
Subject:	CR Parking Lot List
Date:	Thursday, October 8, 2020 10:17:22 AM
Attachments:	image003.png

Good morning,

Per our M&O Hours meeting on Tuesday (Joe P, Rusty and Dean) it was determined that we would collaboratively review the Parking Lot list (~400 Items) for "low hanging fruit". Eli or Spencer would you please send me that list asap? I want to ensure that we are working from the same list

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Joseph Profiri; Keith Francen; Rusty Johnson; Rocky Advani
Subject: ACIS Status Meeting Agenda 10/9/2020
Date: Thursday, October 8, 2020 10:08:53 AM
Attachments: image003.png

Please find the agenda items below and let me know what you would like added.

1: M&O Hours Power Point Review w/ Q&A

2: EUIL 40940 Status

3: Rocky Update

4: ????

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Joseph Profiri; Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang
Cc:	Dean Allen; Thad Lowry; Chris Masson; Aaron Pratt; Robert Spedding
Subject:	ACIS M&O Discussion Meeting Notes 10/6/2020
Date:	Thursday, October 8, 2020 10:01:32 AM
Attachments:	ADCRR-BD MO Hours Discussion Final.pptx image002.png

Good morning,

Please find the below notes and power point from our meeting on Tuesday. I will add these notes to our leadership meeting this Friday. Thank you.

Attendees

Deputy Director Joe Profiri
Rusty Johnson
Dean Allen
Charles Spannagel

EUIL-CR-PL Bulletins

- Dean has provided an initial list of EUIL-CR Bulletins to Deputy Director Profiri to review
- Holly has tasked her team with creating "one pagers" for all items remaining in the Parking Lot (400 page Playbook that will reside in Deputy Director Profiri's office)
- Deputy Director Profiri requests collaboration between B&D and ADCRR to fine tune these informational sheets
    - Dean has tasked B&D Business Analysts with creating Bulletins for the remaining EUIL items
    - Charles will coordinate efforts with ADCRR IT PMO for collaboration
        - This collaboration will become an ongoing agenda item for the Friday ACIS Leadership Meeting

M&O Hours Name Change

- The current title of M&O Hours has caused confusion over the true purpose of the annually allotted 10,000 Hours
    - The 10,000 hours are to be used for System Improvements
    - Maintenance and Operations Support is part of the Support Contract
        - System issues (Bugs) is covered by the Support Contract
        - Maintenance of Environments is covered by the Support Contract
    - Items related to improving the system would fall under the annual 10,000 hour allotment
        - EUIL, CRs, PL Items
    - **Recommendation to remove the title of "Maintenance and Operations" to "System Improvement Hours"**

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B&D Staffing Model and Workload

- B&D currently has 3 Developers without work to be done on EUIL-CR items
- Deputy Director Profiri and Dean suggest reviewing all PL items for "Low Hanging Fruit"
    - Items that will not require lengthy JAR sessions
    - Items that will not require lengthy Development
    - Items that will be pushed into Production in a timely manner
    - Items that will keep B&D fully staffed
    - Charles to collaborate with ADCRR IT PMO to produce a recommended list to move forward
        - This collaboration will become an ongoing agenda item for the Friday ACIS Leadership Meeting
- Deputy Director Profiri and Dean suggest reviewing the "Property Module" which could be brought online and a huge "win" with the Operational Staff
    - B&D Staff to review the Property Module and gauge work effort
- Charles to work with Rusty to review the upcoming "Enforcer" Change Requests

JAR Sessions and Estimate Concerns

- EUIL 43279 "New Code Violator not Calculating Correctly" caused concern when the estimate went from 660 hours to 2600+ hours
    - Additional Scope from ADCRR Operations caused increase in estimation hours
        - 4th Quarter EUIL-CR Items will hold JAR sessions prior to any estimation
        - B&D staff will call out immediately when "Scope Creep" occurs

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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OCTOBER 2020

Roadmap of Changes

ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

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Exec Summary

- Parking Lot 1000hrs
  - 9 changes – 7 in production, 2 in UAT = 0 hours remaining
- EUIL (9,000)
  - 18 changes – 3 in production, 9 in F/UAT, 7 in Development
  - 5,115 hours approved = 3,885 remaining
- M&O Hours (10,000)
  - Approved 1,371.75, Not Approved 204 = 8424.25 remaining
  - Report Support, Document Management, Post back Reduction, etc
- Total Hours remaining
  - 12,310.25 hours

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Current Status of EUIL's (excluding Parking Lot Changes)

EUIL Item	EUIL Name	Module	JAR Session Date	Status	Estimated FUAT Delivery	Credit	Debit	Approved D	Balance
M/O Signed Agreement			5/1/2020			10,000			10,000
Amendment 9 PL Items			5/1/2020				-1,000		9,000
EUIL - 40167	Remove PRR Rules Preventing Inmates from Being Assigned	Programs	6/9/2020	Deployed to PROD	Jul-20		-160	Y	*8840*
EUIL - 40629	Mental Health Screen: Text change for "Title 18 Medicaid ID	Interfaces/Medical & Mental Health Tabs	6/28/2020	Deployed to PROD	Jul-20		-28	Y	*8812*
EUIL - 41361	CL Pending Manslaughter review should not allow for an IR reduction below 3	Classification	7/9/2020	Deployed to PROD	Aug-20		-100	Y	*8712*
EUIL - 25143	UC-GM-4.0: Display both the CSG and STG in the banner	STG	7/28/2020	Accepted in FUAT	Sep-20		-77.5	Y	
EUIL - 28917	Add Hyperlinks to Community Corrections Banner	Community Corrections/OMS	8/4/2020	In Develpoment	Oct-20		-90	Y	
EUIL - 28992	Violator CSED not calculating correctly	Sentence Calculation	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20	In Develpoment	Nov-20		-1027.5	Y	
EUIL - 30307	Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)	Sentence Calculation	9/1/2020	In SC Queue (February 2021)	Apr-21		-958	Y	
EUIL - 33168	Fast trackers past all dates showing N/A for date in banner	Sentence Calculation	6/9/2020, 8/10/2020	In Develpoment	Nov-20		-132	Y	
EUIL - 39463	UC-SE-5.1 SBD not allowed to be prior to Date of Offense	Sentence Calculation	6/22/2020	In SC Queue (Novemeber 2020)	Nov-20		-210	Y	
EUIL - 39609	Cell Screening: Years to Release Rules are incorrect	Cell Screening	6/22/2020	Accepted in FUAT	Jul-20		-124	Y	
EUIL - 40386	CL 5 year non-discretionary medium is not triggering a new classification review	Classification	6/30/2020	Deployed to FUAT	Sep-20		-124	Y	
EUIL - 40392	CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	Classification	7/7/2020	In SC Queue (Novemeber 2020)	Jan-21		-496	Y	
EUIL - 42235	RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear	RMS	8/10/2020	Deployed to FUAT	Sep-20		-230	Y	
EUIL - 42241	Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked	Global	8/3/2020	Deployed to FUAT	Sep-20		-[illegible]	[illegible]	

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Current Status of EUIL's (excluding Parking Lot Changes) cont.

EUIL Item	EUIL Name	Module	JAR Session Date	Status	Estimated FUAT Delivery	Credit	Debit	Approved D	Balance
EUIL - 42335	UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections	RMS	7/7/2020	Deployed to FUAT	Aug-20		-174	Y	
EUIL - 42364	Need to be able to make a Sentence Flat or Earning Without Exceptions	Sentence Calculation	8/14/2020	In SC Queue (December 2020)	Jan-21		-468	Y	
EUIL - 25275	UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data	Sentence Calculation	8/3/2020, 8/5/2020	QA Complete ready for FUAT	Oct-20		-112	Y	
EUIL - 29221	AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences	Sentence Calculation	8/17/2020	In SC Queue (December 2020)	Feb-21		-522	Y	
EUIL - 31598	US-SE-4.3 and also release type definitions...AIMS2 not Utilizing PR Eligibility Criteria	Sentence Calculation	To Be Scheduled	Cancelled			-1102	N	
EUIL - 40940	CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification	Classification	6/29/2020	Cancelled			-254	N	
EUIL - 42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	STG	8/13/2020	Cancelled			-160	N	
EUIL - 43279	New Code Violator not calculating correctly	Sentence Calculation	8/5/2020	Cancelled			-660	N	
Totals							8291		
Balance									*8712*

	Accepted
	In Development
	On Hold

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Current Status of EUIL's (monthly breakdown)

CR/EUIL Number	May	June	July	August	September	October	November	December	January	February	March	April
PL - 21283			111									
PL - 25141			111									
PL - 25178			111									
PL - 25179			111									
PL - 25204			111									
PL - 31494	111											
PL - 36608			111									
PL - 37369	112											
PL - 40361	111											
Total	334	0	666									
PL Balance 1000	666	666	0									
EUIL - 40167			160									
EUIL - 40629			28									
EUIL - 39609			124									
EUIL - 41361				100								
EUIL - 42335				174								
EUIL - 25143					77.5							
EUIL - 40386					124							
EUIL - 42235					230							
EUIL - 42241					82							
EUIL - 28917						90						
EUIL - 25275						112						
EUIL - 28992							1027.5					
EUIL - 33168							132					
EUIL - 39463							210					
EUIL - 40392									496			
EUIL - 42364									468			
EUIL - 29221										522		
EUIL - 30307												958
Total	0	0	312	274	513.5	202	1369.5	0	964	522	0	958
EUIL Balance 9000	9000	9000	8688	8414	7900.5	7698.5	6329	6329	5365	4843	4843	3885

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Governance

M&O Hours

M&O Work Item	Time Period	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000.00
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25
Project Management	8/3/2020 - 8/7/2020		10.00	8,632.25
Performance Improvement	8/3/2020 - 8/7/2020		4.50	8,627.75
Document Storage	8/3/2020 - 8/7/2020		4.50	8,623.25
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75	8,606.50
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75	8,600.75
AD HOC Support	8/3/2020 - 8/7/2020		10	8,590.75
Project Management	8/10/2020 - 8/14/2020		24.5	8,566.25
Performance Improvement	8/10/2020 - 8/14/2020		3	8,563.25
Document Storage	8/10/2020 - 8/14/2020		1.5	8,561.75
AD HOC Support	8/10/2020 - 8/14/2020		3.75	8,558.00
Project Management	8/17/2020 - 8/21/2020		35.00	8,523.00
Performance Improvement	8/17/2020 - 8/21/2020		11.50	8,511.50
Document Storage	8/17/2020 - 8/21/2020		3.00	8,508.50
AD HOC Support	8/17/2020 - 8/21/2020		16.50	8,492.00
Project Management	8/24/2020 - 8/28/2020		20.00	8,472.00
Performance Improvement	8/24/2020 - 8/28/2020		2.50	8,469.50
Document Storage	8/24/2020 - 8/28/2020		12.50	8,457.00
AD HOC Support	8/24/2020 - 8/28/2020		7.50	8,449.50
Performance Improvement	8/31/2020 - 9/4/2020		6.00	8,443.50
Document Storage	8/31/2020 - 9/4/2020		2.25	8,441.25
Excessive Postback	8/31/2020 - 9/4/2020		1.00	8,440.25
AD HOC Support	8/31/2020 - 9/4/2020		2.00	8,438.25
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,429.25
AD HOC Support	9/14/2020 - 9/18/2020		2.50	8,426.75
AD HOC Support	9/21/2020 - 9/25/2020		2.50	8,424.25
				8,424.25
Total				8,424.25

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AZ-DOC-21-0315-A-001017

Questions and Answers

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Joseph Profiri
Subject: Re: ACIS Leadership Meeting Notes 10/2/2020
Date: Thursday, October 8, 2020 8:12:04 AM

I am aligned with our Deputy regarding the movement of this meeting. Please make it so.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Oct 8, 2020 at 7:27 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,
>
> I sent my draft of the notes over to Dean to review and will send the entire notes and PowerPoint as soon as I have his feedback. We have the high level governance meeting on Monday which I think we should postpone for end of the month after we have more "action" from our meeting this week. There is not much of anything new at all to review with the Operational team and I would prefer to be prudent with everyone's time. It is your call though.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On Oct 7, 2020, at 4:41 PM, Joseph Profiri <jprofiri@azadc.gov> wrote:

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Charles,

Please send me the Power Point we looked at yesterday.

Thank you,

Joe

On Tue, Oct 6, 2020 at 9:04 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Please find the meeting notes below. Thank you.
>
> 1: **M&O Ledgers**
>
> <image008.jpg>
>
> <image009.jpg>
>
> <image011.jpg>
>
> *Denotes Bulletins sent to Deputy Director Profiri
>
> 2: **M&O HOURS**
>
> <image012.jpg>
>
> *204 Hours Outstanding from 8/3/2020 to 9/4/2020
>
> 3: **4th Quarter CR's/B&D Staffing Concerns**

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- B&D reviewing staffing model for M&O Development
  - To be addressed between Dean and Deputy Director Profiri during meeting scheduled for 10/6/2020 (Meeting notes to be sent out 10/7/2020)
- 4th Quarter CR list due by the end of September
- **EUIL 40940 awaiting clarification from Sandy Wang and Spencer Scott**

4: **ACIS Outage**

- Charles to schedule a meeting with Matt DeClue, Joe Nicoletti and Rusty Johnson to review documentation, timeline and events.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image014.png>

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From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Charles Spannagel
Cc: Holly Greene
Subject: Re: ACIS Leadership Meeting Notes 10/2/2020
Date: Thursday, October 8, 2020 7:29:10 AM

Concur; push the meeting.

On Thu, Oct 8, 2020 at 7:27 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,
>
> I sent my draft of the notes over to Dean to review and will send the entire notes and PowerPoint as soon as I have his feedback. We have the high level governance meeting on Monday which I think we should postpone for end of the month after we have more "action" from our meeting this week. There is not much of anything new at all to review with the Operational team and I would prefer to be prudent with everyone's time. It is your call though.
>
> Thank you.
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> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>
>
> On Oct 7, 2020, at 4:41 PM, Joseph Profiri <jprofiri@azadc.gov> wrote:
>
> Charles,
>
> Please send me the Power Point we looked at yesterday.
>
> Thank you,
>
> Joe
>
> On Tue, Oct 6, 2020 at 9:04 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Please find the meeting notes below. Thank you.

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1: **M&O Ledgers**

<image008.jpg>

<image009.jpg>

<image011.jpg>

*Denotes Bulletins sent to Deputy Director Profiri

2: **M&O HOURS**

<image012.jpg>

*204 Hours Outstanding from 8/3/2020 to 9/4/2020

3: **4th Quarter CR's/B&D Staffing Concerns**

- B&D reviewing staffing model for M&O Development
  - To be addressed between Dean and Deputy Director Profiri during meeting scheduled for 10/6/2020 (Meeting notes to be sent out 10/7/2020)
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4: **ACIS Outage**

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Charles to schedule a meeting with Matt DeClue, Joe Nicoletti and Rusty Johnson to review documentation, timeline and events.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image014.png>

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Rusty Johnson
Cc: Holly Greene
Subject: Re: M&O Hours 9/28 to 10/2
Date: Wednesday, October 7, 2020 8:03:21 AM
Attachments: image004.png
image005.png
image006.png

Understood. We are trying to synchronize the details being added to the charge codes. We are not used to this so please bare with us as we get this process down.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Oct 7, 2020, at 7:50 AM, Rusty Johnson <sjohnson@azadc.gov> wrote:

The 1.5 hours for Ad-Hoc are approved.

Charles, please be mindful of what is being reported. Although an hour doesn't seem like much. Over time it will build up.

Thank you for following up on this. We appreciate it.

Sincerely,

Rusty Johnson

Deputy Chief Information Officer

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

AMERICAN OVERSIGHT

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Tue, Oct 6, 2020 at 4:17 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Ok,
>
> I apologize again for the confusion. There is 1.5 hours towards Ad Hoc support which is explained below. The other developer put his hours underneath the wrong charge code.
>
> Please approve 1.5 hours for Ad Hoc.
>
> "The reports were running in micase_dev from the Telerik scheduler. They should not be running in dev anymore and it looks like they were test reports. I removed those from the dev scheduler.
>
> Looking at the sql being ran in dev for hours, I did a quick analyze of the sql to see if there was any other execution path that could increase performance.
>
> In addition there was 60,000+ sql calls daily from an ADC server to the dev schema that could not be identified any reason for operations. Some of these sql statements were running multiple hours. So access from this server/service to the micase_dev schema was denied at the database access level"
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

<image004.png>

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Tuesday, October 6, 2020 3:27 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Hours 9/28 to 10/2

I was just told that reports 0960 and 2230 are B&D Reports so we are wondering why we would be charged anything for those? I think that at least the one was also indicated by your staff in the email response.

Sincerely,

Rusty Johnson

Deputy Chief Information Officer

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

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On Tue, Oct 6, 2020 at 3:06 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Rusty,
>
> Here are the exact responses from the two developers. Please let me know if this is sufficient.
>
> "The reports were running in micase_dev from the Telerik scheduler. They should not be running in dev anymore and it looks like they were test reports. I removed those from the dev scheduler.
>
> Looking at the sql being ran in dev for hours, I did a quick analyze of the sql to see if there was any other execution path that could increase performance.
>
> In addition there was 60,000+ sql calls daily from an ADC server to the dev schema that could not be identified any reason for operations. Some of these sql statements were running multiple hours. So access from this server/service to the micase_dev schema was denied at the database access level"
>
> "Last week, Hagay and Harika had me do several tasks for Ad Hoc Reports.
>
> 10/2 - Harika requested that I push RPT 2230 from dev to UAT
>
> 10/2 – Harika had me investigate the deployment of RPT 0960
>
> 10/1 – I removed the user activity report from Prod. (this could probably be billed internal)
>
> 9/30 – investigated user activity report
>
> 9/29 Harika and Hagay had me investigate RPT 0960"
>
> **Charles Spannagel**

AMERICAN OVERSIGHT

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Tuesday, October 6, 2020 1:20 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Hours 9/28 to 10/2

Hi Charles-

Can you please have someone explain what the following hours are for: 2.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule. I checked with Jeff and Josh and the only thing they said was there was a problem with a report timing out. We are just trying to figure out what exactly is going on with the Ad-Hoc reports now that they are using Telerik, and if there is something going on what can be done to correct it.

Sincerely,

Rusty Johnson

Deputy Chief Information Officer

Arizona Department of Corrections, Rehabilitation & Reentry

AMERICAN OVERSIGHT

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Tue, Oct 6, 2020 at 12:51 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> We have 2.5 hours this week performed by our Backend team. Thank you very much.
>
> 2.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> <image006.png>

This email contains information that is intended only for the person(s)

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> to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Charles Spannagel; Holly Greene; Rusty Johnson; Joseph Nicoletti; Keith Barrier; Joseph Profiri
Cc: Dean Allen; Thad Lowry; Chris Masson; Aaron Pratt; Robert Spedding
Subject: ACIS Leadership Meeting Notes 10/2/2020
Date: Tuesday, October 6, 2020 9:04:07 PM
Attachments: image014.png

Please find the meeting notes below. Thank you.

1: **M&O Ledgers**

-

EUIL Item	EUIL Name	Module	JAR Session Date	Status	Estimated FUAT Delivery	Credit	Debit	Approved D	Balance
M/O Signed Agreement			5/1/2020			10,000			10,000
Amendment 9 PL Items			5/1/2020				-1,000		9,000
EUIL - 40167	Remove PRR Rules Preventing Inmates from Being Assigned	Programs	6/9/2020	Deployed to PROD	Jul-20		-160	Y	*8840*
EUIL - 40629	Mental Health Screen: Text change for "Title 18 Medicaid ID	Interfaces/Medical & Mental Health Tabs	6/28/2020	Deployed to PROD	Jul-20		-28	Y	*8812*
EUIL - 41361	CL Pending Manslaughter review should not allow for an IR reduction below 3	Classification	7/9/2020	Deployed to PROD	Aug-20		-100	Y	*8712*
EUIL - 25143	UC-GM-4.0: Display both the CSG and STG in the banner	STG	7/28/2020	Accepted in FUAT	Sep-20		-77.5	Y	
EUIL - 28917	Add Hyperlinks to Community Corrections Banner	Community Corrections/OMS	8/4/2020	In Develpoment	Oct-20		-90	Y	
EUIL - 28992	Violator CSED not calculating correctly	Sentence Calculation	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/6/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20	In Develpoment	Nov-20		-1027.5	Y	
EUIL - 30307	Adjusting Past Community Supervision Begin Dates (CSBD/TR/Temporary Release to Absolute Discharge)	Sentence Calculation	9/1/2020	In SC Queue (February 2021)	Apr-21		-958	Y	
EUIL - 33168	Fast trackers past all dates showing N/A for date in banner	Sentence Calculation	6/9/2020, 8/10/2020	In Develpoment	Nov-20		-132	Y	
EUIL - 39463	UC-SE-5.1 SBD not allowed to be prior to Date of Offense	Sentence Calculation	6/22/2020	In SC Queue (Novemeber 2020)	Nov-20		-210	Y	
EUIL - 39609	Cell Screening: Years to Release Rules are incorrect	Cell Screening	6/22/2020	Accepted in FUAT	Jul-20		-124	Y	
EUIL - 40386	CL 5 year non-discretionary medium is not triggering a new classification review	Classification	6/30/2020	Deployed to FUAT	Sep-20		-124	Y	
EUIL - 40392	CL Action Queue Classification items are not being generated for changes in CU or IR due to Most Serious Prior Aging out, Discipline Aging out, Escape history Aging out, or review after initial 180 days indicates a reduction	Classification	7/7/2020	In SC Queue (Novemeber 2020)	Jan-21		-496	Y	
EUIL - 42235	RMS Home plan Detail page when a COIII submits a home plan have the SID/date/time appear	RMS	8/10/2020	Deployed to FUAT	Sep-20		-230	Y	
EUIL - 42241	Global Banner (Inmate Status) have the assigned COIII to be displayed and hyperlinked	Global	8/3/2020	Deployed to FUAT	Sep-20		-82	Y	

-

EUIL Item	EUIL Name	Module	JAR Session Date	Status	Estimated FUAT Delivery	Credit	Debit	Approved D	Balance
EUIL - 42335	UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections	RMS	7/7/2020	Deployed to FUAT	Aug-20		-174	Y	
EUIL - 42364	Need to be able to make a Sentence Flat or Earning Without Exceptions	Sentence Calculation	8/14/2020	In SC Queue (December 2020)	Jan-21		-468	Y	
EUIL - 25275	UC-GL-General Development: Man. Lit & GED/HSD Banner is not Reflecting Exempt Data	Sentence Calculation	8/3/2020, 8/5/2020	QA Complete ready for FUAT	Oct-20		-112	Y	
EUIL - 29221	AIMS2-062: SB1211/§ 13-717 law change for o/a 01/01/1994 life sentences	Sentence Calculation	8/17/2020	In SC Queue (December 2020)	Feb-21		-522	Y	
EUIL - 31598	US-SS-4.3 and also release type definitions. AIMS2 not Utilizing P# Eligibility Criteria	Sentence Calculation	To Be Scheduled	Cancelled			-1102	N	
EUIL - 40940	CL Inmate on supervision came back with New Felony Conviction and did not trigger new initial classification	Classification	6/29/2020	Cancelled			-254	N	
EUIL - 42463	When a CSG is changed to an STG, the inmates do not show in the Gang Intelligence Search	STG	8/13/2020	Cancelled			-160	N	
EUIL - 45279	New Code Violator not calculating correctly	Sentence Calculation	8/5/2020	Cancelled			-660	N	
Totals							8291		
Balance									*8712*

	Accepted
	In Development
	On Hold

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Current Status of EUIL's (monthly breakdown)

CR/EUIL Number	May	June	July	August	September	October	November	December	January	February	March	April
PL - 21283			111									
PL - 25141			111									
PL - 25178			111									
PL - 25179			111									
PL - 25204			111									
PL - 31494	111											
PL - 36608			111									
PL - 37369	112											
PL - 40361	111											
Total	334	0	666									
PL Balance	666	666	0									
1000												
EUIL - 40167			160									
EUIL - 40629			28									
EUIL - 39609			124									
EUIL - 41361				100								
EUIL - 42335				174								
EUIL - 25143					77.5							
EUIL - 40386					124							
EUIL - 42235					230							
EUIL - 42241					82							
EUIL - 28917						90						
EUIL - 25275						112						
EUIL - 28992							1027.5					
EUIL - 33168							132					
EUIL - 39463							210					
EUIL - 40392									496			
EUIL - 42364									468			
EUIL - 29221										522		
EUIL - 30307												958
Total	0	0	312	274	513.5	202	1369.5	0	964	522	0	958
EUIL Balance	9000	9000	8688	8414	7900.5	7698.5	6329	6329	5365	4843	4843	3885
9000												

*Denotes Bulletins sent to Deputy Director Profiri

2: **M&O HOURS**

M&O Work Item	Time Period	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000.00
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25
Project Management	8/3/2020 - 8/7/2020		10.00	8,632.25
Performance Improvement	8/3/2020 - 8/7/2020		4.50	8,627.75
Document Storage	8/3/2020 - 8/7/2020		4.50	8,623.25
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75	8,606.50
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75	8,600.75
AD HOC Support	8/3/2020 - 8/7/2020		10	8,590.75
Project Management	8/10/2020 - 8/14/2020		24.5	8,566.25
Performance Improvement	8/10/2020 - 8/14/2020		3	8,563.25
Document Storage	8/10/2020 - 8/14/2020		1.5	8,561.75
AD HOC Support	8/10/2020 - 8/14/2020		3.75	8,558.00
Project Management	8/17/2020 - 8/21/2020		35.00	8,523.00
Performance Improvement	8/17/2020 - 8/21/2020		11.50	8,511.50
Document Storage	8/17/2020 - 8/21/2020		3.00	8,508.50
AD HOC Support	8/17/2020 - 8/21/2020		16.50	8,492.00
Project Management	8/24/2020 - 8/28/2020		20.00	8,472.00
Performance Improvement	8/24/2020 - 8/28/2020		2.50	8,469.50
Document Storage	8/24/2020 - 8/28/2020		12.50	8,457.00
AD HOC Support	8/24/2020 - 8/28/2020		7.50	8,449.50
Performance Improvement	8/31/2020 - 9/4/2020		6.00	8,443.50
Document Storage	8/31/2020 - 9/4/2020		2.25	8,441.25
Excessive Postback	8/31/2020 - 9/4/2020		1.00	8,440.25
AD HOC Support	8/31/2020 - 9/4/2020		2.00	8,438.25
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,429.25
AD HOC Support	9/14/2020 - 9/18/2020		2.50	8,426.75
AD HOC Support	9/21/2020 - 9/25/2020		2.50	8,424.25
				8,424.25
Total				8,424.25

*204 Hours Outstanding from 8/3/2020 to 9/4/2020

3: **4th Quarter CR's/B&D Staffing Concerns**

-

- B&D reviewing staffing model for M&O Development
  - To be addressed between Dean and Deputy Director Profiri during meeting scheduled for 10/6/2020 (Meeting notes to be sent out 10/7/2020)
- 4th Quarter CR list due by the end of September
- **EUIL 40940 awaiting clarification from Sandy Wang and Spencer Scott**

4: **ACIS Outage**

- Charles to schedule a meeting with Matt DeClue, Joe Nicoletti and Rusty Johnson to review documentation, timeline and events.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Rusty Johnson
Cc: Holly Greene
Subject: RE: M&O Hours 9/28 to 10/2
Date: Tuesday, October 6, 2020 1:35:38 PM
Attachments: image001.png
image002.png

Holly and Rusty I am scheduled to meet with Eli and Spencer at 2:30 to review EUIL Items (active CR's) this is non billable. Would it be ok to get the hours approved via email and without a phone meeting as long as I receive proper documentation from the developers for the 2.5 hours?

Please let me know. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Tuesday, October 6, 2020 1:20 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Hours 9/28 to 10/2

Hi Charles-

Can you please have someone explain what the following hours are for: 2.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule. I checked with Jeff and Josh and the only thing they said was there was a problem with a report timing out. We are just trying to figure out what exactly is going on with the Ad-Hoc reports now that they are using Telerik, and if there is something going on what can be done to correct it.

Sincerely,

Rusty Johnson
Deputy Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry

AMERICAN OVERSIGHT

Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Tue, Oct 6, 2020 at 12:51 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> We have 2.5 hours this week performed by our Backend team. Thank you very much.
>
> 2.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>
>

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: M&O Hours 9/28 to 10/2
Date: Tuesday, October 6, 2020 12:51:16 PM
Attachments: image003.png

Holly,

We have 2.5 hours this week performed by our Backend team. Thank you very much.

2.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Google Calendar on behalf of hgreene@azadc.gov
To: hgreene@azadc.gov; charles.spannagel@bndna.com; sjohnson@azadc.gov
Subject: Holly and Charles 1 on 1
Date: Friday, October 2, 2020 9:02:33 AM

Hi Charles-

Please scale our weekly 1:1's back to 15 min. Please note that yesterday's meeting (10/1) was 20 min.

Thanks,

Holly

Holly and Charles 1 on 1

When Thu Oct 1, 2020 3pm – 4pm Mountain Standard Time - Phoenix

Where Microsoft Teams Meeting (map)

Who
- Charles Spannagel - organizer
- hgreene@azadc.gov - creator

Join Microsoft Teams Meeting
+1 814-859-9053 United States, Erie (Toll)
Conference ID: 191 269 019#
Local numbers | Reset PIN | Learn more about Teams | Meeting options

---

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Rusty Johnson; Joseph Profiri; Sandy Wang; Joseph Nicoletti; Keith Barrier
Cc:	Dean Allen; Thad Lowry; Chris Masson; Aaron Pratt; Robert Spedding
Subject:	ACIS Leadership Agenda 10/2/2020
Date:	Thursday, October 1, 2020 10:42:51 AM
Attachments:	image003.png

Please find the agenda items listed below and let me know if there is anything you would like to add. Thank you.

1: **M&O Ledgers**

2: **M&O Hours**

3: **EUIL/CRs on Hold**

4: **4th Quarter CR's/B&D Staffing Concerns**

-

-

5: **EUIL/CR Write Ups (Delivered to Deputy Director Profiri)**

-

-

6: **Rocky update on outstanding items**

7: **Open Discussion**

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang
Subject:	ACIS Outage 9/25/2020 Incident Report
Date:	Wednesday, September 30, 2020 10:23:32 AM
Attachments:	ACIS Deployment Incident.docx image003.png

Holly and Team,

Please find the attached incident report for the outage on Friday 9/25/2020. I will add this to the agenda for this Friday's meeting. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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ACIS Deployment Incident

Overview 1

Incidents 1

Monitoring & Notifications **Error! Bookmark not defined.**

Initial 1

Additional monitoring & notifications **Error! Bookmark not defined.**

Reporting on the queue **Error! Bookmark not defined.**

Health Check **Error! Bookmark not defined.**

Overview

The ACIS application was offline on 9/25/2020 during a PROD deployment push. The deployment process has many checks and balances in place to catch for errors. In this case the process returned a success even though the underlying driver was not 100% successful.

Incident

1. An outage occurred due to an issue with the base image.
2. The base image failed to completely install the Oracle driver even though the Oracle driver installer reported a successful and complete install
3. The prod push revealed this problem as a 500 error on the front end and background services.

Troubleshooting & Quality

Initial

The short term solution is to do a build from the PROD base image in the morning, the day of a production push to ensure the base image is error free.

Long term

In the long term this problem is possibly resolved on a newer version of the Oracle Driver. ACIS is using Oracle 12.2, where the latest Oracle version is 19 (2 versions newer). There may also be a different type of Oracle driver install that returns more verbose error handling. Troubleshooting and research is required on both of these items.

AMERICAN OVERSIGHT

Summary

To maintain the uptime of the ACIS application the PROD base image will be tested on the morning of a PROD push to allow time to address quality issues before a deployment is completed.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Rusty Johnson
Subject: Re: M&O Hours Touchbase
Date: Tuesday, September 29, 2020 7:24:39 PM
Attachments: image003.png
image004.png

The ad hoc hours last week were/are approved as our questions were satisfied.

-Holly

On Tue, Sep 29, 2020 at 6:32 PM Rusty Johnson <sjohnson@azadc.gov> wrote:

> I thought Holly had already previously approved those hours. I am pretty sure she did after she found out the details.
>
> Are you sure these were not the same because you responded back to her questions with the same answer?
>
> On Tue, Sep 29, 2020 at 16:46 Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Thank you Rusty. We also had the outstanding 2.5 hours from last week waiting on approval. Rusty we had sent correspondence back and forth on this. Are these hours approved as well?
> >
> > **Charles Spannagel**

AMERICAN OVERSIGHT

Project Manager

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Rusty Johnson <sjohnson@azadc.gov>

Sent: Tuesday, September 29, 2020 3:17 PM

AMERICAN OVERSIGHT

To: Charles Spannagel <Charles.Spannagel@bndna.com>

Cc: Holly Greene <hgreene@azadc.gov>

Subject: Re: M&O Hours Touchbase

Charles-

The 2.5 Ad-Hoc hours is approved.

AMERICAN OVERSIGHT

Sincerely,

Rusty Johnson

Senior Manager, IT Field Operations

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

AMERICAN OVERSIGHT

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 |

ITTECHSUPPORT@azadc.gov

On Tue, Sep 29, 2020 at 11:53 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

AMERICAN OVERSIGHT

Holly,

Last week we worked 2.5 hours on Ad Hoc. I spoke with Chris Masson and he has indicated that the ADCRR Report Writers are doing well with the Production tool.

1 Hour – Project Management (Correspondence, meetings, and turn over process)

1.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule

Holly in regards to hours, I am requesting that I have the ability to bill for up to 2 hours per week towards M&O in order to facilitate meetings with Eli or other meetings that

may pop up. I would submit a meeting notes to you at the conclusion of the meetings and I believe your team would time track it as well. Please let me know.

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it

and notify the sender immediately.

--
Sincerely,

Rusty Johnson
Field Operations Manager
Arizona Department of Corrections

AMERICAN OVERSIGHT

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Joseph Profiri; Rusty Johnson; Sandy Wang; Keith Barrier; Hagay Hazan; Rocky Advani
Cc: Thad Lowry; Dean Allen; Chris Masson
Subject: ACIS Meeting Notes 9-25-2020
Date: Tuesday, September 29, 2020 5:25:22 PM
Attachments: image008.png

Please find my notes from our leadership meeting. The meeting was 30 minutes long.

1. Charles to work with Eli on documentation and presentation of M&O Hours and EUIL Hours moving forward.
    a. Charles and Eli met on 9/25/2020 and reviewed the documentation as seen below. Charles has requested formally to have 2 hours a week budgeted for meetings with Eli to be pulled from the M&O bucket.
    b. Charles discussed the 10,000 M&O Remediation Hours along with the additional 10,000 M&O Hours
        i. Highlighted that M&O Remediation Hours and M&O Hours are to be used for system improvements
        ii. System Maintenance and Bug Fixing are not part of the M&O hours above
    c. Charles and Eli to collaborate and make the ledgers more digestible and comprehensive moving forward

2. Trevor and Cindy have prepared documents that highlight the upcoming EUIL/CR items that will be put in Production or have already been put in Production
    a. EUIL/CR highlights will be delivered to Dean who will share with Deputy Director Profiri
    b. Deputy Director Profiri will disperse as he deems fit

3. Charles will send a request for formal acceptance of the EUIL Items that have been accepted in Production (EUIL 40167, EUIL 40629 and EUIL 41361)
    a. The final amount of hours used by B&D to develop each item will be included in the email
    b. Holly will reply with formal acceptance via email

4. B&D has formally requested that deployments be moved from Fridays to Wednesdays
    a. Charles discussed this request during Monday's (9/28/2020) scheduled bug call with ADCRR
    b. Sandy will bring this request to ADCRR's CAB

5. Rocky and Dean are continuing to work through legal questions and clarifications
    a. Rocky hoping to have an update for the group by 10/2/2020

6. Service Account Discussion
    a. Rusty and Joe Nicoletti to meet and discuss further actions required and/or needed

7. Changes to Letterhead
    a. B&D's stance is that this is a chargeable ask
    b. Rocky to discuss with Dean

8. Emergency (Hot Fix) Pushes
    a. A follow up meeting to be scheduled between Sandy, Charles and Hagay

1: **M&O LEDGERS**

AMERICAN OVERSIGHT

EUIL Item	EUIL Name	Module	JAR Session Date	Credit	Debit	Approved De	Balance
M/O Signed Agreement			5/1/2020	10,000			10,000
Amendment 9 PL Items			5/1/2020		-1,000		9,000
EUIL - 40167			6/9/2020		-160	Y	*8840*
EUIL - 40629			6/28/2020		-28	Y	*8812*
EUIL - 41361			7/9/2020		-100	Y	*8712*
EUIL - 25143			7/28/2020		-77.5	Y	
EUIL - 28917			8/4/2020		-90	Y	
EUIL - 28992			6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20		-1027.5	Y	
EUIL - 30307			9/1/2020		-958	Y	
EUIL - 33168			6/9/2020, 8/10/2020		-132	Y	
EUIL - 39463			6/22/2020		-210	Y	
EUIL - 39609			6/22/2020		-124	Y	
EUIL - 40386			6/30/2020		-124	Y	
EUIL - 40392			7/7/2020		-496	Y	
EUIL - 42235			8/10/2020		-230	Y	
EUIL - 42241			8/3/2020		-82	Y	
EUIL - 42335			7/7/2020		-174	Y	
EUIL - 42364			8/14/2020		-468	Y	
EUIL - 25275			8/3/2020, 8/5/2020		-112	Y	
EUIL - 29221			8/17/2020		-522	Y	
EUIL - 31598			To Be Scheduled		-1102	N	
EUIL - 40940			6/29/2020		-254	N	
EUIL - 42463			8/13/2020		-160	N	
EUIL - 43279			8/5/2020		-660	N	
Totals					**8185**		
Balance							*8712*

	Accepted
	In Development
	On Hold

EUIL	% Increase (9/1/2020)	%Increase (9/10/2020)	%Increase (9/18/2020)	%Increase 9/25/2020	Percentage Complete	Estimated Delivery
25143	60%	5%	15%	0%	100%	Pending Acceptance
25275	0%	0%	5%	5%	30%	11/2/2020
28917	30%	10%	0%	0%	80%	11/13/2020
28992	10%	10%	5%	5%	50%	10/23/2020
29221	10%	10%	0%	0%	30%	3/17/2021
30307	0%	20%	0%	0%	20%	5/18/2021
31598	10%	0%	0%	0%	10%	TBD
33168	0%	0%	0%	0%	20%	12/15/2020
39463	60%	5%	0%	0%	85%	12/21/2020
39609	0%	0%	0%		100%	Pending Acceptance
40167	0%	0%	0%		100%	Accepted
40386	30%	10%	40%		100%	Pending Acceptance
40392	30%	10%	10%	5%	75%	2/4/2021
40629	0%	0%	0%	0%	100%	Accepted
40940	0%	20%	10%	0%	30%	TBD
41361	0%	0%	0%	0%	100%	Accepted
42235	0%	0%	0%	0%	100%	Pending Acceptance
42241	40%	20%	20%	0%	100%	Pending Acceptance
42335	10%	0%	0%	0%	100%	Pending Acceptance
42364	20%	10%	0%	0%	50%	2/24/2021
42463	0%	0%	0%	0%	0%	TBD
43279	20%	0%	0%	0%	20%	TBD

	On Hold
	Pending ADC Sign Off
	In Development
	Delivered to UAT-Feature
	Accepted

2: **M&O HOURS**

AMERICAN OVERSIGHT

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Performance Improvement	8/31/2020 - 9/4/2020		6.00		11.25
Document Storage	8/31/2020 - 9/4/2020		2.25		
Excessive Postback	8/31/2020 - 9/4/2020		1.00		
AD HOC Support	8/31/2020 - 9/4/2020		2.00		
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,633.25	9
AD HOC Support	9/14/2020 - 9/18/2020		2.50		2.5
AD HOC Support	9/21/2020 - 9/25/2020		2.50	8,630.75	2.5
Total				8,630.75	206.5

3: **4th Quarter CR's**

-

1. B&D needs the 4th Quarter list to begin prepping for JAR sessions
    a. 4 items from the original list have been placed on hold (**5115 CR-EUIL Hours + 1000 Amendment 9 Items = 6115 total Remediation Hours approved for work**)
        i. CR's need input from B&D in order to maximize Developer Resources

-

4: **Service Account Discussion**

-

1. Meeting held on 9/22/2020 @ 11AM with Rusty Johnson, Joe Nicoletti, Aaron Pratt and Keith Francen
    a. Ask was to provide a list of Service Account within the system
        i. List sent to group by Aaron Pratt at 11:35AM on 9/22/2020

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Interface	API / Endpoint / Server	Owner	In / Out	Active / In Use?
AHCCCS	co-sftp.azcorrections.gov	ADCRR	OUT	Y
COMMISSARY	https://cws.centricgroup.com/	Keefe	OUT	N
CoPlan Mini	co-sftp.azcorrections.gov	ADCRR	OUT	Y
CoPlan1	co-sftp.azcorrections.gov	ADCRR	OUT	Y
CoPlan8 POFF	co-sftp.azcorrections.gov	ADCRR	OUT	Y
CoPlan8 VOIP	co-sftp.azcorrections.gov	ADCRR	OUT	Y
DES File Creation and FTP Transfer	co-sftp.azcorrections.gov	ADCRR	OUT	Y
DPS Interface	co-sftp.azcorrections.gov	ADCRR	OUT	Y
I19 Monthly	co-sftp.azcorrections.gov	ADCRR	OUT	Y
I19 Weekly	co-sftp.azcorrections.gov	ADCRR	OUT	Y
Inmate Testing Import	co-sftp.azcorrections.gov	ADCRR	IN	Y
Keep Trak Utilities	https://khs.keefegp.com/	Keefe	OUT	Y
KeepTrak Deposit Providers File Upload	co-sftp.azcorrections.gov	ADCRR	OUT	Y
KeepTrak Discipline Restitution	https://khs.keefegp.com/	Keefe	OUT	Y
KeepTrak Inmate Updates	https://cws.centricgroup.com/	Keefe	OUT	Y
KeepTrak OffenderUpdates	https://cws.centricgroup.com/	Keefe	OUT	Y
KeepTrak OMS Fees	https://khs.keefegp.com/	Keefe	OUT	Y
KeepTrak Payroll	https://khs.keefegp.com/	Keefe	OUT	Y
Keeptrack Spendable Balance (805 & Religious)	https://khs.keefegp.com/	Keefe	IN	Y
KeepTrack MVD	https://khs.keefegp.com/	Keefe	OUT	Y
PC_AIMS Service	co-sftp.azcorrections.gov	ADCRR	OUT	Y
SSN	azmtaprd03.az.gov	ADCRR?	OUT	Y
CenturyLink / Enforcer	https://enfqaws.icsenforcer.com/cgi/	ICS / Century Link	OUT	Y
Centurion / EOMIS	10.220.226.35 port 1416 AIMSQ1 - 3 Diff Queues	ADCRR	BOTH	Y
AFIS	10.88.1.202 Port 110	???	IN	Y

5: **Changes to Letterhead Follow Up**

1. B&D in the process of estimating the work effort behind the change request listed below by Sandy Wang

"Victim Services has requested that their letterhead on the letters that are generated in ACIS are updated to reflect the agency's new name and the new administrator at Victim Services. However, B&D is saying this is a change request. They can't send these letters out with the wrong names in the letterhead and we can't change them ourselves. Here's the changes they need made:

1. The header should read:
Arizona Department of Corrections
Rehabilitation & Reentry
2. Remove Jaquel Moody and replace with Gretchen McClellan-Singh, our new Administrator."

6: **Deploy Schedule/Deploy Day**

1. B&D is requesting to move the deployment day from Friday to Wednesday
    a. This gives B&D and ADCRR two days to trouble shoot any issues that may arise
    b. Wednesdays has a bug call scheduled already where the release can be discussed
    c. Unlikely to have any PTO issues from staff on either side

7: **Emergency Push – Hot Fix**

1. B&D held an internal meeting on 9/22/2020 to discuss workflow (Charles to schedule a follow up meeting with Sandy to further dive into the details)
    a. ADCRR should not request an Emergency Fix 2 days prior to a deployment
    b. 2 days needed (as a minimum) in order to complete a "hotfix" pus to UAT for testing
        i. This is once the fix is in QA
    c. QA is a virtual environment (emergency environment) in order to address "hotfix" items

8: **Open Discussion**

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Rocky Advani
Cc: Charles Spannagel; Rusty Johnson
Subject: Re: M&O Hours Touchbase
Date: Tuesday, September 29, 2020 4:09:09 PM
Attachments: image002.png

Thank you kindly

On Tue, Sep 29, 2020 at 3:00 PM Rocky Advani <radvani@azadc.gov> wrote:

> Agree Holly
>
> I will get this resolved with Dean as soon as he is back from vacation. I sent him a note earlier requesting a meeting with him to resolve this issue.
>
> I will summarize my assessment of the contract language and send it to all of us on copy shortly so B&D understands ADCRR's position on these issues.
>
> Thanks
>
> Rocky
>
> Rocky Advani
>
> Procurement Manager-Services
>
> Arizona Department of Corrections, Rehabilitation, and Reentry (ADCRR)
>
> 1645 W. Jefferson, Mail Code 55302
>
> Phoenix, Arizona 85007
>
> Office: (602) 364-3792
>
> radvani@azadc.gov
>
> On Tue, Sep 29, 2020 at 1:58 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > **Hi Rocky-**
> >
> > Please review the below request made by Charles regarding his meeting time with Eli (our team member) and possibly others. We really need to wrap up billable vs. non-billable.

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Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Sep 29, 2020 at 11:53 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Last week we worked 2.5 hours on Ad Hoc. I spoke with Chris Masson and he has indicated that the ADCRR Report Writers are doing well with the Production tool.

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1 Hour – Project Management (Correspondence, meetings, and turn over process)

1.5 Hours – Backend support for Ad Hoc reports, research/kill runaway report and removal from schedule

Holly in regards to hours, I am requesting that I have the ability to bill for up to 2 hours per week towards M&O in order to facilitate meetings with Eli or other meetings that may pop up. I would submit a meeting notes to you at the

conclusion of the meetings and I believe your team would time track it as well. Please let me know.

Charles Spannagel

Project Manager

Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: Enhancement Bulletins
Date: Tuesday, September 29, 2020 7:30:02 AM
Attachments: ACIS SYSTEM IMPROVEMENT BULLETIN 25141 25179 25178 25204.docx
ACIS SYSTEM IMPROVEMENT BULLETIN 31494.docx
ACIS SYSTEM IMPROVEMENT BULLETIN 37369.docx
ACIS SYSTEM IMPROVEMENT BULLETIN 40167.docx
ACIS SYSTEM IMPROVEMENT BULLETIN 40629.docx
ACIS SYSTEM IMPROVEMENT BULLETIN 40631.docx
ACIS SYSTEM IMPROVEMENT BULLETIN 41361.docx

Hi Joe,

I sent these last week as a zip file but I got a bounce back for some reason, in any event, here are the Enhancement Bulletins we spoke about. Let me know they arrive safely!

Feel free to pass on any comments. I wonder if it would be a good idea for the folks at ADCRR to add any additional comments, in particular maybe some metrics to how the enhancement has improved operations?

I am out of the office until Thursday, so if we could schedule the call, we discussed, with the team on Thursday or Friday I would appreciate it.

Thanks and have a great day.

Dean

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[redacted]

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[redacted]

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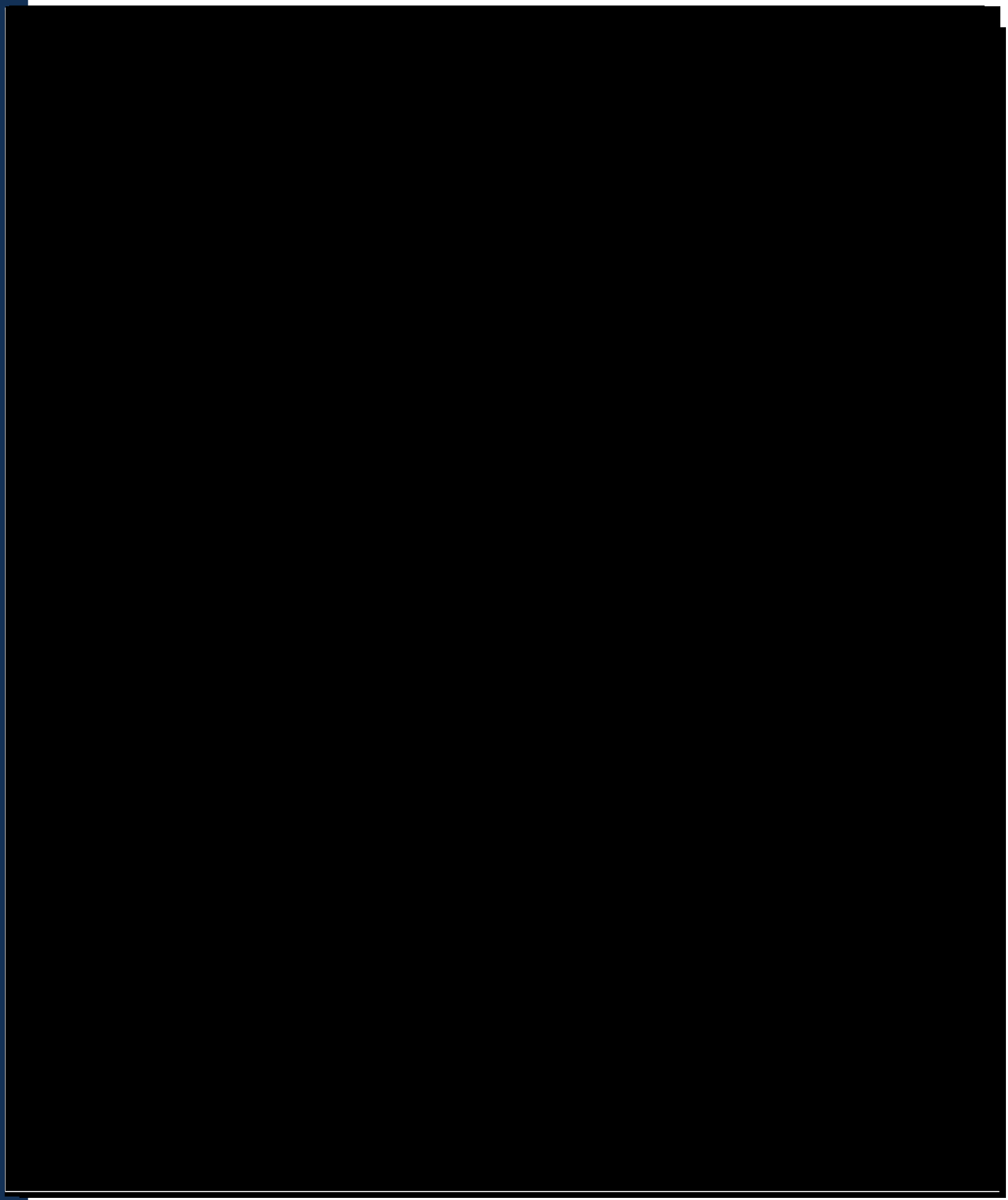

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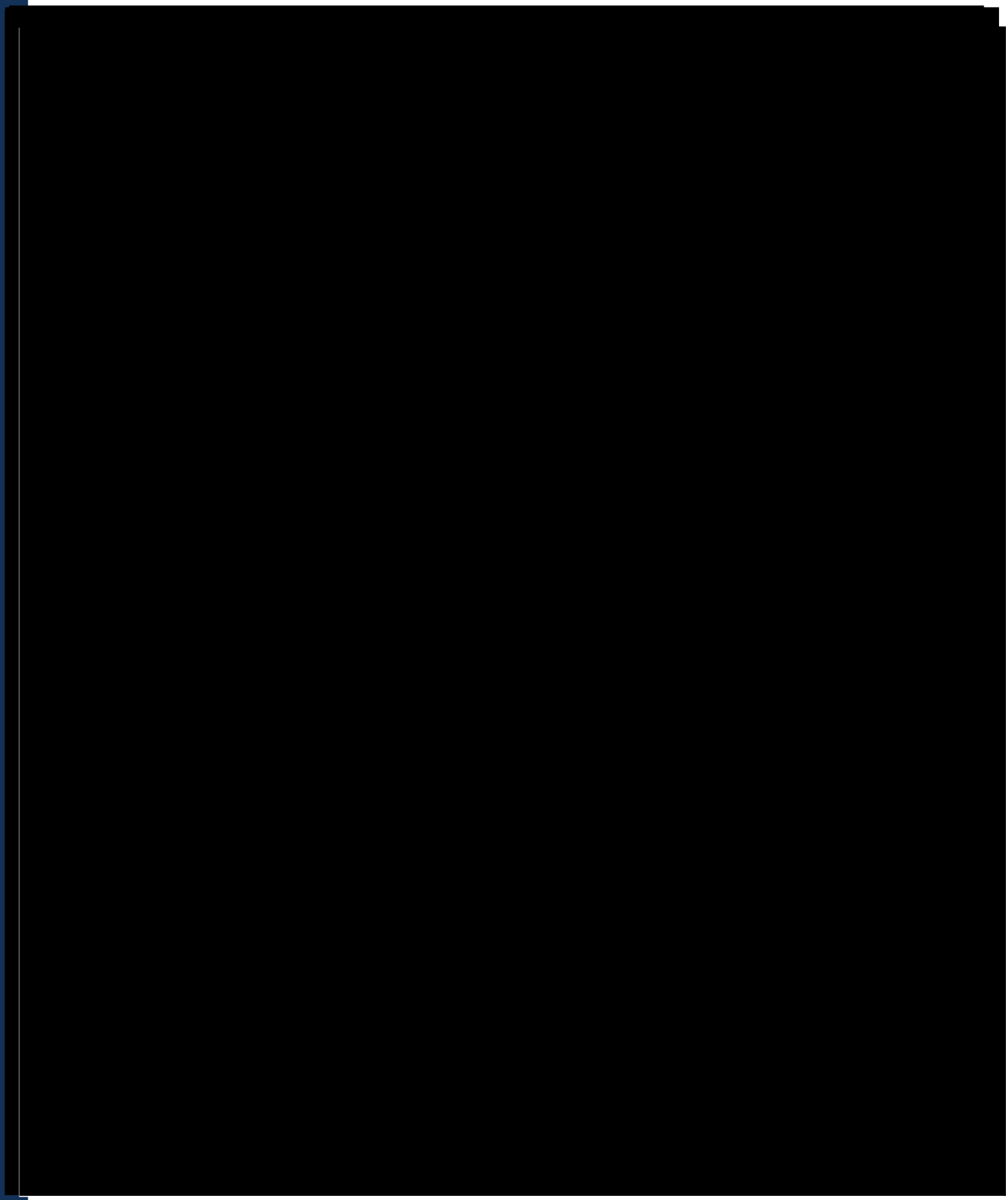
Lightening the load of those managing the corrections journey.



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AMERICAN OVERSIGHT

Lightening the load of those managing the corrections journey.

[redacted]

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Lightening the load of those managing the corrections journey.

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[redacted]

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[redacted]

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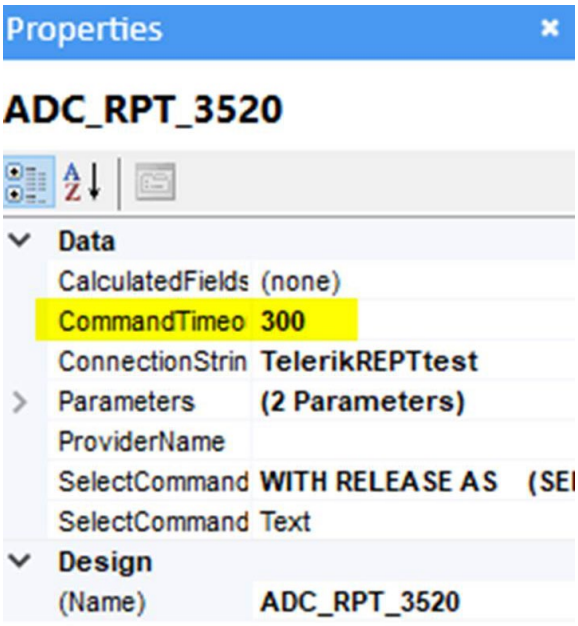
From: Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To: Jeff Woodward; Charles Spannagel; Phil Wussow; Harika Chikkala
Cc: Holly Greene; Rusty Johnson; Joshua Connolly
Subject: RE: Telerik PROD Issues?
Date: Monday, September 28, 2020 12:04:45 PM
Attachments: image005.png
image006.png

Hi Jeff,

I just tested 3520 and found the same, that it times out on the Report Server. It also times out when I run it in the designer as well. It appears the issue is the length of time the query takes to execute, and by default, Telerik has a default 30 second command timeout to prevent runaway queries. If you set the **CommandTimeout** property to a higher threshold in the Report Designer the report(s) run successfully. For example, I just set 3520 to 120 seconds and it ran fine.



That should resolve your error.

Thanks
Chris

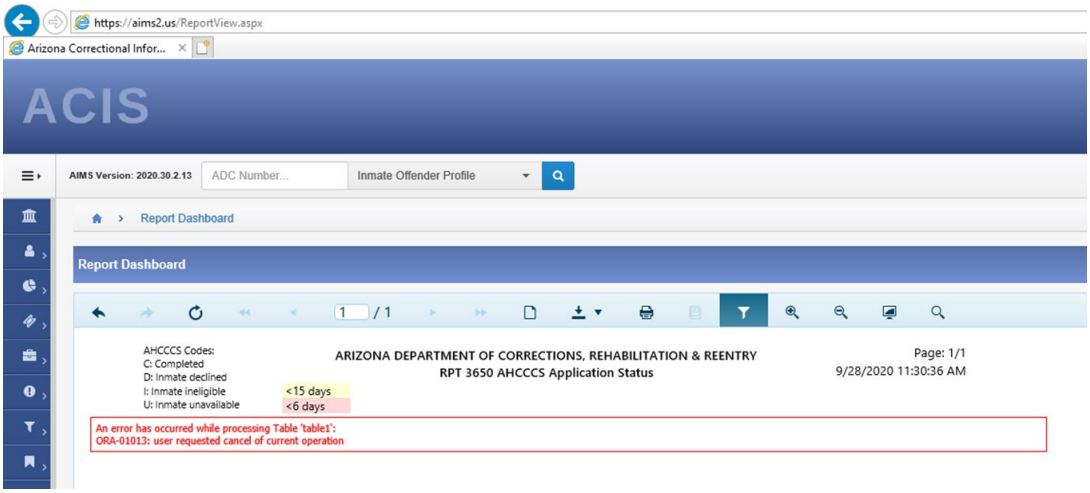
From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Monday, September 28, 2020 11:41 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Chris Masson <chris.masson@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Telerik PROD Issues?

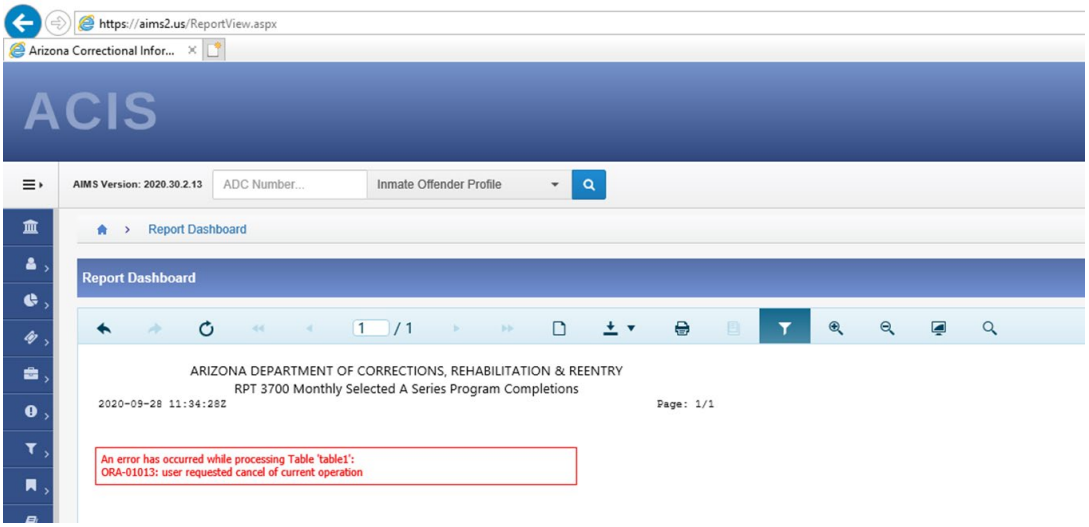
AMERICAN OVERSIGHT

Hello all,

I'm receiving an error when trying to run some reports in ACIS/Telerik PROD this morning. I'm not sure if it's coincidence or not, but they all seem to be reports that are using built-in queries for the data source vs. having a stored procedure for the data source.

Receiving the same error in several reports (ADC RPT 3520, ADC RPT 3650, ADC RPT 3700), which were all working fine on Friday:





Any ideas what the problem is here?

Thanks!

--

Jeff Woodward

Cherwell Administrator

AMERICAN OVERSIGHT

ADCRR | I.T. Bureau
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.2998 | Cell: 602.469.0538 | JWOODWARD@azadc.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Profiri; Rusty Johnson; Joseph Nicoletti; Keith Barrier; Hagay Hazan; Sandy Wang
Cc: Dean Allen; Thad Lowry; Chris Masson; Aaron Pratt
Subject: ACIS Meeting Agenda 9-25-2020
Date: Friday, September 25, 2020 9:30:00 AM
Attachments: image014.png

Please find the meeting agenda below and let me know if there is anything else needed. Thank you.

1: **M&O LEDGERS**

EUIL Item	JAR Session Date	Credit	Debit	Approved De	Balance
M/O Signed Agreement	5/1/2020	10,000			10,000
Amendment 9 PL Items	5/1/2020		-1,000		9,000
EUIL - 40167	6/9/2020		-160	Y	*8840*
EUIL - 40629	6/28/2020		-28	Y	*8812*
EUIL - 41361	7/9/2020		-100	Y	*8712*
EUIL - 25143	7/28/2020		-77.5	Y	
EUIL - 28917	8/4/2020		-90	Y	
EUIL - 28992	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20		-1027.5	Y	
EUIL - 30307	9/1/2020		-958	Y	
EUIL - 33168	6/9/2020, 8/10/2020		-132	Y	
EUIL - 39463	6/22/2020		-210	Y	
EUIL - 39609	6/22/2020		-124	Y	
EUIL - 40386	6/30/2020		-124	Y	
EUIL - 40392	7/7/2020		-496	Y	
EUIL - 42235	8/10/2020		-230	Y	
EUIL - 42241	8/3/2020		-82	Y	
EUIL - 42335	7/7/2020		-174	Y	
EUIL - 42364	8/14/2020		-468	Y	
EUIL - 25275	8/3/2020, 8/5/2020		-112	Y	
EUIL - 29221	8/17/2020		-522	Y	
EUIL - 31598	To Be Scheduled		-1102	N	
EUIL - 40940	6/29/2020		-148	N	
EUIL - 42463	8/13/2020		-160	N	
EUIL - 43279	8/5/2020		-660	N	
Totals			**8185**		
Balance					***8712***

	Accepted
	In Development
	Moved to 4th Quarter
	Outstanding Scope Issues

AMERICAN OVERSIGHT

EUIL	% Increase (9/1/2020)	%Increase (9/10/2020)	%Increase (9/18/2020)	%Increase 9/25/2020	Percentage Complete	Estimated Delivery
25143	60%	5%	15%	0%	100%	Pending Acceptance
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28917	30%	10%	0%	0%	80%	11/13/2020
28992	10%	10%	5%	5%	50%	10/23/2020
29221	10%	10%	0%	0%	30%	3/17/2021
30307	0%	20%	0%	0%	20%	5/18/2021
31598	10%	0%	0%	0%	10%	TBD
33168	0%	0%	0%	0%	20%	12/15/2020
39463	60%	5%	0%	0%	85%	9/1/2020
39609	0%	0%	0%		100%	Pending Acceptance
40167	0%	0%	0%		100%	Accepted
40386	30%	10%	40%		100%	Pending Acceptance
40392	30%	10%	10%	5%	75%	2/4/2021
40629	0%	0%	0%	0%	100%	Accepted
40940	0%	20%	10%	0%	30%	TBD
41361	0%	0%	0%	0%	100%	Accepted
42235	0%	0%	0%	0%	100%	Pending Acceptance
42241	40%	20%	20%	0%	100%	Pending Acceptance
42335	10%	0%	0%	0%	100%	Pending Acceptance
42364	20%	10%	0%	0%	50%	2/24/2021
42463	0%	0%	0%	0%	0%	TBD
43279	20%	0%	0%	0%	20%	TBD

	On Hold
	Pending ADC Sign Off
	In Development
	Delivered to UAT-Feature
	Accepted

2: **M&O HOURS**

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
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Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
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AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Performance Improvement	8/31/2020 - 9/4/2020		6.00		11.25
Document Storage	8/31/2020 - 9/4/2020		2.25		
Excessive Postback	8/31/2020 - 9/4/2020		1.00		
AD HOC Support	8/31/2020 - 9/4/2020		2.00		
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,633.25	9
AD HOC Support	9/14/2020 - 9/18/2020		2.50		2.5
Total				8,633.25	206.5

3: **4th Quarter CR's**

-

1. B&D needs the 4th Quarter list to begin prepping for JAR sessions
    a. 4 items from the original list have been placed on hold (**5115 CR-EUIL Hours + 1000 Amendment 9 Items = 6115 total Remediation Hours approved for work**)

AMERICAN OVERSIGHT

i. CR's need input from B&D in order to maximize Developer Resources

-

4: **Service Account Discussion**

-

1. Meeting held on 9/22/2020 @ 11AM with Rusty Johnson, Joe Nicoletti, Aaron Pratt and Keith Francen
    a. Ask was to provide a list of Service Account within the system
        i. List sent to group by Aaron Pratt at 11:35AM on 9/22/2020

Interface	API / Endpoint / Server	Owner	In / Out	Active / In Use?
AHCCCS	co-sftp.azcorrections.gov	ADCRR	OUT	Y
COMMISSARY	https://cws.centricgroup.com/	Keefe	OUT	N
CoPlan Mini	co-sftp.azcorrections.gov	ADCRR	OUT	Y
CoPlan1	co-sftp.azcorrections.gov	ADCRR	OUT	Y
CoPlan8 POFF	co-sftp.azcorrections.gov	ADCRR	OUT	Y
CoPlan8 VOIP	co-sftp.azcorrections.gov	ADCRR	OUT	Y
DES File Creation and FTP Transfer	co-sftp.azcorrections.gov	ADCRR	OUT	Y
DPS Interface	co-sftp.azcorrections.gov	ADCRR	OUT	Y
I19 Monthly	co-sftp.azcorrections.gov	ADCRR	OUT	Y
I19 Weekly	co-sftp.azcorrections.gov	ADCRR	OUT	Y
Inmate Testing Import	co-sftp.azcorrections.gov	ADCRR	IN	Y
Keep Trak Utilities	https://khs.keefegp.com/	Keefe	OUT	Y
KeepTrak Deposit Providers File Upload	co-sftp.azcorrections.gov	ADCRR	OUT	Y
KeepTrak Discipline Restitution	https://khs.keefegp.com/	Keefe	OUT	Y
KeepTrak Inmate Updates	https://cws.centricgroup.com/	Keefe	OUT	Y
KeepTrak OffenderUpdates	https://cws.centricgroup.com/	Keefe	OUT	Y
KeepTrak OMS Fees	https://khs.keefegp.com/	Keefe	OUT	Y
KeepTrak Payroll	https://khs.keefegp.com/	Keefe	OUT	Y
Keeptrack Spendable Balance (805 & Religious)	https://khs.keefegp.com/	Keefe	IN	Y
KeepTrack MVD	https://khs.keefegp.com/	Keefe	OUT	Y
PC_AIMS Service	co-sftp.azcorrections.gov	ADCRR	OUT	Y
SSN	azmtaprd03.az.gov	ADCRR?	OUT	Y
CenturyLink / Enforcer	https://enfqaws.icsenforcer.com/cgi/	ICS / Century Link	OUT	Y
Centurion / EOMIS	10.220.226.35 port 1416 AIMSQ1 - 3 Diff Queues	ADCRR	BOTH	Y
AFIS	10.88.1.202 Port 110	???	IN	Y

-

5: **Changes to Letterhead Follow Up**

-

1. B&D in the process of estimating the work effort behind the change request listed below by Sandy Wang

-

"Victim Services has requested that their letterhead on the letters that are generated in ACIS are updated to reflect the agency's new name and the new administrator at Victim Services. However, B&D is saying this is a change request. They can't send these letters out with the wrong names in the letterhead and we can't change them ourselves. Here's the changes they need made:
1. The header should read:
Arizona Department of Corrections
Rehabilitation & Reentry
2. Remove Jaquel Moody and replace with Gretchen McClellan-Singh, our new Administrator."

-

6: **Deploy Schedule/Deploy Day**

-

1. B&D is requesting to move the deployment day from Friday to Wednesday
    a. This gives B&D and ADCRR two days to trouble shoot any issues that may arise
    b. Wednesdays has a bug call scheduled already where the release can be discussed
    c. Unlikely to have any PTO issues from staff on either side

7: **Emergency Push – Hot Fix**

-

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1. B&D held an internal meeting on 9/22/2020 to discuss workflow (Charles to schedule a follow up meeting with Sandy to further dive into the details)
    a. ADCRR should not request an Emergency Fix 2 days prior to a deployment
    b. 2 days needed (as a minimum) in order to complete a "hotfix" pus to UAT for testing
        i. This is once the fix is in QA
    c. QA is a virtual environment (emergency environment) in order to address "hotfix" items

-

8: **Open Discussion**

-

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Profiri; Rusty Johnson; Joseph Nicoletti; Keith Barrier; Hagay Hazan; Sandy Wang
Subject: ACIS Meeting Agenda 9-25-2020
Date: Thursday, September 24, 2020 9:35:55 AM
Attachments: image003.png

Please find the meeting agenda below and let me know if there is anything else needed. Thank you.

1: **M&O LEDGERS**

2: **M&O HOURS**

3: **4th Quarter CR's**

-

4: **Service Account Discussion**

-

5: **Changes to Letterhead Follow Up**

-

-

6: **Open Discussion**

-

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Rusty Johnson
Cc: Hagay Hazan; Holly Greene
Subject: Re: M&O Hours for 9/14 - 9/18
Date: Wednesday, September 23, 2020 9:00:31 AM
Attachments: image003.png
image004.png

Rusty,

This is the response from the Infrastructure resource:

" The time debugging was for performance issues and then figuring out why it would not run in UAT. It would not run in UAT because one of the parameters that was used to collect selection criteria was based on a view that they did not have permission to. So for UAT and PROD I created the grants and synonym."

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Sep 23, 2020, at 8:24 AM, Rusty Johnson <sjohnson@azadc.gov> wrote:

Charles-

Can you have the developer expand on what this was about:
1.5hrs – Debug ADC report 3650

We have very little information. It appears that Aaron Bailey was involved in this but we are not sure why and he did not pass any info on to us about a problem with a report.

Sincerely,

Rusty Johnson

Senior Manager, IT Field Operations

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Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Tue, Sep 22, 2020 at 2:59 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Rusty,
>
> Here is the message from the developer.
>
> 1.5hrs – Debug ADC report 3650
>
> 1hr – Research/tune/Kill 2 DEV ADC reports run away sessions
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> <image004.png>
>
> **From:** Rusty Johnson <sjohnson@azadc.gov>
> **Sent:** Tuesday, September 22, 2020 2:48 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>

AMERICAN OVERSIGHT

Cc: Hagay Hazan <hagay.Hazan@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Hours for 9/14 - 9/18

Charles-

Can you tell us what the ad-hoc hours are in reference to? What reports were migrated and deployed?

On Tue, Sep 22, 2020 at 11:25 Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Please find the updated M&O Hours below as well as a link to the spreadsheet(s) on Share Point. This spreadsheet has been available for review the last month and I believe your team utilizes it for verification. If you have any questions
>
> please let me know.

AMERICAN OVERSIGHT

M&O

Hours Spreadsheet

<image002.jpg>

Ad – Hoc: 2.5 hours for Migration and Deployment

Charles Spannagel

Project Manager

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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--

Sincerely,

Rusty Johnson
Field Operations Manager
Arizona Department of Corrections

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Rusty Johnson; Hagay Hazan
Subject: Re: M&O Hours for 9/14 - 9/18
Date: Tuesday, September 22, 2020 2:22:48 PM
Attachments: image006.png

Thank you!

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Sep 22, 2020 at 11:25 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Please find the updated M&O Hours below as well as a link to the spreadsheet(s) on Share Point. This spreadsheet has been available for review the last month and I believe your team utilizes it for verification. If you have any questions please let me know.
>
> M&O Hours Spreadsheet

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M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Performance Improvement	8/31/2020 - 9/4/2020		6.00		11.25
Document Storage	8/31/2020 - 9/4/2020		2.25		
Excessive Postback	8/31/2020 - 9/4/2020		1.00		
AD HOC Support	8/31/2020 - 9/4/2020		2.00		
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,633.25	9
AD HOC Support	9/14/2020 - 9/18/2020		2.50		2.5
Total				8,633.25	204

Ad – Hoc: 2.5 hours for Migration and Deployment

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Hagay Hazan
Subject: M&O Hours for 9/14 - 9/18
Date: Tuesday, September 22, 2020 11:25:19 AM
Attachments: image006.png

Holly,

Please find the updated M&O Hours below as well as a link to the spreadsheet(s) on Share Point. This spreadsheet has been available for review the last month and I believe your team utilizes it for verification. If you have any questions please let me know.

M&O Hours Spreadsheet

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Performance Improvement	8/31/2020 - 9/4/2020		6.00		11.25
Document Storage	8/31/2020 - 9/4/2020		2.25		
Excessive Postback	8/31/2020 - 9/4/2020		1.00		
AD HOC Support	8/31/2020 - 9/4/2020		2.00		
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,633.25	9
AD HOC Support	9/14/2020 - 9/18/2020		2.50		2.5
Total				8,633.25	204

Ad – Hoc: 2.5 hours for Migration and Deployment

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

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M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Hagay Hazan; Joseph Nicoletti; Keith Barrier; Rusty Johnson; Sandy Wang; Spencer Scott
Subject:	RE: ACIS Leadership Agenda 9/18/2020
Date:	Tuesday, September 22, 2020 11:09:37 AM
Attachments:	image003.png image004.png

Understood. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, September 22, 2020 11:04 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Hagay Hazan <hagay.Hazan@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: ACIS Leadership Agenda 9/18/2020

Our Deputy Director inquired about it. If Dean doesn't recall, please ask that he reach out to the DD to clarify.

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Sep 22, 2020 at 11:01 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I spoke with Dean last night and he reviewed the notes as well and it didn't indicate anywhere that we would send spreadsheets. Is this something that Rocky and Dean are discussing? If you have the recording of it I would like to petition or go through the process of getting access to that

AMERICAN OVERSIGHT

recording to verify.

Please let me know.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, September 21, 2020 3:51 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Hagay Hazan <hagay.Hazan@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: ACIS Leadership Agenda 9/18/2020

Hi Charles-

We asked to have the spreadsheets rather than screenshots for your time tracking. This request also came out of the meeting with Profiri and Dean as well.

I hope that helps.

Thanks,

Holly

On Mon, Sep 21, 2020 at 3:47 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

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Holly,

I'm sorry but I'm not following. What spreadsheets are you referring to?

Charles Spannagel

Project Manager

Business & Decision, North America

15333

N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

On Sep 21, 2020, at 3:41 PM, Holly Greene <hgreene@azadc.gov> wrote:

Hi Charles-

When will we receive the spreadsheet(s) for these hours?

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Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Fri, Sep 18, 2020 at 7:40 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

AMERICAN OVERSIGHT

Please find today's agenda below. Thank you.

1: EUIL Ledger

<image002.jpg>

<image005.jpg>

2: EUIL M&O Hours

<image007.jpg>

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3: EUIL Status

<image009.jpg>

4: Service Account Discussion scheduled for 9/22/2020 @11am

- Required information needed from ADCRR IT (Rusty and Joe N to provide)

5: Changes to the letterheads and the signature block names in the ACIS

AMERICAN OVERSIGHT

letters, reports and forms

6: Open Discussion

Charles Spannagel

Project Manager

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image015.png>

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it and notify the sender immediately.

--

Respectfully,

Holly Greene
CIO | ADCRR I.T. Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | hgreene@azadc.gov
IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Hagay Hazan; Rusty Johnson
Subject: Re: Cancel 1 on 1
Date: Friday, September 18, 2020 8:40:26 AM

That sounds good. Rusty and I have a conflict during our meeting anyway. Have a good weekend.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Fri, Sep 18, 2020 at 8:05 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Would it be ok to cancel the 1 on 1 for this afternoon. Hagay will be our do to a family obligation. I can pause the move and call if there are important items you need to cover, please let me know.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Rusty Johnson; Joseph Nicoletti; Keith Barrier; Hagay Hazan
Subject: ACIS Leadership Agenda 9/18/2020
Date: Friday, September 18, 2020 7:40:45 AM
Attachments: image015.png

Please find today's agenda below. Thank you.

1: EUIL Ledger

EUIL Item	JAR Session Date	Credit	Debit	Approved De	Balance
M/O Signed Agreement	5/1/2020	10,000			10,000
Amendment 9 PL Items	5/1/2020		-1,000		9,000
EUIL - 40167	6/9/2020		-160	Y	*8840*
EUIL - 40629	6/28/2020		-28	Y	*8812*
EUIL - 41361	7/9/2020		-100	Y	*8712*
EUIL - 25143	7/28/2020		-77.5	Y	
EUIL - 28917	8/4/2020		-90	Y	
EUIL - 28992	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20		-1027.5	Y	
EUIL - 30307	9/1/2020		-958	Y	
EUIL - 33168	6/9/2020, 8/10/2020		-132	Y	
EUIL - 39463	6/22/2020		-210	Y	
EUIL - 39609	6/22/2020		-124	Y	
EUIL - 40386	6/30/2020		-124	Y	
EUIL - 40392	7/7/2020		-496	Y	
EUIL - 42235	8/10/2020		-230	Y	
EUIL - 42241	8/3/2020		-82	Y	
EUIL - 42335	7/7/2020		-174	Y	
EUIL - 42364	8/14/2020		-468	Y	
EUIL - 25275	8/3/2020, 8/5/2020		-112	N	
EUIL - 29221	8/17/2020		-522	N	
EUIL - 31598	To Be Scheduled		-1102	N	
EUIL - 40940	6/29/2020		-148	N	
EUIL - 42463	8/13/2020		-160	N	
EUIL - 43279	8/5/2020		-660	N	
Totals			**8185**		
Balance					***8712***

	Accepted
	In Development
	Moved to 4th Quarter
	Outstanding Scope Issues

Amendment 9 PL Items	1,000
EUIL Items Total	7,185
TOTAL	**8185**

In Development	4193
JAR Sessions	782
Require Action	1,922

2: EUIL M&O Hours

AMERICAN OVERSIGHT

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Performance Improvement	8/31/2020 - 9/4/2020		6.00		11.25
Document Storage	8/31/2020 - 9/4/2020		2.25		
Excessive Postback	8/31/2020 - 9/4/2020		1.00		
AD HOC Support	8/31/2020 - 9/4/2020		2.00		
AD HOC Support	9/7/2020 - 9/11/2020		9.00	8,633.25	9
Total				8,633.25	204

3: EUIL Status

EUIL	% Increase (9/1/2020)	%Increase (9/10/2020)	%Increase (9/18/2020)	Percentage Complete	Estimated Delivery
25143	60%	5%	15%	100%	Pending Acceptance
25275	0%	0%	5%	25%	TBD
28917	30%	10%	0%	80%	11/13/2020
28992	10%	10%	5%	45%	10/23/2020
29221	10%	10%	0%	30%	3/17/2021
30307	0%	20%	0%	20%	5/18/2021
31598	10%	0%	0%	10%	TBD
33168	0%	0%	0%	20%	TBD
39463	60%	5%	0%	85%	9/1/2020
39609	0%	0%	0%	100%	Pending Acceptance
40167	0%	0%	0%	100%	Accepted
40386	30%	10%	40%	100%	Pending Acceptance
40392	30%	10%	10%	70%	2/4/2021
40629	0%	0%	0%	100%	Accepted
40940	0%	20%	10%	30%	TBD
41361	0%	0%	0%	100%	Accepted
42235	0%	0%	0%	100%	Pending Acceptance
42241	40%	20%	20%	100%	Pending Acceptance
42335	10%	0%	0%	100%	Pending Acceptance
42364	20%	10%	0%	50%	2/24/2021
42463	0%	0%	0%	0%	TBD
43279	20%	0%	0%	20%	TBD

	Beginning Stages
	Pending ADC Sign Off
	In Development
	Delivered to UAT-Feature
	Accepted

AMERICAN OVERSIGHT

4: Service Account Discussion scheduled for 9/22/2020 @11am

- Required information needed from ADCRR IT (Rusty and Joe N to provide)

5: Changes to the letterheads and the signature block names in the ACIS letters, reports and forms

6: Open Discussion

Charles Spannagel

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Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Rusty Johnson; Joseph Nicoletti; Keith Barrier; Hagay Hazan
Subject: ACIS Leadership Agenda 9/18/2020
Date: Thursday, September 17, 2020 11:14:24 AM
Attachments: image003.png

Good morning,

I will be out tomorrow for the meeting and Hagay will be filling in. I do not have too many agenda items so please feel free to add and if you can do so sooner than later that would be great. Thank you.

1: EUIL Ledger

2: EUIL M&O Hours

3: EUIL Status

4: Service Account Discussion scheduled for 9/22/2020 @11am
- Required information needed from ADCRR IT (Rusty and Joe N to provide)
- ????

5: ??????

Charles Spannagel

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Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Joseph Profiri; Rusty Johnson; Keith Francen; Sandy Wang; Hagay Hazan
Subject: ACIS Leadership Meeting 9-11-2020
Date: Wednesday, September 16, 2020 9:53:25 AM
Attachments: image012.png

Please find the meeting notes below. Thank you.

EUIL ITEMS

EUIL Item	JAR Session Date	Credit	Debit	Approved D	Balance
M/O Signed Agreement	5/1/2020	10,000			10,000
Amendment 9 PL Items	5/1/2020		-1,000		9,000
EUIL - 25143	7/28/2020		-77.5	Y	
EUIL - 28917	8/4/2020		-90	Y	
EUIL - 28992	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20		-1027.5	Y	
EUIL - 30307	9/1/2020		-958	Y	
EUIL - 39463	6/22/2020		-210	Y	
EUIL - 39609	6/22/2020		-124	Y	
EUIL - 40167	6/9/2020		-160	Y	
EUIL - 40386	6/30/2020		-124	Y	
EUIL - 40392	7/7/2020		-496	Y	
EUIL - 40629	6/28/2020		-28	Y	
EUIL - 41361	7/9/2020		-100	Y	
EUIL - 42235	8/10/2020		-230	Y	
EUIL - 42241	8/3/2020		-82	Y	
EUIL - 42335	7/7/2020		-174	Y	
EUIL - 42364	8/14/2020		-468	Y	
EUIL - 25275	8/3/2020, 8/5/2020		-112	N	
EUIL - 29221	8/17/2020		-522	N	
EUIL - 31598	To Be Scheduled		-1102	N	
EUIL - 33168	6/9/2020, 8/10/2020		-132	N	
EUIL - 40940	6/29/2020		-148	N	
EUIL - 42463	8/13/2020		-160	N	
EUIL - 43279	8/5/2020		-660	N	
Totals			-8185		1815

Amendment 9 PL Items	1,000
EUIL Items Total	6,083
Total:	7,083
* EUIL 31598 TBD	1102

	Moved to 4th Quarter
	Outstanding Scope Issues

EUIL	% Increase (9/1/2020)	%Increase (9/10/2020)	Percentage Complete	Estimated Delivery
25143	60%	5%	85%	9/28/2020
25275	0%	0%	20%	TBD
28917	30%	10%	80%	11/13/2020
28992	10%	10%	40%	10/23/2020
29221	10%	10%	30%	3/17/2021
30307	0%	20%	20%	2/1/2020
31598	10%	0%	10%	TBD
33168	0%	0%	20%	TBD
39463	60%	5%	85%	9/1/2020
39609	0%	0%	100%	Pending Acceptance
40167	0%	0%	100%	Accepted
40386	30%	10%	100%	9/18/2020
40392	30%	10%	70%	2/4/2021
40629	0%	0%	100%	Accepted
40940	0%	20%	30%	TBD
41361	0%	0%	100%	Accepted
42235	0%	0%	100%	Pending Acceptance
42241	40%	20%	80%	9/21/2020
42335	10%	0%	100%	Pending Acceptance
42364	20%	10%	50%	2/24/2021
42463	0%	0%	0%	TBD
43279	20%	0%	20%	TBD

	Beginning Stages
	Pending ADC Sign Off
	In Development
	Delivered to UAT-Feature
	Accepted

AMERICAN OVERSIGHT

M&O HOURS

-

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Pla	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Performance Improvement	8/31/2020 - 9/4/2020		6.00		11.25
Document Storage	8/31/2020 - 9/4/2020		2.25		
Excessive Postback	8/31/2020 - 9/4/2020		1.00		
AD HOC Support	8/31/2020 - 9/4/2020		2.00		
AD HOC Support	9/7/2020 - 9/11/2020		9.00		9
Total				8,642.25	213

Per Holly's email (9/15/2020 @ 3:18pm) the hours for the week of 9-7-2020 have been approved. The other hours are pending the outcome of Dean and Rocky's discussions.

EMERGENCY PUSHES

1: Emergency pushes "Hot Fixes" can be done as a 1 off solution. This workflow was agreed to per Charles Minutes from 7/7/2020 sent @10:52AM to ADCRR IT Leadership.

1. Key Factors:
    a. Identification of the issue
        i. Module
        ii. Role
        iii. Affected dependencies (items within the package)
        iv. Analysis of risk versus benefits
    b. Identification of Staff (ADCRR SME, B&D Resources, ADCRR IT) required to make decision to push
    c. Timeline
1. Where does the SLA factor in
    a. SLAs are already factored in with timeframes established
        i. ***M&O Agreement Outstanding***
    b. Charles, Hagay and Sand to have a continued discussion

AD – HOC DISCUSSION

-

1: Decision was made to use the Telerik Tool in Production

1. Chris Masson working with Rusty to provide user accounts
2. B&D to continue support of the Ad Hoc team until the full time move to the Production Report Writer

M&O Hours

1. All M&O Development hours to follow the process of the EUIL/CRs
2. B&D to review ongoing efforts (Performance Improvement, Document Storage, etc) and provide an estimate to Holly by 9/25/2020

AMERICAN OVERSIGHT

Service Account Discussion

-

1. Charles and Hagay to work with Rusty, Joe N and Keith Barrier on identifying Service Accounts that will need to be evaluated for their security permissions

Charles out Friday

1. Hagay will fill in

-

Charles Spannagel

Project Manager
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E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson; Hagay Hazan; Rocky Advani; Spencer Scott; Sandy Wang
Subject:	Re: M&O Hours 9/7/2020 - 9/11/2020
Date:	Tuesday, September 15, 2020 3:17:57 PM
Attachments:	image006.png

Hello Charles-

Per our conversation, we approve the consumption of 9 hours for Ad Hoc Support time used from 9/7 - 9/11.

All previous hours from 8/3 to 9/4 remain unapproved until Dean and Rocky have concluded their discussions and provide direction to me.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Tue, Sep 15, 2020 at 2:46 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly, please find the 9 Ad Hoc Hours of Support listed below.

AMERICAN OVERSIGHT

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Performance Improvement	8/31/2020 - 9/4/2020		6.00		11.25
Document Storage	8/31/2020 - 9/4/2020		2.25		
Excessive Postback	8/31/2020 - 9/4/2020		1.00		
AD HOC Support	8/31/2020 - 9/4/2020		2.00		
AD HOC Support	9/7/2020 - 9/11/2020		9.00		9
Total				8,642.25	213

DEV: 5.25

QA: 1

Migration & Database Configuration: 2.75

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Rusty Johnson
Subject:	FW: Updated invitation: ADC Ad Hoc Promote to PROD Checkpoint @ Weekly from 3pm to 3:10pm on Thursday from Thu Apr 23 to Wed Sep 16 (MST) (charles.spannagel@bndna.com)
Date:	Tuesday, September 15, 2020 3:08:37 PM
Attachments:	image001.png

Charles Spannagel

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M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

-----Original Appointment-----
From: Charles Spannagel
Sent: Tuesday, September 15, 2020 9:55 AM
To: abailey1@azadc.gov
Subject: Accepted: Updated invitation: ADC Ad Hoc Promote to PROD Checkpoint @ Weekly from 3pm to 3:10pm on Thursday from Thu Apr 23 to Wed Sep 16 (MST) (charles.spannagel@bndna.com)
When: Occurs every Thursday effective 4/23/2020 until 6/10/2020 from 3:00 PM to 3:10 PM (UTC-07:00) Arizona.
Where:

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Hagay Hazan
Subject: M&O Hours 9/7/2020 - 9/11/2020
Date: Tuesday, September 15, 2020 2:46:42 PM
Attachments: image006.png

Holly, please find the 9 Ad Hoc Hours of Support listed below.

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Performance Improvement	8/31/2020 - 9/4/2020		6.00		11.25
Document Storage	8/31/2020 - 9/4/2020		2.25		
Excessive Postback	8/31/2020 - 9/4/2020		1.00		
AD HOC Support	8/31/2020 - 9/4/2020		2.00		
AD HOC Support	9/7/2020 - 9/11/2020		9.00		9
Total				8,642.25	213

DEV: 5.25
QA: 1
Migration & Database Configuration: 2.75

Charles Spannagel

Project Manager
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M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To: Rusty Johnson
Cc: Charles Spannagel; Holly Greene; Hagay Hazan
Subject: RE: Telerick
Date: Monday, September 14, 2020 1:40:07 PM

Thanks Rusty,

Let me confirm and/or get the relevant database and Telerik access setup for them.

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Monday, September 14, 2020 12:24 PM
To: Chris Masson <chris.masson@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
Subject: Re: Telerick

Chris-

The initial users for the Ad-Hoc Reports using Telerik will be:

Josh Connolly (existing)
Michael Gomez (existing)
Jeff Woodward (existing)

Greg Denning no longer works for ADCRR. He continues as a Contractor but will no longer be developing any reports. He continues to have some access in ACIS due to his vendor role.

Sincerely,

Rusty Johnson
Senior Manager, IT Field Operations
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

AMERICAN OVERSIGHT

On Mon, Sep 14, 2020 at 8:17 AM Chris Masson <chris.masson@bndna.com> wrote:

> Great, thanks Rusty.
>
> **From:** Rusty Johnson <sjohnson@azadc.gov>
> **Sent:** Monday, September 14, 2020 8:09 AM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
> **Subject:** Telerick
>
> # Chris-
>
> # We will send you a list of staff who should have access to the Telerik Reporting system today for creating AD-Hoc reports.
>
> Sincerely,
>
> Rusty Johnson
> Senior Manager, IT Field Operations
> Arizona Department of Corrections, Rehabilitation & Reentry
> Information Technology Bureau
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.7011 | SJOHNSON@azadc.gov
> IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov
>
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AMERICAN OVERSIGHT

From: Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To: Rusty Johnson
Cc: Charles Spannagel; Holly Greene; Hagay Hazan
Subject: RE: Telerick
Date: Monday, September 14, 2020 8:17:53 AM

Great, thanks Rusty.

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Monday, September 14, 2020 8:09 AM
To: Chris Masson <chris.masson@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
Subject: Telerick

Chris-

We will send you a list of staff who should have access to the Telerik Reporting system today for creating AD-Hoc reports.

Sincerely,

Rusty Johnson
Senior Manager, IT Field Operations
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

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AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Charles Spannagel
Subject: Code Escrow Deposit
Date: Saturday, September 12, 2020 10:24:52 AM
Attachments: image001.png

Hi Holly,

I've completed the code deposit to IronMountain for the Arizona code escrow.

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Bcc:	Rusty Johnson
Subject:	Re: Scope Creep Discussion
Date:	Friday, September 11, 2020 10:13:21 AM
Attachments:	image003.png

Thanks

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Thu, Sep 10, 2020 at 2:14 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I was able to meet with Sandy and Spencer today to discuss CR 28992 and CR 43279 (Sentence Calculation). There has been issues with "Scope Creep" that has caused concern on both sides that we want to nip in the bud.
>
> Trevor Baker has prepared a document that will go over the entire JAR process as it pertains to these two CRs, what was originally in Scope and how "Scope Creep" has occurred. I think this is a great opportunity to go back through the JAR process with all teams (ADCRR OPS, ADCRR IT and B&D), expected behaviors and expected outcomes. Sandy, Spencer and I plan to meet to review Trevor's findings and to develop additional steps to minimize future scope-creep.
>
> We will report more after we are able to meet with Trevor.
>
> **Charles Spannagel**

AMERICAN OVERSIGHT

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Rusty Johnson
Cc:	JOSEPH NICOLETTI; Holly Greene; Sandy Wang
Subject:	RE: ACIS Leadership Agenda 9/11/2020
Date:	Friday, September 11, 2020 7:58:35 AM
Attachments:	image002.png

Ok, please let me know what else would be needed from me. Thanks Rusty.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Thursday, September 10, 2020 4:11 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: JOSEPH NICOLETTI <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: ACIS Leadership Agenda 9/11/2020

Joe forwarded me some report that was sent to him. I will take a look at it and then figure out what's next.

Thanks Charles.

Sincerely,

Rusty Johnson
Senior Manager, IT Field Operations
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Thu, Sep 10, 2020 at 4:04 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> We got the report from Dean to Joe N. I haven't heard anything since.

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Sep 10, 2020, at 3:53 PM, Rusty Johnson <sjohnson@azadc.gov> wrote:

Charles-

Do you have any feedback on the Service Account(s) question yet and getting them secured?

Sincerely,

Rusty Johnson
Senior Manager, IT Field Operations
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Thu, Sep 10, 2020 at 3:25 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Please find my agenda items below and add anything else you would like to discuss. Thank you.
>
> 1: EUIL Items
> 2: M&O Hours
> 3: Emergency Pushes
> 4: Ad Hoc Decision

AMERICAN OVERSIGHT

5: TBD

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

<image002.png>

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: Are we still meeting today?
Date: Thursday, September 10, 2020 11:50:21 AM
Attachments: image002.png
image003.png

Wonderful. I should like to see the notes from today's meeting with them.

On Thu, Sep 10, 2020 at 11:49 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Ok great. Having a very productive meeting right now with Sandy and Spencer (non billable) and shoring up the follow up items for tomorrow's leadership meeting. I apologize about your last name from the PPT ☹ I thought I had it fixed previously but that is absolutely my fault.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Thursday, September 10, 2020 11:46 AM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Subject:** Re: Are we still meeting today?
>
> I had planned to keep the meeting, but if you're catching up, let's postpone.
>
> On Thu, Sep 10, 2020 at 11:39 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Holly,

AMERICAN OVERSIGHT

I hope you are doing well. I heard you are out today and I wanted to see if we are still meeting? I am just back today so catching up and would be ok if we had to miss today.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

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Respectfully,

Holly Greene

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Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Google Calendar on behalf of hgreene@azadc.gov
To: jconnolly@azadc.gov; jwoodward@azadc.gov; hgreene@azadc.gov; charles.spannagel@bndna.com; sjohnson@azadc.gov; jnicole@azadc.gov; abailey1@azadc.gov; mgomez@azadc.gov; chris.masson@bndna.com; htran@azadc.gov; hagay.hazan@bndna.com
Subject: RE: Ad-Hoc Reporting Discussion
Date: Wednesday, September 9, 2020 10:17:36 AM

All-

This meeting is for B&D to provide a demo to ADCRR of the ACIS production environment report query function/tool in the application. Charles is not in the office today, so I have added Hagay Hazan (Charles' back-up). I also added Chris Masson to the invite as he was slated to provide the demo.

Thanks,

Holly

RE: Ad-Hoc Reporting Discussion

When: Wed Sep 9, 2020 3pm – 4pm Mountain Standard Time - Phoenix

Joining info: Join with Google Meet
meet.google.com/fhn-repg-nsx

Join by phone
(US) +1 224-300-6629 (PIN: 697467434)

More phone numbers

Who:
- jconnolly@azadc.gov - organizer
- sjohnson@azadc.gov
- abailey1@azadc.gov
- jnicole@azadc.gov
- jwoodward@azadc.gov
- mgomez@azadc.gov
- htran@azadc.gov
- charles.spannagel@bndna.com
- hagay.hazan@bndna.com
- chris.masson@bndna.com
- hgreene@azadc.gov - optional

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Sandy Wang
Cc: RUSTY JOHNSON; Joseph Nicoletti; Hagay Hazan
Subject: Re: Charles OOO
Date: Wednesday, September 9, 2020 8:42:22 AM

Thank you.

Sandy- Please let your team members know that Charles is out today and that Hagay is the point person.

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

On Wed, Sep 9, 2020 at 8:01 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,
>
> I am out of the office today sick. Please contact Hagay Hazan with any issues. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Hagay Hazan; Rusty Johnson
Subject: Re: M&O Numbers for week of 9/4/2020
Date: Tuesday, September 8, 2020 4:43:15 PM
Attachments: image006.png

Ok- thank you

On Tue, Sep 8, 2020 at 4:02 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Again I apologize for the late cancellation of our touch base. I am hoping to be back in the office tomorrow but will let you know first thing. This is the last time you will see any hours for anything non Ad Hoc related moving forward unless it's an initiative you approve with the appropriate estimate and so on. Please see below.
>
> | | |
> |---|---|
> | 156 - Performance Improvement | 6 |
> | 157 - Document Storage | 2.25 |
> | 158 - Excessive Post Back | 1 |
> | 2 - AD HOC Support | 2 |
>
> Ad Hoc: 1 hour Dev/Mig, 1 hour QA.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

AMERICAN OVERSIGHT

--

Respectfully,

Holly Greene

CIO | ADCRR I.T. Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | hgreene@azadc.gov

IT Service Desk: 602.542.3797 | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson
Cc: Hagay Hazan
Subject: M&O Numbers for week of 9/4/2020
Date: Tuesday, September 8, 2020 4:02:02 PM
Attachments: image006.png

Holly,

Again I apologize for the late cancellation of our touch base. I am hoping to be back in the office tomorrow but will let you know first thing. This is the last time you will see any hours for anything non Ad Hoc related moving forward unless it's an initiative you approve with the appropriate estimate and so on. Please see below.

156 - Performance Improvement	6
157 - Document Storage	2.25
158 - Excessive Post Back	1
2 - AD HOC Support	2

Ad Hoc: 1 hour Dev/Mig, 1 hour QA.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson; Keith Barrier; Rocky Advani
Cc: Hagay Hazan
Subject: ACIS Leadership Agenda Meeting Minutes - 9/4/2020
Date: Tuesday, September 8, 2020 9:23:40 AM
Attachments: image011.png
image013.png

Good morning,

Please find the notes from last weeks meeting and let me know if you have any additions, comments or suggestions. Thank you.

M&O High Level Governance

EUIL:

EUIL Item	JAR Session Date	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000
Amendment 9 PL Items	5/1/2020		-1,000	9,000
EUIL - 25143	7/28/2020		-77.5	
EUIL - 25275	8/3/2020, 8/5/2020		-112	
EUIL - 28917	8/4/2020		-90	
EUIL - 28992	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20		-1027.5	
EUIL - 29221	8/17/2020		-522	
EUIL - 30307	9/1/2020		-958	
EUIL - 31598	To Be Scheduled		-1102	
EUIL - 33168	6/9/2020, 8/10/2020		-132	
EUIL - 39463	6/22/2020		-210	
EUIL - 39609	6/22/2020		-124	
EUIL - 40167	6/9/2020		-160	
EUIL - 40386	6/30/2020		-124	
EUIL - 40392	7/7/2020		-496	
EUIL - 40629	6/28/2020		-28	
EUIL - 40940	6/29/2020		-148	
EUIL - 41361	7/9/2020		-100	
EUIL - 42235	8/10/2020		-230	
EUIL - 42241	8/3/2020		-82	
EUIL - 42335	7/7/2020		-174	
EUIL - 42364	8/14/2020		-468	
EUIL - 42463	8/13/2020		-160	
EUIL - 43279	8/5/2020		-660	
Totals			-8185	1815

Amendment 9 PL Items	1,000
EUIL Items Total	6,083
Total:	**7,083**
*** EUIL 31598 TBD**	1102

*The items in **GREEN** indicate EUILs that have been approved for development which equals 4,583 hours
**Total amount of hours targeted for initial EUIL Development is 6,083 (EUIL 31598 = 1102 hours has not been included in this total)
***Amendment 9 items = 1,000 hours

AMERICAN OVERSIGHT

****Total amount of all items initially targeted for development equals 8,185 which leaves a balance of 1,815 hours yet to be identified

M&O Hours:

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Total				8,642.25	192.75

*Hours in **RED** require approval

AMERICAN OVERSIGHT

Agenda Items:

-

1. Hagay Hazan
    a. Charles' backup
    b. Will attend meetings as needed
    c. Assisting with Help Desk ticket intake from ADCRR Operations (Best Practice approach)

    -
2. Rocky Advani
    a. Working with the Attorney General's Office
    b. Meeting with Dean on 9/9/2020 @ 10:30am to cover the contractual language around
        i. Performance Improvement
        ii. Billable Items
        iii. Billable Audits
        iv. B&D's Legal Representation

        -
3. Ad-HOC
    a. Meeting scheduled with Chris Masson and Dean Allen on 9/9/2020 to review
        i. Production AD-HOC Report Writer
        ii. Dedicated RPT-DEV Environment
        iii. Other alternatives

        -
4. Testing
    a. Sandy, Charles and Hagay to schedule a meeting around UAT testing to discuss
        i. Best practice approach
        ii. Test scripts and use cases

        -
5. Reporting
    a. ADCRR IT Leadership has requested an audit of usage of the Telerik Report Writer
        i. Who can access the tool in Production
        ii. Who has admin access to the tool in Production
        iii. How many reports are being generated daily, weekly, monthly

        -
6. UAT Feature Testing
    a. It was agreed that it is 30 **BUSINESS DAYS** for an item to be considered accepted if it has not been tested

    -
7. Emergency Pushes

AMERICAN OVERSIGHT

a. Charles to get with Thad and Aaron to discuss the process for an emergency push specifically as it pertains to pushing one item instead of pushing an entire package

-

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Subject:	Fwd: PowerPoint Presentation for Today"s ACIS High-Level Governance Check-in
Date:	Friday, September 4, 2020 8:01:07 PM
Attachments:	ADCRR-B&D GOVERNANCE CHECK IN - September.pptx

Hi Charles-

Please correct the spelling of my last name.

Thanks,

Holly

---------- Forwarded message ---------
From: **Sandy Wang** <swang@azadc.gov>
Date: Fri, Sep 4, 2020 at 10:40 AM
Subject: PowerPoint Presentation for Today's ACIS High-Level Governance Check-in
To: Chris Masson <chris.masson@bndna.com>, Dean Allen <dean.allen@bndna.com>, Holly Greene <hgreene@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>, Joseph Profiri <jprofiri@azadc.gov>, Jacob Whitson <jwhitson@azadc.gov>, Marlene Coffey <mcoffey@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>
CC: Charles Spannagel <charles.spannagel@bndna.com>

PowerPoint Presentation provided by Charles for today's meeting.

--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

SEPTEMBER 2020

M&O GOVERNANCE CHECK IN

ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

Governance

Program Check In

Members	**ADCRR**	Joe Profiri, Holly Green, Joe Nicoletti, Rusty Johnson, Stacey Crabtree, Jey Whitson, Marlene Coffey, Sandy Wang
	BDNA	Charles Spanagel, Dean Allen, Thad Lowry, Aaron Pratt, Chris Masson & Hagay Hazan
Agenda	- Review of SLA dashboard performance **(NA – Pending Signed Agreement)** - Process and/or procedure challenges; opportunities for improved way of working - EUIL and M&O Ledger/Statistics - Service Desk High Level Statistics - Continuous improvement initiatives and achievements (NA) - Q&A	
Inputs	- Exceptions from billing, build and/or run (NA) - Governance dashboard (NA) - Headline News	
Outputs / Objectives	- Minutes and updated actions list - Maintain Governance for effective and continuous improvement program	
Frequency	Scheduled as calendars permit	

AMERICAN OVERSIGHT

Governance

Issues & Areas for Improvement

Issues	- SLA Agreement Outstanding - Updated EUIL List for 4th Quarter - **ROUND ROBIN DISCUSSION**

Governance

EUIL Ledger

EUIL Item	JAR Session Date	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000
Amendment 9 PL Items	5/1/2020		-1,000	9,000
EUIL - 25143	7/28/2020		-77.5	
EUIL - 25275	8/3/2020, 8/5/2020		-112	
EUIL - 28917	8/4/2020		-90	
EUIL - 28992	6/18/20, 6/19/20, 6/24/20, 6/26/20, 7/1/20, 7/8/20, 7/10/20, 7/17/20, 7/24/20, 7/29/20, 7/31/20		-1027.5	
EUIL - 29221	8/17/2020		-522	
EUIL - 30307	9/1/2020		-958	
EUIL - 31598	To Be Scheduled		-1102	
EUIL - 33168	6/9/2020, 8/10/2020		-132	
EUIL - 39463	6/22/2020		-210	
EUIL - 39609	6/22/2020		-124	
EUIL - 40167	6/9/2020		-160	
EUIL - 40386	6/30/2020		-124	
EUIL - 40392	7/7/2020		-496	
EUIL - 40629	6/28/2020		-28	
EUIL - 40940	6/29/2020		-148	
EUIL - 41361	7/9/2020		-100	
EUIL - 42235	8/10/2020		-230	
EUIL - 42241	8/3/2020		-82	
EUIL - 42335	7/7/2020		-174	
EUIL - 42364	8/14/2020		-468	
EUIL - 42463	8/13/2020		-160	
EUIL - 43279	8/5/2020		-660	
Totals			-8185	1815

Amendment 9 PL Items	1,000
EUIL Items Total	6,083
Total:	**7,083**
*** EUIL 31598 TBD**	1102

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Governance

M&O Hours

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00		51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50		
Document Storage	8/3/2020 - 8/7/2020		4.50		
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75		
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75		
AD HOC Support	8/3/2020 - 8/7/2020		10		
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75		
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Total				8,642.25	192.75

AMERICAN OVERSIGHT

Governance

EUIL Timeline

EUIL	% Increase (9/1/2020)	Percentage Complete	Estimated Delivery	
25143	60%	80%	Sep-2020	
25275	0%	20%	TBD	
28917	30%	70%	Sep-2020	
28992	10%	30%	Nov-2020	
29221	10%	20%	TBD	
30307	0%	0%	TBD	
31598	10%	10%	TBD	
33168	0%	20%	TBD	
39463	60%	80%	Sep-2020	
39609	0%	100%	Pending Acceptance	
40167	0%	100%	Pending Acceptance	
40386	30%	50%	Sep-2020	
40392	30%	50%	Nov-2020	
40629	0%	100%	Accepted	9/5/2020 - UAT
40940	0%	0%	TBD	
41361	0%	100%	Accepted	9/5/2020 - UAT
42235	0%	100%	Pending Acceptance	
42241	40%	60%	Sep-2020	
42335	10%	100%	Pending Acceptance	
42364	20%	40%	Feb-2021	
42463	0%	0%	TBD	
43279	20%	20%	TBD	

	Beginning Stages
	Pending ADC Sign Off
	In Development
	Delivered to UAT-Feature
	Accepted

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AZ-DOC-21-0315-A-001138

Highlights

ON WAY TO UAT FEATURE

AMENDMENT 9 – 21283

IN UAT FEATURE FOR TESTING

CR – 39609

CR – 40167

CR - 42335

AMENDMENT 9 – 36608

PEND PROD DEPLOY

CR – 40629

CR – 41361

AMEDNMENT 9 – 25178

AMENDMENT 9 – 25179

AMEDNMENT 9 – 25204

AMENDMENT 9 – 25141

ACCEPTED IN PROD

AMENDMENT 9 – 31494

AMENDMENT 9 – 37369

AMENDMENT 9 – 40631

AMERICAN OVERSIGHT

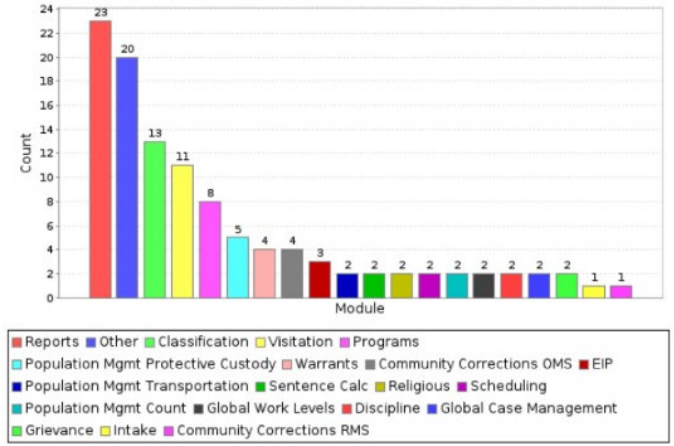
Governance
Service Desk

Business & Decision North America

All In Progress Requests by Module Since Go Live - Tabular Report

Generated by Justin Baker Created on : 09-03-2020 18:01

Total records : 111



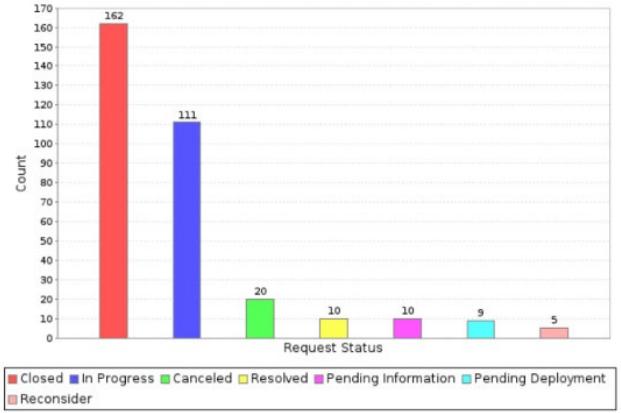
Business & Decision
Empowering Digital Business

Business & Decision North America

Service Desk Ticket Report June 8th - August 27th

Generated by Justin Baker Created on : 09-03-2020 17:46

Total records : 327



AMERICAN OVERSIGHT

AZ-DOC-21-0315-A-001140

Questions and Answers

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Sandy Wang; Rusty Johnson; Joseph Nicoletti; Hagay Hazan
Subject: Re: High Level Governance Check In 9/4/2020
Date: Friday, September 4, 2020 8:36:26 AM
Attachments: image003.png

All-

Charles and I spoke about this and decided that the Governance meeting will remain, but it will be a light meeting.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Sep 3, 2020 at 10:09 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,
>
> I would like to propose that we cancel the High Level Governance Check In this week. We had a 90 minute meeting yesterday with Executive Leadership that generated numerous follow ups and I would like the opportunity to focus on those tomorrow. We would still have our weekly leadership meeting if you like. Please let me know.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Google Calendar on behalf of hgreene@azadc.gov
To: swang@azadc.gov; hgreene@azadc.gov; charles.spannagel@bndna.com; sjohnson@azadc.gov; sscott3@azadc.gov
Subject: Meeting Request (Non Chargeable) EUIL Items - Sign Off Process - M&O Requirements Review
Date: Thursday, September 3, 2020 5:37:47 PM

Please move this from 2-3pm tomorrow.

Meeting Request (Non Chargeable) EUIL Items - Sign Off Process - M&O Requirements Review

When Fri Sep 4, 2020 12pm – 1pm Mountain Standard Time - Phoenix

Who
- sscott3@azadc.gov - organizer
- sjohnson@azadc.gov
- charles.spannagel@bndna.com
- swang@azadc.gov - optional
- hgreene@azadc.gov - optional

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Joshua Connolly
Cc: Joseph Nicoletti; Aaron Bailey; Jeff Woodward; Michael Gomez; TRAN HUNG; Holly Greene; RUSTY JOHNSON
Subject: Re: Ad-Hoc discussion
Date: Thursday, September 3, 2020 5:27:58 PM
Attachments: image002.png

Great! Thanks Josh.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Sep 3, 2020, at 5:26 PM, Joshua Connolly <jconnolly@azadc.gov> wrote:

We all had an opening 3-4 on Wednesday so I snagged it for safekeeping before anything changed.

Charles - Feel free to use your remote meeting resources, or the Google Meet I've added will do the trick.

Speak with everyone after the long weekend!

Take good care,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Thu, Sep 3, 2020 at 5:18 PM Joseph Nicoletti <jnicole@azadc.gov> wrote:

> I am open Wednesday: 3pm-5pm Thursday: 11am-Noon, 1pm-2pm or 4pm-5pm
>
> We look forward to seeing the demo. Thank you for your support.
>
> Respectfully,

AMERICAN OVERSIGHT

Joseph Nicoletti

Infrastructure/Network Services Operations Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information & Public Access Division, Information Technology Bureau
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3016 | Cell: 602.803.2814 | jnicole@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Sep 3, 2020 at 3:00 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Joe and ADCRR Team,
>
> I apologize for the delay. Prior to the demo, Dean has asked me to schedule a meeting to review the options for the Ad-Hoc team. I would like to schedule this for next week. Please let me know if any of these times work for you. Thank you.
>
> Tuesday: 3pm-5pm
>
> Wednesday: 3pm-5pm
>
> Thursday: 11am-Noon, 1pm-2pm or 4pm-5pm
>
> Friday: 9am-11am
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> <image002.png>
>
> **From:** Joseph Nicoletti <jnicole@azadc.gov>
> **Sent:** Sunday, August 30, 2020 9:06 AM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>; TRAN HUNG <htran@azadc.gov>; Holly Greene <hgreene@azadc.gov>; RUSTY JOHNSON <sjohnson@azadc.gov>
> **Subject:** Ad-Hoc discussion

AMERICAN OVERSIGHT

Hi Charles,

I hope your weekend is going well. As discussed in the meeting last Friday. We would like to set up a time for the Ad-Hoc demo with Chris Masson sometime this week. It should include everyone on this email list - Holly and Rusty being optional. After review of everyone's calendar, here are some times that are all available. Those of you who see a conflict with these time slots, please let us know.

Tuesday 12:00 - 2:00PM

Wednesday 1:00 - 2:00PM

Thursday 1:00 - 2:00PM

Friday 12:00 - 5:00PM

We look forward to seeing the demo. Thank you for your support.

Respectfully,

Joseph Nicoletti

Infrastructure/Network Services Operations Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information & Public Access Division, Information Technology Bureau
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3016 | Cell: 602.803.2814 | jnicole@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: UAT Refresh weekend of 9/4/2020
Date: Thursday, September 3, 2020 4:59:30 PM
Attachments: image003.png
image004.png

Thank you.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Sep 3, 2020 at 4:58 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> You bet. We keep the chat window going all day. I will make sure he is on all communications.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, September 3, 2020 4:55 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: UAT Refresh weekend of 9/4/2020

Please ensure that Hagay is made aware.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Sep 3, 2020 at 4:48 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Thank you very much.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Empowering Digital Business

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Thursday, September 3, 2020 4:44 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: UAT Refresh weekend of 9/4/2020

Charles-

This is approved. Please move forward.

Sandy will reach out about the details so notifications can't be made.

Sincerely,

Rusty Johnson

Senior Manager, IT Field Operations

Arizona Department of

Corrections, Rehabilitation & Reentry

AMERICAN OVERSIGHT

Information Technology Bureau

1645

W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office:

602.542.7011 | SJOHNSON@azadc.gov

IT

Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Thu, Sep 3, 2020 at 3:21 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> This message is to request the refresh of the UAT Environment which will result in

AMERICAN OVERSIGHT

UAT being offline from Friday(9/4) at 5pm to Monday(9/7) at 8am. Please authorize this request so that we can move forward. Thank you.

Charles Spannagel

Project Manager

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

--

Sincerely,

Rusty Johnson
Field Operations Manager
Arizona Department of Corrections

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Joseph Nicoletti; Aaron Bailey; Jeff Woodward; Michael Gomez; Joshua Connolly; TRAN HUNG; RUSTY JOHNSON
Subject:	Re: Ad-Hoc discussion
Date:	Thursday, September 3, 2020 4:59:11 PM
Attachments:	image002.png

Wednesday 3-5 is the only time that works for me. Please add me as optional to whatever time is chosen.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Sep 3, 2020 at 3:00 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Joe and ADCRR Team,
>
> I apologize for the delay. Prior to the demo, Dean has asked me to schedule a meeting to review the options for the Ad-Hoc team. I would like to schedule this for next week. Please let me know if any of these times work for you. Thank you.
>
> Tuesday: 3pm-5pm
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> Wednesday: 3pm-5pm
>
> Thursday: 11am-Noon, 1pm-2pm or 4pm-5pm
>
> Friday: 9am-11am
>
> **Charles Spannagel**

AMERICAN OVERSIGHT

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Joseph Nicoletti <jnicole@azadc.gov>
Sent: Sunday, August 30, 2020 9:06 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>; TRAN HUNG <htran@azadc.gov>; Holly Greene <hgreene@azadc.gov>; RUSTY JOHNSON <sjohnson@azadc.gov>
Subject: Ad-Hoc discussion

Hi Charles,

I hope your weekend is going well. As discussed in the meeting last Friday. We would like to set up a time for the Ad-Hoc demo with Chris Masson sometime this week. It should include everyone on this email list - Holly and Rusty being optional. After review of everyone's calendar, here are some times that are all available. Those of you who see a conflict with these time slots, please let us know.

Tuesday 12:00 - 2:00PM

Wednesday 1:00 - 2:00PM

Thursday 1:00 - 2:00PM

Friday 12:00 - 5:00PM

We look forward to seeing the demo. Thank you for your support.

Respectfully,

AMERICAN OVERSIGHT

Joseph Nicoletti

Infrastructure/Network Services Operations Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Information & Public Access Division, Information Technology Bureau
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3016 | Cell: 602.803.2814 | jnicole@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang
Cc:	Holly Greene; RUSTY JOHNSON; Joseph Nicoletti
Subject:	RE: UAT Refresh weekend of 9/4/2020
Date:	Thursday, September 3, 2020 4:43:18 PM
Attachments:	image003.png image004.png

Yes it is. I apologize for not including this in the email. UAT, Feature UAT and Train.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Thursday, September 3, 2020 4:39 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; RUSTY JOHNSON <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
Subject: Re: UAT Refresh weekend of 9/4/2020

Charles, is the Feature-UAT environment included in this refresh as well?

On Thu, Sep 3, 2020 at 3:21 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> This message is to request the refresh of the UAT Environment which will result in UAT being offline from Friday(9/4) at 5pm to Monday(9/7) at 8am. Please authorize this request so that we can move forward. Thank you.
>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>

--

AMERICAN OVERSIGHT

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: RUSTY JOHNSON; Joseph Nicoletti; Sandy Wang
Subject: Re: UAT Refresh weekend of 9/4/2020
Date: Thursday, September 3, 2020 4:40:03 PM
Attachments: image002.png

Unless there are any objections, I approve.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Sep 3, 2020 at 3:21 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> This message is to request the refresh of the UAT Environment which will result in UAT being offline from Friday(9/4) at 5pm to Monday(9/7) at 8am. Please authorize this request so that we can move forward. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson; Keith Barrier
Cc: Hagay Hazan
Subject: Leadership Agenda 9/4/2020
Date: Thursday, September 3, 2020 2:39:21 PM
Attachments: image003.png

Please see the agenda below and add any topics you would like.

1: Hagay Hazan Introduction
2: ACIS Follow Up Meeting Review
3: Enforcer and 4th Quarter EUILS
4: ???

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Holly Greene; Rusty Johnson; Joseph Nicoletti
Cc: Hagay Hazan
Subject: High Level Governance Check In 9/4/2020
Date: Thursday, September 3, 2020 10:09:50 AM
Attachments: image003.png

Good morning,

I would like to propose that we cancel the High Level Governance Check In this week. We had a 90 minute meeting yesterday with Executive Leadership that generated numerous follow ups and I would like the opportunity to focus on those tomorrow. We would still have our weekly leadership meeting if you like. Please let me know.

Charles Spannagel

Project Manager
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15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson
Cc: Hagay Hazan
Subject: M&O Hours 8/24/2020 - 8/28/2020
Date: Thursday, September 3, 2020 9:38:29 AM
Attachments: image005.png

Holly,

Please find the hours below. This will be the last week hours will be submitted in this format. Moving forward we will use the same process we use for EUILs. When we have an ongoing work effort like Ad-Hoc we can use the ceiling like we had discussed previously. We are continuing to fine tune our time tracking system to better drill down into all activities.

Project Management	8/3/2020 - 8/7/2020		10.00	8,632.25	51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50	8,627.75	
Document Storage	8/3/2020 - 8/7/2020		4.50	8,623.25	
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75	8,606.50	
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75	8,600.75	
AD HOC Support	8/3/2020 - 8/7/2020		10	8,590.75	
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75	8,587.00	
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Project Management	8/24/2020 - 8/28/2020		20.00		42.5
Performance Improvement	8/24/2020 - 8/28/2020		2.50		
Document Storage	8/24/2020 - 8/28/2020		12.50		
AD HOC Support	8/24/2020 - 8/28/2020		7.50		
Total				8,478.50	

Project Management: 20 Hours

- Meetings, Project Plan(s), Planning and Communications

Performance Improvement: 2.50 Hours

- DEV work and Code Migration

Document Storage: 12.50 Hours

- Migration and continued clean up

Ad Hoc: 7.50

- Dev & Migration – 5.5
- QA - 2

Charles Spannagel

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E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Rusty Johnson; Hagay Hazan
Subject: RE: Reschedule: Holly and Charles 1 on 1
Date: Thursday, September 3, 2020 9:37:31 AM
Attachments: image002.png

You bet!!!

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, September 3, 2020 9:25 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
Subject: Re: Reschedule: Holly and Charles 1 on 1

Sorry Charles, I got my dates wrong. Please reschedule our Thursday 9/17 meeting to Friday 9/18 at 1pm :)

That may make more sense now :) :)

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Sep 3, 2020 at 9:23 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Charles-
>
> I will not be available on Thursday, 9/16. Looking to move our 1:1 to Friday, 9/17 at 1pm.

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Please let me know if this time works for you.

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Spencer Scott; Rusty Johnson
Subject: Re: Meeting Request (Non Chargeable) EUIL Items - Sign Off Process - M&O Requirements Review
Date: Wednesday, September 2, 2020 4:48:10 PM
Attachments: image002.png

Ok. Please include Rusty as well.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Sep 1, 2020 at 9:41 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,
>
> Can we please schedule a 2 hour meeting to cover the topics above and any additional. **This will not be chargeable**. I think we are at a good place and I want to make sure we are rock solid going into the 4th quarter. Thank you.
>
> Holly, I do not think we need you in this meeting as we will report the meeting minutes to you but I wanted to make sure you knew this would be an non-chargeable request.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang
Cc:	Spencer Scott; Holly Greene
Subject:	RE: Meeting Request (Non Chargeable) EUIL Items - Sign Off Process - M&O Requirements Review
Date:	Tuesday, September 1, 2020 10:20:16 AM
Attachments:	image003.png image004.png

Sorry,

I indicated them in the title.

EUIL Items - Sign Off Process - M&O Requirements Review

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, September 1, 2020 10:06 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Meeting Request (Non Chargeable) EUIL Items - Sign Off Process - M&O Requirements Review

Charles, I don't see any topics listed in the email.

On Tue, Sep 1, 2020 at 9:41 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,
>
> Can we please schedule a 2 hour meeting to cover the topics above and any additional. **This will not be chargeable**. I think we are at a good place and I want to make sure we are rock solid going into the 4th quarter. Thank you.
>
> Holly, I do not think we need you in this meeting as we will report the meeting minutes to you but I wanted to make sure you knew this would be an non-chargeable request.
>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>

AMERICAN OVERSIGHT

M: [redacted]
E: charles.spannagel@bndna.com

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Keith Barrier; Joseph Nicoletti; Sandy Wang
Subject: ACIS Leadership Meeting Agenda 8/28/2020
Date: Tuesday, September 1, 2020 9:32:07 AM
Attachments: image001.png

1: Leadership Agenda (9/2/2020)

1. Ad-Hoc Discussion (RPT-DEV)

    a. Charles to schedule demo with Chris Masson upon his return **(Joe Nicoletti proposed times in bold)**

        i. **Tuesday 12:00 - 2:00PM**
        ii. **Wednesday 1:00 - 2:00PM**
        iii. **Thursday 1:00 - 2:00PM**
        iv. **Friday 12:00 - 5:00PM**

2. Billing Hours and the reporting of Billable items **(Previously Sent Email to Holly on 8/13/2020)**

    1: M&O Support Hours (Bug Fixes) – we continue to flex our resources to meet the defect needs, we don't report these specific hours but focus on the completion by priority of defects.
    2: M&O EUIL Hours (10,000 hours – for the first year following the signing of the amendment) - We provide fixed price estimates based on the agreed scope and report of the percentage of complete per EUIL item. As we discussed yesterday, if the scope changes (hopefully not) we will provide an update asap.
    3: M&O Remediation Hours (10,000 hours for every year on support contract) - AD Hoc can be reported based on the activities identified by the task (BA, DEV, QA, PM).

3. Refresh Schedule (calendar month)

    a. **Last refresh was 6/27/2020**
    b. **Next refresh is 9/5/2020**

4. 30 Day testing definition (30 Business Days vs. 30 Calendar Days)

    a. **To be discussed during the Leadership Meeting on 9/2/2020**

5. Charles Backup

    a. **To be discussed during the Leadership Meeting on 9/2/2020**

Other agenda items

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6. DPS File Bug (43076) vs. CR

    a. **No back charging if the DPS File Bug is determined to be a CR**
    b. **Mutually decided that a new FSD is required**
    c. **Charles and Sandy to follow up**

7. Identification of the service accounts and lockdown

    a. **In reference to Lynda Wade's email "Re: Pay Cycle 2 (Important)" 7/28/2020 @7:43am**
        i. **Lynda deleted a User Account in KeepTrack which caused bugs**
        ii. **B&D indicated that a User Error caused by Staff which requires B&D's support will be chargeable to M&O Remediation Hours**
        iii. **ADCRR IT Leadership has requested an audit of users security**

8. Process for handling "High" severity production bugs

    a. **In regards to bug 43374 emergency push to PROD ADCRR IT Leadership has requested a breakdown of how we handle individual bugs as opposed to pushing the entire package**

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Rusty Johnson; Holly Greene
Subject: M&O Hours Meeting
Date: Monday, August 31, 2020 3:27:24 PM

Hi Charles-

Please cancel the M&O Hours Touchpoint tomorrow. Once we have some clearer direction concerning billable time, we can reignite the meetings. I hope that the meeting on 9/2 offers that direction.

Many thanks,

Holly

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Keith Barrier; Joseph Nicoletti; Sandy Wang
Subject: ACIS Leadership Meeting Agenda 8/28/2020
Date: Thursday, August 27, 2020 1:56:06 PM
Attachments: image003.png

Good afternoon,

The agenda is light this week because of the upcoming leadership meeting next Wednesday. I only have a couple items but please add whatever you would like. Thank you very much.

1: Leadership Agenda (8/2/2020)
   1. Ad-Hoc Discussion
      a. Charles to schedule demo with Chris Masson upon his return (he has been out all week)
   2. Billing Hours and Reporting
   3. Refresh Schedule
   4. 30 Day testing definition
   5. Charles Backup

2: TFS EXCEL

3: TBD

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Bcc: Rusty Johnson
Subject: Re: 1:1 Reschedule
Date: Thursday, August 27, 2020 1:43:29 PM
Attachments: image002.png

Thanks Charles. Let's skip today and I or someone from my team will send the agenda items for us.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Aug 27, 2020 at 1:40 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Eeks. I will be picking up kids then. I can do it but I won't be at my laptop. I'm very sorry. I don't have anything for you to be honest because I am waiting on the conversation next Wednesday to finalize our outstanding "issues".
>
> I think I have made a little progress on the hours reporting but need to confirm with Dean when he gets back. I am hopeful.
>
> The only real thing I wanted to make sure was that we have all the agenda items you would want for Wednesday's meeting. I think if you can send that and any other action items you need from me, we could probably skip today.
>
> Please let me know.

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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, August 27, 2020 1:15 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: 1:1 Reschedule

Hi Charles-

This morning, I sent an email response to your 1:1 meeting invite asking that we push to 4:30 to 5pm today. Are you ok with doing so? I have a couple of conflicts.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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distribute it and notify the sender immediately.

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang; Marlene Coffee
Cc:	Trevor Baker; Holly Greene; gmartinez1; Spencer Scott; Rusty Johnson; Joseph Nicoletti; Stacey Crabtree; Jey Whitson1
Subject:	RE: Bugs 41945 and 43374
Date:	Thursday, August 27, 2020 10:10:55 AM
Attachments:	image002.png

Sandy,

Can we please set up a meeting for this in order to expedite the conversation. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Sandy Wang <swang@azadc.gov>
Sent: Thursday, August 27, 2020 9:57 AM
To: Marlene Coffee <mcoffey@azadc.gov>
Cc: Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Re: Bugs 41945 and 43374

Marlene, can you please provide the Cherwell ticket # so we can expedite it to TFS?

On Thu, Aug 27, 2020 at 9:32 AM Marlene Coffey <mcoffey@azadc.gov> wrote:

> Trevor,
>
> The fix for bug 43374 has made this problem worse for PC. If an inmate didn't drop off the PC Dashboard, then the staff can't create a new PC review even though the inmate was moved. Inmate [redacted] PC review was completed on 7/28/2020 when he was transferred to ASPC-Tucson, Catalina from ASPC-Yuma, Dakota but the Date Movement Complete did not fill in, nor did the PC action close, so when the inmate requested on 08/25/2020 we were unable to initiate a new PC review.
>
> Respectfully,
>
> Marlene Coffey, ADW
>
> Protective Custody Unit

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ACIS Administrator

602-542-0126

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Charles Spannagel
Subject: Code Escrow Deposit
Date: Wednesday, August 26, 2020 2:59:06 PM
Attachments: image001.png

Hi Holly,

I've completed the code deposit to IronMountain for the Arizona code escrow.

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: Legal - Contract
Date: Wednesday, August 26, 2020 2:54:16 PM
Attachments: image003.png

Holly,

Good afternoon. I have been directed to inform you that we will not bring any highlighted areas from the contract to the upcoming meeting on Wednesday 9/2/2020 as you had previously requested. If there are pieces of the contract you would like to discuss we would love to review together and clarify any questions you and your team may have.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Rusty Johnson
Cc:	Aaron Pratt; Cindy Hyser-Crauwels; Hagay Hazan; Holly Greene; Jey Whitson1; Joseph Nicoletti; Justin Baker; Marlene Coffee; Sandy Wang; Stacey Crabtree; Thad Lowry; Trevor Baker
Subject:	Re: Bug 43374 in Production - Corizon Running
Date:	Tuesday, August 25, 2020 7:49:53 PM
Attachments:	image003.png

The entire package.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Aug 25, 2020, at 6:27 PM, Rusty Johnson <sjohnson@azadc.gov> wrote:
>
> Charles-
>
> Is that just this bug or was the entire release package moved to prod?
>
> On Tue, Aug 25, 2020 at 18:15 Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> Good evening,

AMERICAN OVERSIGHT

We have confirmed that Bug 43374 is in Production. Corizon is running and messages are processing.

Thank you.

Charles Spannagel

Project Manager

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

AMERICAN OVERSIGHT

E: charles.spannagel@bndna.com

<image003.png>

--
Sincerely,

Rusty Johnson
Field Operations Manager
Arizona Department of Corrections

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang; Keith Barrier
Subject: ACIS Leadership Meeting Notes - 8-21-2020
Date: Tuesday, August 25, 2020 4:12:34 PM
Attachments: image003.png

Please find the meeting notes below. Thank you.

1: Leadership Meeting Scheduled for 9/2/2020. Agenda topics below.

1. RPT-DEV (Ad Hoc)
    a. Charles to schedule a demo for the existing Ad Hoc Report writer in ACIS.

2. Refresh Schedule
    a. Environments for ADCRR have not been refreshed since the end of June
        i. If the refresh schedule is monthly, why hasn't it happened yet?
        ii. What do the estimated 10 hours an environment equate to from a work effort standpoint?

3. Testing
    a. Stated by Charles that the 30 Day timeline clock officially stops when a bug is detected in UAT-Feature. The clock resumes once the fix is in place.

4. Enforcer
    a. Sandy sent an email with the 12 associated CR items for the Enforcer initiative. Charles to share with B&D team to review and suggest a possible plan of attack.

5. M&O Agreement
    a. Licensing and M&O Agreement with Legal and Procurement. Will be sent to B&D when ready.

6. Charles' Backup
    a. ADCRR IT Leadership would like the name for who backs up Charles when he is out.

7. Contract
    a. ADCRR IT Leadership has formally requested that B&D comes to the meeting on 9/2/2020 with highlighted areas from the contract that cover the following items.
        i. Billable Hours and Items for the M&O time period
            1. ADCRR IT Leadership would like work hours that can be tracked by:
                a. Resource
                b. Task/Project
                    i. Task/Project Description
                c. Total hours
        ii. System Maintenance and Responsibilities from B&D to maintain the system
            1. Ad-Hoc Reporting Environment
            2. Environment Refresh Schedule
        iii. Staff Utilization

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1. Staff committed to M&O Support
2. Staff committed to M&O Development

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: M&O Hours 8/17- 8/21
Date: Tuesday, August 25, 2020 2:43:47 PM
Attachments: image002.png

Holly and Rusty please find the hours below.

Project Management	8/3/2020 - 8/7/2020		10.00	8,632.25	51.50
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Document Storage	8/3/2020 - 8/7/2020		4.50	8,623.25	
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40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75	8,600.75	
AD HOC Support	8/3/2020 - 8/7/2020		10	8,590.75	
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75	8,587.00	
Project Management	8/17/2020 - 8/21/2020		35.00		66
Performance Improvement	8/17/2020 - 8/21/2020		11.50		
Document Storage	8/17/2020 - 8/21/2020		3.00		
AD HOC Support	8/17/2020 - 8/21/2020		16.50		
Total				8,521.00	

Project Management: 35 Hours – Meetings, Project Plan(s), Planning and Communications

Performance Improvement: 11.50 Hours – Development, Code Migration, QA

Document Storage: 3 Hours - Continued DB clean up

Ad Hoc: 16.50 Hours

- DEV – 5.25
- DEPLOYMENT – 4.25
- QA – 5
- PM – 1

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Thad Lowry; Aaron Pratt
Cc: Holly Greene; Rusty Johnson; Stacey Crabtree; Joseph Nicoletti; Marlene Coffee; Jey Whitson1
Subject: RE: Emergency Push of bug 43374 to Production
Date: Tuesday, August 25, 2020 8:47:42 AM
Attachments: image003.png
Importance: High

Sandy,

We will begin deploying the entire package but we need an official go ahead. It will take 2 hours in total. The system will remain up and active during this with the exception that Corizon will be offline for 30 minutes during this process.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Charles Spannagel
Sent: Monday, August 24, 2020 5:06 PM
To: Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Re: Emergency Push of bug 43374 to Production

Ok, please let us meet in the morning and get right back to you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

On Aug 24, 2020, at 5:03 PM, Sandy Wang <swang@azadc.gov> wrote:

Charles, after our internal emergency CAB meeting, we are willing to have the whole Release 28 deployed to production because the risk of not deploying the fix for 43374 is greater than the risk of not completing the UAT for all other items in the bundle.

On Mon, Aug 24, 2020 at 4:52 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Sandy,
>
> We are meeting at 8:30am in the morning to come up with a solution. This is a complex issue and we don't want to rush it. I will provide an update as soon as that meeting is over. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> <image002.png>
>
> **From:** Sandy Wang <swang@azadc.gov>
> **Sent:** Monday, August 24, 2020 4:28 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
> **Subject:** Emergency Push of bug 43374 to Production
>
> ADCRR is requesting the fix for bug 43374 deployed to production ASAP, preferably tonight. This bug was introduced by release 27 deployed on 8/14/20 and has impacted the Protection Custody module severely. There will be mass movement in the next two days within the prison complexes and will require this functionality to work smoothly.
>
> --
> Respectfully,
> Sandy Wang
> PMO Program Manager
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang; Thad Lowry; Aaron Pratt; Keith Francen; Phil Wussow; Justin Baker; Hagay Hazan; Cindy Hyser-Crauwels; Trevor Baker; Chris Masson
Cc:	Holly Greene; Rusty Johnson; Stacey Crabtree; Joseph Nicoletti; Marlene Coffee; Jey Whitson1
Subject:	Re: Emergency Push of bug 43374 to Production
Date:	Monday, August 24, 2020 4:31:48 PM

Sandy,

Thank you for the email. We will look into this right away.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Aug 24, 2020, at 4:28 PM, Sandy Wang <swang@azadc.gov> wrote:

ADCRR is requesting the fix for bug 43374 deployed to production ASAP, preferably tonight. This bug was introduced by release 27 deployed on 8/14/20 and has impacted the Protection Custody module severely. There will be mass movement in the next two days within the prison complexes and will require this functionality to work smoothly.

--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Harika Chikkala on behalf of Harika Chikkala <harika.chikkala@bndna.com>
To: Jeff Woodward
Cc: Aaron Bailey; Charles Spannagel; Keith Francen; Phil Wussow; Holly Greene
Subject: RE: ADC RPT 3510 PROD Push
Date: Monday, August 24, 2020 4:22:26 PM

Hi Jeff,
Both the procedures have been checked into TFS and will be ready for UAT testing on 08/27.Updated SharePoint as well.

Thanks,
Harika

From: Harika Chikkala
Sent: Monday, August 24, 2020 12:01 PM
To: Jeff Woodward <jwoodward@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: RE: ADC RPT 3510 PROD Push

I will work on these procedures for this week.

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Monday, August 24, 2020 11:18 AM
To: Harika Chikkala <harika.chikkala@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ADC RPT 3510 PROD Push

Harika,

Both stored procedures have been re-written and created in MICASE_DEV. I'll add them to the Sharepoint list for re-deployment this week.

Thanks.

On Mon, Aug 24, 2020 at 9:34 AM Harika Chikkala <harika.chikkala@bndna.com> wrote:

> Ok Jeff. Please let us know if we need to revert back to the previous version for these two procedures(back end).
>
> - ADC_SP_RPT_3510_PROGRAMS
> - ADC_SP_RPT_3510_SO_STATUS

AMERICAN OVERSIGHT

Thanks,
Harika
From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Monday, August 24, 2020 9:26 AM
To: Harika Chikkala <harika.chikkala@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ADC RPT 3510 PROD Push

Harika,

The DISTINCT is there to eliminate duplicates, so it can't just be removed. I'll have to rewrite these 2 stored procedures.

Thanks.

On Mon, Aug 24, 2020 at 8:57 AM Harika Chikkala <harika.chikkala@bndna.com> wrote:

> Hi Jeff,
>
> PROD has version Oracle 12.2.
>
> Thanks,
> Harika
>
> ---
>
> **From:** Harika Chikkala
> **Sent:** Monday, August 24, 2020 8:42 AM
> **To:** Jeff Woodward <jwoodward@azadc.gov>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** RE: ADC RPT 3510 PROD Push
>
> Hi Jeff,
>
> It worked fine in UAT because UAT has Oracle version 19.The Stored procedure will work in PROD if we remove DISTINCT clause.
>
> Thanks,
> Harika
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Monday, August 24, 2020 8:18 AM
> **To:** Harika Chikkala <harika.chikkala@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>;

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Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ADC RPT 3510 PROD Push

Harika,

This stored procedure works fine as-is in RPTDEV...can you tell me why DISTINCT is allowed in RPTDEV and UAT but not PROD? Is PROD on an older version of Oracle? If so, that would have been good information for us to have, so we wouldn't develop our queries in ways that are not supported by PROD.

Thanks.

On Fri, Aug 21, 2020 at 8:07 PM Harika Chikkala <harika.chikkala@bndna.com> wrote:

> Hi Jeff,
>
> ADC RPT 3510 report promoted to PROD with the below database errors. Please find the error log information.
>
> | Errors |
> | --- |
> | Procedure ADC_SP_RPT_3510_PROGRAMS ORA-30482: DISTINCT option not allowed for this function

ADC_SP_RPT_3510_SO_STATUS ORA-30482: DISTINCT option not allowed for this function |
>
> Thanks,
> Harika
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, August 20, 2020 11:14 AM
> **To:** Phil Wussow <phil.wussow@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>
> **Subject:** ADC RPT 3510
>
> Hey guys,
>
> ADC RPT 3510 Inmate Fact Sheet looks good in UAT, please promote to PROD.
>
> Thanks!
>
> --
> Jeff Woodward
> Ticketing System Administrator
> **Arizona Department of Corrections**

AMERICAN OVERSIGHT

Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
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Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
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Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

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Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Rusty Johnson
Subject: Re: Dean
Date: Thursday, August 20, 2020 8:20:56 PM

Awesome Rusty! Thank you so much. I have a doctors appointment with my wife early so it might be right at 9am if that's ok?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Aug 20, 2020, at 8:18 PM, Holly Greene <hgreene@azadc.gov> wrote:

Thank you both.

On Thu, Aug 20, 2020 at 8:11 PM Rusty Johnson <sjohnson@azadc.gov> wrote:

Charles-

I will be in the office around 730am in the morning. Please call me and I will help find a good time.

602.542.7011 office
480.305.4027 Mobile

On Thu, Aug 20, 2020 at 19:54 Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

Good evening,

AMERICAN OVERSIGHT

I had a very productive conversation with Dean tonight. Unfortunately he will not be in the meeting tomorrow. Holly, I don't have the schedules for the ADCRR IT Leadership Team, is there someone I can work with to find a meeting time?

Thank you.

Charles Spannagel

Project Manager

Business & Decision, North America

15333

N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

--
Sincerely,

Rusty Johnson
Field Operations Manager
Arizona Department of Corrections

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--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson
Bcc:	jprofiri@azadc.gov
Subject:	Fwd: AD Hoc Developers rights and processes
Date:	Thursday, August 20, 2020 5:31:15 PM

Please see another email below.

- *We have granted access to a limited number of AD Hoc Report developers to:*
  - *the Non Prod database where they have read only access and the capability to create and edit their own views that they can then use in writing AD Hoc Reports*

I'd like to understand why this has changed. There are no other communications indicating that we would never be supported. If a higher Report environment is supported, I would like to gain access to it so we can continue to write our reports for our Agency and other entities.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Thad Lowry** <thad.lowry@bndna.com>
Date: Thu, Nov 7, 2019 at 5:06 PM
Subject: AD Hoc Developers rights and processes
To: John Hall <jhall2@azadc.gov>, Aaron Bailey <abailey1@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>
Cc: bcassiano <bcassiano@azadc.gov>, Herb Haley <hhaley@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Chris Masson <chris.masson@bndna.com>, Keith Francen <keith.francen@bndna.com>, Dean Allen <dean.allen@bndna.com>

I think we've had this conversation before – perhaps with different people which is why I've added Aaron and Dwight

My understanding for what we've agreed to do is:

- No one has direct write access to Prod Report Servers or Prod Databases
  - Certain individuals have Read Only access to production for other purposes (not for Ad

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Hoc report development)

- The prod database is copied down to our non prod databases on a periodic basis (roughly monthly to date) so the non Prod database is roughly up to date with live data

- We have granted access to a limited number of AD Hoc Report developers to:
  - the Non Prod database where they have read only access and the capability to create and edit their own views that they can then use in writing AD Hoc Reports

  - the Non Prod Telerik Report Server where they can create AD Hoc reports by writing SQL which can use the views they've created

- We still need to create a process for how these AD Hoc reports will be QA'd, tested in UAT and promoted into production where they can be stored in certain places that will allow them to be run or scheduled
  - For now we'll deal with them via email on request until we work out this process

Upon looking into this we may have given people access to the production Telerik Server which we will need to revoke and give them access to the Telerik Test Server

Right now the group of people that have the capability described here are:

1. <mgomez@azadc.gov>	Michael Gomez
2. <mdolny@azadc.gov>	Michael Dolny
3. <jconnolly@azadc.gov>	Joshua Connolly
4. <jsquires@azadc.gov>	John Squires
5. <pschroed@azadc.gov>	"SCHROEDER PHIL"
6. <jtaranti@azadc.gov>	James Tarantino
7. <jwhitson@azadc.gov>	Jacob Whitson
8. <hgreene@azadc.gov>	Holly Greene
9. <hhaley@azadc.gov>	Herbert Haley
10.	George Martinez

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<gmartinez1@azadc.gov>	
11. <bcassiano@azadc.gov>	Brittany Cassiano
12. <abailey1@azadc.gov>	Aaron Bailey
13. lvelamakanni@azadc.gov	Lalitha Velamakanni

And with this email John Hall is asking for inclusion into this group

Also to reduce confusion there should be a process developed to add others to this group

Please let me know if I have anything wrong or if you would like to discuss this further

Thanks,

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Chris Masson <chris.masson@bndna.com>
Sent: Thursday, November 7, 2019 12:41 PM
To: John Hall <jhall2@azadc.gov>
Cc: bcassiano <bcassiano@azadc.gov>; Herb Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: RE: Telerik Production Access

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I will defer to Thad on what the standard approach has been to allow access to the database, and what access is granted.

From: John Hall <jhall2@azadc.gov>
Sent: Thursday, November 7, 2019 12:38 PM
To: Chris Masson <chris.masson@bndna.com>
Cc: bcassiano <bcassiano@azadc.gov>; Herb Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Telerik Production Access

Chris,

I have not received any response to this email. Please let me know how I can get access to the AIMS 2 database.

John Hall, TCU Tech Specialist
Arizona Department of Corrections
Time Comp Unit
1601 W. Jefferson St
Phoenix, AZ 85007
jhall2@azcorrections.gov
602-542-5042

On Tue, Nov 5, 2019 at 2:58 PM John Hall <jhall2@azadc.gov> wrote:

> Chris,
>
> In order to have access to the stored procedures, I need to have access to the database as well. Otherwise, I cannot see the stored procedures with inputs and outputs. I tried to use SQL queries, but was told that would not work for what I need.
>
> I would prefer to have read/write access rather than read-only access so that I can create a new SP if needed. I understand that changing a SP can cause HUGE problems, so I will be extremely careful to not affect any existing SP's. I have worked as a DBA previously using Sybase and SQL Server, so I know how quickly I can get myself into trouble.

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John Hall, TCU Tech Specialist
Arizona Department of Corrections
Time Comp Unit
1601 W. Jefferson St
Phoenix, AZ 85007
jhall2@azcorrections.gov
602-542-5042

On Tue, Oct 29, 2019 at 11:45 AM Chris Masson <chris.masson@bndna.com> wrote:

> I have set you up with a UAT account (same credentials) – the directions below will still work and then you can work with the rest of the ADC team who have had sessions and been using the tool since we provided training.
>
> The UAT Telerik server is https://rptuat.aims2.us
>
> **From:** John Hall <jhall2@azadc.gov>
> **Sent:** Tuesday, October 29, 2019 11:38 AM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** bcassiano <bcassiano@azadc.gov>; Herb Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: Telerik Production Access
>
> Chris,
>
> I am having trouble with setting up the data connection. Can you help me? I would prefer to access the UAT database for now, but if that is not available, I can carefully work with PROD.
>
> John Hall, TCU Tech Specialist
> Arizona Department of Corrections
> Time Comp Unit
> 1601 W. Jefferson St
> Phoenix, AZ 85007
> jhall2@azcorrections.gov
> 602-542-5042

AMERICAN OVERSIGHT

On Fri, Oct 25, 2019 at 10:50 AM Chris Masson <chris.masson@bndna.com> wrote:

Hi John,

Please see details below – this should allow you to get the report designer and connect to the report server. Previously trained staff are listed at the bottom of this email who can assist you with creating reports specific to your needs.

Telerik Access

a. **Report Server URL**

   i. https://rptprod.aims2.us

b. **Report Server credentials**

   i. **Username:** [redacted]

   ii. **Password:** [redacted]

c. **Report Designer**

   i. Download from this url: https://rptprod.aims2.us/Report%20Designer/Telerik.ReportDesigner.exe

d. **Overview & links**

   i. Please find attached my PowerPoint presentation that I used earlier this year for our last ADC session.

   j. This contains a good overview, as well as some helpful links to Teleriks website for further detail on report design and structuring.

2. **Database access**

   a. Joshua Connolly has all the connection information and can help the below users if they have questions, problems connecting or accessing tables/views.
   b. Here are the details for those existing users

1. <mgomez@azadc.gov>	Michael Gomez
2. <mdolny@azadc.gov>	Michael Dolny
3. <jconnolly@azadc.gov>	Joshua Connolly
4. <jsquires@azadc.gov>	John Squires
5. <pschroed@azadc.gov>	"SCHROEDER PHIL"
6. <jtaranti@azadc.gov>	James Tarantino
7. <jwhitson@azadc.gov>	Jacob Whitson

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8. <hgreene@azadc.gov>	Holly Greene
9. <hhaley@azadc.gov>	Herbert Haley
10. <gmartinez1@azadc.gov>	George Martinez
11. <bcassiano@azadc.gov>	Brittany Cassiano
12. <abailey1@azadc.gov>	Aaron Bailey
13. lvelamakanni@azadc.gov	Lalitha Velamakanni

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson
Bcc:	jprofiri@azadc.gov
Subject:	Fwd: Access to AIMs II Database
Date:	Thursday, August 20, 2020 5:26:03 PM

Please see the email below. While there's allegedly nothing in the contract, we were never informed otherwise of a report dev environment. There are more emails like this one. This also addresses (in a small way) the data refresh as well.

I'd like to know what is not billable and not supported.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Thad Lowry** <thad.lowry@bndna.com>
Date: Mon, Sep 30, 2019 at 3:57 PM
Subject: Access to AIMs II Database
To: Holly Greene <hgreene@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>
Cc: Dean Allen <dean.allen@bndna.com>, Hema Chennojwala <hchennoj@azadc.gov>, Zoya Fishman <zfishman@azadc.gov>, Chris Masson <chris.masson@bndna.com>, Keith Francen <keith.francen@bndna.com>, Michael Gomez <mgomez@azadc.gov>

What kind of access? Read Only?

Do they need to create Views? AD Hoc reports?

Something else?

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I would expect that production access is Read Only

- So then the question is – what are you going to do with this Read only access in SQL Developer?

If it's ADHoc access – are you going to try to develop ADHoc reports in the production reporting Schema?

- Seems very risky

I think we need a strategy from ADC on what access is going to be provided to who for what purpose

I don't let any of the developers have any access to production or the reporting Production schema what so ever

They can only get full access to the UAT or QA databases on a request basis for a specific number of hours so they can debug an issue that is not reproducable in the other non prod environments, with strict instructions not to create or modify any data and certainly not to create new views or table structures

We have a Reporting Development environment that would seem a much safer environment for you to use as a sandbox to create AD Hoc reports. Once you are satisfied that the report does what you want it to do, it can be promoted to the other environments (perhaps UAT) where you can test to make sure it's good and ultimately to the production environments.

- One problem might be the freshness of the data – right now all of our environments are refreshed monthly with the release of a data migration
    - Once we go live we will need to figure out another strategy to keep our data fresh – however PII standards will insist that the data will need to be scrubbed before it is placed in a non prod environment so things like SSN#'s and addresses will need to be changed before the data can be used in non Prod

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Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Keith Francen <keith.francen@bndna.com>
Sent: Monday, September 30, 2019 3:05 PM
To: Michael Gomez <mgomez@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Zoya Fishman <zfishman@azadc.gov>
Subject: RE: Access to AIMs II Database

@Thad Lowry

From: Michael Gomez <mgomez@azadc.gov>
Sent: Monday, September 30, 2019 11:14 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Zoya Fishman <zfishman@azadc.gov>
Subject: Access to AIMs II Database

Hello Keith,

We need access to the AIMs II Database for the following people:

1) Hema Chennojwala (hchennoj@azcorrections.gov)

2) Zoya Fishman (zfishman@azadc.gov)

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As they will need to Access the AIMs II Database using ORACLE SQL Developer. We would like access for them to PRODUCTION as well as the Reporting Database. Let me know if you need anything else.

Michael Gomez
IT Applications
Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: ACIS Follow Up Items
Date: Thursday, August 20, 2020 1:50:56 PM
Attachments: image002.png

Good afternoon,

I am following up on the topics of AD-HOC/RPT DEV, staff utilization and refresh schedule. In our 1 on 1 meeting later this afternoon we can discuss in further detail.

1: AD-HOC/RPT DEV

1. We are officially pulling the SOW for Telerik off the table. We viewed this as a solution for an environment we were not contractually obligated to support.
2. The RFP and Contract states that we provide the following environments: Production, UAT, Training, Disaster Recovery (DR). There is nothing in the RFP or Contract that states we supply a 'Development Environment' for Report Writing (Ad Hoc).
3. We are required to offer an Ad-Hoc Report Writing Tool that does exist today and is available for use in the Production Environment.
4. We can also offer our services to build and maintain reports for ACIS similar to what we provided during the project. These hours would be billed towards the M&O Remediation/EUIL Hours initially and then pulled from the M&O allotted 10,000 annual hours. These would not be considered general support hours.
5. We also can offer to build and maintain a full development environment for your team. This would require an entire new SOW, which we will only prepare if there is sufficient interest from ADCRR.

2: Staff Utilization

1. We are currently satisfying our contractual commitment to M&O support of the ACIS system.
2. In the past our staff was solely focused on fixing bugs which led to a greater number of bugs being "fixed".
    a. We are now supporting EUIL items
    b. We are now supporting ServiceDesk
    c. We are continuing to support the ACIS system in all areas
3. Here is the resource list you asked for ACIS M&O Staff

3: Refresh Schedule

1. We are committed to refreshing the UAT and UAT Feature Environment Monthly
    a. If ADCRR feels this is not the right frequency we will refresh the environment upon whatever schedule ADCRR requests. The hours for the additional requests will be billed toward the M&O Remediation Hours. In addition to an agreed upon schedule ADCRR can also make on demand requests which will also be billed toward the M&O Remediation Hours.

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Thank you,

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Keith Barrier
Subject: ACIS Leadership Agenda
Date: Thursday, August 20, 2020 10:32:01 AM
Attachments: image003.png

Good morning,

These are the following topics I have for tomorrow's meeting. Please add any items you would like addressed. Thank you very much.

1: AD HOC RPT DEV Discussion

2: Staff Utilization

3: Environment Refresh Schedule

4: TFS - EXCEL

5: Enforce Update (Rusty could you please provide?)

6: M&O Agreement (Holly could you please provide?)

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: M&O Hours 8/10/2020 - 8/14/2020
Date: Tuesday, August 18, 2020 4:26:05 PM
Attachments: image006.png

Please find the hours below with notes. Holly there are 1.5 hours in Document Storage and I am meeting with the team to understand why they are there when I told them we met our limit. Please bear with me while I drill down into that.

M&O Work Item	Time Period	Credit	Debit	Balance	Period Totals
M/O Signed Agreement	5/1/2020	10,000		10,000.00	
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50	
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50	736.25
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00	
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00	
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50	
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25	
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25	
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25	
Project Management	8/3/2020 - 8/7/2020		10.00	8,632.25	51.50
Performance Improvement	8/3/2020 - 8/7/2020		4.50	8,627.75	
Document Storage	8/3/2020 - 8/7/2020		4.50	8,623.25	
40707: RMS Homeless Home Plans	8/3/2020 - 8/7/2020		16.75	8,606.50	
40748: COUNT - Inmates Leaving	8/3/2020 - 8/7/2020		5.75	8,600.75	
AD HOC Support	8/3/2020 - 8/7/2020		10	8,590.75	
Project Management	8/10/2020 - 8/14/2020		24.5		32.75
Performance Improvement	8/10/2020 - 8/14/2020		3		
Document Storage	8/10/2020 - 8/14/2020		1.5		
AD HOC Support	8/10/2020 - 8/14/2020		3.75	8,587.00	
Total				8,590.75	

Project Management: 24.5 Hours

- Meetings, Project Plan(s), Planning and Communications

Performance Improvement: 3 Hours

- DEV work and Code Migration

Document Storage: 1.5 Hours

- Migration

Ad Hoc: 3.75

- 1.5 HR QA
- 2.25 HR Migration (Urgent requests for Covid Report)

Charles Spannagel

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Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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E: charles.spannagel@bndna.com

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Joseph Profiri; Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang; Keith Barrier
Cc:	Dean Allen; Thad Lowry; Chris Masson
Subject:	ACIS Leadership Meeting Notes 8-13-2020
Date:	Tuesday, August 18, 2020 4:06:33 PM
Attachments:	image001.png image002.png

Please find my notes from our leadership meeting (8/13). I have included my takeaways from the Governance meeting and outstanding action items at the bottom of this email. Thank you.

1: M&O Staff Utilization

- ADCRR IT Leadership has concerns over the following
  - BUG Fixes dropped significantly this past week (14 bugs) previously B&D had averaged ~40
    - What is the staff utilization?
    - Sandy Wang highlighted the paragraph listed below from Amendment 9

> The Parties shall iteratively develop the EUIL with monthly additions to the EUIL. The goal shall be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as reasonably possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D shall provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D shall utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

- Holly has requested a roster of the employees that are assigned to M&O Support and M&O Remediation Hours

2: Refresh Schedule

- B&D has indicated that there will be a monthly refresh for the UAT and UAT Feature Environment
  - Next Refresh has not been scheduled yet
  - ADCRR IT Leadership feels that this does not support the RPT_DEV (Ad Hoc) effort and wants an explanation for why RPT_DEV is "Chargeable"
  - ADCRR IT Leadership feels that this monthly schedule does no support the 30 Day time window for UAT Feature Testing as well
  - ADCRR IT Leadership would also like to know who authorized the stopping of the refreshes and why was this not communicated to them?

3: Customer Service

- ADCRR IT Leadership is dissatisfied currently with the level of customer service
  - Example: In TFS the excel document functionality stopped working for ADCRR
    - ADCRR requested help in understanding why this functionality stopped
    - B&D was unable to replicate on our side
    - B&D offered advice on what the issue may be (32Bit vs 64Bit, Office 2013 vs Office 2016)
    - None of these recommendations fixed the problem, thus B&D indicated that this

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was an ADCRR Helpdesk Issue
    - ADCRR IT Leadership expectation is that B&D does everything it can to help solve the issues at hand

4: Governance Takeaways

- Significant progress has been made with the development of EUIL Items and the testing process is thoroughly underway
- There is a need for a Glossary/Index with Key Phrases and Terms (Charles and Sandy will work together)
- We need to stress the successes that we are achieving as a group. There is tremendous teamwork and collaboration happening and that is fantastic for both organizations

5: Action Items

- SIGN OFF NEEDED FOR HOURS 8/7/2020 and 8/14/2020
- M&O Agreement needs to be signed
- UAT Feature Bug Tracking Spreadsheet needs to be developed (Charles)

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Aaron Bailey; Jeff Woodward; Holly Greene; Rusty Johnson
Subject: FW: RPT_DEV decommission
Date: Tuesday, August 18, 2020 3:43:30 PM
Attachments: image001.png
image003.png
Importance: High

Please see below. Keith indicated he sent you the link previously for the MICASE_DEV environment but please let me know if you did not receive it. Also, the new MICASE_DEV Environment will be down on Friday 8/21/2020 at 5pm through Saturday 8/22/2020 at noon.

Charles Spannagel

Project Manager
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Business & Decision
Empowering Digital Business

From: Keith Francen <keith.francen@bndna.com>
Sent: Monday, August 17, 2020 12:40 PM
To: Aims2 Project <aims2project@bndna.com>
Subject: RPT_DEV decommission

RPT_DEV will be going down Friday morning. All report development will now be done on MICASE_DEV.

If you have any questions, please let me know.

Keith Francen
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: Keith.Francen@bndna.com

Mi-Case

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Aaron Bailey; Jeff Woodward; Rusty Johnson
Cc:	Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt
Subject:	Telerik Server Upgrade - SOW
Date:	Tuesday, August 18, 2020 11:56:52 AM
Attachments:	SOW Telerik Server Upgrade -unexecuted.pdf image003.png

Good afternoon,

Please find the attached SOW for this afternoon's discussion.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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E: charles.spannagel@bndna.com

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[redacted]

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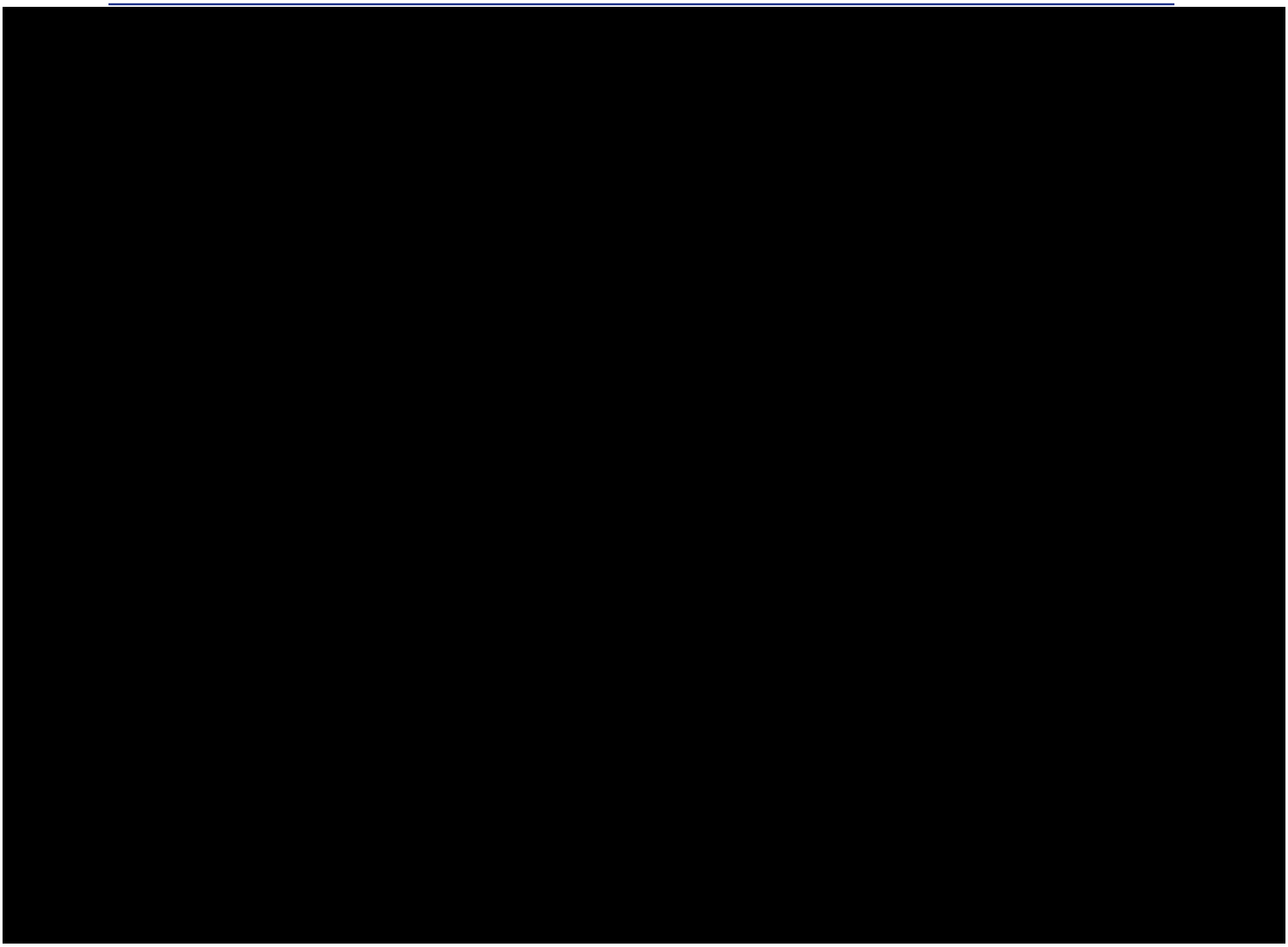

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[redacted]

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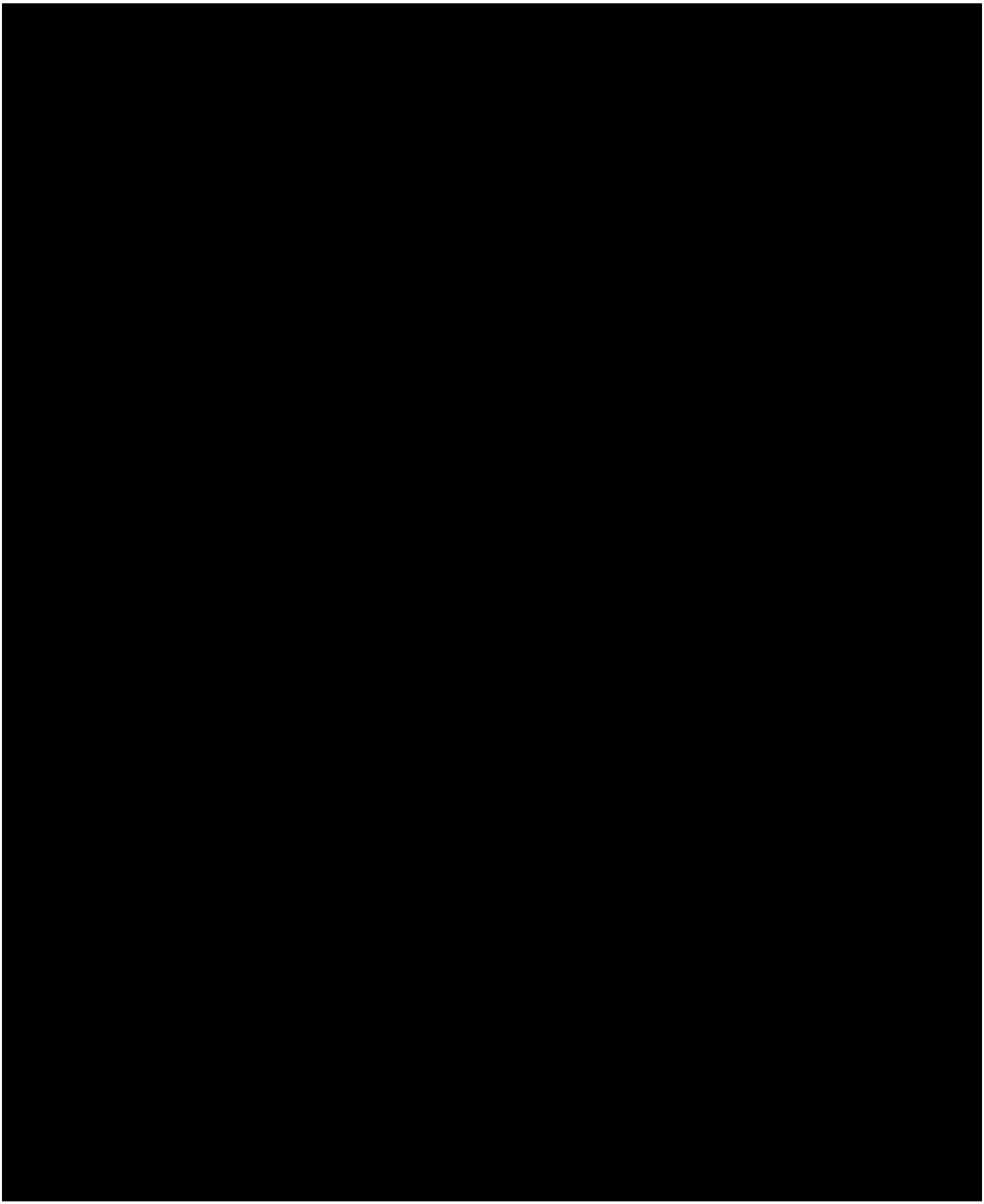

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[redacted]

AMERICAN OVERSIGHT

[redacted]

AMERICAN OVERSIGHT

[redacted]

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Andrew Dorre; gmartinez1; Mary Suhre; Rusty Johnson; Holly Greene
Cc:	Aaron Pratt; Thad Lowry; Matt DeClue; Phil Wussow
Subject:	FW: Missing ADOC In put Files - 08/15/20 and 08/16/20
Date:	Tuesday, August 18, 2020 11:48:54 AM
Attachments:	image001.png image004.png

George and Andrew,

Please see Phil's message below about updating the AHCCS files to the ftp server. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Phil Wussow <phil.wussow@bndna.com>
Sent: Tuesday, August 18, 2020 10:54 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: RE: Missing ADOC In put Files - 08/15/20 and 08/16/20

Charles,

I uploaded the following AHCCS files to the ftp server:

DCINP.DARBHA
20200815.CL
20200816.CL
20200817.CL

Phil Wussow
Consultant/ASP.NET Developer - eBusiness
Business & Decision, North America
M: +1 [redacted]
O: +1 480.795.7220
E: phil.wussow@bndna.com

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Tuesday, August 18, 2020 7:18 AM
To: Andrew Dorre <adorre@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1

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<gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: RE: Missing ADOC In put Files - 08/15/20 and 08/16/20

Thank you Andrew.

I will get with my side and let you know once we are able to complete the work.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Andrew Dorre <adorre@azadc.gov>
Sent: Tuesday, August 18, 2020 7:10 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Missing ADOC In put Files - 08/15/20 and 08/16/20

We also need the DCINP.DARBHA file as well.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Aug 18, 2020 at 7:08 AM Andrew Dorre <adorre@azadc.gov> wrote:

AMERICAN OVERSIGHT

Good morning Charles,

We definitely need all 3 of those files uploaded to the FTP server. I can manually send them over to AHCCCS once they are there. Just let me know once they are available.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Aug 17, 2020 at 4:33 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Andrew,
>
> Do you want us to go through each of the folders and move the files to their ftp destination manually?
>
> There are files from 8/15 – 8/17.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> > On Aug 17, 2020, at 3:54 PM, Andrew Dorre <adorre@azadc.gov> wrote:
> >
> > Great, thanks!

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Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

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IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Aug 17, 2020 at 3:53 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> It's working now. There is no certificate error.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> <image005.png>
>
> **From:** Andrew Dorre <adorre@azadc.gov>
> **Sent:** Monday, August 17, 2020 3:47 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: Missing ADOC In put Files - 08/15/20 and 08/16/20
>
> Please try again.
>
> Andrew Dorre
>
> Senior Systems/Network Engineer
>
> **Arizona Department of Corrections Rehabilitation and Reentry**

AMERICAN OVERSIGHT

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Aug 17, 2020 at 3:44 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Andrew,
>
> We are receiving the following error message which indicates to us an expired certificate on *.azcorrections.gov.
>
> <image002.png>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> <image006.png>
>
> ---
>
> **From:** Charles Spannagel
> **Sent:** Monday, August 17, 2020 3:39 PM
> **To:** Andrew Dorre <adorre@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Matt DeClue <matt.declue@bndna.com>
> **Subject:** RE: Missing ADOC In put Files - 08/15/20 and 08/16/20
>
> Andrew,
>
> We are still looking into it. Please bear with us. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

<image007.png>

From: Andrew Dorre <adorre@azadc.gov>
Sent: Monday, August 17, 2020 1:27 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Fwd: Missing ADOC In put Files - 08/15/20 and 08/16/20

Hi Charles, they are still looking for an update. Is there any new information regarding this?

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Thomas Tarnowski** <thomas.tarnowski@azahcccs.gov>
Date: Mon, Aug 17, 2020 at 12:02 PM
Subject: Re: Missing ADOC In put Files - 08/15/20 and 08/16/20
To: Andrew Dorre <adorre@azadc.gov>
Cc: John Kandziora <jkandzio@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Aaron Bailey <abailey1@azadc.gov>, Joshua Connolly <jconnolly@azadc.gov>, George Martinez <gmartinez1@azadc.gov>, Elizabeth Charif <echarif@azadc.gov>, Robert Maneer <Rmaneer@azadc.gov>, NETWORK TEAM - ADC <NTEAM@azcorrections.gov>, jkandzio@azcorrections.gov <jkandzio@azcorrections.gov>, Rodney Cottle <rodney.cottle@azahcccs.gov>, Blackshaw, Owen <owen.blackshaw@azahcccs.gov>, SUHRE, MARY <msuhre@azadc.gov>,

AMERICAN OVERSIGHT

Clint Kuhlenbeck <clint.kuhlenbeck@azahcccs.gov>

Can I have an update on our missing files from 08/15 and 08/16?

On Mon, Aug 17, 2020 at 9:36 AM Andrew Dorre <adorre@azadc.gov> wrote:

> B&D was contacted, and they responded that they are looking into it. As soon as I have more information I will let you know. I can forward along the need for both files to them.
>
> Andrew Dorre
>
> Senior Systems/Network Engineer
>
> **Arizona Department of Corrections Rehabilitation and Reentry**
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
>
> Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov
>
> IT Service Desk 602.542.AZDC
> | ITTECHSUPPORT@azcorrections.gov
>
> On Mon, Aug 17, 2020 at 9:30 AM John Kandziora <jkandzio@azadc.gov> wrote:
>
> > adding adorre@azadc.gov and msuhre@azadc.gov
> >
> > John Kandziora
> > Sr. System Administrator
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
> >
> > Office: 602.542.2186 | Cell: 602.319.2283 |JKANDZIO@azadc.gov
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > On Mon, Aug 17, 2020 at 9:20 AM Thomas Tarnowski <thomas.tarnowski@azahcccs.gov> wrote:
> >
> > > Can someone provide an update on where we stand with the ADOC

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missing files from 08/15/20 and 08/16/20? This is holding up our production processing. Please note, these files need to be processed in order. We are looking for the following files:

20200815.CI
20200816.CI

Thanks for your feedback.

On Mon, Aug 17, 2020 at 9:05 AM Owen Blackshaw <owen.blackshaw@azahcccs.gov> wrote:

> +Elizabeth Charif
>
> Thank you,
> Owen
>
> **Owen Blackshaw**
> AppDev Supervisor - Recipient | AHCCCS
> Information Services Division
> (602) 417-4332 (o)
> **Owen.Blackshaw@azahcccs.gov**
>
> On Mon, Aug 17, 2020 at 7:55 AM John Kandziora <jkandzio@azadc.gov> wrote:
>
> > We never received the file from ACIS. We are looking into it.
> >
> > John Kandziora
> > Sr. System Administrator
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
> >
> > Office: 602.542.2186 | Cell: 602.319.2283 | JKANDZIO@azadc.gov
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > On Mon, Aug 17, 2020 at 7:40 AM Thomas Tarnowski <thomas.tarnowski@azahcccs.gov> wrote:
> >
> > > Added Robert to E-Mail thread.

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On Mon, Aug 17, 2020 at 7:04 AM Thomas Tarnowski <thomas.tarnowski@azahcccs.gov> wrote:

> 20200815.CI
> 20200816.CI
>
> On Mon, Aug 17, 2020 at 6:59 AM John Kandziora <jkandzio@azadc.gov> wrote:
>
> > Jim retired.
> >
> > John Kandziora
> > Sr. System Administrator
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
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> > Office: 602.542.2186 | Cell: 602.319.2283 |JKANDZIO@azadc.gov
> > IT Service Desk: 602.542.AZDC
> > | ITTECHSUPPORT@azcorrections.gov
> >
> > On Mon, Aug 17, 2020 at 6:57 AM Thomas Tarnowski <thomas.tarnowski@azahcccs.gov> wrote:
> >
> > > Corrected E-Mail address for Jim Tarantino.
> > >
> > > On Mon, Aug 17, 2020 at 6:50 AM Thomas Tarnowski <thomas.tarnowski@azahcccs.gov> wrote:
> > >
> > > > Please be advised we are missing the ADOC input files for both Saturday - 08/15/20 and Sunday - 08/16/20.
> > > >
> > > > Please let us know as soon as possible when these files will be available. We will need to process these files in sequence.
> > > >
> > > > NOTICE: This e-mail and any attachments to it may contain information that is PRIVILEGED and CONFIDENTIAL under State and Federal law and is intended only for the use of the specific individual(s) to whom it is addressed. This information may only be used or disclosed in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this e-mail and its attachments. If you have received this e-mail in error, please immediately notify the person named above by reply e-mail, and then delete the one you received

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Joshua Connolly; Holly Greene
Cc:	Hung Tran; John Squires; Joseph Nicoletti; Michael Dolny; Michael Gomez; Rusty Johnson; Sandy Wang; Scott Schnyer; Andrew Dorre
Subject:	RE: Overnight Tab-delimited files from B&D
Date:	Tuesday, August 18, 2020 9:18:09 AM
Attachments:	image002.png

Great news! Thanks Josh.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Tuesday, August 18, 2020 8:59 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Hung Tran <htran@azadc.gov>; John Squires <jsquires@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Andrew Dorre <adorre@azadc.gov>
Subject: Re: Overnight Tab-delimited files from B&D

Good morning, Holly & ADCRR Team - PC-AIMS2 data was delivered overnight and we are back to current data for use in our PC-based applications, including the external Visitation application and Inmate Data Search.

Charles - Thank you to you and your team for checking the B&D side to find out where the file delivery process was held up.

Take good care,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Mon, Aug 17, 2020 at 3:53 PM Holly Greene <hgreene@azadc.gov> wrote:

> All-
>
> Please know that there is a process which needs to be followed when engaging B&D support. A ticket must be created through our Service Desk and they will throw over the wall to B&D.
>
> All work must be tracked by way of a ticket. No exceptions.
>
> Thank you,
>
> Holly
>
> On Mon, Aug 17, 2020 at 8:20 AM Joshua Connolly <jconnolly@azadc.gov> wrote:
>
>> Good morning, Charles - It does appear that today's files for the PC-AIMS2 interface are not present again this morning.
>>
>> Please look into this and get back to me as promptly as you can.
>>
>> Dr. Dolny & John Squires - This holds your Research data from ACIS_SAS at the same date, locked on Saturday, 8/15/2020.
>>
>> Much appreciated,
>> - josh C.
>>
>> --
>>
>> **Joshua Connolly**
>>
>> Data Analyst
>> **Arizona Department of Corrections, Rehabilitation & Reentry**
>> Administrative Services Division, Information Technology
>> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>>
>> Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
>> IT Service Desk: 602.542.AZDC
>>
>> On Sun, Aug 16, 2020 at 1:54 PM Joshua Connolly <jconnolly@azadc.gov> wrote:
>>
>>> Good afternoon, Charles - I'm hoping I'm wrong but it appears that no tab-delimited data files came in today for the PCAIMS2 SFTP folder. Maybe this is the result of a code push or something else on the Oracls side that I'm not aware of but can you check with your

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team to be sure that Monday's data will definitely come in as scheduled?

Hung - When you get in, can you double check what I'm seeing? The last date on the 4 a.m. files looks to be 08/15/2020 and there's nothing from today (Sunday 08/16/2020).

Much appreciated,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

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--

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Andrew Dorre
Cc:	Aaron Pratt; Thad Lowry; gmartinez1; Mary Suhre; Phil Wussow; Matt DeClue; Rusty Johnson; Holly Greene
Subject:	RE: Missing ADOC In put Files - 08/15/20 and 08/16/20
Date:	Tuesday, August 18, 2020 7:17:36 AM
Attachments:	image002.png

Thank you Andrew.

I will get with my side and let you know once we are able to complete the work.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Andrew Dorre <adorre@azadc.gov>
Sent: Tuesday, August 18, 2020 7:10 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Missing ADOC In put Files - 08/15/20 and 08/16/20

We also need the DCINP.DARBHA file as well.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Tue, Aug 18, 2020 at 7:08 AM Andrew Dorre <adorre@azadc.gov> wrote:

> Good morning Charles,
>
> We definitely need all 3 of those files uploaded to the FTP server. I can manually send them over to AHCCCS once they are there. Just let me know once they are available.
>
> Andrew Dorre
>
> Senior Systems/Network Engineer
>
> **Arizona Department of Corrections Rehabilitation and Reentry**
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
>
> Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov
>
> IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Mon, Aug 17, 2020 at 4:33 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Andrew,
> >
> > Do you want us to go through each of the folders and move the files to their ftp destination manually?
> >
> > There are files from 8/15 – 8/17.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > On Aug 17, 2020, at 3:54 PM, Andrew Dorre <adorre@azadc.gov> wrote:

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Great, thanks!

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Aug 17, 2020 at 3:53 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> It's working now. There is no certificate error.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> <image005.png>
>
> **From:** Andrew Dorre <adorre@azadc.gov>
> **Sent:** Monday, August 17, 2020 3:47 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: Missing ADOC In put Files - 08/15/20 and 08/16/20
>
> Please try again.
>
> Andrew Dorre
>
> Senior Systems/Network Engineer

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Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Aug 17, 2020 at 3:44 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Andrew,
>
> We are receiving the following error message which indicates to us an expired certificate on *.azcorrections.gov.
>
> <image002.png>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> <image006.png>
>
> ---
>
> **From:** Charles Spannagel
> **Sent:** Monday, August 17, 2020 3:39 PM
> **To:** Andrew Dorre <adorre@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Matt DeClue <matt.declue@bndna.com>
> **Subject:** RE: Missing ADOC In put Files - 08/15/20 and 08/16/20
>
> Andrew,
>
> We are still looking into it. Please bear with us. Thank you.
>
> **Charles Spannagel**

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Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

<image007.png>

From: Andrew Dorre <adorre@azadc.gov>
Sent: Monday, August 17, 2020 1:27 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Fwd: Missing ADOC In put Files - 08/15/20 and 08/16/20

Hi Charles, they are still looking for an update. Is there any new information regarding this?

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Thomas Tarnowski** <thomas.tarnowski@azahcccs.gov>
Date: Mon, Aug 17, 2020 at 12:02 PM
Subject: Re: Missing ADOC In put Files - 08/15/20 and 08/16/20
To: Andrew Dorre <adorre@azadc.gov>
Cc: John Kandziora <jkandzio@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Aaron Bailey <abailey1@azadc.gov>, Joshua Connolly <jconnolly@azadc.gov>, George Martinez <gmartinez1@azadc.gov>, Elizabeth Charif <echarif@azadc.gov>, Robert Maneer <Rmaneer@azadc.gov>, NETWORK TEAM - ADC <NTEAM@azcorrections.gov>, jkandzio@azcorrections.gov <jkandzio@azcorrections.gov>, Rodney Cottle

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<rodney.cottle@azahcccs.gov>, Blackshaw, Owen <owen.blackshaw@azahcccs.gov>, SUHRE, MARY <msuhre@azadc.gov>, Clint Kuhlenbeck <clint.kuhlenbeck@azahcccs.gov>

Can I have an update on our missing files from 08/15 and 08/16?

On Mon, Aug 17, 2020 at 9:36 AM Andrew Dorre <adorre@azadc.gov> wrote:

> B&D was contacted, and they responded that they are looking into it. As soon as I have more information I will let you know. I can forward along the need for both files to them.
>
> Andrew Dorre
>
> Senior Systems/Network Engineer
>
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> >
> > John Kandziora
> > Sr. System Administrator
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
> >
> > Office: 602.542.2186 | Cell: 602.319.2283 |JKANDZIO@azadc.gov
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > On Mon, Aug 17, 2020 at 9:20 AM Thomas Tarnowski

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<thomas.tarnowski@azahcccs.gov> wrote:

> Can someone provide an update on where we stand with the ADOC missing files from 08/15/20 and 08/16/20? This is holding up our production processing. Please note, these files need to be processed in order. We are looking for the following files:
>
> 20200815.CI
> 20200816.CI
>
> Thanks for your feedback.
>
> On Mon, Aug 17, 2020 at 9:05 AM Owen Blackshaw <owen.blackshaw@azahcccs.gov> wrote:
>
> > +Elizabeth Charif
> >
> > Thank you,
> > Owen
> >
> > **Owen Blackshaw**
> > AppDev Supervisor - Recipient | AHCCCS
> > Information Services Division
> > (602) 417-4332 (o)
> > **Owen.Blackshaw@azahcccs.gov**
> >
> > On Mon, Aug 17, 2020 at 7:55 AM John Kandziora <jkandzio@azadc.gov> wrote:
> >
> > > We never received the file from ACIS. We are looking into it.
> > >
> > > John Kandziora
> > > Sr. System Administrator
> > > Arizona Department of Corrections
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> > > Office: 602.542.2186 | Cell: 602.319.2283 | JKANDZIO@azadc.gov
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> > >
> > > > Added Robert to E-Mail thread.

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> 20200816.CI
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>
> > Jim retired.
> >
> > John Kandziora
> > Sr. System Administrator
> > Arizona Department of Corrections
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> > On Mon, Aug 17, 2020 at 6:57 AM Thomas Tarnowski <thomas.tarnowski@azahcccs.gov> wrote:
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> > > Corrected E-Mail address for Jim Tarantino.
> > >
> > > On Mon, Aug 17, 2020 at 6:50 AM Thomas Tarnowski <thomas.tarnowski@azahcccs.gov> wrote:
> > >
> > > > Please be advised we are missing the ADOC input files for both Saturday - 08/15/20 and Sunday - 08/16/20.
> > > >
> > > > Please let us know as soon as possible when these files will be available. We will need to process these files in sequence.
> > > >
> > > > NOTICE: This e-mail and any attachments to it may contain information that is PRIVILEGED and CONFIDENTIAL under State and Federal law and is intended only for the use of the specific individual(s) to whom it is addressed. This information may only be used or disclosed in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this e-mail and its attachments. If you have received this e-mail in error,

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>
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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Rusty Johnson
Cc:	Aaron Pratt; Jeff Woodward; Holly Greene; Dean Allen; Matt DeClue
Subject:	RE: Ad Hoc SOW Discussion
Date:	Monday, August 17, 2020 2:43:04 PM
Attachments:	image002.png

Yes, at 3:30 after the JAR session I am on.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Monday, August 17, 2020 2:39 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Matt DeClue <matt.declue@bndna.com>
Subject: Re: Ad Hoc SOW Discussion

Thank you!

Can you please give me a call.

602.542.7011

Sincerely,

Rusty Johnson
Senior Manager, IT Field Operations
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology Bureau
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

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On Mon, Aug 17, 2020 at 2:32 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Putting this meeting back on the calendar per Holly's request. Thank you.
>
> ---
>
> **Join Microsoft Teams Meeting**
>
> Learn more about Teams | Meeting options
>
> ---

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Joshua Connolly; Aaron Pratt; Thad Lowry
Cc: Hung Tran; Michael Gomez; Holly Greene; Michael Dolny; John Squires
Subject: Re: Overnight Tab-delimited files from B&D
Date: Monday, August 17, 2020 8:22:46 AM

Josh, we are looking into it and will get back to you as soon as we have something. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Aug 17, 2020, at 8:20 AM, Joshua Connolly <jconnolly@azadc.gov> wrote:

Good morning, Charles - It does appear that today's files for the PC-AIMS2 interface are not present again this morning.

Please look into this and get back to me as promptly as you can.

Dr. Dolny & John Squires - This holds your Research data from ACIS_SAS at the same date, locked on Saturday, 8/15/2020.

Much appreciated,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Sun, Aug 16, 2020 at 1:54 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good afternoon, Charles - I'm hoping I'm wrong but it appears that no tab-delimited data files came in today for the PCAIMS2 SFTP folder. Maybe this is

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the result of a code push or something else on the Oracls side that I'm not aware of but can you check with your team to be sure that Monday's data will definitely come in as scheduled?

Hung - When you get in, can you double check what I'm seeing? The last date on the 4 a.m. files looks to be 08/15/2020 and there's nothing from today (Sunday 08/16/2020).

Much appreciated,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Aaron Bailey; Dean Allen; Jeff Woodward; Rusty Johnson
Subject: Re: AD HOC SOW
Date: Sunday, August 16, 2020 9:19:23 PM

Thank you kindly, Charles

On Sun, Aug 16, 2020 at 9:17 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Understood. I will put the meeting back on. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On Aug 16, 2020, at 9:02 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> I disagree and this meeting will continue. If there are bigger fish to fry, I'd like to know what you consider those fish to be from your perspective as I don't share the same view.
>
> As the customer, this is one of my priorities of understanding and my expectation is that B&D will satisfy. I also have questions concerning the contract and as such, I'd like to use this time to discuss the correlation of those pieces of the contract to our report environments (and others).
>
> As for Jey, his review of performance is merely one piece of the whole. And as such, it does not represent the whole nor does it represent IT.
>
> I appreciate your assistance, but this conversation must go on.
>
> Thanks,
>
> Holly

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On Fri, Aug 14, 2020 at 9:59 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I think we should cancel this until we know where we stand with the contract and what is and isn't included. Jeff and Aaron are still able to produce the reports and yes I understand their concerns about the environment but it's not broken. Last week we had a day turn around on a Covid Ad Hoc report. I think you heard Jey say how impressed he was with this effort.
>
> I really feel like we have bigger fish to fry at this point and I don't want either side taking their eyes of the prize which is getting everyone on the same page re: contract and M&O agreement.
>
> What do you think?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Bcc: Holly Greene; Rusty Johnson
Subject: Re: AD HOC SOW
Date: Sunday, August 16, 2020 9:14:33 PM

Yes, I'm aware it was sent to me. But I assumed your teams are in the know since it was noted that the meeting was to be cancelled indefinitely.

If you wish to keep things between us, please let me know and I will respond as such. However, know that I don't operate that way often as all things business should be transparent.

Thanks,

Holly

On Sun, Aug 16, 2020 at 9:11 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> That message was sent to you directly. If I wanted everyone else on the message I would have included them in the first place. I will do so with all future communications moving forward. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On Aug 16, 2020, at 9:02 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> I disagree and this meeting will continue. If there are bigger fish to fry, I'd like to know what you consider those fish to be from your perspective as I don't share the same view.
>
> As the customer, this is one of my priorities of understanding and my expectation is that B&D will satisfy. I also have questions concerning the contract and as such, I'd like to use this time to discuss the correlation of those pieces of the contract to our report environments (and others).
>
> As for Jey, his review of performance is merely one piece of the whole. And as

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such, it does not represent the whole nor does it represent IT.

I appreciate your assistance, but this conversation must go on.

Thanks,

Holly

On Fri, Aug 14, 2020 at 9:59 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I think we should cancel this until we know where we stand with the contract and what is and isn't included. Jeff and Aaron are still able to produce the reports and yes I understand their concerns about the environment but it's not broken. Last week we had a day turn around on a Covid Ad Hoc report. I think you heard Jey say how impressed he was with this effort.
>
> I really feel like we have bigger fish to fry at this point and I don't want either side taking their eyes of the prize which is getting everyone on the same page re: contract and M&O agreement.
>
> What do you think?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>

--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

AMERICAN OVERSIGHT

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: Canceled: Ad Hoc SOW Review
Date: Sunday, August 16, 2020 9:02:59 PM
Attachments: image002.png
image003.png

I saw it and responded. See my response. Thanks.

On Sun, Aug 16, 2020 at 8:59 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I sent you an email on Friday. I think until we know what the contract says and what are going to be the sticking point about what can be charged and what can not be charged we should postpone this meeting. The Ad Hoc team is still developing reports and they are being pushed in a timely manner. Jey brought up in the Governance meeting how appreciate OPS was of the Covid report and turn around time. I think we need to get everyone on the same page once and for all before we go down any roads we may have to back peddle out of.
>
> What do you think?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Sunday, August 16, 2020 8:49 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: Canceled: Ad Hoc SOW Review

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Good evening Charles-

May we have an explanation as to why?

Many thanks,

Holly

On Sun, Aug 16, 2020 at 8:47 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> This meeting is cancelled until further notice. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
>
>
>
> ---
>
> Join Microsoft Teams Meeting
>
> Learn more about Teams | Meeting options
>
> ---

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> --
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR IT Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
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Respectfully,

Holly Greene

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Rusty Johnson
Subject: Re: M&O Hours for week of 8/7/2020
Date: Friday, August 14, 2020 9:27:26 AM
Attachments: image002.png
image009.png

Thank you, Charles. Please incorporate your notes into the report/snapshot itself.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Aug 12, 2020 at 11:10 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly and Rusty,
>
> Please find my follow ups from yesterday. Thank you.
>
> Performance Improvement: SQL tuning, monitoring of long run SQL statements, creating/testing of profiles, creating of index for a newly introduced blocking issue caused by code changes
>
> Document Storage: Review the results of the file upload from UAT to Amazon S3 bucket, retest to get more data about the files that failed to be uploaded, upload results into UAT
>
> Project Management Hours:
>
> Ad Hoc – 1 hr
>
> RMS (183) – 2 hrs
>
> Count (184) – 1 hr
>
> M&O Support (listed under the Project Management Task itself) – 5 hrs (additional meetings with ADCRR IT, Planning and Communications)
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
>
>
>
> ---
>
> **From:** Charles Spannagel
> **Sent:** Tuesday, August 11, 2020 2:06 PM
> **To:** Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** M&O Hours for week of 8/7/2020
>
> Please find the hours for the week of 8/7. I will explain items 183 and 184 on the call. Thank you.

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AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	26-Jul	31-Jul	7-Aug	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	27	0	10	190
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	15.5	1	4.5	327
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	18	7	4.5	151.5
158 - Excessive Post Back	10										4.5		14.5
183 - 40707: RMS - Homeless Home Plans												16.75	16.75
184 - 40748: COUNT - Inmates Leaving PHX Complex												5.75	5.75
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	3	7.25	10	78.25
3 - Arbitration				2									2
4 - Parking Lot													2
TOTAL												51.5	787.75

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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From:	Joe Miles on behalf of Joe Miles <joe.miles@bndna.com>
To:	Ken Sanchez
Cc:	Holly Greene; Joseph Profiri; Rusty Johnson
Subject:	RE: Reference Request
Date:	Friday, August 14, 2020 8:31:32 AM
Attachments:	image001.png image002.png image003.png

Thank you Ken!!

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Friday, August 14, 2020 10:27 AM
To: Joe Miles <joe.miles@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: Reference Request

Hello Joe,

I am working on it.

Thank you,

Ken Sanchez

Chief Procurement Officer,

Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

On Fri, Aug 14, 2020 at 8:17 AM Joe Miles <joe.miles@bndna.com> wrote:

> Good morning everyone! Were you able to assist us in returning the requested reference? Thank you for your efforts on this important request.

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Joe Miles
Business Development Director
Business and Decision, North America
M: [redacted]
E: joe.miles@bndna.com

Mi-Case

From: Holly Greene
Sent: Thursday, August 6, 2020 4:12 PM
To: Ken Sanchez
Cc: Joseph Profiri; Rusty Johnson; Joe Miles
Subject: Fwd: Reference Request

Hello Ken-

Believe this is intended for you.

Thank you,

Holly

---------- Forwarded message ---------
From: **Joe Miles** <joe.miles@bndna.com>
Date: Thu, Aug 6, 2020 at 11:27 AM
Subject: Reference Request
To: hgreene@azadc.gov <hgreene@azadc.gov>

Holly,

Hope all is well with you! As a Valued Customer for Business and Decision-Mi-Case we are requesting your response to the attached reference form being submitted to State of Indiana.

I have populated all of the contact information to make participation a little easier, so if you could take a few minutes to complete the requested information that would be most appreciated!! Once the document is completed just submit it to the email address noted in the form by the deadline.

Thank you in advance for assisting us in this effort!

Joe Miles

AMERICAN OVERSIGHT

Business Development Director
Business and Decision, North America
M: [redacted]
E: joe.miles@bndna.com

Mi-Case

--

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Sandy Wang; Rusty Johnson; Joseph Nicoletti; Holly Greene
Subject:	Contract Review
Date:	Thursday, August 13, 2020 6:03:34 PM

Hello Charles-

Upon review of the contract, I found as section for **Resource Capacity Utilization and Capacity Planning**, wherein it explains the following:

The Contractor shall be responsible (for <sec>) performing resource capacity utilization and capacity planning for the Solution. The Contractor shall implement needed expansions of hardware and network at the Contractor's own expense, subject to ADC approval, before resource degradation impacts Solution performance through the life of the contract.

I take this to to mean that any capacity management is B&D's expense and thus, we shall not be charged for document storage and performance improvement as it relates to the above.

Further, under **Application Support**, it reads:

The Contractor shall perform application support for the Solution to keep it operating as expected including but not limited to the following services:

Monitoring and reporting system performance
Investigation as to why data was not processed
Monitoring and reporting computer resource usage
Preparing and participating in application system problem review meetings
Creating special holiday, year-end, and production calendar schedules
Preliminary investigation of problems not identified by customer
Environments support
Ad hoc schedule changes
Data resource management
Mass changes
Business rules changes

All other application support services shall be performed on a daily (and/or as needed) basis.

This appears to speak to our earlier conversation concerning the support of our environments with respect to data refreshes. The regression to a monthly update does not comply with the standards of the contract as this is aligned with environment support and data resource management. Further, the preliminary investigation of problems not identified by the customer is not being adhered to as there are no known proactive measures in place on the B&D side to alert the ADCRR when a problem arises.

Please let us know your thoughts.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

AMERICAN OVERSIGHT

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: Billable Hours and Breakdown
Date: Thursday, August 13, 2020 3:09:02 PM
Attachments: image002.png

Holly,

I would like to discuss with you first. I am referencing the email I sent 7/10/2020 @ 11:33AM. I want to go over what I can deliver to you again and see if we can get closer to what your expectations are within what I can do.

> ***Our system is not set up to dive down into the detail as requested by ADCRR IT Leadership. We can do this manually but we would need to estimate this for ADCRR IT Leadership and if approved it would come out of the 10,000 M&O Remediation Hours.***
>
> ***1: M&O Support Hours (Bug Fixes) – we continue to flex our resources to meet the defect needs, we don't report these specific hours but focus on the completion by priority of defects.***
>
> ***2: M&O EUIL Hours (10,000 hours – for the first year following the signing of the amendment) - We provide fixed price estimates based on the agreed scope and report of the percentage of complete per EUIL item. As we discussed yesterday, if the scope changes (hopefully not) we will provide an update asap.***
>
> ***3: M&O Remediation Hours (10,000 hours for every year on support contract) - AD Hoc can be reported based on the activities identified by the task (BA, DEV, QA, PM).***

For line item #3 we started to give a further breakdown this week.

You had previously asked for the PM activities and I thought the best way to illustrate this was within the EUIL activities. These activities carry over across items 1-3.

- EUIL ITEMS
  - JAR Sessions
  - Estimations
    - BA Analysis
    - BA FSD
    - QA Analysis
    - DEV Analysis
    - Internal Meetings with B&D Team for Scope and Build Review
  - Project Management
    - Meetings
      - Scheduling
      - Note Taking
      - Follow Up Communications (ADCRR IT & Operations)

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Additional add on responsibilities based off of follow up items

- Resource Management
  - Time Planning
  - Resource Allocation
- Risk Management
  - Parallel work effort
  - Downstream system implications
  - Overall System Management
- ACRRR Operational Involvement
  - SME Touchbase
  - OPS Leadership
  - EUIL Communications for the "house"
- ADCRR IT Leadership & PMO
  - EUIL related items as needed

- Development
  - BA
    - Ad Hoc meetings for EUIL items that may arise
  - DEV
    - Ad Hoc meetings for EUIL items that may arise
    - Build
    - Test
    - Validation
    - Deployment
  - QA
    - Test Scripts
    - Testing
    - Ad Hoc meetings for EUIL items that may arise
    - Sign Off
  - Project Management
    - Project Plan Maintenance
    - Ad Hoc meetings for EUIL items that may arise
    - Communications
    - Sign Off

In regards to the issue of environment Data refresh and it being chargeable. I believe the stance from B&D will be that the environments will be refreshed monthly and if an additional refresh is requested than that will be chargeable. We believe the best way to test the updated functionality and is for the Tester to create Test Data.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]

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E: charles.spannagel@bndna.com

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: Rusty Johnson; Joseph Nicoletti; Holly Greene
Subject: RE: Agenda items for tomorrow"s IT Leadership meeting
Date: Thursday, August 13, 2020 8:55:20 AM
Attachments: image002.png

Thank you Sandy,

I have sent my itemized list of billable items to leadership to validate and hope to have it in time for the meeting. I would also like to discuss the TFS issue and the reported downtime this morning from Joe Nicoletti.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Sandy Wang <swang@azadc.gov>
Sent: Wednesday, August 12, 2020 4:53 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Agenda items for tomorrow's IT Leadership meeting

Here is what I have for tomorrow's meeting:

- Review action items from 8/7
- Resource utilization between M&O and EUILs - the latest bug release only contains 14 items, compared to the typical 40-50 per release. We were told the resources were spread to EUILs.

--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: Rusty Johnson; Joseph Nicoletti; Holly Greene
Subject: Re: Agenda items for tomorrow"s IT Leadership meeting
Date: Wednesday, August 12, 2020 4:57:29 PM

Hey guys,

I apologize but will have to get my full agenda items out later this evening. I'm back down at the hospital with my wife. The main things I wanted to review are:

1: Chargeable vs Non Chargeable
2: Microsoft End of Life issue (2013) TFS and Excel

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Aug 12, 2020, at 4:53 PM, Sandy Wang <swang@azadc.gov> wrote:

Here is what I have for tomorrow's meeting:

- Review action items from 8/7
- Resource utilization between M&O and EUILs - the latest bug release only contains 14 items, compared to the typical 40-50 per release. We were told the resources were spread to EUILs.

--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

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Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson
Subject:	Re: M&O Hours Touchbase
Date:	Wednesday, August 12, 2020 12:49:39 PM
Attachments:	image003.png image004.png

I have adjusted to 1-2pm on Thursday.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Aug 10, 2020 at 10:27 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Thanks guys. Sorry for the switch up. I will also be out this Friday and was hoping to move the leadership meeting to Thursday if possible. Please let me know.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

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From: Rusty Johnson <sjohnson@azadc.gov>
Sent: Monday, August 10, 2020 10:23 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Hours Touchbase

Holly anticipated this and does not see any issues with this.

Sincerely,

Rusty Johnson

Senior Manager, IT Field Operations

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Mon, Aug 10, 2020 at 10:18 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly and Rusty,
>
> I have been asked by accounting to move this meeting permanently to Tuesdays in order to ensure all time cards have been submitted and approved. Is this ok? I was waiting to send out leadership notes with the new hours but will send anyways and we can run through hours tomorrow. How does that sound?

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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: M&O Hours for week of 8/7/2020
Date: Tuesday, August 11, 2020 2:06:10 PM
Attachments: image006.png

Please find the hours for the week of 8/7. I will explain items 183 and 184 on the call. Thank you.

AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	26-Jul	31-Jul	7-Aug	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	27	0	10	190
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	15.5	1	4.5	327
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	18	7	4.5	151.5
158 - Excessive Post Back	10										4.5		14.5
183 - 40707: RMS - Homeless Home Plans												16.75	16.75
184 - 40748: COUNT - Inmates Leaving PHX Complex												5.75	5.75
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	3	7.25	10	78.25
3 - Arbitration				2									2
4 - Parking Lot													2
TOTAL												51.5	787.75

Charles Spannagel

Project Manager
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E: charles.spannagel@bndna.com

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti; Joseph Profiri; Keith Barrier; Sandy Wang
Subject: ACIS - ADCRR IT Leadership Meeting Notes 8/7/2020
Date: Monday, August 10, 2020 2:48:01 PM
Attachments: image011.png
image012.png

Please find the meeting notes below. If you have any comments or feedback please let me know. Thank you.

1: System Monitoring: ADCRR IT Leadership is dissatisfied with the current state of the performance monitoring of the ACIS System. This is a customer service issue for ADCRR IT Leadership and need it to be addressed.

- Request is to review system alerts
    - Review communication practices between B&D and ADCRR
- System Monitoring Tools
- **ADCRR IT is scheduling an internal meeting**
- **Charles to schedule B&D Internal Meeting**

2: SLA Agreement is currently with Procurement and will update B&D once an update is available

3: High Level Governance Meeting is scheduled for 8/13/2020. Proposed agenda below:

- EUIL Ledger (see below)
- M&O Hours (see below)
- Service Desk Statistics
- OCI Involvement and Updates (Enforcer)
- Issues/Concerns (Round Robin)
- Success (Round Robin)

4: DB Refresh Schedule

- As of July 3rd all Database (DB) refreshes stopped automatically
    - B&D will do DB Refreshes on request and estimates it's 10 hours per environment (TRAIN, UAT, RPT_DEV)
    - B&D will only charge for the actual hours spent on the work

5: Excel Workbook in TFS

- B&D is under the impression from the information that George Martinez supplied to Matt DeClue that this is an issue for ADCRR IT Desktop Support. We ask that you first research this further internally.

6: ADCRR IT Leadership has requested the following:

- Explanation for why items that were previously "free" or considered part of maintenance and upkeep are now chargeable
- A detailed list of everything that will be chargeable moving forward

7: Keefe Social Security Number issue is currently being worked internally by ADCRR

8: Enforcer discovery close to completion by ADCRR IT and OPS. Once complete B&D will work with ADCRR on possible solutions for the ongoing End User dissatisfaction

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EUIL

-

EUIL Item	JAR Session Date	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000
Amendment 9 PL Items	5/1/2020		-1,000	9,000
EUIL - 25143	7/28/2020		-77.5	
EUIL - 25275	8/3/2020		-112	
EUIL - 28917			-90	
EUIL - 28992	8/4/2020		-1027.5	
EUIL - 29221			-522	
EUIL - 30307			-958	
EUIL - 31598			-1102	
EUIL - 33168	6/9/2020		-132	
EUIL - 39463	6/22/2020		-210	
EUIL - 39609	6/22/2020		-124	
EUIL - 40167	6/9/2020		-160	
EUIL - 40386	6/30/2020		-124	
EUIL - 40392	7/7/2020		-496	
EUIL - 40629	6/19/2020		-28	
EUIL - 40940	6/29/2020		-148	
EUIL - 41361	7/9/2020		-100	
EUIL - 42233			-126	
EUIL - 42235			-230	
EUIL - 42241	8/3/2020		-82	
EUIL - 42335	7/7/2020		-174	
EUIL - 42364			-468	
EUIL - 42463			-160	
EUIL - 43279	8/5/2020		-660	
Totals			-7311	1689

M&O

-

M&O Work Item	Time Period	Credit	Debit	Balance
M/O Signed Agreement	5/1/2020	10,000		10,000.00
Hours in Arrears	Pre-Signed Agreement	100	721.50	9,378.50
Project Management	5/24/2020 - 7/31/2020		180.00	9,198.50
Performance Improvement	5/24/2020 - 7/31/2020		322.50	8,876.00
Document Storage	5/24/2020 - 7/31/2020		147.00	8,729.00
Excessive Postback	5/24/2020 - 7/31/2020		14.50	8,714.50
AD HOC Support	5/24/2020 - 7/31/2020		68.25	8,646.25
Arbritration	5/24/2020 - 7/31/2020		2.00	8,644.25
Parking Lot	5/24/2020 - 7/31/2020		2.00	8,642.25
Total				8,642.25

Charles Spannagel

Project Manager

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M: [redacted]
E: charles.spannagel@bndna.com

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From: Charles Spannagel
Sent: Thursday, August 6, 2020 2:12 PM
To: Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
Subject: ACIS - ADCRR IT Leadership Meeting Agenda

Please let me know what agenda items you want added to the meeting tomorrow.

1: System Monitoring – It's B&Ds opinion that the current monitoring system that is in place is working appropriately and B&D is required to report on the system performance monthly. B&D does not provide customers access directly to their monitoring tools and AD-Hoc Reports may be requested.

2: SLA Update (currently with Joe P)

3: High Level Governance Meeting

Charles Spannagel

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson
Subject: M&O Hours Touchbase
Date: Monday, August 10, 2020 10:18:58 AM
Attachments: image003.png

Holly and Rusty,

I have been asked by accounting to move this meeting permanently to Tuesdays in order to ensure all time cards have been submitted and approved. Is this ok? I was waiting to send out leadership notes with the new hours but will send anyways and we can run through hours tomorrow. How does that sound?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: DC_ADCRR_PMO; Holly Greene; Rusty Johnson
Subject: RE: EUIL Ready for UAT Feature
Date: Monday, August 10, 2020 9:33:45 AM
Attachments: image004.png
image005.png
image006.png

The items were pushed Friday afternoon. The clock starts today 8/10/2020. I will keep a spreadsheet on Sharepoint and share it with your team. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
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From: Sandy Wang <swang@azadc.gov>
Sent: Monday, August 10, 2020 9:31 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: DC_ADCRR_PMO <adcrrpmo@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: EUIL Ready for UAT Feature

Charles, thanks for the update. When were they pushed to the Feature environment? When does the 30-dacy clock start?

On Mon, Aug 10, 2020 at 9:21 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Sandy,
>
> The following 2 items were pushed into UAT Feature.
>
> Change Request 41361:CL Pending Manslaughter review should not allow for an IR reduction below 3
> Change Request 42335:UC-CC-RMS-03: COIII able to submit 2nd Home Plan once 1st is approved by Community Corrections
>
> We held 42463 because Trevor indicated we needed some further clarification on the item.
> Thank you.
> **Charles Spannagel**
>
> Project Manager

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Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Sandy Wang <swang@azadc.gov>
Sent: Monday, August 10, 2020 9:11 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: DC_ADCRR_PMO <adcrrpmo@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: EUIL Ready for UAT Feature

Hi, Charles, just wanted to follow up on the status of these 3 CRs. Have they been pushed to the Feature environment for UAT? I have not seen any communications regarding this since your email.

On Wed, Aug 5, 2020 at 3:45 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I apologize but I sent the first email a little too early. We have the following three items that will be ready for UAT Feature.
>
> 41361
> 42335
> 42463
>
> Please let me know if you have any questions.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

--
Respectfully,
Sandy Wang
PMO Program Manager

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Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Spencer Scott
Cc: Charles Spannagel
Subject: Re: Sign Off Documents for CR 42241 & CR 25143 (Both are Banner changes)
Date: Friday, August 7, 2020 5:33:32 PM

Hi Spencer-

I have signed and scanned back in a separate email.

Have a great weekend!

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Aug 7, 2020 at 8:50 AM Spencer Scott <sscott3@azadc.gov> wrote:

> Holly,
>
> Please find the attached document for CR42241 and CR25143 (Signed by Stacey). We are requesting your signature to enter into development. Your signature represents that we have gathered all of the project artifacts, including estimates, JAR sessions, FSD requirements and test cases, verifying them with the SME's and ensuring B&D has made all appropriate modifications to their documents.
>
> - CR 42241 - Add assigned COIII to the banner
> - CR 25143 - Add CSG to the banner
>
> Warm Regards,
>
> Spencer Scott, PMP
>
> IT Project Manager
> **Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)**
> Administrative Services Division, Information Technology

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1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Stacey Crabtree** <scrabtre@azadc.gov>
Date: Fri, Aug 7, 2020 at 7:51 AM
Subject: Re: Sign Off Documents for CR 42241 & CR 25143 (Both are Banner changes)
To: Elizabeth Charif <echarif@azadc.gov>
Cc: Marlene Coffey <mcoffey@azadc.gov>, Jacob Whitson <jwhitson@azadc.gov>, Michele Simmons <msimmons@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Alexandria Bailey <ABAILEY@azadc.gov>

Attached.
Sincerely,

Stacey Crabtree

On Tue, Aug 4, 2020 at 2:43 PM Elizabeth Charif <echarif@azadc.gov> wrote:

> Hi Stacey,
>
> Attached are the two separate sign off documents for the following CRs:
>
> - CR 42241 - Add assigned COIII to the banner
> - CR 25143 - Add CSG to the banner
>
> Both of the updated FSDs have been reviewed as a group with Marlene, Jey, and Alex (for 25143) and Michele (for 42241). Can you please sign the attached docs and send them back to Spencer and myself with your signature?
>
> Thanks Stacey!
>
> Thank-you,
>
> Elizabeth Charif
>
> Business Analyst
> Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
> 1645 W. Jefferson St. | Phoenix, AZ 85007
> Phone: 602-542-4885
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang; Aaron Bailey
Cc:	Trevor Baker; Cindy Hyser-Crauwels
Subject:	Estimates for CR"s 40748 & 40707
Date:	Friday, August 7, 2020 9:26:44 AM
Attachments:	BD_ADCRR_EUIL_Estimation_40707_Homeless_HP_Update.pdf BD_ADCRR_EUIL_Estimation_40748_Count_En_Route_Inmates.pdf image003.png

Good morning,

Please find the attached estimates for CR's 40748 and 40707. These CR's were originally approved during the Go Live time period but not implemented due to the work freeze that occurred post Go Live and Pre M&O. We would like to move forward on these once approved and would need JAR sessions scheduled as quickly as possible. Please let us know the next steps. Thank you.

Charles Spannagel

Project Manager
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E: charles.spannagel@bndna.com

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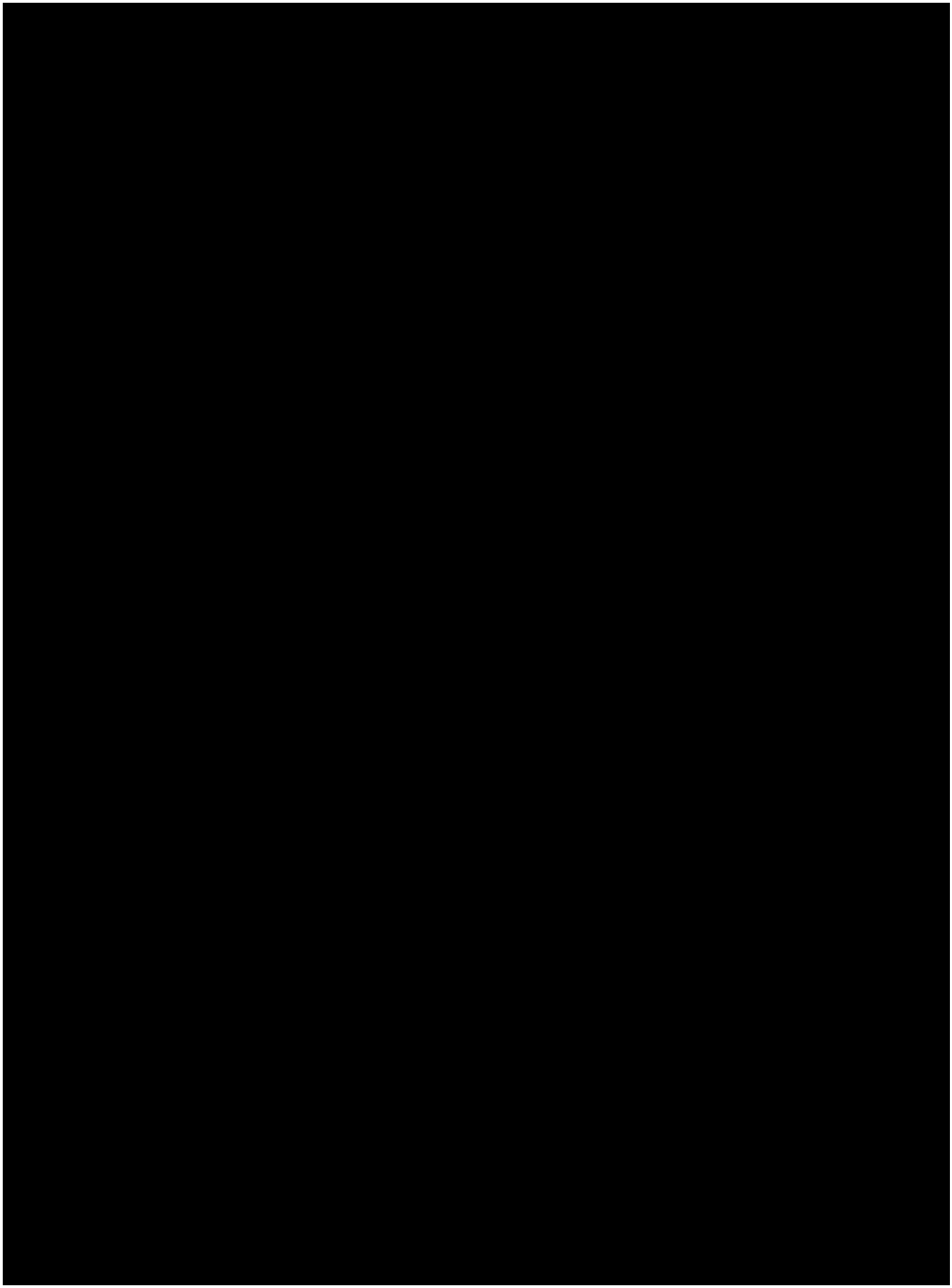

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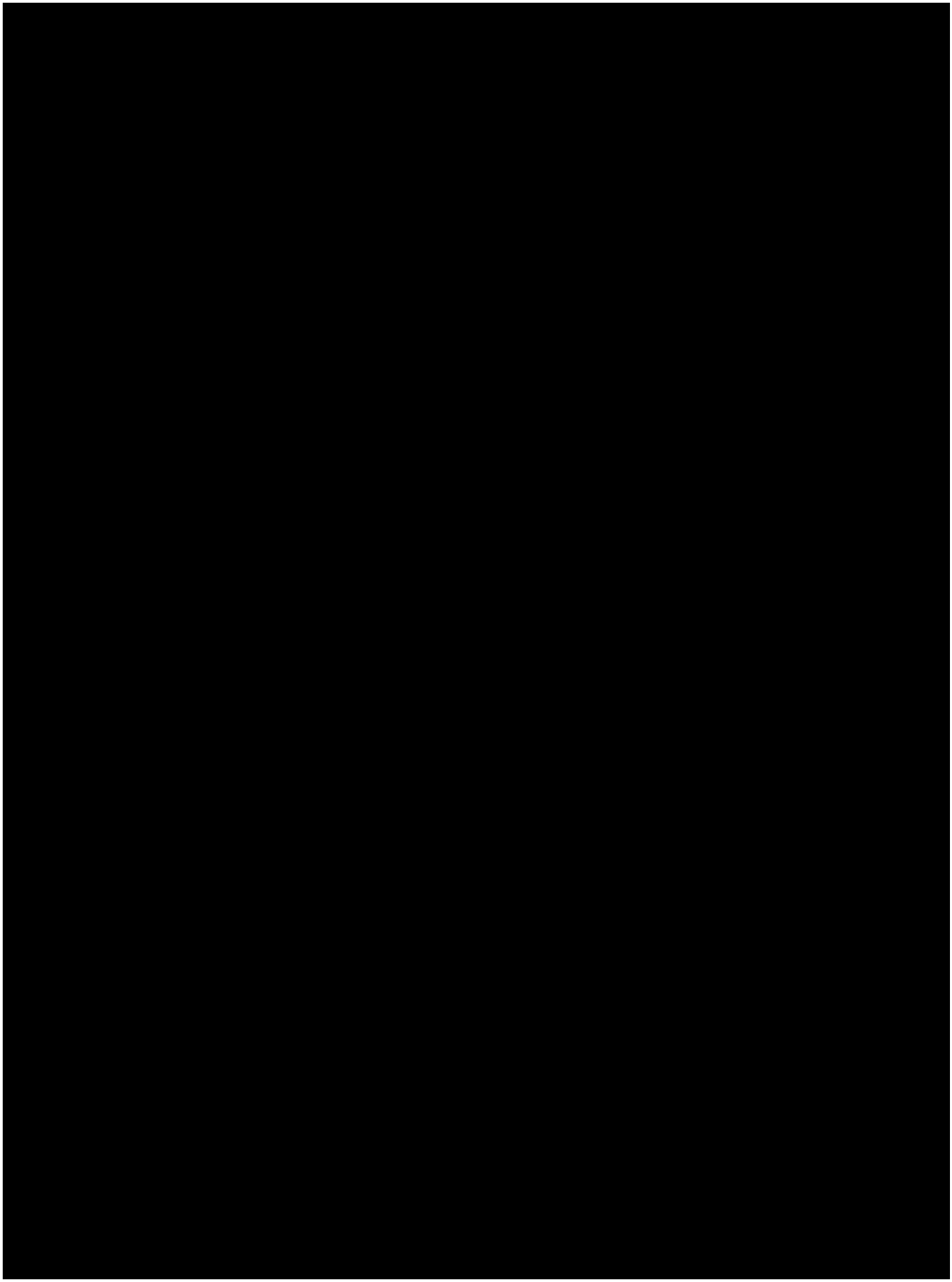

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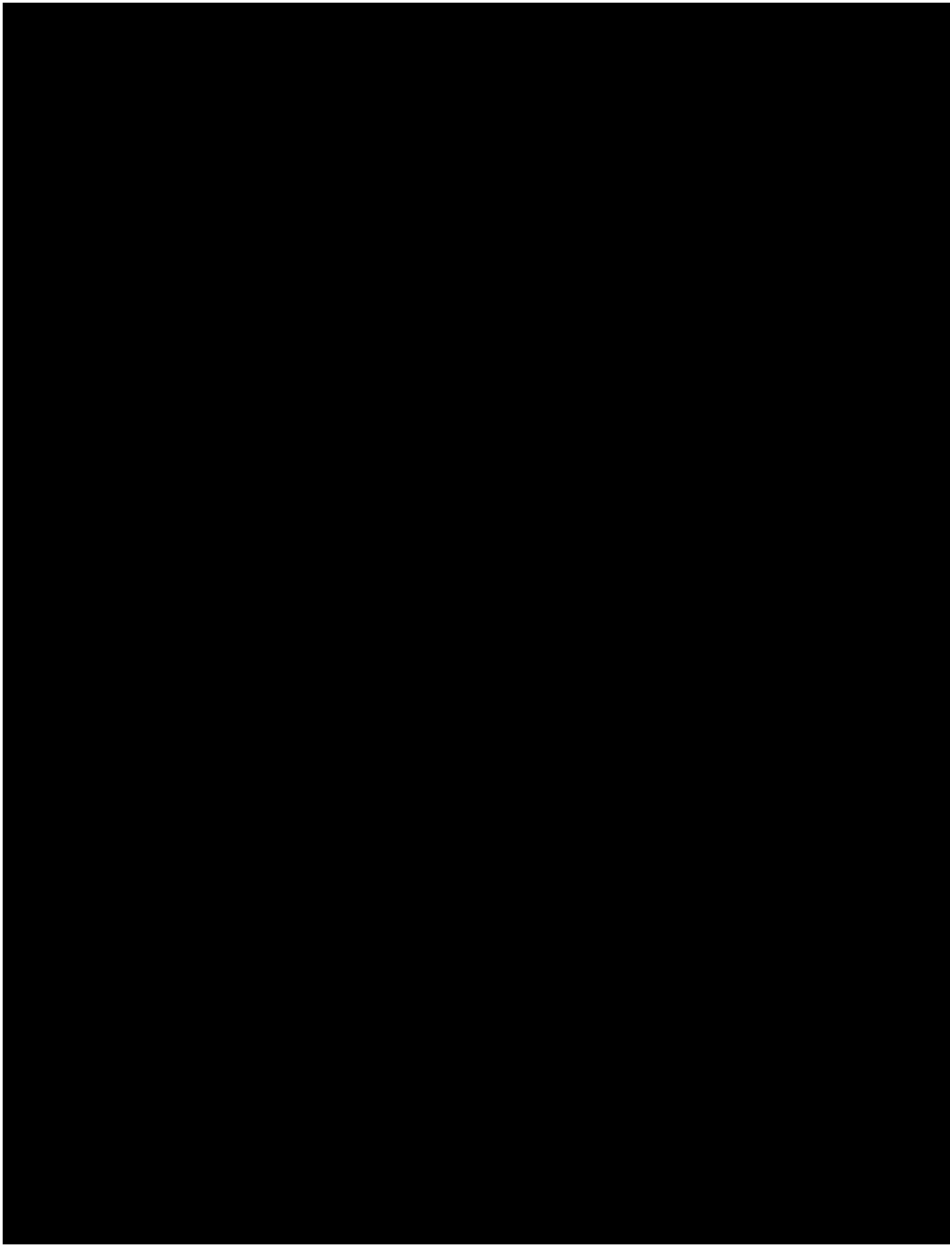
AMERICAN OVERSIGHT



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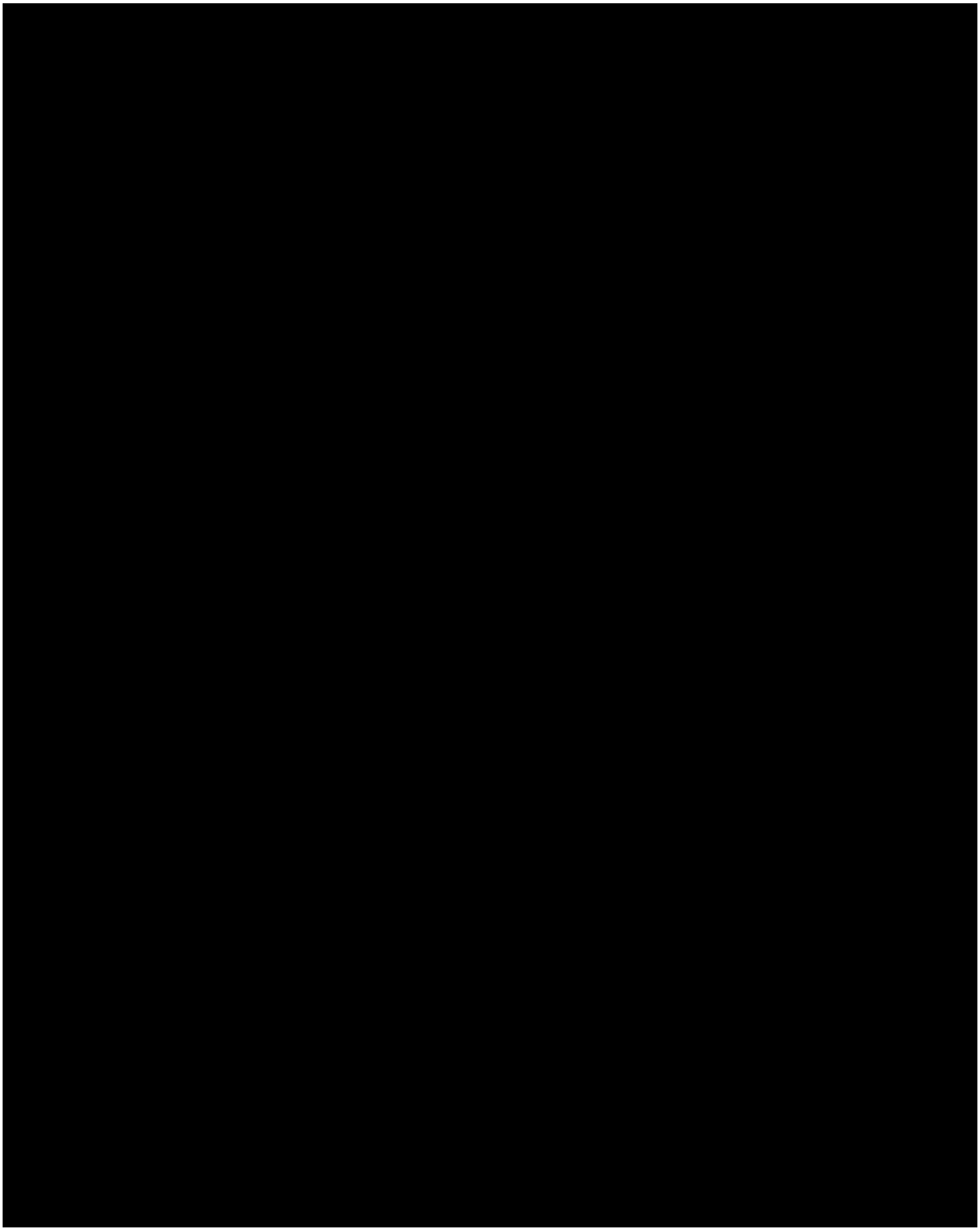
AMERICAN OVERSIGHT



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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Ken Sanchez
Cc:	Joseph Profiri; Rusty Johnson; joe.miles@bndna.com
Subject:	Fwd: Reference Request
Date:	Thursday, August 6, 2020 2:12:29 PM
Attachments:	Arizona DOC Reference Check Mi-Case.docx AFF43CAA100942479E3229C06CD6D378[6561897].png 6C2B5BDA92CF4DB88F8449E2DAC4AC64[6561898].png 3517DA064FEA49D891A655F7A0A2FA20[6561899].png

---

Hello Ken-

Believe this is intended for you.

Thank you,

Holly

---------- Forwarded message ---------
From: **Joe Miles** <joe.miles@bndna.com>
Date: Thu, Aug 6, 2020 at 11:27 AM
Subject: Reference Request
To: hgreene@azadc.gov <hgreene@azadc.gov>

Holly,

Hope all is well with you! As a Valued Customer for Business and Decision-Mi-Case we are requesting your response to the attached reference form being submitted to State of Indiana.

I have populated all of the contact information to make participation a little easier, so if you could take a few minutes to complete the requested information that would be most appreciated!! Once the document is completed just submit it to the email address noted in the form by the deadline.

Thank you in advance for assisting us in this effort!

Joe Miles

Business Development Director

Business and Decision, North America

AMERICAN OVERSIGHT

M: [redacted]

E: joe.miles@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

State of Indiana Contact:
Mark Hempel
Indiana Department of Administration
mhempel@idoa.in.gov
Phone: (317) 232-2498

REFERENCE CHECK FORM

RFP 21-1950 for
Statewide Victim Notification System
for Indiana Department of Correction

Response Due Date on or before:
August 14, 2020 at 3:00 PM EST

INSTRUCTIONS: You have been asked by the vendor listed below to provide a reference as they are responding the current solicitation with the state of Indiana. This is a standard form created by the state of Indiana and your input is very much appreciated. During this competitive process, a representative from the state of Indiana, may contact you directly for more detail. If you have any questions, please contact the state of Indiana contact listed in the box in the top left side of the form.

Please provide the information requested below and submit this reference check form to: idoareferences@idoa.in.gov or addressed to:

Mark Hempel
mhempel@idoa.in.gov
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204

VENDOR NAME

Business and Decision – Mi-Case

REFERENCE CONTACT INFORMATION

Reference Company Name	State of Arizona, Department of Corrections
Contact Name	Holly Greene
Contact Title	Acting Chief Information Officer
Company Mailing Address	1645 W. Jefferson Street, Suite 2115, MC310
Company City, State, Zip	Phoenix, Arizona 85007
Company Website Address	https://corrections.az.gov/
Contact Telephone Number	(602) 364-0600
Contact Fax Number	
Contact Email	hgreene@azadc.gov
Industry of Company	Public Sector - Corrections

QUESTIONS: Please provide a response to each of the questions listed below regarding the vendor listed above.

1. If you decline to provide a reference, please indicate that below and provide any comments you would be willing to share regarding the reason.

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2. Does the vendor currently provide your company with Victim Notification System Services?

3. How long did you/have you and/or members of your team worked with the vendor? Please provide the specific dates of service.

4. What was the vendor's turnover rate? If high or medium, what were the causes?

5. With what type of internal and external stakeholders did the vendor have to communicate with?

6. Has the vendor been cited for any financial audit issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

7. Has the vendor been subject to any requests for corrective action to cure performance issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

8. Would you rate your experience with the quality of services/work provided by vendor as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

9. Would you rate the vendor's knowledge of your business as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

10. Would you rate the overall quality of the vendor's staff as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

11. Would you describe the quality of the vendor's engagement and communication with stakeholders (internal and external) throughout the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

AMERICAN OVERSIGHT

12. Would you rate the vendor's ability to provide appropriate staff and resources for the project, as needed, at all times as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

13. Would you rate the vendor's performance regarding cost and/or schedule overruns on the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

14. Are there any other topics you believe Indiana should consider during its reference evaluation or comments you would like to share?

15. Would your overall rating of the vendor be poor, satisfactory, or superior?

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson; Keith Barrier
Subject: ACIS - ADCRR IT Leadership Meeting Agenda
Date: Thursday, August 6, 2020 2:11:35 PM
Attachments: image003.png

Please let me know what agenda items you want added to the meeting tomorrow.

1: System Monitoring – It's B&Ds opinion that the current monitoring system that is in place is working appropriately and B&D is required to report on the system performance monthly. B&D does not provide customers access directly to their monitoring tools and AD-Hoc Reports may be requested.

2: SLA Update (currently with Joe P)

3: High Level Governance Meeting

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Jey Whitson1; Sandy Wang; Spencer Scott; Al Dubrowa; Aaron Pratt; Keith Francen; Phil Wussow; Thad Lowry; Holly Greene; Dean Allen; Chris Masson
Subject:	Release Naming Convention
Date:	Thursday, August 6, 2020 10:46:09 AM
Attachments:	image003.png

Per our meeting today with ADCRR we have agreed to the following naming convention below. We will have this implemented if approved by Release 29 (9/4/2020).

- Use the year for the first digit – then Release Number – then Build Number
- so the 6.27.1.x example below would become:
- 2020.27.x – meaning in the year 2020 we're on the 27th release

Charles Spannagel

Project Manager
Business & Decision, North America
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M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Cc:	Dean Allen; Phil Wussow; Cindy Hyser-Crauwels; Aaron Pratt; Thad Lowry; Justin Baker; Chris Masson
Subject:	CR 40940 Updated Hours
Date:	Wednesday, August 5, 2020 3:40:34 PM
Attachments:	image003.png

Good afternoon,

Phil Wussow and Justin Baker have provided their updated estimates from Phil's discovery work into CR 40940. We do have some outlined questions below that will need to be answered by the ADCRR staff. Please see Phil's message.

"I have completed our analysis to determine all areas of the application that would need to be updated as a result of allowing more than one Initial Classification to exist for an episode.

The following are a questions that need to be directed to ADC regarding how to handle certain cases in the code.

Questions:

1. ***During the classification process, If it is an Initial Classification and the inmate has less than 180 days left to serve, then set the due date of the action queue for 1 day instead of 3.***

2. ***During the classification process, the classification cannot result in a custody level decrease if it has been less than 180 days since the initial classification. Should we count the 180 days from the first Initial Classification for the doc episode or from the most recent one?***

3. ***PKG_FITS . PR_CUS_180_DAY_RECOMMITMENTS checks to see if an Initial Classification has been completed and over 180 days old. Should we count the 180 days from the first Initial Classification or the most recent one?***

4. ***PKG_FITS . PR_CUS_180_DAY_TRANSFERS checks to see if an Initial Classification has been completed and over 180 days old. Should we count the 180 days from the first Initial Classification or the most recent one?***

The development time to complete this effort will be about 30 hours and 36 hours for QA."

TOTAL HOURS: 66

Please have the appropriate staff from OPS answer the outlined questions and we will proceed with your approval. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: hgreene@azadc.gov; jwoodward@azadc.gov; Matt DeClue; sjohnson@azadc.gov; Dean Allen; Aaron Bailey
Subject: RE: Ad Hoc SOW Review
Date: Wednesday, August 5, 2020 3:28:02 PM
Attachments: image002.png

I will be pushing this meeting out to the following week due to scheduling conflicts with multiple participants. Please look for this meeting on your calendar for 8/18/2020 at 3:30. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Google Calendar <calendar-notification@google.com> **On Behalf Of** hgreene@azadc.gov
Sent: Monday, August 3, 2020 3:05 PM
To: jwoodward@azadc.gov; Matt DeClue <matt.declue@bndna.com>; hgreene@azadc.gov; Charles Spannagel <Charles.Spannagel@bndna.com>; sjohnson@azadc.gov; Dean Allen <dean.allen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>
Subject: Ad Hoc SOW Review

Hi Charles-

I am out of the office during this time. Please reschedule from 3:30 - 4:30 pm on Tuesday 8/11.

Thanks,

Holly

Ad Hoc SOW Review

When: Wed Aug 12, 2020 3pm – 4pm Mountain Standard Time - Phoenix

Where: Microsoft Teams Meeting (map)

Who:
- Charles Spannagel - organizer
- hgreene@azadc.gov - creator
- Aaron Bailey
- Jeff Woodward
- Rusty Johnson
- Dean Allen - optional
- Matt DeClue - optional

Attachments: image001.png

AMERICAN OVERSIGHT

image002.png
image001.png

Good afternoon,

I need to postpone this meeting one week. Please let me know if this new time works for you. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

[cid:image001.png@01D6699F.AFE252D0]

Join Microsoft Teams Meeting
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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Rusty Johnson; Spencer Scott
Subject: Re: EUIL Jar Sessions
Date: Wednesday, August 5, 2020 2:07:10 PM

Yes. However, it is understood that JAR sessions may not be necessary for some. My instruction is to schedule the session anyway and in that session, it will be announced whether it is required to proceed. This is to ensure a forum was provided in the event someone objects and wishes to proceed. It is to document the outcome for tracking purposes should we find a JAR session should have been held. If that time is scheduled for 1 hour, but 5min was used, then 5min should be billed (or however that works in terms of billable time).

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Aug 5, 2020 at 12:21 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> I apologize, one more question.
>
> We have also been approved to schedule and have all JAR sessions for the 21 EUIL items?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

On Aug 5, 2020, at 11:59 AM, Sandy Wang <swang@azadc.gov> wrote:

Yes, that's the understanding from both Spencer and myself.

On Wed, Aug 5, 2020 at 11:54 AM Holly Greene <hgreene@azadc.gov> wrote:

You are correct.

Sandy/Spencer-

Is this correct?

Thanks,

Holly

On Wed, Aug 5, 2020 at 11:38 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

Holly,

I have been asked to confirm that the hours used for the JAR sessions will be approved as billable. I believe we decided that the JAR sessions would take place first and that the hours will be billed?

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image002.png>

AMERICAN OVERSIGHT

--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Spencer Scott
Cc:	Charles Spannagel; Rusty Johnson; Sandy Wang
Bcc:	Holly Greene
Subject:	Re: FW: M&O Hours 8/3/2020 - Approved
Date:	Tuesday, August 4, 2020 10:48:15 PM
Attachments:	image009.png image007.png

Hello Spencer-

Feedback is always at the ready and provided.

Our Wednesday report is a status report which contains the billable time as well as a number of other items we've talked through. The difference is in the details. The hours contribute to the story, but that's not the full story. Charles' Monday report of billable time is for review by Rusty and me. His report work is not intended to be in the place of your report work.

As for guessing, please refrain from assuming intentions of use as leadership will decide how we need to use this information. As Rusty, I and Sandy have explained, the current focus is to document our (ADCRR) work as this part of general and good practice. And as Charles and I have discussed at length, he and I will be looking to build our ability to forecast hours of use amongst many other things.

Our directives to the team and the team's output based on said instruction have produced some good successes in developing the proper structure for managing this body of work. We will continue to work with you and others on creating maturing overall support for M&O.

As a gentle reminder, please ensure to follow your chain of command and include your leadership on your direct messages to me or messages to other members of the leadership hierarchy.

Thank you for all that you do. Please keep up the good work.

-Holly

On Tue, Aug 4, 2020 at 10:17 PM Spencer Scott <sscott3@azadc.gov> wrote:

> I have a number of other questions that I'll contemplate in the coming days, but I do have quick question for you now. What is your thoughts on the differences between Charles' Monday report and my Wednesday report? I assume you don't want the same information regurgitated. This information would help be tailor what other questions follow.
>
> I'm guessing you are looking for an analysis/audit of Charles' metrics that validates their claims of hours used recently? Or possibly an analysis of what we project to use in the coming weeks or months?
>
> As an aside FYI, I did incorporate your specific Questions into the CR Tracking Report for this week. That was the sort of feedback I'm searching for here. I know we will refine the reports over the coming weeks, but having feedback accelerates that learning curve.

AMERICAN OVERSIGHT

On Tue, Aug 4, 2020 at 5:07 PM Holly Greene <hgreene@azadc.gov> wrote:

All-

Just to reiterate:

- The approval of M&O annual and Additional Remediation Hours consumed is a weekly process
- Every Monday, Charles meets with me and Rusty to review the hours consumed the week prior
- Once Rusty and I approve, Charles will send an email to this group noting such and if there are any action items for the PMO space
- If the hours are not approved, it will follow the same communication flow. However, I will also take action separately to work with Senior Leadership.
- If the hours are approved, but with action - this will be noted in the email and I ask that the PMO work with the proper resources should further instruction be required
- These hours will then be added into Spencer's weekly report which will be delivered to me and Rusty every Wednesday
- If new hours/body of work are added to the docket each week, I need to be made aware before the hours are provided each Monday. Basically, there should be no surprises in the consumption of hours. If there is a spike, then this should be communicated well in advance and addressed during the Monday meeting.
- The hours should be added to the Billable Hours tracking sheet. In theory, the majority of the hours approved (when tallied) should align with the estimated total amount of hours to tackle the EUIL/Parking Lot list of 20+ which are coming out of the Additional Remediation bucket. There should be only a small percentage of hours which fall outside of that scope and we should have a firm understanding of what that body of work looks like (example: inclusion to the Keefe/ACIS request from Gergana, and others). There should also be a small percentage of hours used which fall into the Annual M&O bucket. Those too should be accounted for and represented somehow on this spreadsheet.

Let me know if there are questions.

Thanks,

Holly

On Tue, Aug 4, 2020 at 3:33 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Spencer,
>
> I have met with Holly and Rusty to review the hours of 7/26/2020 and 7/31/2020 and they have been approved. There are currently no action items on these hours. Please update your report as needed.
>
> Thank you.
>
> **Charles Spannagel**

AMERICAN OVERSIGHT

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Charles Spannagel
Sent: Monday, August 3, 2020 1:31 PM
To: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: M&O Hours 8/3/2020

Holly and Rusty,

Please find the updated numbers for last week's work. Thank you.

AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	26-Jul	31-Jul	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	27	0	180
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	15.5	1	322.5
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	18	7	147
158 - Excessive Post Back	10										4.5	14.5
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	3	7.25	68.25
3 - Arbitration				2								2
4 - Parking Lot												2
TOTAL												736.25

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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--

Warm Regards,

Spencer Scott, PMP

IT Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

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--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Matt DeClue
Cc: Dean Allen; Thad Lowry; Charles Spannagel
Subject: Re: Code Escrow Deposit
Date: Tuesday, August 4, 2020 11:27:42 AM
Attachments: image001.png

Thank you.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Aug 4, 2020 at 10:55 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Holly,
>
> I've completed the code deposit to IronMountain for the Arizona code escrow.
>
> **Matt DeClue**
>
> IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted] E: matt.declue@bndna.com
>
>
>

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Gergana Kovatcheva
Bcc: jprofiri@azadc.gov
Subject: Re: Inquiry: ACIS interface with KeepTrak
Date: Tuesday, August 4, 2020 10:07:07 AM
Attachments: image001.png
image002.png
image004.png
image005.png
image006.png

Hi Charles-

I've removed all others. ADCRR has sought responses from B&D on this inquiry item for over 1.5 months now. My last email to Cindy (and the group) received no response from B&D. This was on 7/22.

Please coordinate a time this week to work with Gergana on this inquiry. If we are missing something, we need to understand what that is and how we can achieve fulfilling it.

If this cannot be achieved, my next step will be to escalate to Dean and Deputy Director Profiri.

Thank you,

Holly

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Aug 4, 2020 at 9:53 AM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:

> Good morning,
>
> Can I please get an update on where we stand with this ?
>
> Thank you,
>
> Gergana Kovatcheva, CPA, CGFM, CPM
> Chief Financial Officer/ Bureau Administrator
> Arizona Department of Corrections, Rehabilitation & Reentry
> 1645 W. Jefferson St, Phoenix, AZ 85007
> Office :602-364-3418
> gkovatcheva@azadc.gov

On Wed, Jul 22, 2020 at 5:42 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Cindy-
>
> I am relying on B&D to inform us of that.
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR IT Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Jul 22, 2020 at 3:11 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> > Hi Holly,
> >
> > Do you know if a bug has been entered for this issue?
> >
> > Thank you,
> >
> > Cindy Hyser-Crauwels
> >
> > Sr. Business Analyst
> >
> > Business & Decision, North America
> > 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> > e: Cindy.Hyser-Crauwels@businessdecision.com
> >
> > m. [redacted]
> >
> > o. 480-795-7220
> >
> > Mi-Case
> >
> > Please consider the environment before printing this email.
> >
> > **From:** Holly Greene <hgreene@azadc.gov>

AMERICAN OVERSIGHT

Sent: Tuesday, July 21, 2020 2:41 PM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Chris Masson <chris.masson@bndna.com>
Subject: Re: Inquiry: ACIS interface with KeepTrak

Thank you, Cindy. Please schedule a meeting so we may discuss (take this out of email).

Much appreciated.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jul 21, 2020 at 2:38 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Hi Holly,
>
> Per our definition of a change, it is something that was not contained within the signed Functional Specifications Document, so adding that field to the interface file would constitute a change.
>
> Thank you,
>
> Cindy Hyser-Crauwels
>
> Sr. Business Analyst
>
> Business & Decision, North America
> 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> e: Cindy.Hyser-Crauwels@businessdecision.com
>
> m[redacted]
>
> o. 480-795-7220
>
> Mi-Case
>
> Please consider the environment before printing this email.

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, July 21, 2020 1:19 PM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: Re: Inquiry: ACIS interface with KeepTrak

Hi Cindy (et al)-

I appreciate the response, but need to know from B&D what our next steps should be. This one continues to fall to the back burner without solid direction. I need B&D to assist with researching the legality and though it was not part of the initial spec, it's present in ACIS, so I'd like further explanation as to why (in M&O) this would be considered a CR.

I'm seeking solutions and direction from our support vendor.

I look to you (and Charles) to schedule a meeting with ADCRR to discuss further as email seems to be dragging this on.

Thank you,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Jul 8, 2020 at 8:51 AM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Hi Holly,

AMERICAN OVERSIGHT

I guess since this was not one of the data elements included in the spec. we would need a CR to add this field to the interface file. I have verified that the field currently exists in ACIS, however, I am not able to speak to any legality questions of sharing this information.

Thank you,

Cindy Hyser-Crauwels

Sr. Business Analyst

Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com

m. [redacted]

o. 480-795-7220

Mi-Case

Please consider the environment before printing this email.

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, July 8, 2020 8:33 AM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Inquiry: ACIS interface with KeepTrak

Hello Charles and Cindy-

Where do we stand with this? What are the next steps?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jun 15, 2020 at 3:05 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> I don't know about the legality issues, but I don't see where SSN# is specified as a KeepTrak data element in the specs. But I think Trevor worked on it more than I did.
>
> Thank you,
>
> Cindy Hyser-Crauwels
>
> Sr. Business Analyst
>
> Business & Decision, North America
> 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> e: Cindy.Hyser-Crauwels@businessdecision.com
>
> m. [redacted]
>
> o. 480-795-7220
>
> Mi-Case
>
> Please consider the environment before printing this email.

AMERICAN OVERSIGHT

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Monday, June 15, 2020 2:54 PM
To: Holly Greene <hgreene@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: Inquiry: ACIS interface with KeepTrak

Good afternoon,

Thank you for the email Holly. I will get with Aaron, Trevor and Cindy to review the message below and see what may be possible. Please give me a day to gather information and then I will reach back out to yourself and Gergana.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, June 15, 2020 1:58 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: Inquiry: ACIS interface with KeepTrak

Hi Charles-

I met with Gergana today and she stated that she will soon have to produce a 1099 report of the inmates. In this report, she will need to correlate the inmate Social Security number to the KeepTrak information.

Today, KeepTrak does not receive/call on SSN info of the inmates. John Vitale with KeepTrak stated that they can create a field in KeepTra which can populate the SSN. This will assist with the report which Gergana needs to run.

Will we be able to pop the SSN from ACIS in KeepTrak? Are there legal issues behind why KeepTrak cannot receive the SSN?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Rusty Johnson
Subject: Re: M&O Hours 8/3/2020
Date: Monday, August 3, 2020 3:10:05 PM
Attachments: image006.png

Please note that we need to discuss hours from weeks: 7/26 and 7/31

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Aug 3, 2020 at 1:31 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly and Rusty,
>
> Please find the updated numbers for last week's work. Thank you.

AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	26-Jul	31-Jul	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	27	0	180
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	15.5	1	322.5
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	18	7	147
158 - Excessive Post Back	10										4.5	14.5
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	3	7.25	68.25
3 - Arbitration				2								2
4 - Parking Lot												2
TOTAL												736.25

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From: Google Calendar on behalf of hgreene@azadc.gov
To: jwoodward@azadc.gov; matt.declue@bndna.com; hgreene@azadc.gov; charles.spannagel@bndna.com; sjohnson@azadc.gov; dean.allen@bndna.com; abailey1@azadc.gov
Subject: Ad Hoc SOW Review
Date: Monday, August 3, 2020 3:04:40 PM

Hi Charles-

I am out of the office during this time. Please reschedule from 3:30 - 4:30 pm on Tuesday 8/11.

Thanks,

Holly

Ad Hoc SOW Review

When Wed Aug 12, 2020 3pm – 4pm Mountain Standard Time - Phoenix

Where Microsoft Teams Meeting (map)

Who
- Charles Spannagel - organizer
- hgreene@azadc.gov - creator
- Aaron Bailey
- Jeff Woodward
- Rusty Johnson
- Dean Allen - optional
- Matt DeClue - optional

Attachments image001.png
image002.png
image001.png

Good afternoon,

I need to postpone this meeting one week. Please let me know if this new time works for you. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

[cid:image001.png@01D6699F.AFE252D0]

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Join Microsoft Teams Meeting
Learn more about Teams | Meeting options

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang; Keith Barrier
Subject: ACIS - ADCRR IT Leadership Meeting 7/31/2020
Date: Monday, August 3, 2020 10:22:04 AM
Attachments: image006.png

Please find the minutes from our meeting this past Friday. Thank you.

ACIS Leadership Meeting 7/31/2020

1: User Deletion Error (Lynda Wade – Keep Trak): Below is the screenshot of the email message from Lynda Wade:

From: Lynda Wade <lwade@azadc.gov>
Sent: Monday, July 27, 2020 5:55 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Vitale, John <jvitale@keefegroup.com>; gmartinez1 <gmartinez1@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: Pay Cycle 2 (Important)

Hello All! I was just informed that I deleted a Keep Trak user that shouldn't have been deleted. I apologize… and from the user description… it looked like a generic AIMS2 testing user that was not Active and no longer being used… the Active box was unchecked. I truly did not know that it was associated with the payroll interface. I know now!! 😱… I try to keep the Keep Trak user's current and delete users that no longer require Keep Trak Access. I am so sorry for the inconvenience this caused. Myself and my staff were never given instructions on which critical users should never be modified or deleted. I am hoping that the roles are being modified so critical users cannot be modified or deleted in error?

Sincerely!

Lynda Wade

Accounting Specialist Manager

Inmate Trust Accounts

602 364-3412

LWADE@AZADC.GOV

B&D wants to inform ADCRR that they will be billed additional support hours if an issue arises that is not directly related to the ACIS system as built and functioning by B&D. This is if an issue is caused by an ADCRR User.

- **ADCRR will NOT be charged for this incident**
- ADCRR IT Leadership requests the following
  - RCA for exactly what happened
  - Is this preventable?
    - Audit of Security Profiles attached to users
    - Collaboration with Keep Trak Team for RCA

2: EUIL Hours Validation

- Hours are sent to Holly and Rusty for initial approval by 12pm each Monday for a 3pm Review
  - Hours are then sent to Spencer for validation
- Use of Spencer's "Banking Ledger" will be presented each Friday for final sign off
  - Statues of Each EUIL Item in Development
    - Estimated Delivery Update Review
- Initial Review of "Bank Ledger" set for Wednesday between Spencer and Charles

3: RCA (Scaling Incident) write up from Matt Declue was great and exactly what ADCRR IT Leadership was looking for

4: Staff from OCI (Process Improvement Specialist) will be added to the meeting in regards to Sherwell data review.

5: Two items from Go Live Change Requests (***Signed FSDs for Change Requests 40748 and 40707***).

- What are the estimates for these CR's
  - Charles sent message to BA team on Friday and will follow up on

6: Hours for Phil's additional discovery for CR 40940 (40 hours) will be completed with his report by 8/5/2020. The plan included the following:

1. Search all the C# code in the solution for any calls to get the initial classification.
2. Search all of the database packages and procedures for any calls to get the initial classification.
3. Search all background services for any calls to get the initial classification.
4. Search all report procedures for any calls to get the initial classification.
5. Search all database scheduled jobs for any calls to get the initial classification.
6. Search workflows for any calls to get the initial classification.

7: EUIL Testing:

- Does the clock stop once there has been a bug identified in UAT Feature?
- When does the clock start? The items were pushed in late afternoon on the 27th, does that mean the clock date is the 27th or the 28th ?

8: Operations has indicated that the 4 items are bugs and should be treated as such not as change requests (these CR's were a part of Amendment 2)

9: M&O Items

- Keith Barrier (Security Team) has been added to the weekly agenda in order to cover security topics

10: SLAs

- Charles to follow up with Dean on the status of B&D internal review.

11: Build out of IT Support Model

- Currently in place at ADCRR

12: New Business Interfaces with New Vendors

- Currently no new topics or action items

13: Services and system health report portfolio

- B&D to continue to review the best way to deliver the system performance reports
  - ADCRR IT leadership has requested access to the Reporting tools
  - Charles to hold internal meetings with B&D to look at solutions

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri; Joseph Profiri
Subject: License
Date: Friday, July 31, 2020 5:22:05 PM
Attachments: License AgreementJuly2020.pdf

Hi Joe,

As discussed, please see the Mi-Case License document for your review.

I will be sending a revised SLA document, likely on Monday.

Hope you have an awesome weekend! We can catch up next week no doubt!

Thanks

Dean

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[redacted]

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Contents

[redacted]

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1. DEFINITIONS

Documentation

Equipment

License or Agreement

Licensee

Licensor

Program or Software

Contract

2. LICENSE

3. CHARGES

4. TERMS OF PAYMENT

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against. The Licensor will provide details on a monthly basis a report of the balance

5. DELIVERY

6. ACCEPTANCE

7. USE

8. DOCUMENTATION

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the Licensee may reasonably require for the normal operation of his business at the

[redacted]

9. PROGRAM COPYING

10. PERFORMANCE

11. MAINTENANCE AND SUPPORT

12. MODIFYING

13. OWNERSHIP

14. ASSIGNMENT

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15. COPYRIGHT INDEMNITY

[redacted]

16. INDEMNITY AND INSURANCE

[redacted]

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16.3. Without thereby limiting their responsibilities under Sub-Clauses 17.1 and 17.2 each

[redacted]

17. CONSEQUENTIAL LOSS

18. TERMINATION

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but not yet paid; plus all payments that would, but for early termination, have fallen

19. SOURCE CODING

20. CONFIDENTIALITY

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21. FORCE MAJEURE

22. WAIVERS

23. PUBLICITY

24. ARBITRATION

25. LAW AND VENUE

26. INTELLECTUAL PROPERTY

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27. EFFECTIVE DATE

[redacted]

AMERICAN OVERSIGHT

[redacted]

AMERICAN OVERSIGHT

From:	Cindy Hyser-Crauwels on behalf of Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
To:	Jey Whitson1; Charles Spannagel
Cc:	Holly Greene; Chris Masson; Dean Allen; Joseph Nicoletti; Marlene Coffee; Rusty Johnson; Sandy Wang; Spencer Scott; Stacey Crabtree; Thad Lowry; Trevor Baker
Subject:	RE: Request for Production Access
Date:	Friday, July 31, 2020 1:49:56 PM
Attachments:	image001.png

Thanks Jey. We won't change anything. We just want to see the issues that we can't replicate in our environments.

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Mi-Case

Please consider the environment before printing this email.

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Friday, July 31, 2020 1:47 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dean Allen <dean.allen@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: Request for Production Access

Internal discussions have been held and this has been approved and implemented.

Trevor/Cindy - If you should change any data in Production, please ensure that you alert ADCRR immediately so that mitigation can be implemented immediately.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

AMERICAN OVERSIGHT

On Thu, Jul 30, 2020 at 7:01 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> My apologies Holly.
>
> Yes, I am referring to the ACIS Production environment.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> > On Jul 30, 2020, at 6:34 AM, Holly Greene <hgreene@azadc.gov> wrote:
> >
> > Pardon my ignorance, but are you referring to the ACIS production environment or something else - like perhaps an interface...?
> >
> > Thanks,
> >
> > Holly
> >
> > On Wed, Jul 29, 2020 at 3:20 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
> >
> > > Good afternoon,
> > >
> > > In order for B&D to trouble shoot issues that arise we need access to Production. This is something we have had access to in the past and would like it reinstated for our BA's (Trevor and Cindy). We want to provide the best support at all times and if we have access to Production we will be able to trouble shoot issues in a more timely manner.
> > >
> > > Thank you.
> > >
> > > **Charles Spannagel**
> > >
> > > Project Manager
> > > Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Google Calendar on behalf of hgreene@azadc.gov
To: swang@azadc.gov; hgreene@azadc.gov; charles.spannagel@bndna.com; sjohnson@azadc.gov; jnicole@azadc.gov; jprofiri@azadc.gov; kbarrier@azadc.gov
Subject: ADCRR - B&D Weekly Leadership Meeting
Date: Friday, July 31, 2020 10:26:30 AM

I will be a few minutes late to our meeting. Please start without me.

ADCRR - B&D Weekly Leadership Meeting

When: Fri Jul 31, 2020 10:30am – 11:30am Mountain Standard Time - Phoenix

Where: Google Meet (map)

Joining info: Join with Google Meet
meet.google.com/bnx-fywi-bcw

Join by phone
(US) +1 567-316-6105 (PIN: 333973828)

More phone numbers

Who:
- hgreene@azadc.gov - organizer
- swang@azadc.gov
- charles.spannagel@bndna.com
- sjohnson@azadc.gov
- jnicole@azadc.gov
- kbarrier@azadc.gov
- jprofiri@azadc.gov - optional

PURPOSE: To discuss B&D support for ACIS and ADCRR issues/needs.

AGENDA (this is fluid):

- Maintenance and operations items
- Remediation hour items and usage hours (EUIL, CAP, Parking Lot)
- Bug status
- SLAs (nailing down)
- Build out of IT support model
- New business (interfaces with new vendors
- Services and system health report portfolio

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang
Cc:	Holly Greene; Joseph Nicoletti; Rusty Johnson; Aaron Bailey; Thad Lowry; Aaron Pratt; Chris Masson; Dean Allen; Trevor Baker; Cindy Hyser-Crauwels
Subject:	Re: Signed FSDs for Change Requests 40748 and 40707
Date:	Friday, July 31, 2020 9:06:35 AM
Attachments:	image002.png

I will check with our BA team and Chris Masson. I will update as soon as possible. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jul 31, 2020, at 8:44 AM, Sandy Wang <swang@azadc.gov> wrote:

Charles, these two CRs are not on our original list of 23 EUILs that B&D had estimated for. Do we know the estimated hours for these two?

On Fri, Jul 31, 2020 at 8:00 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles-
>
> Aaron has reached out to some folks internal to ADCRR. We are awaiting a response.
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR IT Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC
> | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Wed, Jul 29, 2020 at 8:01 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly and Aaron,
>
> I want to circle back with your team to see where these two approved CR's falls on your current priority list. The FSD's were written by Trevor and approved as you can see below. We can begin development on these items immediately once approved. Please let us know. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image002.png>

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Friday, December 13, 2019 11:46 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Trevor Baker <trevor.baker@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; wmeola <wmeola@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: Signed FSDs for Change Requests 40748 and 40707

Hi Thad,

Attached is the corrected version of 40707. So that one and 40748 are ready to go. How would you like to coordinate on next steps and timeline?

AMERICAN OVERSIGHT

Aaron

On Fri, Dec 13, 2019 at 4:28 AM Chris Masson <chris.masson@bndna.com> wrote:

> Hi Aaron,
>
> Please coordinate with Thad regarding next steps and timelines to get these implemented.
>
> Thanks
>
> **From:** Aaron Bailey <abailey1@azadc.gov>
> **Sent:** Thursday, December 12, 2019 9:11 PM
> **To:** Trevor Baker <trevor.baker@bndna.com>
> **Cc:** ABAILEY <ABAILEY@azadc.gov>; Chris Masson <chris.masson@bndna.com>; dford1 <dford1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; wmeola <wmeola@azadc.gov>
> **Subject:** Re: Signed FSDs for Change Requests 40748 and 40707
>
> I just became aware of a version mistake with the signed 40707. Please ignore that document until I send a signed corrected version. The 40748 is ready to go.
>
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>
> > Hi Trevor,
> >
> > Thank you for your work in documenting these critical fixes. Attached are signed copies of the specifications. I've also attached copies to the TFS records. Please let me know if ADC has any next steps to take in getting these fixes implemented.

AMERICAN OVERSIGHT

--

Sincerely,
Aaron Bailey

Program Manager

Office: 602.542.8467 | Cell: 480.268.5726

abailey1@azadc.gov

--

Sincerely,
Aaron Bailey

Program Manager

Office: 602.542.8467 | Cell: 480.268.5726

abailey1@azadc.gov

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Joseph Nicoletti; Rusty Johnson; Sandy Wang; Aaron Bailey; Thad Lowry; Aaron Pratt; Chris Masson; Dean Allen; Trevor Baker; Cindy Hyser-Crauwels
Subject:	Re: FW: Signed FSDs for Change Requests 40748 and 40707
Date:	Friday, July 31, 2020 7:59:30 AM
Attachments:	image002.png

Hi Charles-

Aaron has reached out to some folks internal to ADCRR. We are awaiting a response.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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>
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>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Friday, December 13, 2019 11:46 AM
To: Thad Lowry <thad.lowry@bndna.com>
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<thad.lowry@bndna.com>; wmeola <wmeola@azadc.gov>
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> --
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> Sincerely,
> Aaron Bailey
>
> Program Manager
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> Office: 602.542.8467 | Cell: 480.268.5726
>
> abailey1@azadc.gov

--

Sincerely,
Aaron Bailey

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Rusty Johnson; Joseph Nicoletti
Subject: ACIS LEADERSHIP AGENDA 8-31-2020
Date: Thursday, July 30, 2020 2:40:38 PM

Good afternoon,

Please let me know any additional agenda topics you would like added. Thank you.

1: Lynda Wade User Deletion Error
2: EUIL Hours validation
3: RCA - Matt DeClue email
4: Engage the Process Improvement Specialist (add to the agenda for Sherwell Ticket Data) Dean's Request.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Joseph Nicoletti; Rusty Johnson
Cc: Sandy Wang
Subject: Re: Request for Production Access
Date: Thursday, July 30, 2020 11:25:15 AM

Hi Charles-

It certainly does. :) Please work with Rusty and Joe on this one.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Jul 30, 2020 at 11:08 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I wanted to provide a little more clarification to the request.
>
> When ADCRR IT or Operations reports a bug we try to duplicate it in our environment so we know what is broken.
>
> In certain cases the bug is not reproducible in our environments.
>
> In those cases we would need production Access in order to determine what is causing the problem.
>
> Without production access we would need to:
> - Take a snapshot of the production environment
> - Copy it down to our environment
> - This process takes approximately one day
> - At which time we would be able to diagnose what is going on
> - In the case of high and critical bugs this day delay will impact the users

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I hope this helps. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jul 30, 2020, at 7:04 AM, Holly Greene <hgreene@azadc.gov> wrote:

Hi Charles-

Scaled the audience down as it was too large and consists of non-IT individuals.

This is an internal conversation with IT. I'm not sure we need to all meet, but I will look to Rusty and Joe to work with you and B&D on this request to determine if it's most appropriate.

Sandy is copies for awareness only.

Thanks,

Holly

On Thu, Jul 30, 2020 at 7:01 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

My apologies Holly.

Yes, I am referring to the ACIS Production environment.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

On Jul 30, 2020, at 6:34 AM, Holly Greene <hgreene@azadc.gov> wrote:

Pardon my ignorance, but are you referring to the ACIS production environment or something else - like perhaps an interface...?

Thanks,

Holly

On Wed, Jul 29, 2020 at 3:20 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> In order for B&D to trouble shoot issues that arise we need access to Production. This is something we have had access to in the past and would like it reinstated for our BA's (Trevor and Cindy). We want to provide the best support at all times and if we have access to Production we will be able to trouble shoot issues in a more timely manner.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Re: Request for Production Access
Date: Thursday, July 30, 2020 7:18:43 AM

Understood. Thanks Holly.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]

AMERICAN OVERSIGHT

E: charles.spannagel@bndna.com

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> **Charles Spannagel**
>
> Project Manager
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> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>

--

Respectfully,

AMERICAN OVERSIGHT

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036
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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: Holly Greene; Rusty Johnson; Spencer Scott
Subject: RE: M&O Development Hours - Approval Needed
Date: Wednesday, July 29, 2020 8:30:43 PM
Attachments: image003.png
image001.png

Good evening Sandy,

I apologize for the delay. Please see the remaining steps below.

- Upload the document files from Oracle UAT to Amazon Storage non-prod & test
- Upload the document files from Oracle PROD to Amazon Storage prod & test
- Delete the document files from Oracle.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, July 28, 2020 4:45 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: M&O Development Hours - Approval Needed

Charles, just wanted to follow up on this - what exactly are being performed to improved the document storage? In other words, what does 20-hour consist of?

On Thu, Jul 23, 2020 at 10:09 PM Sandy Wang <swang@azadc.gov> wrote:

> Charles, can you please help me understand the 20 additional hours under Document storage? What actions are included for the estimated 20 hours?
>
> On Thu, Jul 23, 2020 at 1:12 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Respectfully,
> >
> > Holly Greene
> > CIO | ADCRR IT Bureau
> > 1645 W. Jefferson St. Suite 2112 | Phoenix AZ 85007
> > Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > ---------- Forwarded message ---------
> > From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
> > Date: Thu, Jul 23, 2020 at 11:37 AM
> > Subject: M&O Development Hours - Approval Needed
> > To: Holly Greene <hgreene@azadc.gov>
> >
> > Holly,
> >
> > Good afternoon. I wanted to make sure I got this to you prior to our meeting today. I fully understand that this will require further conversation. In an effort to improve the system we have continued work on the areas listed below. This was not authorized ahead of time and that is my responsibility and fault. I believe that with the M&O Hours Tracking Process that Spencer and I worked on this will not be an issue in the future and I will require weekly sign off moving forward. I have highlighted the positive attributes to these endeavors. Again, our sole purpose in these efforts is to improve the system based off of the feedback we received from our BA's walkthrough and the feedback from Operations post Go-Live.
> >
> > **Performance Improvement**. The performance improvement items are a combination of many small changes.
> >
> > - Every week – we run a report that identifies which SQL queries are using the most CPU time
> >   - This is a combination of the length of time it takes to run and the number of times that it is run
> >   - So query "A" that executes for 2 second and is executed 5000 times an hour would count as 10,000
> >   - Whereas query "B" that take 4 seconds to run but is only executed 1000 times an hour would count as 4000
> >   - We take the top ten query consumers and tune them
> >   - If we tune query "A" to run in 1 second – it would save 5,000 seconds
> >   - If we tune query "B" to run in 3 seconds it would save 3,000 seconds
> >   - To the end user that executes Query "A" one time there would be a very minor difference 2 seconds to 1 second.

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- Also, to the end user that runs query "B" one time they would see a small difference 4 seconds to 3 seconds
- Overall all of these improvements would have a cumulative effect of decreased response times for everyone

    - **This is an ongoing process and the work effort can be capped at a specified hours**

Document Storage

- Storing pdf documents in the database was having a cumulative effect of:

    - Increased response times because of processing millions of records in the document table (currently 1,683,520 records)
    - Increased DB size to the tune of an average of 1 GB day – 30 GB's / month
    - Growing at average of 100 records per day and 1024x MB's per day
    - Increased amount of time and storage needed to back up the database
    - Increased amount of time and storage needed to clone the database to other environments (6 – TRAIN, UAT, Data Replication (Prod Reports), RPT_DEV, DR)
    - Increased amount of time it would take to stand up the DR environment

        - **20 estimated additional hours for completion**

Excessive Postbacks

- Every time a user clicked on a dropdown box (causing a spinning blue circle) this added many seconds of delay to complete actions
- Eliminating the spinning circles has a cumulative effect of reducing response time and reducing the amount of time it takes to complete actions

    - Previously, each click was taking 3 seconds for the UI to respond
    - Now, each click is instantaneous
    - There are 75 active prison units in the system
    - If every unit has 20 inmates who need to be verified on each count:

        - This creates a combined 75 minutes of staff time, each count, across the entire complexes
        - Count is conducted 4 times per day, that's 300 minutes of time saving alone – 5 hours of time for Accountability Officers throughout the state, every day.

            - **Each screen requires 20-30 hours of working and testing. Collaboration needed with Operations to identify additional screens.**

AP0357 - AZ DOC - M&O Development Hours	10-May	17-May	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management			14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	37	22	57.5	31	21	96	41	8	1	20.5	30	365
157 - Document Storage	92	75.25	10	27.5	16	12	2	7	6	17	25	289
158 - Excessive Post Back			10									10
2 - AD HOC Support	33			3.25	9.5	7.5	5.25	9.5	10	1	12	91
3 - Arbitration						2						2
4 - Parking Lot	2											2
TOTAL												**912**

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Holly Greene; Joseph Nicoletti; Rusty Johnson
Subject: FW: ACIS Scaling Incident
Date: Wednesday, July 29, 2020 8:04:39 PM
Attachments: ACIS Scaling Incident.docx
image001.png
image003.png

Sandy,

I apologize for the delay and I will be transferring this document into your approved form once I am back in the office. Please let me know if you have any questions.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Matt DeClue <matt.declue@bndna.com>
Sent: Monday, July 27, 2020 8:56 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: ACIS Scaling Incident

Hi Charles,

Attached is the incident report for the ACIS Scaling Incident.

Matt DeClue

IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

Business & Decision
Accelerating Digital Transformation

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ACIS Scaling Incident

Overview 1

Incident Monday 7/20/2020 1

Response 1

Root Cause 1

Overview

The customer reported “Multiple ADCRR staff across multiple locations are reporting being able to log into ACIS, however once they try to search for Inmates or navigate the site, ACIS shows loading for several minutes, then fails with an error message." BNDNA found an issue occurred causing the ACIS frontend instances to have only (2) nodes when the business day started. Typically, the autoscaling initiates scale up which increases the front end instance count (15).

Incident Monday 7/20/2020

1. 8:48AM: the customer (Dan Ford and Spencer) contact the ACIS PM Charles Spannagel that ACIS is down. BNDNA has all hands on deck, dev, infrastructure, database, qa, pm, leadership staff
2. 8:54AM: Issue is found, ACIS scaling up
3. 9:00AM: Customer report: “Multiple ADCRR staff across multiple locations are reporting being able to log into ACIS, however once they try to search for Inmates or navigate the site, ACIS shows loading for several minutes, then fails with an error message."
4. 9:10 AM: Issue is confirmed fixed by BNDNA QA team

Response

- The front end instances were scaled up to 15 nodes in less than 5 minutes. The load was then rebalanced from (2) instances across the 15 nodes. An additional 5 instances were temporarily added for a total of 22 instances in service to meet the backpressure demand.
- After the load charts indicated the traffic returned to a normal level the instance count was dropped down to the regular peak level of 15 nodes.

Root Cause

- The root cause was found to be a latent autoscaler capacity setting. The quantity was correct in the infrastructure code but not applied to the autoscaler. To double check this didn’t happen again, the next 2 autoscaler events were human monitored.

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Aaron Bailey
Cc:	Thad Lowry; Aaron Pratt; Chris Masson; Dean Allen; Trevor Baker; Cindy Hyser-Crauwels
Subject:	FW: Signed FSDs for Change Requests 40748 and 40707
Date:	Wednesday, July 29, 2020 8:02:25 PM
Attachments:	Change Request 40707 Homless Release Unit 2019-12-13.pdf image002.png

Holly and Aaron,

I want to circle back with your team to see where these two approved CR's falls on your current priority list. The FSD's were written by Trevor and approved as you can see below. We can begin development on these items immediately once approved. Please let us know. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Friday, December 13, 2019 11:46 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Trevor Baker <trevor.baker@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; wmeola <wmeola@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: Signed FSDs for Change Requests 40748 and 40707

Hi Thad,

Attached is the corrected version of 40707. So that one and 40748 are ready to go. How would you like to coordinate on next steps and timeline?

Aaron

On Fri, Dec 13, 2019 at 4:28 AM Chris Masson <chris.masson@bndna.com> wrote:

> Hi Aaron,
>
> Please coordinate with Thad regarding next steps and timelines to get these implemented.
>
> Thanks
>
> **From:** Aaron Bailey <abailey1@azadc.gov>

AMERICAN OVERSIGHT

Sent: Thursday, December 12, 2019 9:11 PM
To: Trevor Baker <trevor.baker@bndna.com>
Cc: ABAILEY <ABAILEY@azadc.gov>; Chris Masson <chris.masson@bndna.com>; dford1 <dford1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; wmeola <wmeola@azadc.gov>
Subject: Re: Signed FSDs for Change Requests 40748 and 40707

I just became aware of a version mistake with the signed 40707. Please ignore that document until I send a signed corrected version. The 40748 is ready to go.

On Thu, Dec 12, 2019 at 4:35 PM Aaron Bailey <abailey1@azadc.gov> wrote:

> Hi Trevor,
>
> Thank you for your work in documenting these critical fixes. Attached are signed copies of the specifications. I've also attached copies to the TFS records. Please let me know if ADC has any next steps to take in getting these fixes implemented.
>
> --
> Sincerely,
> Aaron Bailey
>
> Program Manager
> Office: 602.542.8467 | Cell: 480.268.5726
> abailey1@azadc.gov

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Sincerely,
Aaron Bailey

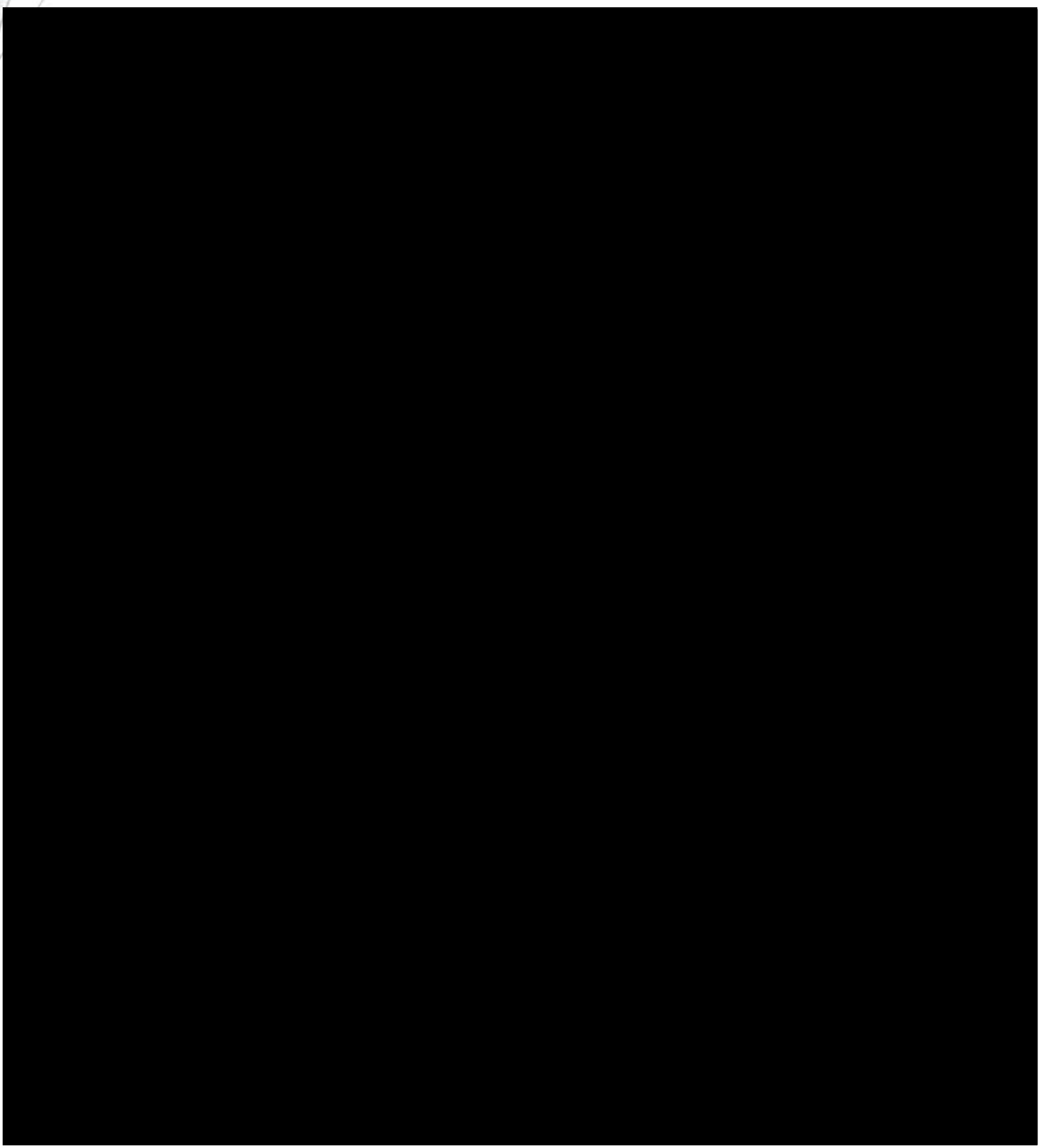
Program Manager

AMERICAN OVERSIGHT

Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT



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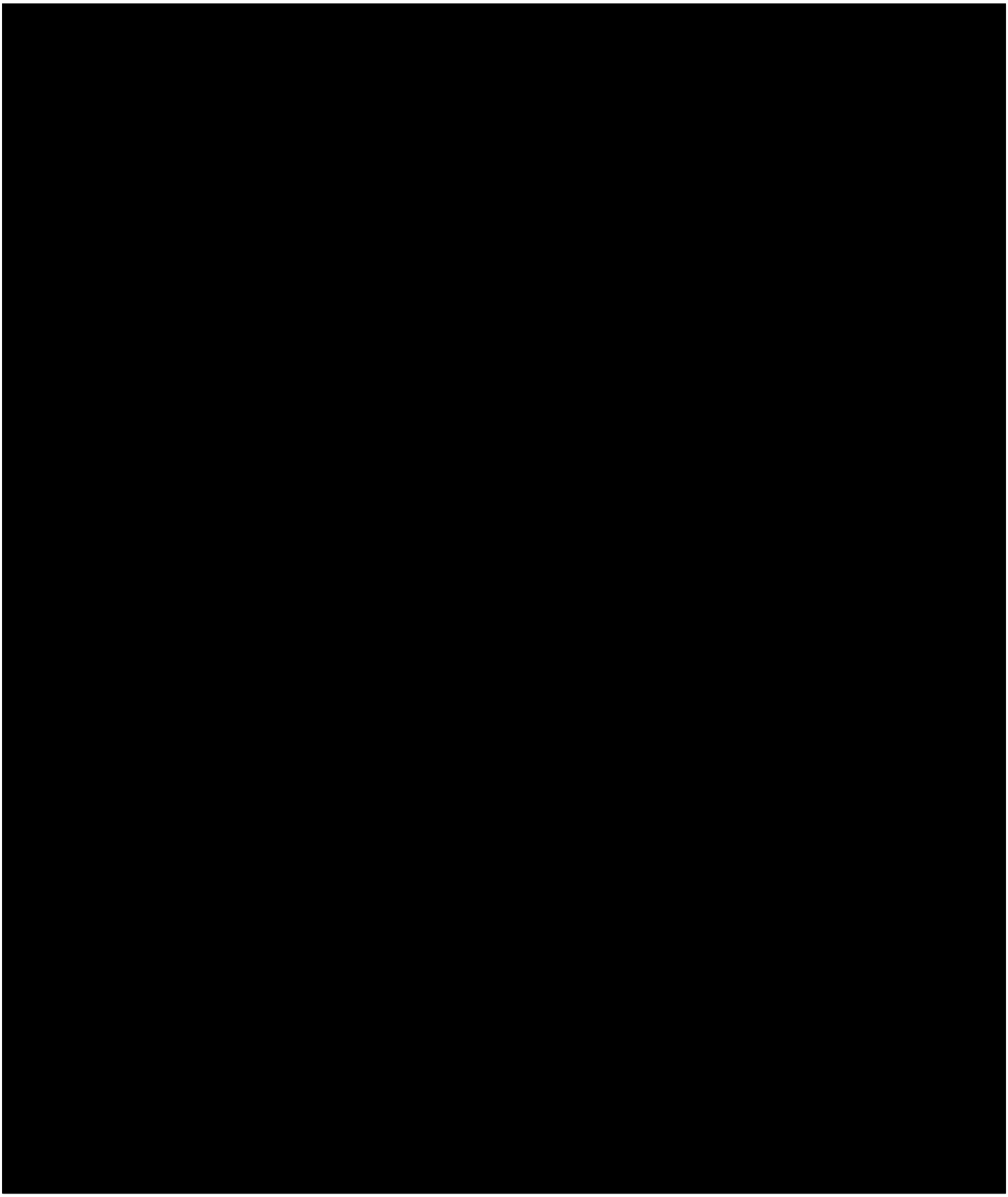
AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-001367



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AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-001368

[redacted]

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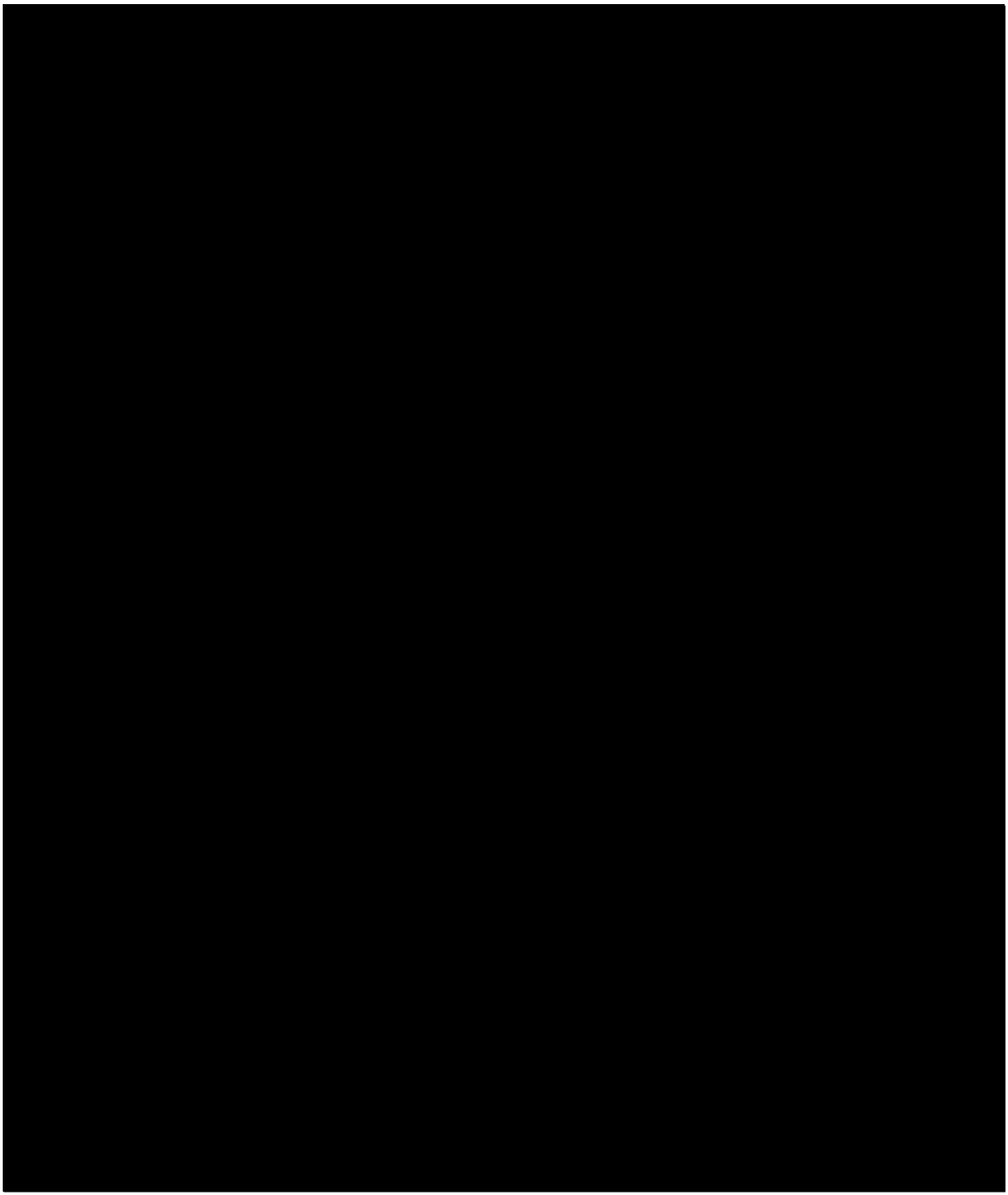
AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-001369



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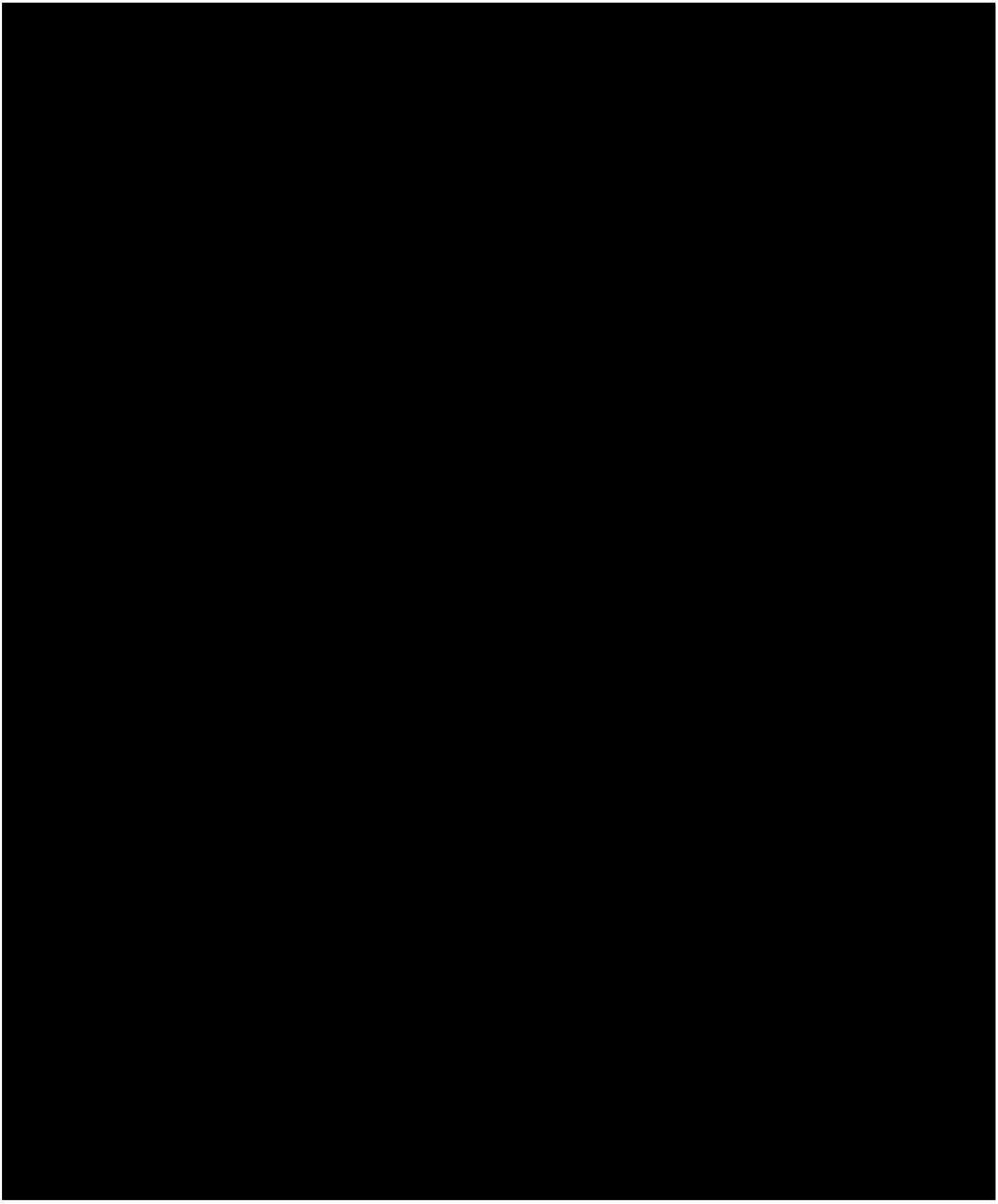
AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-001370



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AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-001371

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AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-001372

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Sandy Wang; Charles Spannagel
Cc: Nicolletti, Nicole; Johnson, Rusty; Joseph Nicoletti
Subject: RE: Charles OOO 7/27 - 7/31
Date: Wednesday, July 29, 2020 11:46:03 AM
Attachments: image001.png
image002.png
image003.png

That was for Development before go-live

Use the one in the Maintenance and Operations folder

https://adcrp2.bndna.com/_layouts/15/Doclib.aspx?id=%2Fsites%2FAZDOC%2FDocuments%2FDevOps%20Resource%20Plan.xlsx&Source=https%3A%2F%2Fadcrp2%2Ebndna%2Ecom%2FAZDOC%2FShared%20Documents%2FForms%2FAllItems%2Easpx%3FRootFolder%3D%252FAZDOC%252FShared%2520Documents%252FProject%2520Documentation%252FMaintenance%2520and%2520Operations%2FLatest

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Spencer Scott
Cc: Charles Spannagel; Rusty Johnson; Sandy Wang
Subject: Re: M&O Development Hours - Approval Needed
Date: Tuesday, July 28, 2020 4:24:51 PM
Attachments: image009.png
image007.png
image.png

Spencer -

Correct. I've not approved the hours ending on 7/26. I've only approved up through 7/19.

As for the hours in question, it was assumed that all discrepancies were understood. If you did not get the answer/clarification needed, please work with Charles. Also, please remember to work with Aaron and Jeff regarding the AdHoc hours; and with the BAs regarding JAR session tracking.

The approval process is to be a weekly now (as this was always the intent). Charles will send the hours to me and Rusty for review. Once we've discussed with Charles, he will then send to you to add into your report. Charles will work with you on this process and circle back with me regarding any questions / clarification needed. We will adjust the process at a later point if we see it's necessary.

Hope this helps.

-Holly

On Tue, Jul 28, 2020 at 3:46 PM Spencer Scott <sscott3@azadc.gov> wrote:

> To be clear, you have approved the weekly hours reported from 3/8 - 7/19 (as displayed below in my slide) but not 7/26?
>
> Another clarification I need to find out about was the 158 hours listed below on 5/10 and 5/17 in the May 19th report but not included in the July 23 report.
>
> Finally, would it be possible to get on the distribution list for the weekly projected hours? Some of these numbers seem to be shifting and a spreadsheet would be easier to work with than an image.

ACIS MNO Hours Tracking Report: Statements

Account Statements from B&D

May 19, 2020

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

July 23, 2020

AP0357 - AZ DOC - M&O Development Hours	10-May	17-May	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management			14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	37	22	57.5	31	21	96	41	8	1	20.5	30	365
157 - Document Storage	92	75.25	10	27.5	16	12	2	7	6	17	25	289
158 - Excessive Post Back			10									10
2 - AD HOC Support	33			3.25	9.5	7.5	5.25	9.5	10	1	12	91
3 - Arbitration						2						2
4 - Parking Lot	2											2
TOTAL												912

> Warm Regards,
>
> Spencer Scott, PMP
>
> IT Project Manager
> **Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
> Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Jul 28, 2020 at 3:26 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Spencer-
>
> See the hours below. I have not approved this lot yet, but would like it added to your report with a pending approval status.
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR IT Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Tue, Jul 28, 2020 at 10:54 AM
Subject: RE: M&O Development Hours - Approval Needed
To: Holly Greene <hgreene@azadc.gov>, Dean Allen <dean.allen@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>

Holly,

Thank you for the email and approval. Please see the hours for last week below. I will be in attendance for the leadership meeting this week and will send out a proposed agenda on Thursday morning.

AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	26-Jul	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	27	180
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	15.5	321.5
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	18	140.5
158 - Excessive Post Back	10										10
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	3	61
3 - Arbitration				2							2
4 - Parking Lot											2
TOTAL											**717**

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, July 27, 2020 7:08 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: M&O Development Hours - Approval Needed

Thank you kindly. I approve the hours.

1: Performance Improvement - we recommend a cap of 520 hours. **- I would like to cap at 550 with a notification threshold at 450. If the threshold reaches 450, ADCRR should be alerted by Charles (or other B&D designated person) that we are coming close to pushing to 550. We should determine next steps before meeting or exceeding the 550.**

2: Document Storage - we were referring to a positive effect that this has on other things like Disaster Recovery and backups, Once this is implemented we will not be billing any hours to it in the future. It's a onetime thing. **- I am good with this. If this should change, I request that ADCRR be notified within a reasonable amount of time.**

3: Excessive Post Backs - There is more than development, there is analysis, setting up test data, unit test, possibly setting up integration tests, QA

- If there are a lot of drop downs on the page that cause delays (blue spinning circles) we have to rewrite the page to AJAX calls instead of postbacks (which is somewhat formulaic)
- If it's something other than drop downs and the page needs to be rewritten, then it's not formulaic at all.
- We can work collaboratively to identify the screens and areas to tackle next and put a Project Plan together around this initiative alone? **- Let's talk through this piece upon Charles' return.**

Respectfully,

Holly Greene

AMERICAN OVERSIGHT

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 27, 2020 at 6:47 PM Dean Allen <dean.allen@bndna.com> wrote:

Hello Holly,

The agreed 100 hours were to be taken from the total of 721.5 from the chart below (from the email Charles sent on May 27, 2020 – attached). Which resulted in a total of 621.5 hrs.

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			56.5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

Looking at the chart at the very bottom of this email chain I come to the conclusion that Charles should be looking for approval of the hours from the week commencing 24th May 2020 onwards.

I have taken the chart from the bottom of the email and reconstructed it below:

AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	306
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	122.5
158 - Excessive Post Back	10									10
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	58
3 – Arbitration				2						2
4 - Parking Lot										0
TOTAL										651.5

I hope that answers your question?

Thanks

Dean

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, July 27, 2020 6:09 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Development Hours - Approval Needed

Hello Dean-

Just following up on the item regarding the 100 hours. Please let us know.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 27, 2020 at 8:27 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

Holly,

I hope you guys had a nice weekend. Here are the answers below to your questions. I have also included Thad and Dean on this email. @Dean Allen could you please see Holly's request to ensure the hours that were approved by Joe are not included in the hours I presented to Holly on Thursday. I will make sure we get you the numbers for last week as well as soon as I have them. If you could please approve the hours we are discussing after you are satisfied with the answers it would be greatly appreciated. Thank you so much.

1: Performance Improvement - we recommend a cap of 520 hours.

2: Document Storage - we were referring to a positive effect that this has on other things like Disaster Recovery and backups, Once this is implemented we will not be billing any hours to it in the future. It's a onetime thing.

3: Excessive Post Backs - There is more than development, there is analysis, setting up test data, unit test, possibly setting up integration tests, QA

- If there are a lot of drop downs on the page that cause delays (blue spinning circles) we have to rewrite the page to AJAX calls instead of postbacks (which is somewhat formulaic)
- If it's something other than drop downs and the page needs to be rewritten, then it's not formulaic at all.
- We can work collaboratively to identify the screens and areas to tackle next and put a Project Plan together around this initiative alone?

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, July 23, 2020 8:32 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: M&O Development Hours - Approval Needed

Hi Charles-

For PI, I'd like to see the recommended annual cap of hours.

For DS, regarding the stand-up of the DR, are you referring to Disaster Recovery? If so, I would think any DR is to be covered under M&O. As for data storage and maintenance to ensure data is fully preserved, would that too fall under M&O? Are the number of hours monthly, annual, all-time or something else? We may want to consider defining a standard and a cap depending on need and use.

For EP, this seems to fall under performance. I'd like to engage one of your techs in conversation to help me understand the work being performed for each each screen and how many screens there are. Surely there's a repeatable process to be found somewhere. This seems somewhat exaggerated.

For the hours, please give me a look back at the hours in arrears as well (add to this outline). I'd like to ensure that 100 was removed from the total as agreed to between Dean and Deputy Director.

Thank you!!

AMERICAN OVERSIGHT

Holly

On Thu, Jul 23, 2020 at 11:37 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Good afternoon. I wanted to make sure I got this to you prior to our meeting today. I fully understand that this will require further conversation. In an effort to improve the system we have continued work on the areas listed below. This was not authorized ahead of time and that is my responsibility and fault. I believe that with the M&O Hours Tracking Process that Spencer and I worked on this will not be an issue in the future and I will require weekly sign off moving forward. I have highlighted the positive attributes to these endeavors. Again, our sole purpose in these efforts is to improve the system based off of the feedback we received from our BA's walkthrough and the feedback from Operations post Go-Live.
>
> **Performance Improvement**. The performance improvement items are a combination of many small changes.
>
> - Every week – we run a report that identifies which SQL queries are using the most CPU time
>   - This is a combination of the length of time it takes to run and the number of times that it is run
>   - So query "A" that executes for 2 second and is executed 5000 times an hour would count as 10,000
>   - Whereas query "B" that take 4 seconds to run but is only executed 1000 times an hour would count as 4000
>   - We take the top ten query consumers and tune them
>   - If we tune query "A" to run in 1 second – it would save 5,000 seconds
>   - If we tune query "B" to run in 3 seconds it would save 3,000 seconds
>   - To the end user that executes Query "A" one time there would be a very minor difference 2 seconds to 1 second.
>   - Also, to the end user that runs query "B" one time they would see a small difference 4 seconds to 3 seconds
>   - Overall all of these improvements would have a cumulative effect of decreased response times for everyone
>   - **This is an ongoing process and the work effort can be capped at a specified hours**
>
> **Document Storage**
>
> - Storing pdf documents in the database was having a cumulative effect of:
>   - Increased response times because of processing millions of records in the document table (currently 1,683,520 records)
>   - Increased DB size to the tune of an average of 1 GB day – 30 GB's / month
>   - Growing at average of 100 records per day and 1024x MB's per day
>   - Increased amount of time and storage needed to back up the database
>   - Increased amount of time and storage needed to clone the database to other environments (6 – TRAIN, UAT, Data Replication (Prod Reports), RPT_DEV, DR)
>   - Increased amount of time it would take to stand up the DR environment
>   - **20 estimated additional hours for completion**
>
> **Excessive Postbacks**
>
> - Every time a user clicked on a dropdown box (causing a spinning blue circle) this added many seconds of delay to complete actions
> - Eliminating the spinning circles has a cumulative effect of reducing response time and reducing the amount of time it takes to complete actions
>   - Previously, each click was taking 3 seconds for the UI to respond
>   - Now, each click is instantaneous
>   - There are 75 active prison units in the system
>   - If every unit has 20 inmates who need to be verified on each count:
>   - This creates a combined 75 minutes of staff time, each count, across the entire complexes
>   - Count is conducted 4 times per day, that's 300 minutes of time saving alone – 5 hours of time for Accountability Officers throughout the state, every day.
>   - **Each screen requires 20-30 hours of working and testing. Collaboration needed with Operations to identify additional screens.**

AP0357 - AZ DOC - M&O Development Hours	10-May	17-May	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management			14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	37	22	57.5	31	21	96	41	8	1	20.5	30	365
157 - Document Storage	92	75.25	10	27.5	16	12	2	7	6	17	25	289
158 - Excessive Post Back			10									10
2 - AD HOC Support	33			3.25	9.5	7.5	5.25	9.5	10	1	12	91
3 - Arbitration						2						2
4 - Parking Lot	2											2
TOTAL												**912**

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

--

<p class="MsoNormal" style="margin-bottom:8pt;background-image:initial;background-position:initial;background-repeat:i

--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Spencer Scott; Sandy Wang
Cc: Charles Spannagel; Rusty Johnson
Subject: Fwd: M&O Development Hours - Approval Needed
Date: Tuesday, July 28, 2020 3:25:25 PM
Attachments: image007.png
image009.png

Hi Spencer-

See the hours below. I have not approved this lot yet, but would like it added to your report with a pending approval status.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Tue, Jul 28, 2020 at 10:54 AM
Subject: RE: M&O Development Hours - Approval Needed
To: Holly Greene <hgreene@azadc.gov>, Dean Allen <dean.allen@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>

Holly,

Thank you for the email and approval. Please see the hours for last week below. I will be in attendance for the leadership meeting this week and will send out a proposed agenda on Thursday morning.

AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	26-Jul	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	27	180
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	15.5	321.5
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	18	140.5
158 - Excessive Post Back	10										10
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	3	61
3 - Arbitration				2							2
4 - Parking Lot											2
TOTAL											**717**

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, July 27, 2020 7:08 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: M&O Development Hours - Approval Needed

Thank you kindly. I approve the hours.

AMERICAN OVERSIGHT

1: Performance Improvement - we recommend a cap of 520 hours. **- I would like to cap at 550 with a notification threshold at 450. If the threshold reaches 450, ADCRR should be alerted by Charles (or other B&D designated person) that we are coming close to pushing to 550. We should determine next steps before meeting or exceeding the 550.**

2: Document Storage - we were referring to a positive effect that this has on other things like Disaster Recovery and backups, Once this is implemented we will not be billing any hours to it in the future. It's a onetime thing. **- I am good with this. If this should change, I request that ADCRR be notified within a reasonable amount of time.**

3: Excessive Post Backs - There is more than development, there is analysis, setting up test data, unit test, possibly setting up integration tests, QA

- If there are a lot of drop downs on the page that cause delays (blue spinning circles) we have to rewrite the page to AJAX calls instead of postbacks (which is somewhat formulaic)
- If it's something other than drop downs and the page needs to be rewritten, then it's not formulaic at all.
- We can work collaboratively to identify the screens and areas to tackle next and put a Project Plan together around this initiative alone? **- Let's talk through this piece upon Charles' return.**

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 27, 2020 at 6:47 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Holly,
>
> The agreed 100 hours were to be taken from the total of 721.5 from the chart below (from the email Charles sent on May 27, 2020 – attached). Which resulted in a total of 621.5 hrs.

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			56.5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

> Looking at the chart at the very bottom of this email chain I come to the conclusion that Charles should be looking for approval of the hours from the week commencing 24th May 2020 onwards.
>
> I have taken the chart from the bottom of the email and reconstructed it below:

AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	306
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	122.5
158 - Excessive Post Back	10									10
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	58
3 – Arbitration				2						2
4 - Parking Lot										0
TOTAL										651.5

> I hope that answers your question?

AMERICAN OVERSIGHT

Thanks

Dean

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, July 27, 2020 6:09 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Development Hours - Approval Needed

Hello Dean-

Just following up on the item regarding the 100 hours. Please let us know.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 27, 2020 at 8:27 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I hope you guys had a nice weekend. Here are the answers below to your questions. I have also included Thad and Dean on this email. @Dean Allen could you please see Holly's request to ensure the hours that were approved by Joe are not included in the hours I presented to Holly on Thursday. I will make sure we get you the numbers for last week as well as soon as I have them. If you could please approve the hours we are discussing after you are satisfied with the answers it would be greatly appreciated. Thank you so much.
>
> 1: Performance Improvement - we recommend a cap of 520 hours.
>
> 2: Document Storage - we were referring to a positive effect that this has on other things like Disaster Recovery and backups, Once this is implemented we will not be billing any hours to it in the future. It's a onetime thing.
>
> 3: Excessive Post Backs - There is more than development, there is analysis, setting up test data, unit test, possibly setting up integration tests, QA
>
> - If there are a lot of drop downs on the page that cause delays (blue spinning circles) we have to rewrite the page to AJAX calls instead of postbacks (which is somewhat formulaic)
> - If it's something other than drop downs and the page needs to be rewritten, then it's not formulaic at all.
> - We can work collaboratively to identify the screens and areas to tackle next and put a Project Plan together around this initiative alone?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>

AMERICAN OVERSIGHT

Sent: Thursday, July 23, 2020 8:32 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: M&O Development Hours - Approval Needed

Hi Charles-

For PI, I'd like to see the recommended annual cap of hours.

For DS, regarding the stand-up of the DR, are you referring to Disaster Recovery? If so, I would think any DR is to be covered under M&O. As for data storage and maintenance to ensure data is fully preserved, would that too fall under M&O? Are the number of hours monthly, annual, all-time or something else? We may want to consider defining a standard and a cap depending on need and use.

For EP, this seems to fall under performance. I'd like to engage one of your techs in conversation to help me understand the work being performed for each each screen and how many screens there are. Surely there's a repeatable process to be found somewhere. This seems somewhat exaggerated.

For the hours, please give me a look back at the hours in arrears as well (add to this outline). I'd like to ensure that 100 was removed from the total as agreed to between Dean and Deputy Director.

Thank you!!

Holly

On Thu, Jul 23, 2020 at 11:37 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Good afternoon. I wanted to make sure I got this to you prior to our meeting today. I fully understand that this will require further conversation. In an effort to improve the system we have continued work on the areas listed below. This was not authorized ahead of time and that is my responsibility and fault. I believe that with the M&O Hours Tracking Process that Spencer and I worked on this will not be an issue in the future and I will require weekly sign off moving forward. I have highlighted the positive attributes to these endeavors. Again, our sole purpose in these efforts is to improve the system based off of the feedback we received from our BA's walkthrough and the feedback from Operations post Go-Live.
>
> **Performance Improvement**. The performance improvement items are a combination of many small changes.
>
> - Every week – we run a report that identifies which SQL queries are using the most CPU time
> - This is a combination of the length of time it takes to run and the number of times that it is run
> - So query "A" that executes for 2 second and is executed 5000 times an hour would count as 10,000
> - Whereas query "B" that take 4 seconds to run but is only executed 1000 times an hour would count as 4000
> - We take the top ten query consumers and tune them
> - If we tune query "A" to run in 1 second – it would save 5,000 seconds
> - If we tune query "B" to run in 3 seconds it would save 3,000 seconds
> - To the end user that executes Query "A" one time there would be a very minor difference 2 seconds to 1 second.
> - Also, to the end user that runs query "B" one time they would see a small difference 4 seconds to 3 seconds
> - Overall all of these improvements would have a cumulative effect of decreased response times for everyone
> - **This is an ongoing process and the work effort can be capped at a specified hours**
>
> **Document Storage**
>
> - Storing pdf documents in the database was having a cumulative effect of:
> - Increased response times because of processing millions of records in the document table (currently 1,683,520 records)
> - Increased DB size to the tune of an average of 1 GB day – 30 GB's / month
> - Growing at average of 100 records per day and 1024x MB's per day
> - Increased amount of time and storage needed to back up the database
> - Increased amount of time and storage needed to clone the database to other environments (6 – TRAIN, UAT, Data Replication (Prod Reports), RPT_DEV, DR)
> - Increased amount of time it would take to stand up the DR environment

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- **20 estimated additional hours for completion**

Excessive Postbacks

- Every time a user clicked on a dropdown box (causing a spinning blue circle) this added many seconds of delay to complete actions
- Eliminating the spinning circles has a cumulative effect of reducing response time and reducing the amount of time it takes to complete actions
    - Previously, each click was taking 3 seconds for the UI to respond
    - Now, each click is instantaneous
    - There are 75 active prison units in the system
    - If every unit has 20 inmates who need to be verified on each count:
        - This creates a combined 75 minutes of staff time, each count, across the entire complexes
        - Count is conducted 4 times per day, that's 300 minutes of time saving alone – 5 hours of time for Accountability Officers throughout the state, every day.
            - **Each screen requires 20-30 hours of working and testing. Collaboration needed with Operations to identify additional screens.**

AP0357 - AZ DOC - M&O Development Hours	10-May	17-May	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management			14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	37	22	57.5	31	21	96	41	8	1	20.5	30	365
157 - Document Storage	92	75.25	10	27.5	16	12	2	7	6	17	25	289
158 - Excessive Post Back			10									10
2 - AD HOC Support	33			3.25	9.5	7.5	5.25	9.5	10	1	12	91
3 - Arbitration						2						2
4 - Parking Lot	2											2
TOTAL												**912**

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Cooper, Patrick; Joshua Connolly
Cc: Charles Spannagel; Matt DeClue; Minh Phan; Daniels, Tracy; Michael Gomez; Joseph Nicoletti; Rusty Johnson
Subject: Re: ADCRR Code Escrow for Mi-Case Software
Date: Tuesday, July 28, 2020 3:05:55 PM

ADCRR IT and Iron Mountain-

Please stand down on this request.

Josh- Please schedule some time with our internal team to discuss. Include Rusty and Joe as well.

Thank you all for your assistance with this.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jul 28, 2020 at 1:15 PM Cooper, Patrick <patrick.cooper@ironmountain.com> wrote:

> Hi Holly,
>
> Thank you for your email, I will await the response from Matt and Charles. The escrow agreement allows for deposit materials to be copied at the request of the depositor. Iron Mountain will copy the requested files, and send them directly to the depositor contact that we have on record. When releasing materials to the beneficiary, that occurs when a release condition has been met which is outlined in the Exhibit C of the Iron Mountain Escrow agreement.
>
> I hope this information helps.
>
> Thank you,
>
> **PATRICK COOPER | MANAGER, CLIENT SERVICES**
>
> **IRON MOUNTAIN**

AMERICAN OVERSIGHT

770-225-8106 – office

770-239-9201 – fax

Patrick.cooper@ironmountain.com

www.IronMountain.com

Iron Mountain, 6111 Live Oak Pkwy, Norcross GA 30093

On Tue, Jul 28, 2020 at 2:13 PM Holly Greene <hgreene@azadc.gov> wrote:

Hello Patrick-

I have included our vendor partner representatives, Charles Spannagel and Matt DeClue to answer the status of the depositor. My understanding is that deposits have been made and ADCRR should be authorized to access what is currently available.

Matt and Charles-

Please confirm.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jul 28, 2020 at 10:49 AM Cooper, Patrick <patrick.cooper@ironmountain.com> wrote:

Good Afternoon Holly and Team,

I apologize for the delay in regards to your inquiry below. Tracy forwarded this to me today, I will be assisting with your request moving forward.

AMERICAN OVERSIGHT

As a beneficiary on deposit account [redacted], we can only release deposit materials if a release condition has occurred, or otherwise specified in the escrow agreement. Could you please confirm if a release condition has occurred with the depositor?

Thank you,

PATRICK COOPER | MANAGER, CLIENT SERVICES

IRON MOUNTAIN

770-225-8106 – office

770-239-9201 – fax

Patrick.cooper@ironmountain.com

www.IronMountain.com

Iron Mountain, 6111 Live Oak Pkwy, Norcross GA 30093

On Tue, Jul 28, 2020 at 12:18 PM Daniels, Tracy <tracy.daniels@ironmountain.com> wrote:

> Hi Patrick,
>
> Can you assist ?
> The account is [redacted]
>
> Thanks
>
> Tracy Daniels | Billing Representative
> Iron Mountain
>
> 770-225-8143 - office
> 770-239-9201 - fax
> tracy.daniels@ironmountain.com
> Make your payment online at https://payments.ironmountain.com

On Mon, Jul 27, 2020 at 9:02 PM Holly Greene <hgreene@azadc.gov> wrote:

> > Hello Tracy-
> >
> > My name is Holly Greene. I am the Chief Information Officer with the ADCRR.
> >
> > I see some of these communications dating back to mid-June. Is there someone I may speak to directly in order to move this along?

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 27, 2020 at 5:25 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Tracy - We are looking for any kind of status update on this account.
>
> Thank you very much,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
> IT Service Desk: 602.542.AZDC

On Mon, Jul 20, 2020 at 8:46 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good morning, Tracy - How are you today? I was hoping we could get an update on the status for this account access for code in escrow?
> Thank you so much.
>
> Talk with you soon,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst

AMERICAN OVERSIGHT

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Fri, Jun 19, 2020 at 1:14 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good afternoon, Tracy - My team and I here, at the Arizona Department of Corrections, Rehabilitation & Reentry, would like to work with you to gain access to the Mi-Case software code we have in escrow with IronMountain. The 2nd party to the contract is Business & Decision NA on the Deposit Account #[redacted].
>
> Please help me arrange for credentials to be given to all the agency addresses who are a party to this email, which are as follows:
>
> - Joshua Connolly [jconnolly@azadc.gov] (602) 364-0583
> - Minh Phan [mphan@azadc.gov] (602) 542-4463
> - Michael Gomez [mgomez@azadc.gov] (602) 542-4458
> - Holly Greene [hgreene@azadc.gov] (602) 364-0569
>
> Thank you very much.
>
> Speak with you soon,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
> IT Service Desk: 602.542.AZDC

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Dean Allen
Bcc: Rusty Johnson; Holly Greene
Subject: Re: ADCRR Code Escrow for Mi-Case Software
Date: Tuesday, July 28, 2020 3:03:01 PM

Dean-

I appreciate the clarification.

You're spot on with your notion of validation. My team is looking to not just validate that the code is as it should be, but also learn more about the product.

I will inform the team to stand down.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jul 28, 2020 at 2:56 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Holly,
>
> I have removed everyone else from the email chain.
>
> I think there may be some confusion around the ESCROW process and it's purpose. ESCROW for software, much like when selling a home, is a safe place for both parties to deposit assets into. In B&D/ADCRR case it is a vault for the source code of the Mi-Case software. The software is the intellectual property of B&D and in the wrong hands could pose as a business risk, as this is a commercial asset that is protected by copyright. So a company such as Iron Mountain provide a place where B&D can safely place the code so

AMERICAN OVERSIGHT

that in the event of a contract breach (as confirmed by a court) or in the unlikely event that B&D is no longer in business, then ADCRR can gain access to the source code, in order to provide business continuity. It is to this point that the contact at Iron Mountain is asking whether a 'release condition' has occurred. If ADCRR were to release the IP to ADCRR without a condition being met they would be in hot water with B&D.

All of our clients operate in the same manner. I am not sure what ADCRR want with the source code for. If it is to validate that the solution is what it should be in the ESCROW account, then I know other clients have paid Iron Mountain to create a working version of the source code that is deposited. I understand that Iron Mountain will charge ADCRR a fee for this service.

I am happy to have a call on the subject if the above is not clear, feel free to call my cell.

Thanks

Dean

From: Matt DeClue <matt.declue@bndna.com>
Sent: Tuesday, July 28, 2020 11:16 AM
To: Holly Greene <hgreene@azadc.gov>; Cooper, Patrick <patrick.cooper@ironmountain.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Daniels, Tracy <tracy.daniels@ironmountain.com>; Minh Phan <mphan@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
Subject: Re: ADCRR Code Escrow for Mi-Case Software

Adding @Dean Allen and @Thad Lowry

Matt

AMERICAN OVERSIGHT

From: Holly Greene <hgreene@azadc.gov>
Date: Tuesday, July 28, 2020 at 11:13 AM
To: "Cooper, Patrick" <patrick.cooper@ironmountain.com>, Charles Spannagel <Charles.Spannagel@bndna.com>, Matt DeClue <matt.declue@bndna.com>
Cc: "Daniels, Tracy" <tracy.daniels@ironmountain.com>, Minh Phan <mphan@azadc.gov>, Michael Gomez <mgomez@azadc.gov>, Joshua Connolly <jconnolly@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>, Holly Greene <hgreene@azadc.gov>
Subject: Re: ADCRR Code Escrow for Mi-Case Software

Hello Patrick-

I have included our vendor partner representatives, Charles Spannagel and Matt DeClue to answer the status of the depositor. My understanding is that deposits have been made and ADCRR should be authorized to access what is currently available.

Matt and Charles-

Please confirm.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jul 28, 2020 at 10:49 AM Cooper, Patrick <patrick.cooper@ironmountain.com>

AMERICAN OVERSIGHT

wrote:

> Good Afternoon Holly and Team,
>
> I apologize for the delay in regards to your inquiry below. Tracy forwarded this to me today, I will be assisting with your request moving forward.
>
> As a beneficiary on deposit account [redacted], we can only release deposit materials if a release condition has occurred, or otherwise specified in the escrow agreement. Could you please confirm if a release condition has occurred with the depositor?
>
> Thank you,
>
> **PATRICK COOPER | MANAGER, CLIENT SERVICES**
>
> **IRON MOUNTAIN**
>
> 770-225-8106 – office
>
> 770-239-9201 – fax
>
> Patrick.cooper@ironmountain.com
>
> www.IronMountain.com
>
> Iron Mountain, 6111 Live Oak Pkwy, Norcross GA 30093
>
> On Tue, Jul 28, 2020 at 12:18 PM Daniels, Tracy <tracy.daniels@ironmountain.com> wrote:
>
> > Hi Patrick,
> >
> > Can you assist ?
> >
> > The account is [redacted]

AMERICAN OVERSIGHT

Thanks

Tracy Daniels | Billing Representative

Iron Mountain

770-225-8143 - office

770-239-9201 - fax

tracy.daniels@ironmountain.com

Make your payment online at https://payments.ironmountain.com

On Mon, Jul 27, 2020 at 9:02 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Tracy-
>
> My name is Holly Greene. I am the Chief Information Officer with the ADCRR.
>
> I see some of these communications dating back to mid-June. Is there someone I may speak to directly in order to move this along?
>
> Respectfully,
>
> Holly Greene
>
> CIO | ADCRR IT Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Mon, Jul 27, 2020 at 5:25 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Tracy - We are looking for any kind of status update on this account.
>
> Thank you very much,
>
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
>
> IT Service Desk: 602.542.AZDC

On Mon, Jul 20, 2020 at 8:46 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good morning, Tracy - How are you today? I was hoping we could get an update on the status for this account access for code in escrow?
>
> Thank you so much.
>
> Talk with you soon,
>
> - josh C.
>
> --
>
> **Joshua Connolly**

AMERICAN OVERSIGHT

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov

IT Service Desk: 602.542.AZDC

On Fri, Jun 19, 2020 at 1:14 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good afternoon, Tracy - My team and I here, at the Arizona Department of Corrections, Rehabilitation & Reentry, would like to work with you to gain access to the Mi-Case software code we have in escrow with IronMountain. The 2nd party to the contract is Business & Decision NA on the Deposit Account #[redacted].
>
> Please help me arrange for credentials to be given to all the agency addresses who are a party to this email, which are as follows:
>
> - Joshua Connolly [jconnolly@azadc.gov] (602) 364-0583
> - Minh Phan [mphan@azadc.gov] (602) 542-4463
> - Michael Gomez [mgomez@azadc.gov] (602) 542-4458
> - Holly Greene [hgreene@azadc.gov] (602) 364-0569
>
> Thank you very much.
>
> Speak with you soon,
>
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov

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IT Service Desk: 602.542.AZDC

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Holly Greene
Cc: Rusty Johnson; Thad Lowry; Charles Spannagel
Subject: RE: M&O Development Hours - Approval Needed
Date: Monday, July 27, 2020 6:47:39 PM
Attachments: M&O Hours Approval
image001.png
image002.png

Hello Holly,

The agreed 100 hours were to be taken from the total of 721.5 from the chart below (from the email Charles sent on May 27, 2020 – attached). Which resulted in a total of 621.5 hrs.

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			56.5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

Looking at the chart at the very bottom of this email chain I come to the conclusion that Charles should be looking for approval of the hours from the week commencing 24th May 2020 onwards.

I have taken the chart from the bottom of the email and reconstructed it below:

AP0357 - AZ DOC - M&O Development Hours	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management	14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	57.5	31	21	96	41	8	1	20.5	30	306
157 - Document Storage	10	27.5	16	12	2	7	6	17	25	122.5
158 - Excessive Post Back	10									10
2 - AD HOC Support		3.25	9.5	7.5	5.25	9.5	10	1	12	58
3 – Arbitration				2						2
4 - Parking Lot										0
TOTAL										651.5

I hope that answers your question?

Thanks

Dean

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, July 27, 2020 6:09 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: M&O Development Hours - Approval Needed

Hello Dean-

Just following up on the item regarding the 100 hours. Please let us know.

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 27, 2020 at 8:27 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I hope you guys had a nice weekend. Here are the answers below to your questions. I have also included Thad and Dean on this email. @Dean Allen could you please see Holly's request to ensure the hours that were approved by Joe are not included in the hours I presented to Holly on Thursday. I will make sure we get you the numbers for last week as well as soon as I have them. If you could please approve the hours we are discussing after you are satisfied with the answers it would be greatly appreciated. Thank you so much.
>
> 1: Performance Improvement - we recommend a cap of 520 hours.
>
> 2: Document Storage - we were referring to a positive effect that this has on other things like Disaster Recovery and backups, Once this is implemented we will not be billing any hours to it in the future. It's a onetime thing.
>
> 3: Excessive Post Backs - There is more than development, there is analysis, setting up test data, unit test, possibly setting up integration tests, QA
>
> - If there are a lot of drop downs on the page that cause delays (blue spinning circles) we have to rewrite the page to AJAX calls instead of postbacks (which is somewhat formulaic)
> - If it's something other than drop downs and the page needs to be rewritten, then it's not formulaic at all.
> - We can work collaboratively to identify the screens and areas to tackle next and put a Project Plan together around this initiative alone?

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, July 23, 2020 8:32 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: M&O Development Hours - Approval Needed

Hi Charles-

For PI, I'd like to see the recommended annual cap of hours.

For DS, regarding the stand-up of the DR, are you referring to Disaster Recovery? If so, I would think any DR is to be covered under M&O. As for data storage and maintenance to ensure data is fully preserved, would that too fall under M&O? Are the number of hours monthly, annual, all-time or something else? We may want to consider defining a standard and a cap depending on need and use.

For EP, this seems to fall under performance. I'd like to engage one of your techs in conversation to help me understand the work being performed for each each screen and how many screens there are. Surely there's a repeatable process to be found somewhere. This seems somewhat exaggerated.

For the hours, please give me a look back at the hours in arrears as well (add to this outline). I'd like to ensure that 100 was removed from the total as agreed to between Dean and Deputy Director.

Thank you!!

Holly

On Thu, Jul 23, 2020 at 11:37 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Good afternoon. I wanted to make sure I got this to you prior to our meeting today. I fully understand that this will require further conversation. In an effort to improve the system we have continued work on the areas listed below. This was not authorized ahead of time and that is my responsibility and fault. I believe that with the M&O Hours Tracking Process that Spencer and I worked on this will not be an issue in the future and I will require weekly sign off moving forward. I have highlighted the positive attributes to these endeavors. Again, our sole purpose in these efforts is to improve the system based off of the feedback we received from our BA's walkthrough and the feedback from Operations post Go-Live.
>
> **Performance Improvement**. The performance improvement items are a combination of many small changes.
>
> - Every week – we run a report that identifies which SQL queries are using the most CPU time
>   - This is a combination of the length of time it takes to run and the number of times that it is run
>   - So query "A" that executes for 2 second and is executed 5000 times an hour would count as 10,000
>   - Whereas query "B" that take 4 seconds to run but is only executed 1000 times an hour would count as 4000
>   - We take the top ten query consumers and tune them
>   - If we tune query "A" to run in 1 second – it would save 5,000 seconds
>   - If we tune query "B" to run in 3 seconds it would save 3,000 seconds
>   - To the end user that executes Query "A" one time there would be a very minor difference 2 seconds to 1 second.
>   - Also, to the end user that runs query "B" one time they would see a small difference 4 seconds to 3 seconds
>   - Overall all of these improvements would have a cumulative effect of decreased response times for everyone
>   - **This is an ongoing process and the work effort can be capped at a specified hours**
>
> **Document Storage**
>
> - Storing pdf documents in the database was having a cumulative effect of:
>   - Increased response times because of processing millions of records in the document table (currently 1,683,520 records)
>   - Increased DB size to the tune of an average of 1 GB day – 30 GB's / month
>   - Growing at average of 100 records per day and 1024x MB's per day
>   - Increased amount of time and storage needed to back up the database
>   - Increased amount of time and storage needed to clone the database to other environments (6 – TRAIN, UAT, Data Replication (Prod Reports), RPT_DEV, DR)
>   - Increased amount of time it would take to stand up the DR environment
>   - **20 estimated additional hours for completion**

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Excessive Postbacks

- Every time a user clicked on a dropdown box (causing a spinning blue circle) this added many seconds of delay to complete actions
- Eliminating the spinning circles has a cumulative effect of reducing response time and reducing the amount of time it takes to complete actions
    - Previously, each click was taking 3 seconds for the UI to respond
    - Now, each click is instantaneous
    - There are 75 active prison units in the system
    - If every unit has 20 inmates who need to be verified on each count:
        - This creates a combined 75 minutes of staff time, each count, across the entire complexes
        - Count is conducted 4 times per day, that's 300 minutes of time saving alone – 5 hours of time for Accountability Officers throughout the state, every day.
            - **Each screen requires 20-30 hours of working and testing. Collaboration needed with Operations to identify additional screens.**

AP0357 - AZ DOC - M&O Development Hours	10-May	17-May	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management			14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	37	22	57.5	31	21	96	41	8	1	20.5	30	365
157 - Document Storage	92	75.25	10	27.5	16	12	2	7	6	17	25	289
158 - Excessive Post Back			10									10
2 - AD HOC Support	33			3.25	9.5	7.5	5.25	9.5	10	1	12	91
3 - Arbitration						2						2
4 - Parking Lot	2											2
TOTAL												**912**

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

--

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Lynda Wade
Cc: Vitale, John; gmartinez1; Gravier, Timothy; Miller, Wendy; Penny Brackett; Gergana Kovatcheva; Thad Lowry; Trevor Baker; Luis Blázquez; Jey Whitson1; Charles Spannagel; Holly Greene; Sharamitaro, Melissa; Sandy Wang
Subject: RE: Pay Cycle 2 (Important)
Date: Friday, July 24, 2020 8:09:27 PM
Attachments: image003.png
image004.png
image005.png

This process has completed at 8:01pm AZT. There were 21,756 records sent. This should bring us totally up to date with all issues relating to the credentials problem that started last week. I have been asked by my management to not close the issue until we find out how the account was deleted. Please let us know if you see any problems. Thanks all for your help and have a great weekend!

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile [redacted] | Email: aaron.pratt@bndna.com
Business & Decision
Accelerating Digital Transformation

From: Lynda Wade <lwade@azadc.gov>
Sent: Friday, July 24, 2020 4:00 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Vitale, John <jvitale@keefegroup.com>; gmartinez1 <gmartinez1@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: Pay Cycle 2 (Important)

I can see it running in Keep Trak...

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

On Fri, Jul 24, 2020 at 3:48 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> We are running the interface again as if it were yesterday. Looks like we are sending records ok now. The process should take about 4 hours to complete. We have process about 10% of the records so far. We will send an update when complete.
>
> Thanks,
> Aaron
>
> ---
>
> **From:** Aaron Pratt
> **Sent:** Friday, July 24, 2020 3:02 PM
> **To:** Vitale, John <jvitale@keefegroup.com>; gmartinez1 <gmartinez1@azadc.gov>
> **Cc:** Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
> **Subject:** RE: Pay Cycle 2 (Important)
>
> Thanks John,
>
> Yes I see that. We are looking into the option of executing the process again and passing a date parameter to make the interface think it is the 23rd. We will try this and get back to you.
>
> Thanks,
> Aaron
>
> ---
>
> **From:** Vitale, John <jvitale@keefegroup.com>
> **Sent:** Friday, July 24, 2020 2:50 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
> **Cc:** Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
> **Subject:** RE: Pay Cycle 2 (Important)
>
> Aaron:
>
> The payroll file does not have the accounting events. Do you have one with the accounting events?
>
> Sample of records received: The PAY TYPE field has WIPP Type 15, but we need G2 TR, L2 TR, G2 TR L, Lt TR l, G2 AA, L2 AA, G2 AA L, LT AA L.

PAY_CYCLE_NUMBER	PAY_CYCLE_START_DATE	PAY_CYCLE_END_DATE	PAY_CYCLE_YEAR	ADC_NUMBER	PROGRAM_CATEGORY	PAY_CODE_FLAG	HOURS	BASE_PAY	TOTAL_BASE_INCENTIVE	MAX_PAY	HAS_EXCEEDS_MAX	TOTAL_PAY	PIE_NET_PAY	LOCATOR_CODE	WORK_CREW	IS_LIFE_SENTENCE	IS_DUI_SENTENCE	PRISON_NAME	UNIT_NAME	PAY_TYPE	SUPERVISOR	ASSIGNMENT
2	04-JUL-20 00:00:00	17-JUL-20 00:00:00	2021	[redacted]	WIPP	N	60	0.25	0.35	N		21		M60	ES 0630 - XXXXX - PK 1000	Y	N	RED ROCK ELOY	RED ROCK WINSLOW	MICASE.LOOKUP_TYPE_TIM(CASE.LOOKUP_TYPE)(1212),'DOC_PROGRAM_PAY_TYPE','15' WIPP','15',NULL,'Y',0,NULL,NULL,NULL

Discipline Restitutions
We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
Action Item: B&D to run the process and notify of results.
Action Item: Keefe and ADC to validate success.

Utility Fees
We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
Action Item: B&D to run the process and notify of results.
Action Item: Keefe and ADC to validate success.

Payroll
This one is date sensitive and depends on running the day of post date so it will be difficult to fix this by running the interface again. John, if we get you an export can you import into KeepTrak?
Action Item: B&D to get an export of the Payroll data missed on 7/23.
Action Item: Keefe to import payroll records.
Action Item: Keefe and ADC to validate success.

Please let me know if you see any issues with these plans and if we are ok to start the execution of discipline restitutions and utility fees.

Thanks,
Aaron

From: Vitale, John <jvitale@keefegroup.com>
Sent: Friday, July 24, 2020 9:22 AM
To: Gravier, Timothy <tgravier@keefegroup.com>; Aaron Pratt <aaron.pratt@bndna.com>; Miller, Wendy <wmiller@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: RE: Pay Cycle 2 (Important)

Wendy:

We need to go to the security logs to find out who removed the AIMS2SERVICE@AZ31855P account (it was no longer in the user list below when we checked this morning. Tim is adding it back now, but we need to know who deleted it. We think it was deleted over a week ago.

Aaron:

We have re-created the AIMS2SERVICE@AZ31855P and are testing now.

John

ADUNAGAN@az31855p	DUNAGAN, ANGELA	CO III TUCSON	☑	Edit | Delete
aelder@AZ31855p	Elder, Ann	CO III-Kingman	☑	Edit | Delete
AELIASON@AZ31855p	Eliason, Arden	Captain-Winslow	☑	Edit | Delete
AENGLEMA@AZ31855p	Engleman, Andrew	CO III-Yuma	☑	Edit | Delete
AEVANS1@az31855p	EVANS, AMY	SGT SAFFORD	☑	Edit | Delete
AEZRRE@AZ31855p	Ezrre, Anahis	CO III-Yuma	☑	Edit | Delete
AFAULKNER@az31855p	FAULKNER, ALAN	COII SSU WINSLOW	☑	Edit | Delete
AFLYNT@AZ31855p	Flynt, Alan	CO III-Perryville	☑	Edit | Delete
AFRANKS@AZ31855p	Franks, Ana	CO III-Winslow	☑	Edit | Delete
AGARCIA13@AZ31855P	GARCIA, ASSIA	CENTRAL OFFICE	☑	Edit | Delete
AGARCIAS4@az31855p	GARCIA, ALVARO	COII SSU TUCSON	☑	Edit | Delete
agillespie@AZ31855p	Gillespie, Amanda	Mail/Property-Eyman	☑	Edit | Delete
AGLOVER@AZ31855p	Glover, Aimie	CO III-Perryville	☑	Edit | Delete
AGOBEA@AZ31855p	Gobea, Amelia	CO III-Eyman	☑	Edit | Delete
AGONZAL2@az318855p	GONZALEZ, ADRIAN	CO II SSU DOUGLAS	☑	Edit | Delete
aguevara@AZ31855p	Guevara, Alicia	WIPPCoordinator	☑	Edit | Delete
agurule@AZ31855P	Bailey-Gurule, Alexandria	Banker	☑	Edit | Delete
AHARO@az31855p	HARO, ANDREANNA	CO II TUCSON	☑	Edit | Delete
AHART@AZ31855p	Hart, Amarath	CO III-Lewis	☑	Edit | Delete
AHARTZELL@az31855p	HARTZELL, ALLEN	LIBRARIAN I LEWIS	☑	Edit | Delete
AHERRERA@AZ31855p	Herreras, Adrian	CO III-Tucson	☑	Edit | Delete
AHOLGUIN@az31855p	HOLGUIN, ANA	LT SAFFORD	☑	Edit | Delete
AHUERTA@az31855p	HUERTA, ANTHONY	COII WINSLOW	☑	Edit | Delete
AIMSCOORD@AZ31855P	COORDINATOR, AIMS		☑	Edit | Delete
AISLAM@az31855p	ISLAM, ANISUL	COII-LEWIS	☑	Edit | Delete
ajackson3@AZ31855p	Jackson, Aniefiok	CO III-Perryville	☑	Edit | Delete
ajanette.miller@az31855p	MILLER B, AJANETTE	COIII RED ROCK	☑	Edit | Delete
ajavadi@AZ31855p	Javadi, Aryan	CO III-Perryville	☑	Edit | Delete
AJONES@AZ31855p	Jones, Anthony	CO III-Lewis	☑	Edit | Delete
AKAISER@az31855p	KAISER, ANDREW	COIII EYMAN	☑	Edit | Delete
AKRAATZ@AZ31855p	Kraatz, Adam	ADW-Perryville	☑	Edit | Delete
ALAMM@az31855p	ANDREAS, LAMM	TUCSON CC GROUP SUPERVISOR	☑	Edit | Delete
ALANDRUM@AZ31855p	Landrum, Amy	CO III-Eyman	☑	Edit | Delete
ALANSBERRY@AZ31855p	Lansberry, Anton	CO III-Perryville	☑	Edit | Delete
aleber@keefegroup.com	Leber, Angelo	KCN Regional Manager	☑	Edit | Delete

---

From: Vitale, John
Sent: Friday, July 24, 2020 10:54 AM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: RE: Pay Cycle 2 (Important)

Tim:

Have you run a request independently through SoapUI to create a transaction batch using the AIMS2 account and credentials?

John

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Friday, July 24, 2020 9:56 AM
To: Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Vitale, John <jvitale@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>
Subject: RE: Pay Cycle 2 (Important)
Importance: High

Hi Lynda,

We have had issues with the interface to KeepTrak all week (discipline restitutions and utility fees so far). The problem actual started last Friday and we contacted John Vitale at Keefe Group and copied Spencer and George. When we did not hear back, we opened a ticket with Keefe Group on Monday and have followed up each day but have not heard a response yet as to what the problem might be. @Gravier, Timothy has been our contact. Our logs indicate we are getting failures from the KeepTrak API when attempting to create a batch. It appears that Payroll is also affected by this issue as we are getting the same error message when the payroll ran last night.

Early this morning I notified Tim that payroll was also affected and that the issue would likely escalate quickly. I also notified our internal senior management of this situation. Unfortunately there is not much more we can do on our side at the moment. Once the technical problem is determined by Keefe Group we will have some catch up to do.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision North America
15338 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile: [redacted] | Email: aaron.pratt@bndna.com
Business & Decision
Accelerating Value Transformation

From: Lynda Wade <lwade@azadc.gov>
Sent: Friday, July 24, 2020 7:42 AM
To: Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: Pay Cycle 2 (Important)

The payroll for Pay Cycle 2 did not hit Keep Trak today as expected. Please let us know what the issue is and when we can expect the file to be pushed into Keep Trak.

Regards,

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

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AMERICAN OVERSIGHT

From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Jey Whitson1
Cc: Vitale, John; gmartinez1; Gravier, Timothy; Miller, Wendy; Penny Brackett; Gergana Kovatcheva; Thad Lowry; Trevor Baker; Luis Blázquez; Lynda Wade; Charles Spannagel; Holly Greene; Sharamitaro, Melissa; Sandy Wang
Subject: RE: Pay Cycle 2 (Important)
Date: Friday, July 24, 2020 2:31:48 PM
Attachments: image001.png
image002.png

I'm not sure. We would need to take some time to investigate what would happen. I don't think so. I would not want to generate the payroll again when the pay engine runs at 4pm and thinks that today is a post date again.

Thanks,
Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Friday, July 24, 2020 2:25 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Vitale, John <jvitale@keefegroup.com>; gmartinez1 <gmartinez1@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: Pay Cycle 2 (Important)

If we update the post date to today or tomorrow, will that fix the issue?

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Fri, Jul 24, 2020 at 2:24 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> We can run it but nothing will post since today is not a post date. Is it the number of rows that is the problem?
>
> Thanks,
> Aaron
>
> ---
>
> **From:** Vitale, John <jvitale@keefegroup.com>
> **Sent:** Friday, July 24, 2020 2:20 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
> **Cc:** Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
> **Subject:** RE: Pay Cycle 2 (Important)
>
> Aaron
>
> 21,700+ ENTRIES ARE NOT GOING TO WORK WELL IN AN IMPORT FILE. ANY CHANCE YOU CAN RE-RUN YOUR PAYROLL JOB
>
> John
>
> ---
>
> **From:** Aaron Pratt <aaron.pratt@bndna.com>
> **Sent:** Friday, July 24, 2020 3:08 PM
> **To:** Vitale, John <jvitale@keefegroup.com>; gmartinez1 <gmartinez1@azadc.gov>
> **Cc:** Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
> **Subject:** RE: Pay Cycle 2 (Important)
>
> Here is our update:
>
> **Discipline Restitutions**
> We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
> Action Item: B&D to run the process and notify of results. **COMPLETE**
> Action Item: Keefe and ADC to validate success.
> **Utility Fees**
> We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
> Action Item: B&D to run the process and notify of results. We ran this process. We ran into errors on this and are investigating.
> Action Item: Keefe and ADC to validate success.
> **Payroll**
> This one is date sensitive and depends on running the day of post date so it will be difficult to fix this by running the interface again. John, if we get you an export can you import into KeepTrak?
> Action Item: B&D to get an export of the Payroll data missed on 7/23. **COMPLETE. Please find the attached payroll data that failed yesterday and needs to be imported to KeepTrak.**

AMERICAN OVERSIGHT

Action Item: Keefe to import payroll records.
Action Item: Keefe and ADC to validate success.
Thanks,
Aaron

From: Aaron Pratt
Sent: Friday, July 24, 2020 12:47 PM
To: Vitale, John <jvitale@keefegroup.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
Subject: RE: Pay Cycle 2 (Important)

We should have our actions complete in the next couple hours.

Thanks,
Aaron

From: Vitale, John <jvitale@keefegroup.com>
Sent: Friday, July 24, 2020 12:43 PM
To: gmartinez1 <gmartinez1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
Subject: RE: Pay Cycle 2 (Important)

George/Aaron:

I will validate on the Keefe side at any schedule established by ADC/B&D. Let me know.

John

From: George Martinez <gmartinez1@azadc.gov>
Sent: Friday, July 24, 2020 2:37 PM
To: Aaron Pratt <aaron.pratt@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Cc: Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: Pay Cycle 2 (Important)

Aaron/John, what is the timeline for these actions?

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Fri, Jul 24, 2020 at 12:12 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Thanks John,
>
> We will try again with the updated credentials you have supplied. We had failures on 3 processes over the past week. Here is an update on each and proposed action items to resolve:
>
> **Discipline Restitutions**
> We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
> Action Item: B&D to run the process and notify of results.
> Action Item: Keefe and ADC to validate success.
>
> **Utility Fees**
> We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
> Action Item: B&D to run the process and notify of results.
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AMERICAN OVERSIGHT

Payroll
This one is date sensitive and depends on running the day of post date so it will be difficult to fix this by running the interface again. John, if we get you an export can you import into KeepTrak?
Action Item: B&D to get an export of the Payroll data missed on 7/23.
Action Item: Keefe to import payroll records.
Action Item: Keefe and ADC to validate success.

Please let me know if you see any issues with these plans and if we are ok to start the execution of discipline restitutions and utility fees.

Thanks,
Aaron

From: Vitale, John <jvitale@keefegroup.com>
Sent: Friday, July 24, 2020 9:22 AM
To: Gravier, Timothy <tgravier@keefegroup.com>; Aaron Pratt <aaron.pratt@bndna.com>; Miller, Wendy <wmiller@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: RE: Pay Cycle 2 (Important)

Wendy:

We need to go to the security logs to find out who removed the AIMS2SERVICE@AZ31855P account (it was no longer in the user list below when we checked this morning. Tim is adding it back now, but we need to know who deleted it. We think it was deleted over a week ago.

Aaron:

We have re-created the AIMS2SERVICE@AZ31855P and are testing now.

John

AMERICAN OVERSIGHT

ADUNAGAN@az31855p	DUNAGAN, ANGELA	CO III TUCSON	☑	Edit | Delete
aelder@AZ31855p	Elder, Ann	CO III-Kingman	☑	Edit | Delete
AELIASON@AZ31855p	Eliason, Arden	Captain-Winslow	☑	Edit | Delete
AENGLEMA@AZ31855p	Engleman, Andrew	CO III-Yuma	☑	Edit | Delete
AEVANS1@az31855p	EVANS, AMY	SGT SAFFORD	☑	Edit | Delete
AEZRRE@AZ31855p	Ezrre, Anahis	CO III-Yuma	☑	Edit | Delete
AFAULKNER@az31855p	FAULKNER, ALAN	COII SSU WINSLOW	☑	Edit | Delete
AFLYNT@AZ31855p	Flynt, Alan	CO III-Perryville	☑	Edit | Delete
AFRANKS@AZ31855p	Franks, Ana	CO III-Winslow	☑	Edit | Delete
AGARCIA13@AZ31855P	GARCIA, ASSIA	CENTRAL OFFICE	☑	Edit | Delete
AGARCIA5@az31855p	GARCIA, ALVARO	COII SSU TUCSON	☑	Edit | Delete
agillespie@AZ31855p	Gillespie, Amanda	Mail/Property-Eyman	☑	Edit | Delete
AGLOVER@AZ31855p	Glover, Aimie	CO III-Perryville	☑	Edit | Delete
AGOBEA@AZ31855p	Gobea, Amelia	CO III-Eyman	☑	Edit | Delete
AGONZAL2@az318855p	GONZALEZ, ADRIAN	CO II SSU DOUGLAS	☑	Edit | Delete
aguevara@AZ31855p	Guevara, Alicia	WIPPCoordinator	☑	Edit | Delete
agurule@AZ31855P	Bailey-Gurule, Alexandria	Banker	☑	Edit | Delete
AHARO@az31855p	HARO, ANDREANNA	CO II TUCSON	☑	Edit | Delete
AHART@AZ31855p	Hart, Amarath	CO III-Lewis	☑	Edit | Delete
AHARTZELL@az31855p	HARTZELL, ALLEN	LIBRARIAN I LEWIS	☑	Edit | Delete
AHERRERA@AZ31855p	Herreras, Adrian	CO III-Tucson	☑	Edit | Delete
AHOLGUIN@az31855p	HOLGUIN, ANA	LT SAFFORD	☑	Edit | Delete
AHUERTA@az31855p	HUERTA, ANTHONY	COII WINSLOW	☑	Edit | Delete
AIMSCOORD@AZ31855P	COORDINATOR, AIMS		☑	Edit | Delete
AISLAM@az31855p	ISLAM, ANISUL	COII-LEWIS	☑	Edit | Delete
ajackson3@AZ31855p	Jackson, Aniefiok	CO III-Perryville	☑	Edit | Delete
ajanette.miller@az31855p	MILLER B, AJANETTE	COIII RED ROCK	☑	Edit | Delete
ajavadi@AZ31855p	Javadi, Aryan	CO III-Perryville	☑	Edit | Delete
AJONES@AZ31855p	Jones, Anthony	CO III-Lewis	☑	Edit | Delete
AKAISER@az31855p	KAISER, ANDREW	COIII EYMAN	☑	Edit | Delete
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Importance: High

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AMERICAN OVERSIGHT

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Thanks,

Aaron Pratt
Application Development Manager
Business & Decision North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile: [redacted] | Email: aaron.pratt@bndna.com

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Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

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AMERICAN OVERSIGHT

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To: Vitale, John; gmartinez1
Cc: Gravier, Timothy; Miller, Wendy; Penny Brackett; Gergana Kovatcheva; Thad Lowry; Trevor Baker; Luis Blázquez; Lynda Wade; Jey Whitson1; Charles Spannagel; Holly Greene; Sharamitaro, Melissa; Sandy Wang
Subject: RE: Pay Cycle 2 (Important)
Date: Friday, July 24, 2020 1:09:01 PM
Attachments: 2021-Cycle2-Payroll-Export.xlsx
image001.png
image002.png

Here is our update:

Discipline Restitutions
We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
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Action Item: Keefe and ADC to validate success.

Utility Fees
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Sent: Friday, July 24, 2020 12:43 PM
To: gmartinez1 <gmartinez1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
Subject: RE: Pay Cycle 2 (Important)

George/Aaron:

I will validate on the Keefe side at any schedule established by ADC/B&D. Let me know.

John

From: George Martinez <gmartinez1@azadc.gov>
Sent: Friday, July 24, 2020 2:37 PM
To: Aaron Pratt <aaron.pratt@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Cc: Gravier, Timothy <tgravier@keefegroup.com>; Miller, Wendy <wmiller@keefegroup.com>; Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Sharamitaro, Melissa <Melissa.Sharamitaro@keefegroup.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: Pay Cycle 2 (Important)

Aaron/John, what is the timeline for these actions?

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

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Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Fri, Jul 24, 2020 at 12:12 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Thanks John,
>
> We will try again with the updated credentials you have supplied. We had failures on 3 processes over the past week. Here is an update on each and proposed action items to resolve:
>
> **Discipline Restitutions**
> We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
> Action Item: B&D to run the process and notify of results.
> Action Item: Keefe and ADC to validate success.
>
> **Utility Fees**
> We should be able to run this process on our end and it should catch everything up that was missed if the new credentials work.
> Action Item: B&D to run the process and notify of results.
> Action Item: Keefe and ADC to validate success.
>
> **Payroll**
> This one is date sensitive and depends on running the day of post date so it will be difficult to fix this by running the interface again. John, if we get you an export can you import into KeepTrak?
> Action Item: B&D to get an export of the Payroll data missed on 7/23.
> Action Item: Keefe to import payroll records.
> Action Item: Keefe and ADC to validate success.
>
> Please let me know if you see any issues with these plans and if we are ok to start the execution of discipline restitutions and utility fees.
>
> Thanks,
> Aaron
>
> ---
>
> **From:** Vitale, John <jvitale@keefegroup.com>
> **Sent:** Friday, July 24, 2020 9:22 AM
> **To:** Gravier, Timothy <tgravier@keefegroup.com>; Aaron Pratt <aaron.pratt@bndna.com>; Miller, Wendy <wmiller@keefegroup.com>
> **Cc:** Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** RE: Pay Cycle 2 (Important)
>
> Wendy:
>
> We need to go to the security logs to find out who removed the AIMS2SERVICE@AZ31855P account (it was no longer in the user list below when we checked this morning. Tim is adding it back now, but we need to know who deleted it. We think it was deleted over a week ago.
>
> Aaron:
>
> We have re-created the AIMS2SERVICE@AZ31855P and are testing now.
>
> John

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ADUNAGAN@az31855p	DUNAGAN, ANGELA	CO III TUCSON	☑	Edit | Delete
aelder@AZ31855p	Elder, Ann	CO III-Kingman	☑	Edit | Delete
AELIASON@AZ31855p	Eliason, Arden	Captain-Winslow	☑	Edit | Delete
AENGLEMA@AZ31855p	Engleman, Andrew	CO III-Yuma	☑	Edit | Delete
AEVANS1@az31855p	EVANS, AMY	SGT SAFFORD	☑	Edit | Delete
AEZRRE@AZ31855p	Ezrre, Anahis	CO III-Yuma	☑	Edit | Delete
AFAULKNER@az31855p	FAULKNER, ALAN	COII SSU WINSLOW	☑	Edit | Delete
AFLYNT@AZ31855p	Flynt, Alan	CO III-Perryville	☑	Edit | Delete
AFRANKS@AZ31855p	Franks, Ana	CO III-Winslow	☑	Edit | Delete
AGARCIA13@AZ31855P	GARCIA, ASSIA	CENTRAL OFFICE	☑	Edit | Delete
AGARCIA5@az31855p	GARCIA, ALVARO	COII SSU TUCSON	☑	Edit | Delete
agillespie@AZ31855p	Gillespie, Amanda	Mail/Property-Eyman	☑	Edit | Delete
AGLOVER@AZ31855p	Glover, Aimie	CO III-Perryville	☑	Edit | Delete
AGOBEA@AZ31855p	Gobea, Amelia	CO III-Eyman	☑	Edit | Delete
AGONZAL2@az318855p	GONZALEZ, ADRIAN	CO II SSU DOUGLAS	☑	Edit | Delete
aguevara@AZ31855p	Guevara, Alicia	WIPPCoordinator	☑	Edit | Delete
agurule@AZ31855P	Bailey-Gurule, Alexandria	Banker	☑	Edit | Delete
AHARO@az31855p	HARO, ANDREANNA	CO II TUCSON	☑	Edit | Delete
AHART@AZ31855p	Hart, Amarath	CO III-Lewis	☑	Edit | Delete
AHARTZELL@az31855p	HARTZELL, ALLEN	LIBRARIAN I LEWIS	☑	Edit | Delete
AHERRERA@AZ31855p	Herreras, Adrian	CO III-Tucson	☑	Edit | Delete
AHOLGUIN@az31855p	HOLGUIN, ANA	LT SAFFORD	☑	Edit | Delete
AHUERTA@az31855p	HUERTA, ANTHONY	COII WINSLOW	☑	Edit | Delete
AIMSCOORD@AZ31855P	COORDINATOR, AIMS		☑	Edit | Delete
AISLAM@az31855p	ISLAM, ANISUL	COII-LEWIS	☑	Edit | Delete
ajackson3@AZ31855p	Jackson, Aniefiok	CO III-Perryville	☑	Edit | Delete
ajanette.miller@az31855p	MILLER B, AJANETTE	COIII RED ROCK	☑	Edit | Delete
ajavadi@AZ31855p	Javadi, Aryan	CO III-Perryville	☑	Edit | Delete
AJONES@AZ31855p	Jones, Anthony	CO III-Lewis	☑	Edit | Delete
AKAISER@az31855p	KAISER, ANDREW	COIII EYMAN	☑	Edit | Delete
AKRAATZ@AZ31855p	Kraatz, Adam	ADW-Perryville	☑	Edit | Delete
ALAMM@az31855p	ANDREAS, LAMM	TUCSON CC GROUP SUPERVISOR	☑	Edit | Delete
ALANDRUM@AZ31855p	Landrum, Amy	CO III-Eyman	☑	Edit | Delete
ALANSBERRY@AZ31855p	Lansberry, Anton	CO III-Perryville	☑	Edit | Delete
aleber@keefegroup.com	Leber, Angelo	KCN Regional Manager	☑	Edit | Delete

From: Vitale, John
Sent: Friday, July 24, 2020 10:54 AM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: RE: Pay Cycle 2 (Important)

Tim:

Have you run a request independently through SoapUI to create a transaction batch using the AIMS2 account and credentials?

John

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Friday, July 24, 2020 9:56 AM
To: Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Vitale, John <jvitale@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>
Subject: RE: Pay Cycle 2 (Important)
Importance: High

Hi Lynda,

We have had issues with the interface to KeepTrak all week (discipline restitutions and utility fees so far). The problem actual started last Friday and we contacted John Vitale at Keefe Group and copied Spencer and George. When we did not hear back, we opened a ticket with Keefe Group on Monday and have followed up each day but have not heard a response yet as to what the problem might be. @Gravier, Timothy has been our contact. Our logs indicate we are getting failures from the KeepTrak

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API when attempting to create a batch. It appears that Payroll is also affected by this issue as we are getting the same error message when the payroll ran last night.

Early this morning I notified Tim that payroll was also affected and that the issue would likely escalate quickly. I also notified our internal senior management of this situation. Unfortunately there is not much more we can do on our side at the moment. Once the technical problem is determined by Keefe Group we will have some catch up to do.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile: [redacted] | Email: aaron.pratt@bndna.com

From: Lynda Wade <lwade@azadc.gov>
Sent: Friday, July 24, 2020 7:42 AM
To: Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: Pay Cycle 2 (Important)

The payroll for Pay Cycle 2 did not hit Keep Trak today as expected. Please let us know what the issue is and when we can expect the file to be pushed into Keep Trak.

Regards,

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

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PAY_CYCLE	PAY_CYCLE_YR	PAY_CYCLE_DAY	PAY_CYCLE_DAY_CYCLE	[redacted]	PROGRAM	PAY_CODE	HOURS	BASE_PAY	TOTAL_BAS	MAX_PAY	HAS_EXCISE	TOTAL_PAY	PAY_RATE	NET_PAY	FJ	LOCATOR_1	WORK_CRE	IS_LIFE_SEN	IS_OUI_SEN	PERSON_NU	UNIT_NAM	PAY_TYPE	SUPERVISO	ASSIGNMENT
2	04-AUG-20	17-AUG-20	2021		WPP	N	60	0.25	0.38	N	21	MIND	35.0630	X	Y		N		N	RED ROCK	RED ROCK	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.2	0.3	N	12	WS2	P6 1000	X	N		N		N	WINSLOW	WINSLOW	MICASE/LO	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021		WPP	N	60	0.25	0.3	N	19	L30	A 0600	XX	Y		N		N	LEWIS	LEWIS BUC	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.2	0.3	N	14.4	C5D	2D 1000	X	N		N		N	TUCSON	TUCSON RI	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	6AZ	SC 0730	xx	N		N		N	OTHER HO	OTATES	MICASE/LO	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		AO Owned	Y	80	0.8	0.9	0.8	N	72	A74	M8 0630	Y		N		N	FLORENCE	FLORENCE	MICASE/LO	Metal Fabrication Division
2	04-AUG-20	17-AUG-20	2021		WPP	N	80	0.25	0.35		N	28	A74	M 1300	XX		N		N	FLORENCE	FLORENCE	MICASE/LO	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021		WPP	N	80	0.3	0.4		N	32	A74	DL 1600	N		N		N	FLORENCE	FLORENCE	MICASE/LO	Laundry-Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35		N	14	A74	RF 1300	X		N		N	FLORENCE	FLORENCE	MICASE/LO	Grounds\keeper
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.15	0.2		N	8	A74	RF 1300	X	N		N		N	FLORENCE	FLORENCE	MICASE/LO	Grounds\keeper
2	04-AUG-20	17-AUG-20	2021		WPP	N	60	0.1	0.1		N	6	A74	SC 0600	X	N		N		N	FLORENCE	FLORENCE	MICASE/LO	Grounds\keeper
2	04-AUG-20	17-AUG-20	2021		WPP	N	42	0.35	0.45		N	18.9	A74	PROGRAM	N		N		N	FLORENCE	FLORENCE	MICASE/LO	Clerk-Education
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.1	0.1		N	4.8	A74	14 COOK	SY		N		N	FLORENCE	FLORENCE	MICASE/LO	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021		WPP	N	80	0.35	0.4		N	32	A74	2D 1000	XX		N		N	FLORENCE	FLORENCE	MICASE/LO	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021		WPP	N	12	0.15	0.15		N	1.8	A74	2T 0800	XX	N		N		N	FLORENCE	FLORENCE	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	60	0.1	0.1		N	6	A74	R1 0400	XX	N		N		N	FLORENCE	FLORENCE	MICASE/LO	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021		WPP	N	50	0.25	0.25		N	12.5	A74	A 1230	XX	N		N		N	FLORENCE	FLORENCE	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	80	0.2	0.3		N	24	L48	CF 0600	X	N		N		N	LEWIS	LEWIS BUC	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	80	0.3	0.4		N	32	L48	2E 0230	XX	N		N		N	LEWIS	LEWIS BUC	MICASE/LO	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021		WPP	N	80	0.3	0.4		N	32	L48	4TAB	xxxx	N		N		N	LEWIS	LEWIS BUC	MICASE/LO	Clerk-Other
2	04-AUG-20	17-AUG-20	2021		WPP	N	80	0.3	0.4		N	32	L48	4TAB	xxxx	N		N		N	LEWIS	LEWIS BUC	MICASE/LO	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021		WPP	N	60	0.15	0.23		N	15	L48	A3 0600	X	N		N		N	LEWIS	LEWIS BUC	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	60	0.15	0.23		N	15	L48	A3 0600	X	N		N		N	LEWIS	LEWIS BUC	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	60	0.15	0.23		N	15	L48	53 0930	X	N		N		N	LEWIS	LEWIS BUC	MICASE/LO	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	72	0.5	0.5		N	36	L52	B 0700	XX	N		N		N	LEWIS	LEWIS STN	MICASE/LO	Store/Warehouse

| | | |

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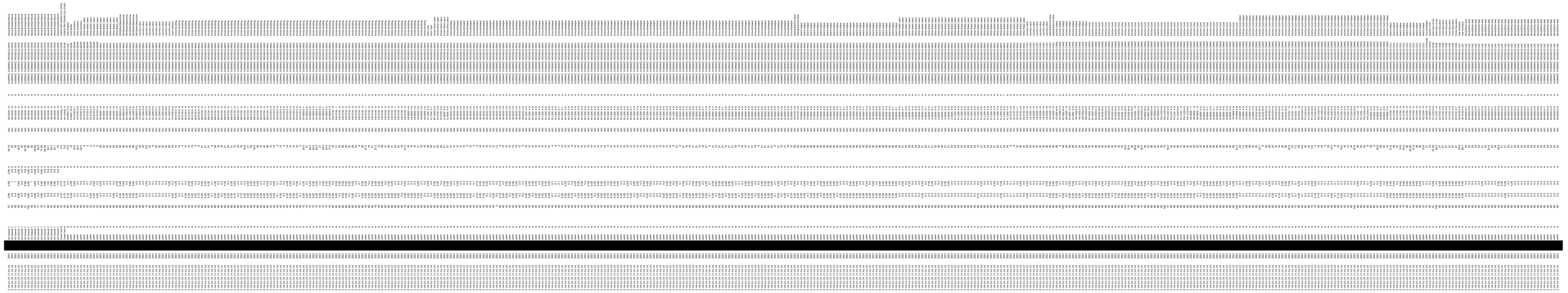

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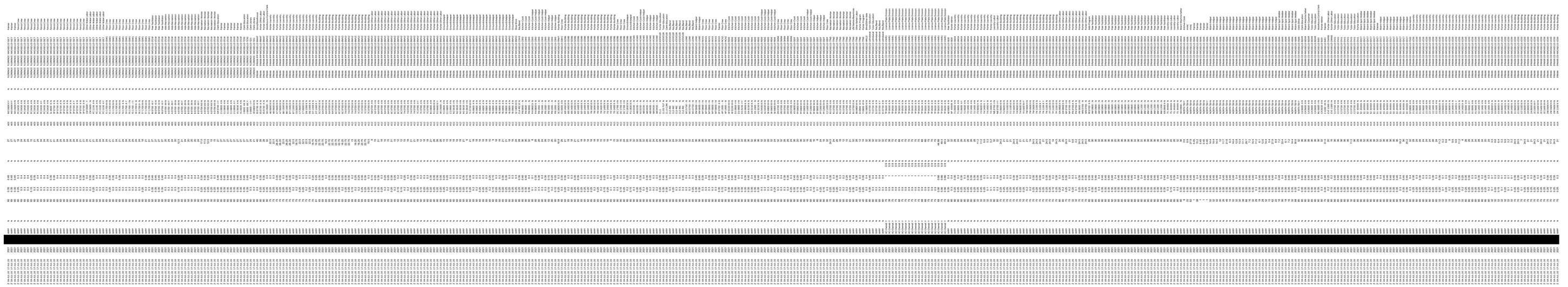

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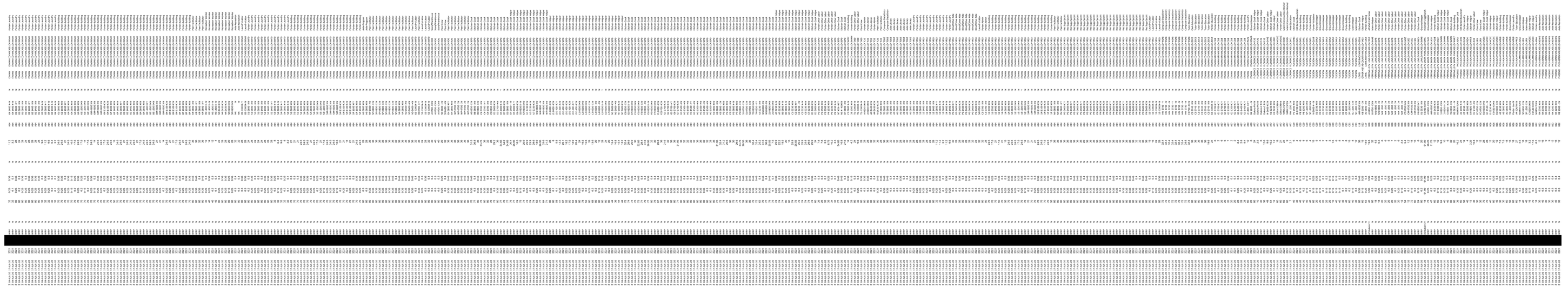
2	04-AUG-20	17-AUG-20	2021	[redacted]	WPP	N	70	0.15	0.15	N	10.5	A14	2N 1100 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5	A14	2N 1100 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5	A14	2P 1100 K Y	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	2P 1100 K Y	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	2P 1100 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	31 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	31 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	32 1400 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	32 1400 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	50	0.25	0.3	N	15	A14	3A 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5	A14	3A 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5	A14	3A 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	3A 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.2	0.2	N	14	A14	3E 1600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	3E 1600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5	A14	3E 1600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.1	0.1	N	7	A14	3E 1600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	60	0.25	0.35	N	21	A14	3M 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5	A14	3M 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	3M 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.2	0.25	N	17.5	A14	3M 0600 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.2	0.3	N	21	A14	3N 1100 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5	A14	3N 1100 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5	A14	3N 1100 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	3N 1100 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.3	N	21	A14	3P 1100 K N	N	EMAN	EMAN CO MICASE LO#: 4C00	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.25	0.35	N	24.5



AMERICAN OVERSIGHT

| | | |

2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	10	0.3	0.4	N	4	M70	R4 1800 W N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	R6 0630 W N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	R6 0630 -II N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	6	0.3	0.4	N	2.4	M70	R6 1800 -II N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	6	0.3	0.4	N	2.4	M70	R6 1800 -II N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	9	0.3	0.4	N	3.6	M70	R6 1330 -II N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	9	0.3	0.4	N	3.6	M70	R6 1330 -II N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	12	0.3	0.4	N	4.8	M70	R 0630 -II Y	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Clerk-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	12	0.3	0.4	N	4.8	M70	R 0630 -II Y	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Clerk-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	R9 0630 -- N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.35	N	5.25	M70	R9 0630 -- N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	PROG M/R N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	PROG M/R N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	R 0630 --II N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	R 0630 --I N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	R9 0630 --I N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.35	N	5.25	M70	R9 0630 --I N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.35	N	5.25	M70	R9 0630 --N	N	CACF	CACF-FLOR MICASS.LO AAVALENCI	Aide-Recreation
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	6	0.35	0.45	N	2.7	M70	A0 0330 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.35	0.45	N	6.3	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	20	0.35	0.45	N	9	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	20	0.35	0.45	N	9	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	30	0.35	0.45	N	13.5	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.35	0.45	N	6.3	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	30	0.35	0.45	N	13.5	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	30	0.35	0.45	N	13.5	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	13	0.35	0.4	N	5.2	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	18	0.35	0.45	N	8.1	M70	M0 0700 -I N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	16	0.35	0.4	N	7.2	M70	M0 0700 --N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	18	0.35	0.45	N	8.1	M70	M0 0700 --N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	18	0.35	0.45	N	8.1	M70	M0 0700 --N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	22	0.35	0.45	N	9.9	M70	P0 1030 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.35	0.4	N	5.6	M70	P2 1030 N N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.35	0.45	N	6.3	M70	P2 1030 N N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	7	0.35	0.4	N	2.8	M70	P2 1030 N N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.35	0.35	N	4.9	M70	P2 1030 N N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	31	0.35	0.45	N	13.95	M70	P4 1030 N N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.35	0.4	N	5.6	M70	P4 1030 N N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.35	0.45	N	8.75	M70	P5 1030 N N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	7	0.35	0.45	N	3.15	M70	P7 1030 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.35	0.45	N	6.75	M70	W1 1030 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.35	0.45	N	6.75	M70	W1 1030 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	20	0.35	0.4	N	8	M70	WH 0700 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	20	0.35	0.45	N	9	M70	WH 0700 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	A0 0300 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	A0 0300 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	30	0.3	0.35	N	10.5	M70	A0 0330 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	28	0.3	0.35	N	9.8	M70	M3 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.3	0.4	N	6	M70	P3 1030 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	8	0.3	0.4	N	3.2	M70	P5 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	8	0.3	0.35	N	2.8	M70	S2 0900 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	16	0.3	0.4	N	6.4	M70	S6 0900 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	16	0.3	0.4	N	6.4	M70	S6 0900 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	16	0.3	0.4	N	6.4	M70	S7 0900 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Cook Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	23	0.25	0.25	N	5.75	M70	A4 0300 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	6	0.2	0.2	N	1.2	M70	A0 0300 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	6	0.25	0.3	N	1.8	M70	A0 0300 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	17	0.25	0.35	N	5.95	M70	A1 0300 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	17	0.25	0.3	N	5.1	M70	A1 0300 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	7	0.25	0.3	N	2.1	M70	A1 0300 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.15	0.2	N	2.8	M70	A2 0300 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.1	0.1	N	1.4	M70	A2 0300 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	20	0.2	0.25	N	5	M70	A3 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	22	0.25	0.35	N	7.7	M70	A3 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.25	0.35	N	5.25	M70	A3 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.25	0.3	N	4.2	M70	A3 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.25	0.35	N	4.9	M70	A3 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.25	0.35	N	5.25	M70	A3 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	30	0.2	0.25	N	7.5	M70	A5 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	30	0.25	0.3	N	9	M70	A5 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	23	0.2	0.2	N	4.6	M70	A5 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	23	0.25	0.3	N	6.9	M70	A6 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	7	0.25	0.3	N	2.1	M70	A6 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	16	0.25	0.35	N	5.6	M70	A8 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	16	0.25	0.35	N	5.6	M70	A8 0300 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	18	0.25	0.35	N	6.3	M70	M5 0900 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	18	0.25	0.35	N	6.3	M70	M5 0900 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	16	0.25	0.35	N	5.6	M70	M5 0900 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	18	0.25	0.35	N	6.3	M70	M5 0900 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	8	0.25	0.35	N	2.8	M70	P0 1030 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	8	0.25	0.35	N	2.8	M70	P0 1030 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	7	0.25	0.3	N	2.1	M70	P1 1230 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	7	0.25	0.3	N	2.1	M70	P1 1230 -- N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.25	0.3	N	4.2	M70	P3 1230 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.25	0.3	N	4.2	M70	P3 1230 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.25	0.35	N	4.9	M70	P3 1230 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	22	0.25	0.3	N	6.6	M70	P3 1230 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	22	0.25	0.35	N	7.7	M70	P3 1230 W N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	22	0.25	0.3	N	6.6	M70	P4 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	24	0.25	0.35	N	8.4	M70	P4 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	22	0.25	0.3	N	6.6	M70	P4 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	14	0.25	0.35	N	4.9	M70	P4 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	22	0.25	0.3	N	6.6	M70	P5 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	12	0.25	0.35	N	4.2	M70	P5 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.25	0.35	N	5.25	M70	P5 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.25	0.35	N	5.25	M70	P5 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	13	0.25	0.3	N	4.5	M70	P5 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	15	0.25	0.35	N	5.25	M70	P5 1030 -II N	N	CACF	CACF-FLOR MICASS.LO AJ3	Kitchen-Helper
2	04-AUG-20	17-AUG-20	2021	[redacted]	HPP	N	8	0.25	0.3	N	2.4	M70	P6

2	04-AUG-20	17-AUG-20	2021	[redacted]	WPP	N	56	0.25	0.35	N	19.6	M70	1L 1730 -> N	N	CACF	CACF-FLOR MICASLLO-WSRX	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	H1 0700 W N	N	CACF	CACF-FLOR MICASLLO-WSRX	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.25	0.35	N	16.8	M70	TBMP 1C 1 N	N	CACF	CACF-FLOR MICASLLO-WSRX	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	16	0.25	0.35	N	5.6	M70	TBMP 1C 1 N	N	CACF	CACF-FLOR MICASLLO-WSRX	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	6	0.35	0.45	N	2.7	M70	8R 0730 -H N	N	CACF	CACF-FLOR MICASLLO-WSRX	LM Barber/Beautician
2	04-AUG-20	17-AUG-20	2021		WPP	N	4	0.35	0.45	N	1.8	M70	8R 0730 -H N	N	CACF	CACF-FLOR MICASLLO-WSRX	LM Barber/Beautician
2	04-AUG-20	17-AUG-20	2021		WPP	N	16	0.1	0.1	N	1.6	M70	TBMP 1D N	N	CACF	CACF-FLOR MICASLLO-WSRX	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	3	0.3	0.4	N	1.2	M70	PRO PR 07 Y	N	CACF	CACF-FLOR MICASLLO-WSRX	Aide-CTE
2	04-AUG-20	17-AUG-20	2021		WPP	N	3	0.3	0.4	N	1.2	M70	PRO PR 07 Y	N	CACF	CACF-FLOR MICASLLO-WSRX	Aide-CTE
2	04-AUG-20	17-AUG-20	2021		WPP	N	32	0.25	0.35	N	11.2	M70	50 0700 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	32	0.25	0.3	N	9.6	M70	50 0700 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	16	0.2	0.2	N	3.2	M70	CS 1500 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	16	0.25	0.35	N	5.6	M70	CS 1500 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	16	0.2	0.2	N	3.2	M70	CS 0700 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	16	0.2	0.2	N	3.2	M70	CS 0700 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.25	0.3	N	14.4	M70	5J 0700 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.3	N	12	M70	5J 0700 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Building
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2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.25	0.3	N	14.4	M70	5K 0700 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.25	0.35	N	16.8	M70	5L 1300 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.25	0.35	N	16.8	M70	5L 1300 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	16	0.25	0.35	N	5.6	M70	5L 1300 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	8	0.15	0.2	N	1.6	M70	5M 1300 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.3	N	12	M70	5N 1730 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Building
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2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.15	0.2	N	8	M70	5O 0630 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	16.8	0.25	0.35	N	5.88	M70	5O 0630 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.25	0.3	N	14.4	M70	5H 0700 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	5H 0700 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.25	0.35	N	16.8	M70	5I 1300 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	48	0.25	0.35	N	16.8	M70	5I 1300 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.2	0.2	N	8	M70	5J 1300 -> N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.3	N	12	M70	5L 1730 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.3	N	12	M70	5L 1730 XX N	N	CACF	CACF-FLOR MICASLLO-WSX3	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	70	0.3	0.4	N	28	M70	4S 0500 XX N	N	CACF	CACF-FLOR MICASLLO-WW01	Bins/Other Aide
2	04-AUG-20	17-AUG-20	2021		WPP	N	56	0.25	0.3	N	16.8	M70	P4 1000 XX N	N	CACF	CACF-FLOR MICASLLO-PA10	Kitchen Helper
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4C 0700 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	32	0.25	0.3	N	9.6	M70	4C 0700 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	32	0.25	0.35	N	11.2	M70	4D 0700 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	32	0.25	0.35	N	11.2	M70	4D 0700 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Laundry
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4J 0630 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	20	0.25	0.35	N	7	M70	4K 0630 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4L 1300 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.2	0.3	N	12	M70	4M 1300 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.3	N	12	M70	4M 1300 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4N 1730 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.3	N	12	M70	4N 1730 X Y	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4O 0700 X N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4O 0700 X N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.3	N	12	M70	4P 1300 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4Q 1300 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
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2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4L 1300 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
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2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4Q 1300 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
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2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4M 0630 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Building
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4N 1730 X N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4O 0700 X N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.3	N	12	M70	4P 1300 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4Q 1300 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.2	0.3	N	12	M70	4R 1300 -> N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	40	0.25	0.35	N	14	M70	4S 1300 XX N	N	CACF	CACF-FLOR MICASLLO-GAX2	Porter-Other Labor
2	04-AUG-20	17-AUG-20	2021		WPP	N	8	0.3	0.4	N	3.2	M70	AM 0500 -> N	N	CACF	CACF-FLOR MICASLLO-WAA8	Laundry-

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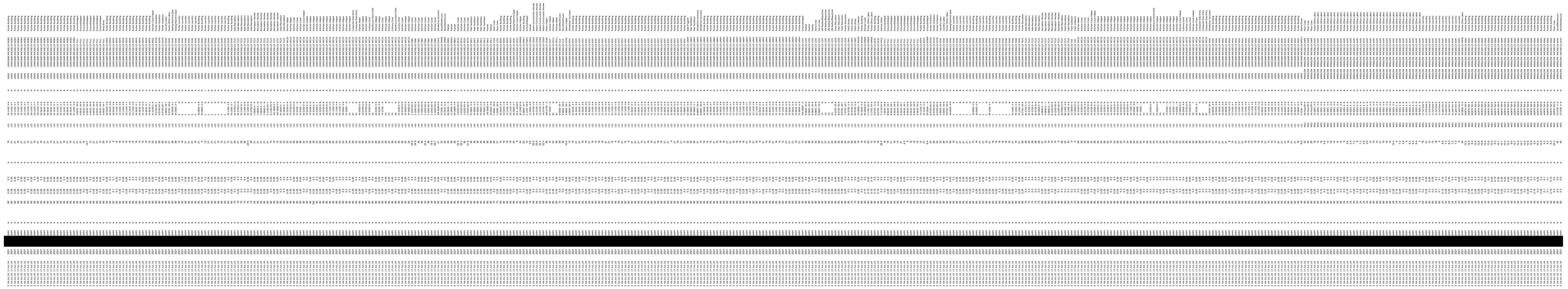

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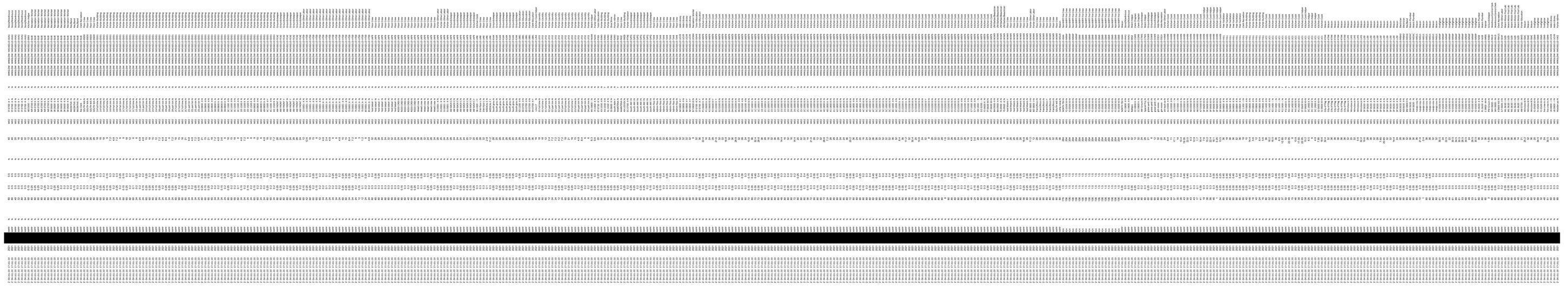

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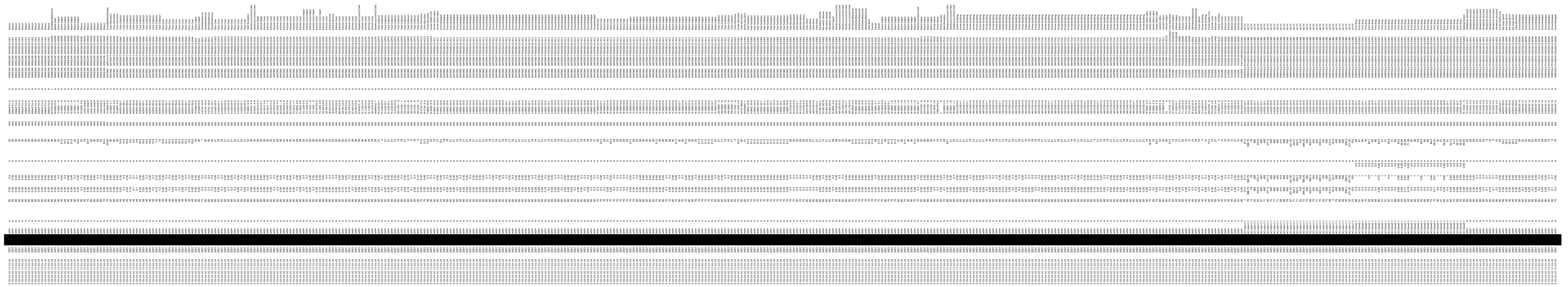

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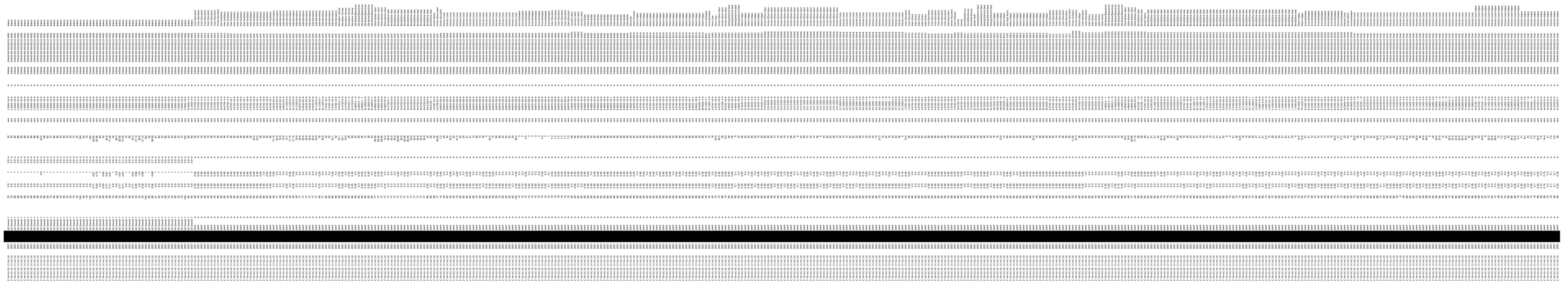

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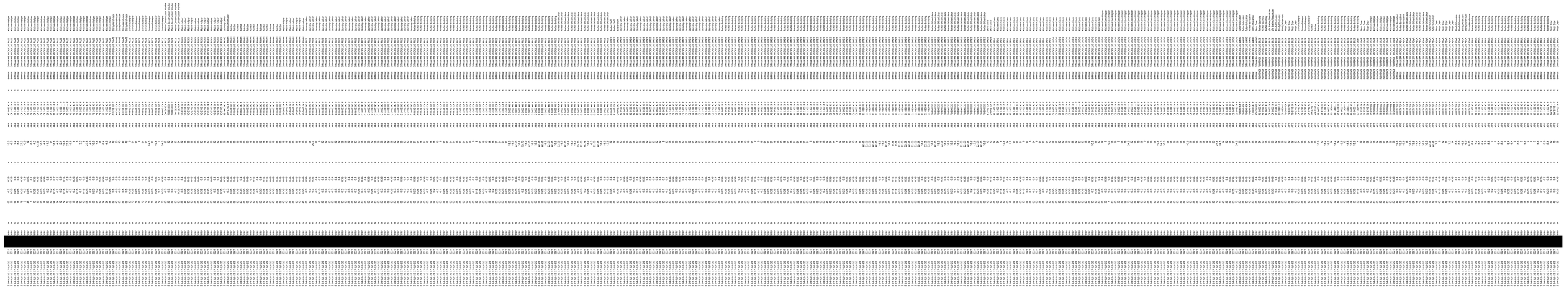

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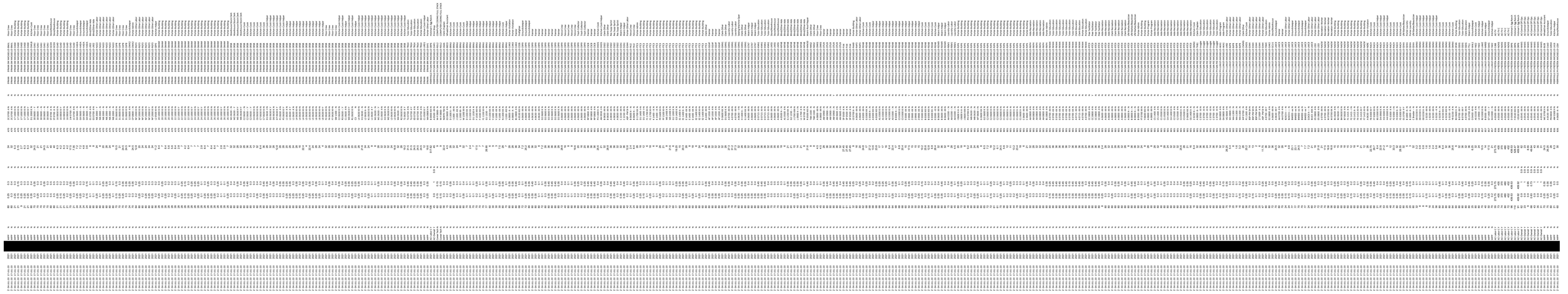

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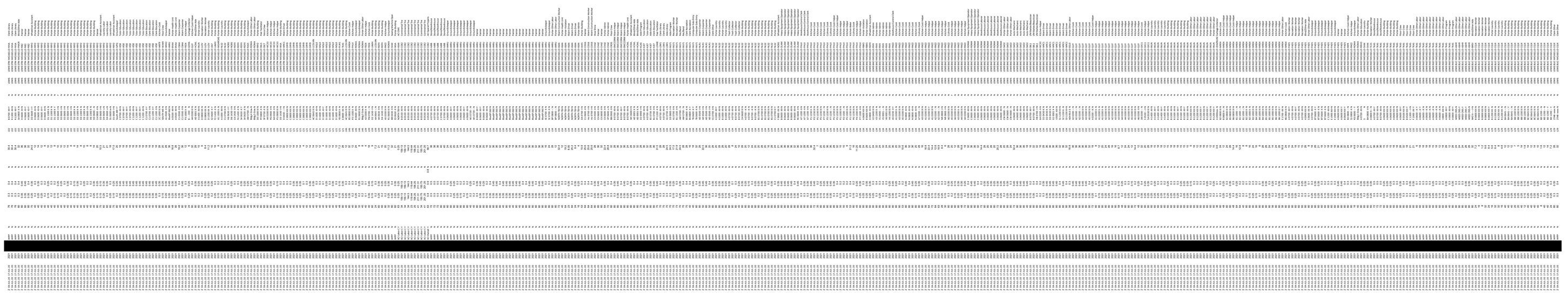

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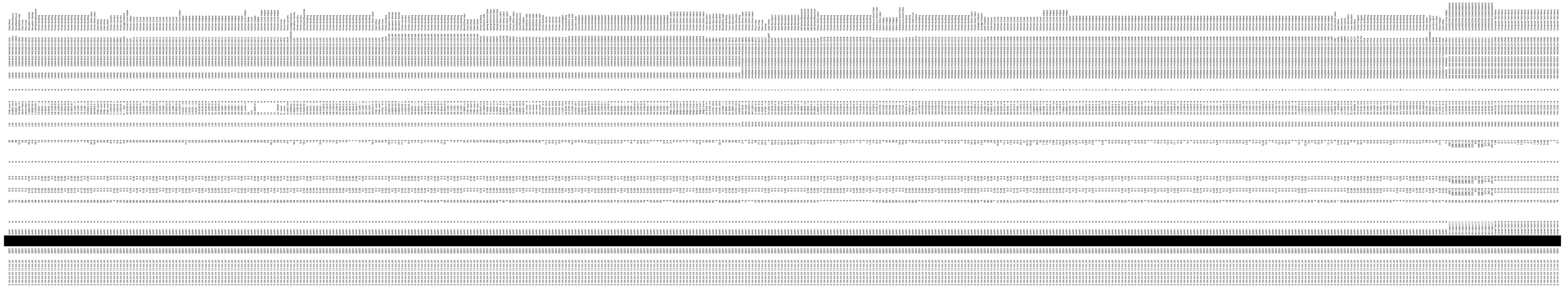

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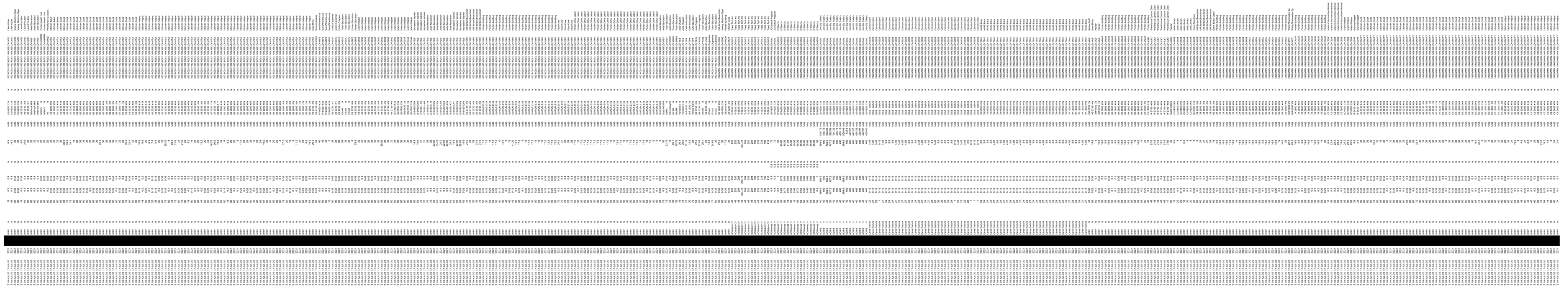

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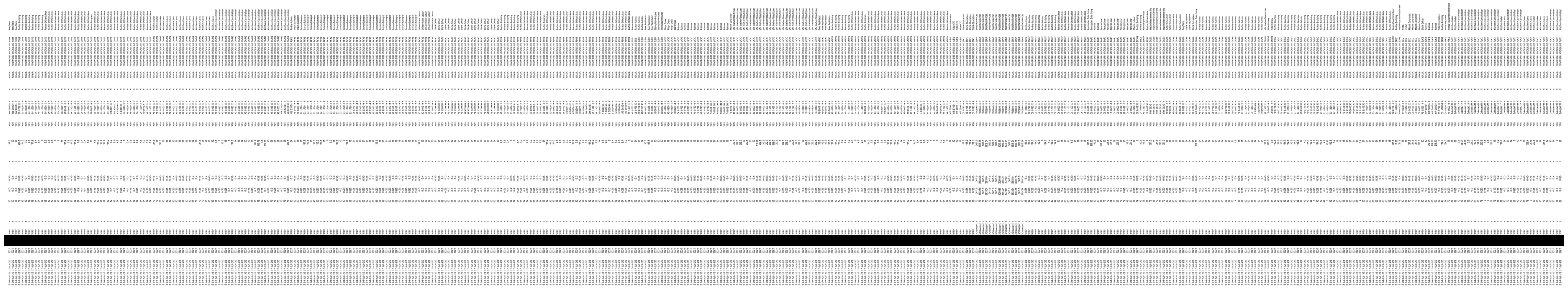

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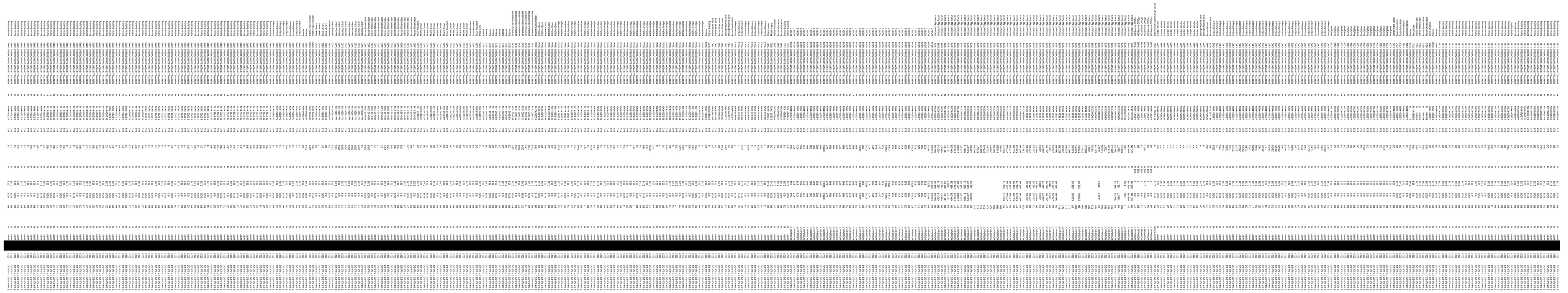

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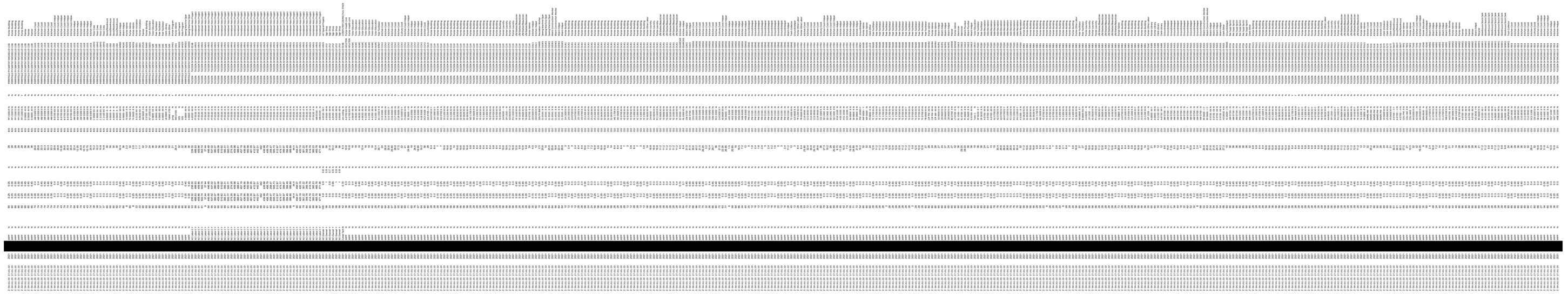

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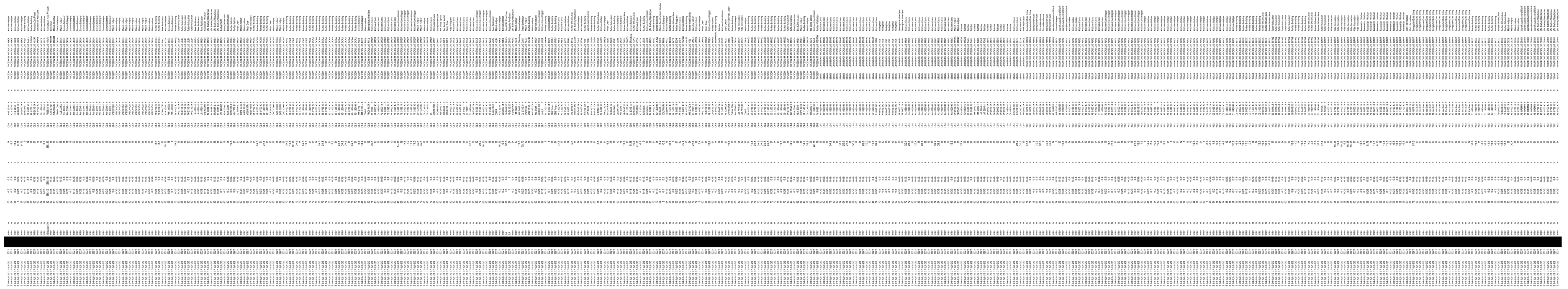

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: ACIS - Leadership Meeting Agenda 7/24/2020 Notes
Date: Friday, July 24, 2020 12:04:44 PM
Attachments: image003.png

Please let me know if there is anything I have missed or that you would like to add. Thank you.

1: Charles OOO next week – can we cancel our meetings?
- For future OOO we should have shadows in place for any meetings that will need to cover for me

2: M&O SLA Agreement – Charles to update
- Dean meeting with Orange (legal) and will provide an update when possible

3: Cherwell Raw Data Meeting Scheduled
- Meeting Scheduled for 8/6/2020 @2pm

4: ACIS RCA Form Review
- Charles to provide RCA form upon review with B&D internally

5: Enforcer ADCRR IT Meeting (to be scheduled)
- George to provide information to Rusty about all aspects of Enforcer that will be used to guide future meetings with B&D

6: Review the project plan to see the status of the change requests and expected deployment dates for those change requests that have completed development/QA. (I added this for last week's meeting, but did not see any mentioning in your minutes)
- Additional documents and presentation documents needed for 10K foot view

7: Walk thru the environment structure you provided us on July 23.
- Sandy is satisfied with the diagram

Action Items

1: Review of the action items from the week before.
- PM Details and activities still needed

2: Cherwell Meeting
- Make sure Scott Schneider is included

3: Charles to provide SOW for AD Hoc Environment (per conversation with Holly)

4: Environment Failover Structure and Process

5: Charles to update Change Management Documentation with updated workflow (JAR Sessions first)

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson; Joseph Nicoletti; Scott Schnyer
Subject:	Fwd: Pay Cycle 2 (Important)
Date:	Friday, July 24, 2020 11:04:50 AM
Attachments:	image001.png

Hi Charles-

We need to talk through the escalation process of Incidents internal to B&D as well as those owned by other vendors. Please schedule some time with Scott Schnyer, Joe Nicoletti, Rusty and I when you return. This is something that I feel we can dial in.

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Aaron Pratt** <aaron.pratt@bndna.com>
Date: Fri, Jul 24, 2020 at 7:55 AM
Subject: RE: Pay Cycle 2 (Important)
To: Lynda Wade <lwade@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, gmartinez1 <gmartinez1@azadc.gov>, Charles Spannagel <Charles.Spannagel@bndna.com>, Holly Greene <hgreene@azadc.gov>, Gravier, Timothy <tgravier@keefegroup.com>, John Vitale <jvitale@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>, Gergana Kovatcheva <gkovatcheva@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>, Trevor Baker <trevor.baker@bndna.com>, Luis Blázquez <luis.blazquez@bndna.com>

Hi Lynda,

We have had issues with the interface to KeepTrak all week (discipline restitutions and utility fees so far). The problem actual started last Friday and we contacted John Vitale at Keefe

AMERICAN OVERSIGHT

Group and copied Spencer and George. When we did not hear back, we opened a ticket with Keefe Group on Monday and have followed up each day but have not heard a response yet as to what the problem might be. @Gravier, Timothy has been our contact. Our logs indicate we are getting failures from the KeepTrak API when attempting to create a batch. It appears that Payroll is also affected by this issue as we are getting the same error message when the payroll ran last night.

Early this morning I notified Tim that payroll was also affected and that the issue would likely escalate quickly. I also notified our internal senior management of this situation. Unfortunately there is not much more we can do on our side at the moment. Once the technical problem is determined by Keefe Group we will have some catch up to do.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA

Mobile: [redacted] | Email: aaron.pratt@bndna.com

From: Lynda Wade <lwade@azadc.gov>
Sent: Friday, July 24, 2020 7:42 AM
To: Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: Pay Cycle 2 (Important)

The payroll for Pay Cycle 2 did not hit Keep Trak today as expected. Please let us know what the issue is and when we can expect the file to be pushed into Keep Trak.

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Regards,

Lynda Wade

Accounting Specialist Manager

Inmate Trust Accounts

602 364-3412

LWADE@AZADC.GOV

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From:	Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To:	Vitale, John
Cc:	Penny Brackett; Gergana Kovatcheva; Thad Lowry; Trevor Baker; Luis Blázquez; Lynda Wade; Jey Whitson1; gmartinez1; Charles Spannagel; Holly Greene; Gravier, Timothy
Subject:	RE: Pay Cycle 2 (Important)
Date:	Friday, July 24, 2020 9:00:24 AM
Attachments:	image001.png

THanks John,

Yes I will send in a separate email.

Thanks,
Aaron

From: Vitale, John <jvitale@keefegroup.com>
Sent: Friday, July 24, 2020 8:59 AM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>
Subject: RE: Pay Cycle 2 (Important)

Aaron:

Would you send me you're the credentials you have for the service. I am checking Security.

John

From: Vitale, John
Sent: Friday, July 24, 2020 10:54 AM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: RE: Pay Cycle 2 (Important)

Tim:

Have you run a request independently through SoapUI to create a transaction batch using the AIMS2 account and credentials?

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John

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Friday, July 24, 2020 9:56 AM
To: Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Vitale, John <jvitale@keefegroup.com>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>
Subject: RE: Pay Cycle 2 (Important)
Importance: High

Hi Lynda,

We have had issues with the interface to KeepTrak all week (discipline restitutions and utility fees so far). The problem actual started last Friday and we contacted John Vitale at Keefe Group and copied Spencer and George. When we did not hear back, we opened a ticket with Keefe Group on Monday and have followed up each day but have not heard a response yet as to what the problem might be. @Gravier, Timothy has been our contact. Our logs indicate we are getting failures from the KeepTrak API when attempting to create a batch. It appears that Payroll is also affected by this issue as we are getting the same error message when the payroll ran last night.

Early this morning I notified Tim that payroll was also affected and that the issue would likely escalate quickly. I also notified our internal senior management of this situation. Unfortunately there is not much more we can do on our side at the moment. Once the technical problem is determined by Keefe Group we will have some catch up to do.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile: [redacted] | Email: aaron.pratt@bndna.com

From: Lynda Wade <lwade@azadc.gov>
Sent: Friday, July 24, 2020 7:42 AM
To: Jey Whitson1 <jwhitson@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene

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<hgreene@azadc.gov>
Cc: Penny Brackett <pbrackett@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: Pay Cycle 2 (Important)

The payroll for Pay Cycle 2 did not hit Keep Trak today as expected. Please let us know what the issue is and when we can expect the file to be pushed into Keep Trak.

Regards,

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: Agenda for Today"s Meeting
Date: Thursday, July 23, 2020 1:58:35 PM
Attachments: image003.png

Holly,

I apologize for this being late. These are the items I would like to discuss along with your items.

1: M&O Hours
2: Ad Hoc
3: EUIL Progress
4: Concerns
5: Requests

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

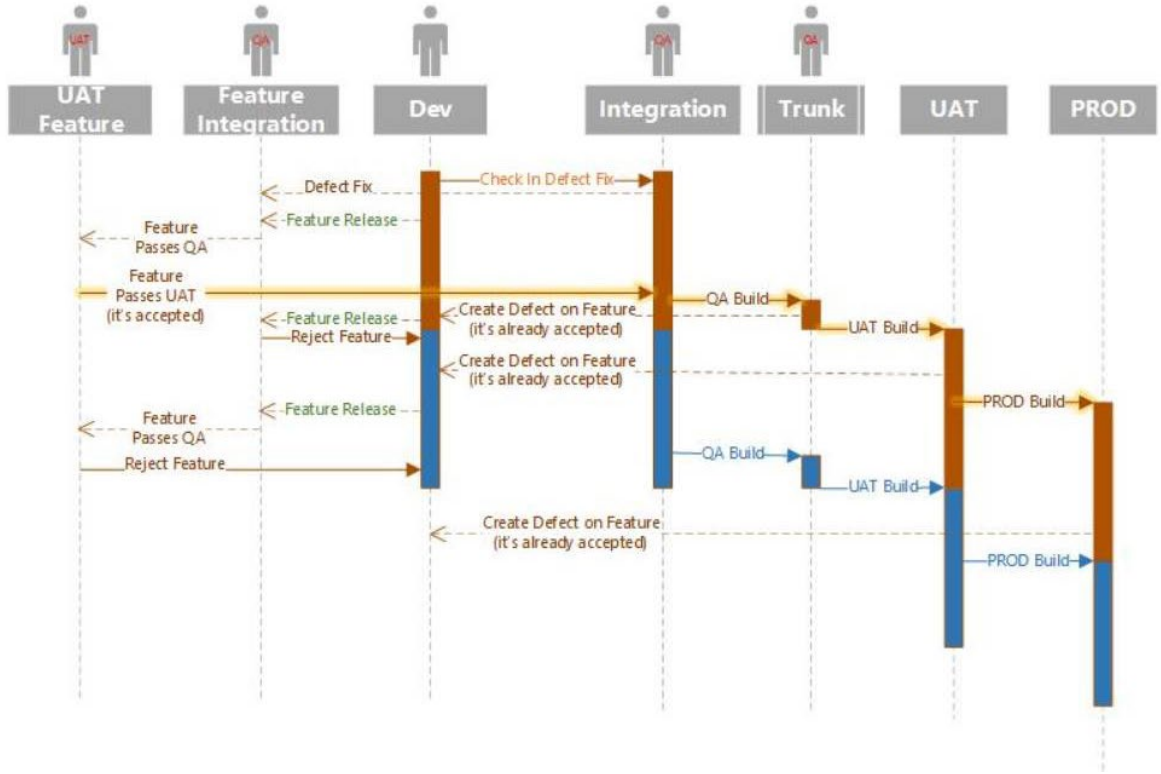
Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Aaron Bailey
Cc: Steven Williams; Aaron Pratt
Subject: Environment Structure - Workflow
Date: Thursday, July 23, 2020 1:44:39 PM
Attachments: image006.png

Good afternoon,

I wanted to follow up on the request for a better diagram in regards to our environments. Please see below and we can discuss as a group. Thank you.



Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From:	Harika Chikkala on behalf of Harika Chikkala <harika.chikkala@bndna.com>
To:	Holly Greene; Spencer Scott; Charles Spannagel; Sandy Wang
Cc:	Jey Whitson1; Joseph Nicoletti; Rusty Johnson; Marlene Coffee; Stacey Crabtree; George Martinez; Thad Lowry; Aaron Pratt; Wissem BenAissa; Keith Francen; Steven Williams
Subject:	RE: Request: Push Bug 43143 (High Bug) to Production
Date:	Thursday, July 23, 2020 12:21:46 PM
Attachments:	image001.png image002.png

Thank you Holly.

We made a fix at Stored procedure to pull the correct assignment code for the Inmate mentioned in the bug as the assignment mapping was incorrect. Please let me know if you any further information.

Thanks,
Harika

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, July 23, 2020 11:36 AM
To: Spencer Scott <sscott3@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Sandy Wang <swang@azadc.gov>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Keith Francen <keith.francen@bndna.com>; Steven Williams <Steven.Williams@bndna.com>
Subject: Re: Request: Push Bug 43143 (High Bug) to Production

Charles, Spencer, Sandy-

As a gentle reminder, my ask is that the details of the bug are either attached in a separate document or noted in the body of the email itself. I don't know what I'm approving in this case and I (and others) must have this information going forward.

I will approve so as not to create a bottleneck for this one. However, if something breaks, I expect B&D will work with those necessary on the ADRR side to remediate quickly.

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

AMERICAN OVERSIGHT

On Thu, Jul 23, 2020 at 11:24 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Thank you Jey.
>
> Holly and team can you please approve and we will push the fix forward.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Jey Whitson <jwhitson@azadc.gov>
Sent: Thursday, July 23, 2020 11:10 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Keith Francen <keith.francen@bndna.com>; Steven Williams <Steven.Williams@bndna.com>
Subject: Re: Request: Push Bug 43143 (High Bug) to Production

As there is no impact to users in the system, Operations does not oppose pushing this outside of cycle.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Thu, Jul 23, 2020 at 9:35 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,

AMERICAN OVERSIGHT

I would like to formally request that B&D push the bug referenced above to Production. It is a stored procedure and will have no impact on users in the system.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Dean Allen; James O"Neil
Subject: Re: Cherwell Spreadsheet Review
Date: Thursday, July 23, 2020 11:45:46 AM

Hi Charles-

No, as the intent is to review together to mitigate assumptions leading up to the meeting. This is to help B&D understand how we cataloged things on our end and then we can work together (and internally) to refine.

We'd like to also review what B&D has and how they cataloged their items during this session.

Therefore, our document will be provided the day of the meeting.

Thanks for your understanding.

-Holly

On Thu, Jul 23, 2020 at 11:06 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> The purpose of this meeting is to review the raw statistics from Cherwell and line up future initiatives for incident tracking between ADCRR IT and B&D.
>
> Holly would it be possible for Dean and I to get a copy of the spreadsheet ahead of time?
>
> Thank you – Charles
>
> ---
>
> Join Microsoft Teams Meeting
>
> Learn more about Teams | Meeting options
>
> ---

--

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

AMERICAN OVERSIGHT

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Dean Allen; Joseph Profiri; Ken Sanchez; Sandy Wang
Subject:	RE: B&D SLA/M&O Agreement with ADCRR Updates
Date:	Thursday, July 23, 2020 11:44:21 AM
Attachments:	image002.png image003.png

Good afternoon,

We are expecting to hear back from our legal team sometime late next week. I will keep you posted. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, July 22, 2020 6:42 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Joseph Profiri <jprofiri@azadc.gov>; Ken Sanchez <ksanchez@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: B&D SLA/M&O Agreement with ADCRR Updates

Thank you, Charles. Is there an expected turn around time?

Thanks,

Holly

On Tue, Jul 21, 2020 at 5:01 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon Holly,
>
> We have sent the document to our legal team and as soon as we hear something we will let you know. I really do appreciate Joe's message but we still have to make sure on our side we are operating within our own Governance structure for B&D.
>
> Thank you.

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, July 21, 2020 4:57 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Ken Sanchez <ksanchez@azadc.gov>; Sandy Wang <swang@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>
Subject: Re: B&D SLA/M&O Agreement with ADCRR Updates

Hello Charles-

Any thoughts or updates on this item?

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 20, 2020 at 2:57 PM Joseph Profiri <jprofiri@azadc.gov> wrote:

> Charles,
>
> I appreciate the thoroughness of all necessary reviews and encourage same. As to an amendment; SLA's are not intended by ADCRR to be an amendment. Rather, an addendum to support and clarify the contract/amendment nine.
>
> It remains the intent.
>
> Sincerely,
>
> Joe

AMERICAN OVERSIGHT

On Mon, Jul 20, 2020 at 11:59 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Thank you very much for the email. Since we received the message late Friday we have not had the time to review these changes/additions with our legal team. The changes, additions and introduction of another amendment create additional complexities. We will need to cancel the meeting at this time and reschedule for a later date.
>
> Sincerely,
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, July 17, 2020 6:10 PM
> **To:** Dean Allen <dean.allen@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Ken Sanchez <ksanchez@azadc.gov>
> **Subject:** B&D SLA/M&O Agreement with ADCRR Updates
>
> Hello Dean and Charles-
>
> Please see the attached M&O Agreement/SLA document with the ADCRR mark-ups.
>
> We have scheduled a meeting with Charles on Tuesday at 11am to review our input. I will ask that Charles extend the invite to those who may need to attend.
>
> Have an amazing weekend!
>
> Respectfully,
>
> Holly Greene
> Deputy CIO | ADCRR IT Bureau
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene
CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: ACIS - Leadership Meeting Agenda 7/24/2020
Date: Thursday, July 23, 2020 11:42:46 AM
Attachments: image002.png

Good afternoon,

Please let me know what else you would like added to the agenda for tomorrow.

1: Charles OOO next week – can we cancel our meetings?
2: M&O SLA Agreement – Charles to update
3: Cherwell Raw Data Meeting Scheduled
4: ACIS RCA Form Review
5: Enforcer ADCRR IT Meeting (to be scheduled)

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: M&O Development Hours - Approval Needed
Date: Thursday, July 23, 2020 11:37:49 AM
Attachments: image003.png

Holly,

Good afternoon. I wanted to make sure I got this to you prior to our meeting today. I fully understand that this will require further conversation. In an effort to improve the system we have continued work on the areas listed below. This was not authorized ahead of time and that is my responsibility and fault. I believe that with the M&O Hours Tracking Process that Spencer and I worked on this will not be an issue in the future and I will require weekly sign off moving forward. I have highlighted the positive attributes to these endeavors. Again, our sole purpose in these efforts is to improve the system based off of the feedback we received from our BA's walkthrough and the feedback from Operations post Go-Live.

Performance Improvement. The performance improvement items are a combination of many small changes.

- Every week – we run a report that identifies which SQL queries are using the most CPU time
  - This is a combination of the length of time it takes to run and the number of times that it is run
    - So query "A" that executes for 2 second and is executed 5000 times an hour would count as 10,000
    - Whereas query "B" that take 4 seconds to run but is only executed 1000 times an hour would count as 4000
  - We take the top ten query consumers and tune them
    - If we tune query "A" to run in 1 second – it would save 5,000 seconds
    - If we tune query "B" to run in 3 seconds it would save 3,000 seconds
  - To the end user that executes Query "A" one time there would be a very minor difference 2 seconds to 1 second.
  - Also, to the end user that runs query "B" one time they would see a small difference 4 seconds to 3 seconds
  - Overall all of these improvements would have a cumulative effect of decreased response times for everyone
    - **This is an ongoing process and the work effort can be capped at a specified hours**

Document Storage

- Storing pdf documents in the database was having a cumulative effect of:
  - Increased response times because of processing millions of records in the document table (currently 1,683,520 records)
  - Increased DB size to the tune of an average of 1 GB day – 30 GB's / month
  - Growing at average of 100 records per day and 1024x MB's per day
  - Increased amount of time and storage needed to back up the database
  - Increased amount of time and storage needed to clone the database to other environments (6 – TRAIN, UAT, Data Replication (Prod Reports), RPT_DEV, DR)
  - Increased amount of time it would take to stand up the DR environment
    - **20 estimated additional hours for completion**

Excessive Postbacks

- Every time a user clicked on a dropdown box (causing a spinning blue circle) this added many seconds of delay to complete actions
- Eliminating the spinning circles has a cumulative effect of reducing response time and reducing the amount of time it takes to complete actions
  - Previously, each click was taking 3 seconds for the UI to respond
  - Now, each click is instantaneous
  - There are 75 active prison units in the system
  - If every unit has 20 inmates who need to be verified on each count:
    - This creates a combined 75 minutes of staff time, each count, across the entire complexes
    - Count is conducted 4 times per day, that's 300 minutes of time saving alone – 5 hours of time for Accountability Officers throughout the state, every day.
      - **Each screen requires 20-30 hours of working and testing. Collaboration needed with Operations to identify additional screens.**

AP0357 - AZ DOC - M&O Development Hours	10-May	17-May	24-May	31-May	7-Jun	14-Jun	21-Jun	29-Jun	5-Jul	12-Jul	19-Jul	Grand Total
155 - Project Management			14.5	24	16	12	9	16	11	27.5	23	153
156 - Performance Improvement	37	22	57.5	31	21	96	41	8	1	20.5	30	365
157 - Document Storage	92	75.25	10	27.5	16	12	2	7	6	17	25	289
158 - Excessive Post Back			10									10
2 - AD HOC Support	33			3.25	9.5	7.5	5.25	9.5	10	1	12	91
3 - Arbitration						2						2
4 - Parking Lot	2											2
TOTAL												**912**

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Jey Whitson1; Marlene Coffee; Stacey Crabtree
Cc:	Spencer Scott; George Martinez; Thad Lowry; Aaron Pratt; Harika Chikkala; Wissem BenAissa; Keith Francen; Steven Williams
Subject:	Request: Push Bug 43143 (High Bug) to Production
Date:	Thursday, July 23, 2020 9:35:28 AM
Attachments:	image002.png

Good morning,

I would like to formally request that B&D push the bug referenced above to Production. It is a stored procedure and will have no impact on users in the system.

Thank you.

Charles Spannagel

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E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Aaron Bailey; Sandy Wang; Spencer Scott
Subject: Re: EUIL & Exhibit 2 Items Ready for Testing
Date: Wednesday, July 22, 2020 5:38:03 PM
Attachments: image006.png

Hi team-

How is this information being captured and reported out to our customer community?

Respectfully,

Holly Greene

CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Jul 22, 2020 at 1:12 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Aaron,
>
> Per our conversation last week, we will have the following items ready for testing in UAT Feature by Monday 7/27/2020.
>
> **Exhibit 2**:
>
> | Defect | Module | Description |
> |---|---|---|
> | 16465 | Pop Mgmt | UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen. |
> | 16466 | Pop Mgmt | UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen. |
> | 16474 | Pop Mgmt | UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen. |
> | 16475 | Pop Mgmt | UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen. |
> | 28774 | Sentence Calc | Old Code: Incorrect release dates |
> | 28915 | Sentence Calc | Old Code: Not terminating Copper time at the mandatory date |
>
> **EUIL**
>
> 36909 – Cell Screening Rules
>
> 40167 – Remove PRR Rules
>
> 40629 – Mental Health Labels
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Aaron Bailey
Subject: Re: Ad-Hoc Support Update
Date: Tuesday, July 21, 2020 1:23:34 PM
Attachments: image003.png

I appreciate the update Charles. I look forward to hearing the outcome.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jul 21, 2020 at 10:34 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I just wanted to let you know that I sent an email to Aaron yesterday indicating B&D was having an internal meeting tomorrow to review the Ad-Hoc Support, Environment performance and Telerik Scheduling Admin Request. After this meeting I will send the both of you a status update.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Re: ACIS System Reports and Executive Dashboard
Date: Tuesday, July 21, 2020 1:22:47 PM
Attachments: image024.png

Hi Charles-

Please help clarify, is it the build of a dashboard which is chargeable? If so, then let's refrain from a dashboard build (for now)and just provide us access to the various tools.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

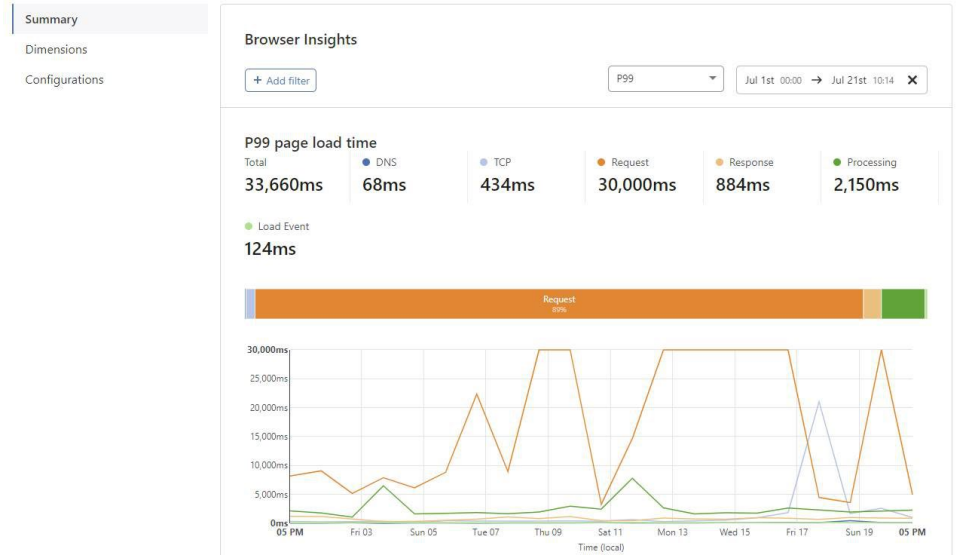
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

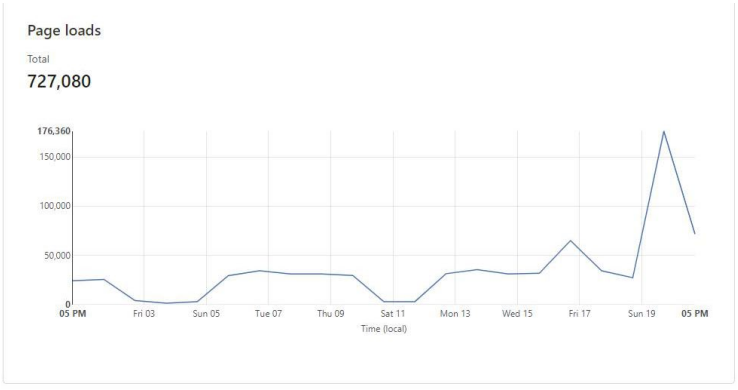
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jul 21, 2020 at 10:27 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I wanted to provide the latest systems reports and provide an update on the idea of an Executive Dashboard to monitor performance. After speaking with the technical team that oversees the system performance and maintenance an Executive Dashboard is not feasible at this point (at least as something that could be done quickly) due to that fact that we are using multiple applications to monitor the system. I also want to note that this would be a "chargeable" endeavor.
>
> Please find the snapshots below.
>
> **System Response**





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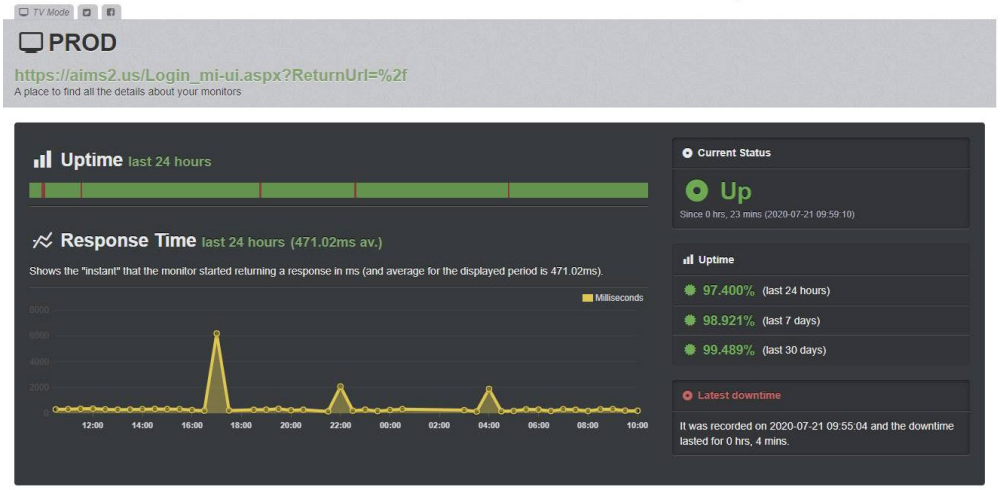
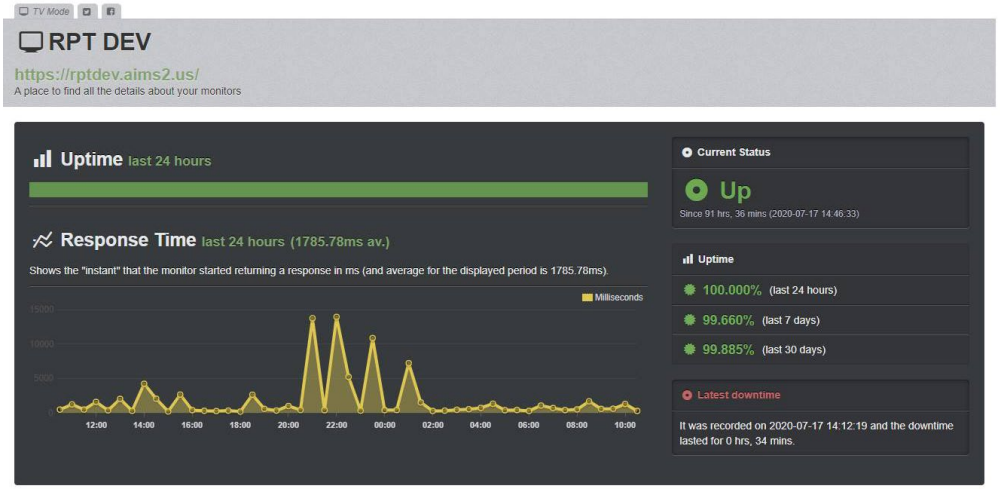
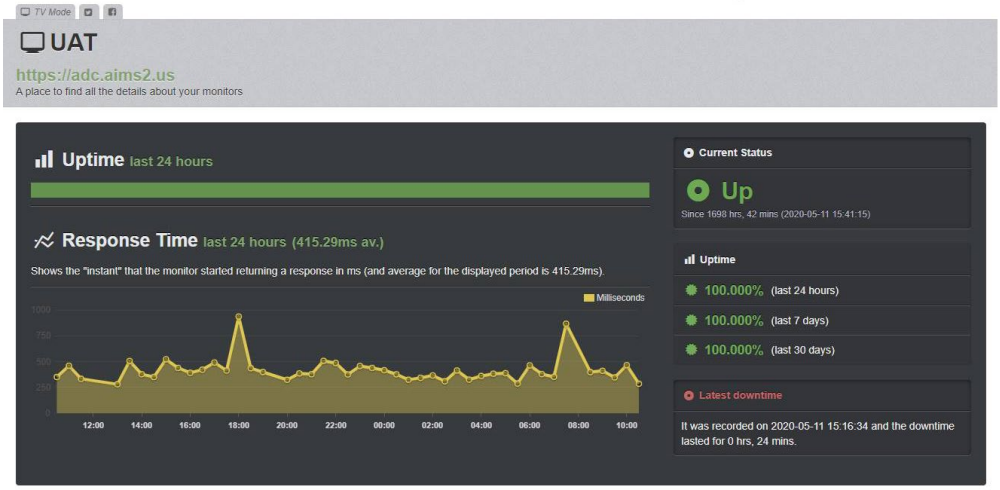
Uptime







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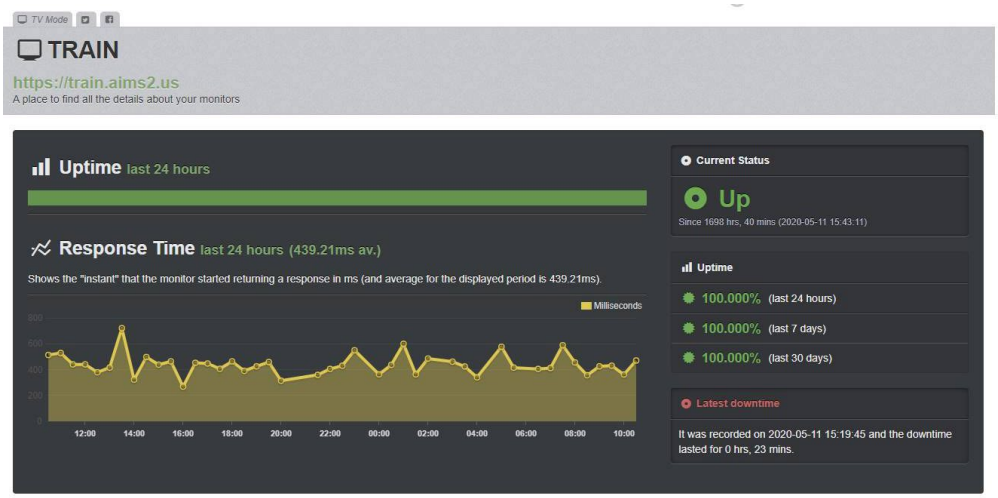
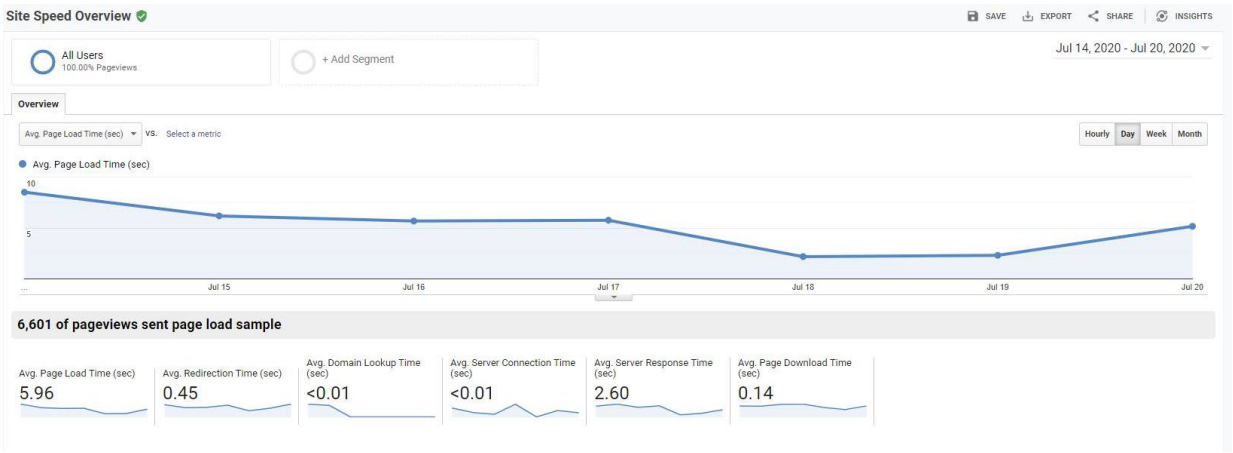


Site Speed



Charles Spannagel

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M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Aaron Bailey
Subject: Ad-Hoc Support Update
Date: Tuesday, July 21, 2020 10:34:37 AM
Attachments: image003.png

Holly,

I just wanted to let you know that I sent an email to Aaron yesterday indicating B&D was having an internal meeting tomorrow to review the Ad-Hoc Support, Environment performance and Telerik Scheduling Admin Request. After this meeting I will send the both of you a status update.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Dean Allen; Sandy Wang; Joseph Profiri; Ken Sanchez
Subject: Re: B&D SLA/M&O Agreement with ADCRR Updates
Date: Monday, July 20, 2020 1:55:58 PM
Attachments: image003.png

Thank you, Charles. Please let us know what date works best for B&D.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 20, 2020 at 11:59 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Thank you very much for the email. Since we received the message late Friday we have not had the time to review these changes/additions with our legal team. The changes, additions and introduction of another amendment create additional complexities. We will need to cancel the meeting at this time and reschedule for a later date.
>
> Sincerely,
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, July 17, 2020 6:10 PM
To: Dean Allen <dean.allen@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Ken Sanchez <ksanchez@azadc.gov>
Subject: B&D SLA/M&O Agreement with ADCRR Updates

Hello Dean and Charles-

Please see the attached M&O Agreement/SLA document with the ADCRR mark-ups.

We have scheduled a meeting with Charles on Tuesday at 11am to review our input. I will ask that Charles extend the invite to those who may need to attend.

Have an amazing weekend!

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Subject: ADCRR - ACIS Leadership Meeting Agenda 7/17/2020 - Meeting Minutes
Date: Sunday, July 19, 2020 7:06:40 PM
Attachments: Micase NONProd.png
Micase Prod-DR.png
image009.png

Good evening,

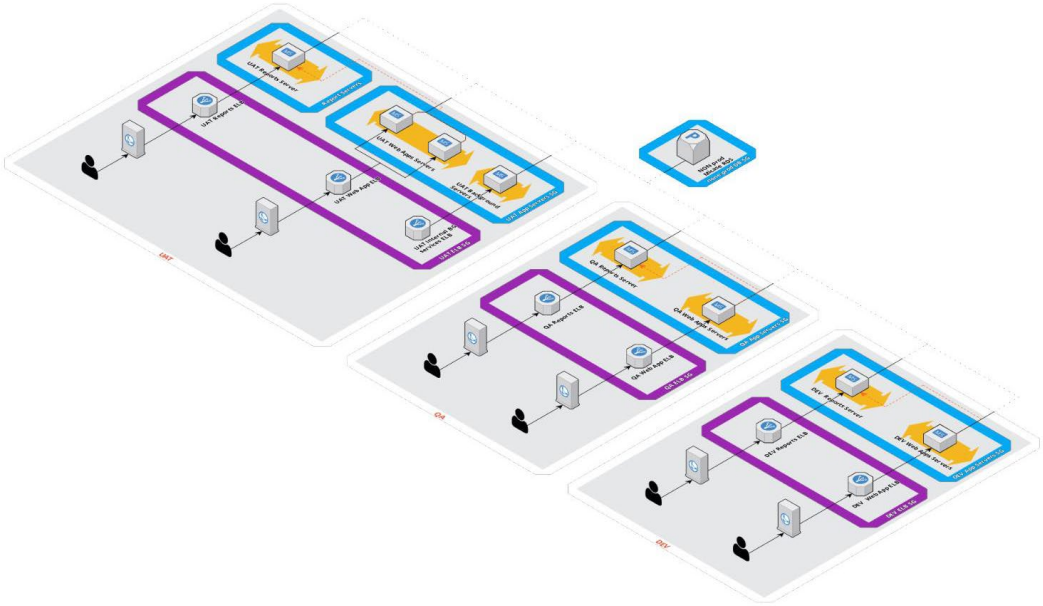
Please find the below notes from last week's leadership meeting. If you have any questions or additional feedback please let me know. Thank you.

1. Enforcer Migration Discussion w/Raj (Charles)
   - ADCRR IT sent IC Solutions a flat file that overwrote that data after go live which reversed all of the inmate updates that had been sent during the cutover window
   - FSD that was agreed to prior to go live, tested and approved was determined during the go live to have incorrect info, thus B&D had to make changes to the code in order to fix the issues
   - **Charles Take** – Better testing needed in the future with a more collaborative approach and possibly a "playbook" implemented.
   - *Still receiving tickets with Enforcer and touches Visitation, Disciplinary, LOP, Keefe, ICS, Suspension Issues*

2. Protective Custody – email from Steve to be resent (Charles)
   - It was revealed that the data base correction for inmates that have completed the PC Process, have been transferred, but remained on the PC dashboard (Bug 41945) appears to have been the cause of the bugs (42795, 42790, 42776) above failing due to a regression of the PC module.
     1. Summary Points:
        1. Unit testing in the Dev environment did not reveal the issue as they were concentrating on the Dashboard.
        2. QA Regression did not pick up on the issue before the deployment because not enough sampling of the PC AQ's were not checked.
     2. Future Migration Efforts to Prevent PC Issues:
        1. Implemented more significant sampling of all PC action queues before deployment.
        2. Implemented more selecting inmates from the dashboard in different stages (initial, informal, formal) and completing the PC process.
        3. Implemented more selection of inmates to remove inmates from PC.
     3. ***Disclaimer:*** we cannot always prevent these occurrences from happening in the future, but, we will endeavor to pursue significant regression techniques to mitigate as much as possible.

3. Environment Diagram (Charles)

NON-PROD



PROD

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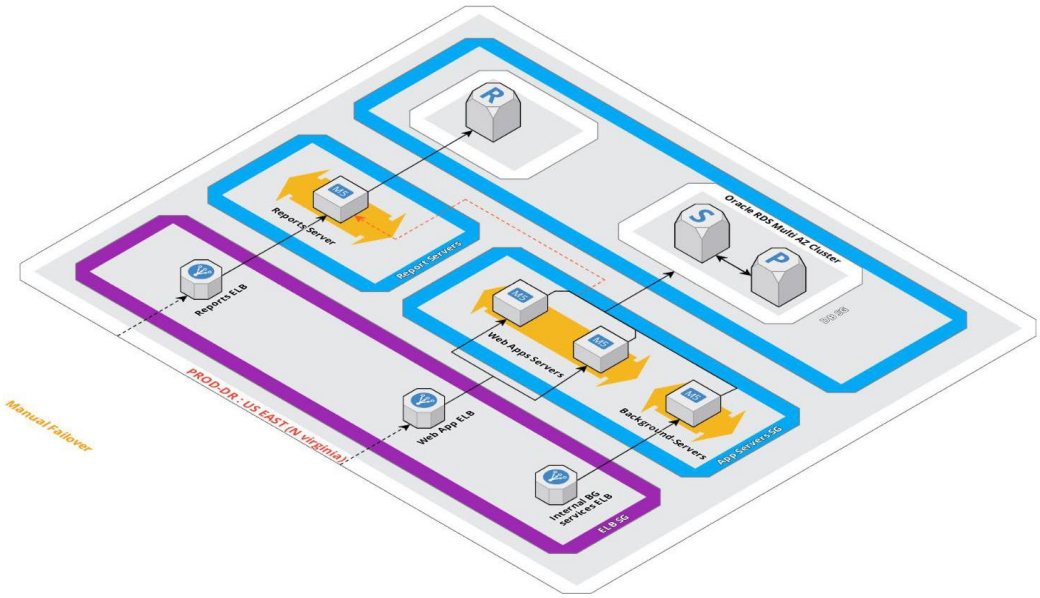

4. Change Management Philosophy (Charles)
    - ADC requests items to be worked by supplying a Scope Document
    - B&D estimates the work based on the provided document
    - ADC approves the estimate and to move forward with JAR
    - B&D conducts JAR sessions and creates (or updates) FSD
    - If JAR sessions cover items out of scope defined in original Scope Document
        - B&D re-estimates the work
        - ADC approves estimate
    - ADC approves FSD and to proceed on Development
    - B&D develops new functionality
    - B&D QA's new functionality
    - B&D delivers new functionality to EUIL UAT environment
    - ADC approves new functionality
    - B&D delivers new functionality in PROD
5. SLA Signoff
    - ADCRR IT Leadership Meeting occurring on 7/17/2020
6. M&O Hours Discussion (is there any official feedback from Charles' email sent to Holly on 7/7/2020 @ 10:20AM)

Follow Up & Action Items

1: Charles to schedule 1 on 1 time with Holly Wednesday and Thursday afternoons work best for Holly

2: Charles to submit System SLAs

3: Enforcer RCA needed with ADCRR IT (George Martinez, Tim Arnold, Sandy Wang, Rusty Johnson), (Steve ICS), and BND

4: Meeting to be scheduled with Holly, James O'Neil, Rusty, Joe N, to review Cherwell Tickets

5: Additional Environment Document needed that details the content of each environment, functionality, purpose, failover

6: Charles to follow up with Dean on Ad-Hoc Telerik Scheduling access for Aaron and Jeff

7: Meeting with Holly to initially cover Change Management, Ad-Hoc Service Level, Portfolio Documentation, review Sharepoint M&O Folder, M&O Hour Reporting Discussions (1. Fine 2. Pending 3. Preliminary Ok – need to be looked at over time and possibly fine-tuned)

8: EUIL Items (Estimated Delivery Date, Percentage Complete, Request – more details on PM activities)

-

Charles Spannagel

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E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Dean Allen; Charles Spannagel
Cc: Sandy Wang; Joseph Profiri; Ken Sanchez
Subject: B&D SLA/M&O Agreement with ADCRR Updates
Date: Friday, July 17, 2020 6:11:14 PM
Attachments: SLA with ADCRR edits 07172020.doc

Hello Dean and Charles-

Please see the attached M&O Agreement/SLA document with the ADCRR mark-ups.

We have scheduled a meeting with Charles on Tuesday at 11am to review our input. I will ask that Charles extend the invite to those who may need to attend.

Have an amazing weekend!

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

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MAINTENANCE AND OPERATION Addendum

ADDENDUM 10 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, the "Contract"), the Arizona Department of Corrections ("ADC") and Business & Decision, North America, Inc. ("B&D") (together, the "Parties") hereby enter into this official Contract Addendum (the "Addendum").

This Addendum is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Addendum shall control. However, the Parties reaffirm their respective responsibilities pursuant to the original Contract, including previous Amendments, to the extent they are not modified by this Addendum. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing.

Overview

This document represents the Service Level Addendum (“SLA”) for the maintenance and operation of the Mi-Case offender case management software (the “Software”) for the Arizona Department of Corrections, Rehabilitation & Reentry (“ADCRR”) and Business & Decision, North America (PA), Inc. (“B&D”).

Contractor M&O support (not chargeable items) for the Solution will include the following:

· Operations - The Contractor shall provide qualified personnel, resources, and supplies to support the operation of any module or functionality of the Solution that is implemented to meet the SLAs defined in the contract.

· Maintenance - Maintenance shall include supporting the Solution once any module or functionality is implemented at any ADC sites. Maintenance shall include:

· Activities necessary for the Solution to perform efficiently under the standards and conditions for which it is approved

· Activities necessary to ensure that all data and programs are current, and errors and defects are corrected

· Activities necessary to meet new or revised Arizona or federal requirements

· Implementation of edits and audits required to meet Arizona and federal requirements

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· Changes to established report, screen, or database formats, such as sort sequence, new data elements, or report items

· Addition of new values and changes to existing system tables and reference tables, and conversion of prior records as necessary

· Activities related to file growth and partitioning

· Data and file maintenance activities for updates to all databases and files

· Ongoing activities to ensure system tuning, performance, response time, database stability, and processing

· Changes to the job scripts or system parameters concerning the frequency, number and media of reports

· Updates to software, operating systems or other system components requiring version updates, manufacturer "patches," and other routine manufacturers' updates to software

· Maintenance of security for user accounts

· Responses to production problems and emergency situations according to ADC-approved guidelines

· Investigation and correction of batch job failures and defects

· Repair of jobs scheduled or run incorrectly, problems due to system hardware or software failures, problems due to operator/scheduler error, problems due to program or control language errors, security problems, corrupted files or databases, documentation or problems due to jobs run with incorrect data

· Response to "emergency requests" which are problems having a significant impact on the end user's ability to perform their job. These requests will require "emergency fixes" and shall be resolved within 24 hours of notification.

Under the terms of this SLA, Maintenance and Operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not included within the Mi-Case Application. The Mi-Case Application consists of all modules, code, the Mi-Case Interface Server, Mi-Case AWS Environment and the Mi-Case Telerik Server.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. ‘My computer doesn’t work’; OR, ‘My password needs to be reset’).

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The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 3 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, part of Operations, or Maintenance, B&D agrees to provide a resolution within the time-period set forth in Exhibit G In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, email or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

1.2.1. Contact details (contact name, location, and telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Appendix 7. B&D will at all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Exhibit G.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 5.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Exhibit G. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the

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current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5. In the event that a response cannot be provided within the target response times set out in Exhibit G the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 6 for the implementation of the change. In order to progress on any such works thereafter, B&D would require a written agreement and authorization from ADCRR IT Leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 5.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

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1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Exhibit G.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Guide detailed in Appendix 2.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication.

2.4 All support tickets for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

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3.3 Following receipt of a change request or variation to the services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the services to be technically feasible. If so, any amendment or variation to the changes and /or services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the not to exceed number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an appropriate purchase order for the effort, prior to beginning work, in line with the time and materials rate card as noted in Appendix 6 for the implementation of the change.

3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the five (5) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change
request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours, hours not used in the EOE, or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Addendum, and for reporting to ADCRR.

3.11 If rework hours appear to jeopardize on-time release delivery, the Contractor shall present a written mitigation plan to ADC, including the provision of additional resources at no additional cost to ADC.

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment and provide Quality Control documentation consisting of Performed systems tests on all MSRs and MnSRs unless exceptions are approved by ADC. Systems tests shall include unit testing, functional testing, regression testing using automated regression testing tools, and support ADC's UAT.

3.13.1 ADCRR will then test the change request

3.13.1.1 Any support, not identified as correcting a Bug, B&D provides during UAT testing will be billed
against the change request while working within the parameters defined in section 3.11.

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3.13.1.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change is ready for the ADCRR UAT process.

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3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be submitted to ACDRR for Approval and any outstanding monies due for the change shall be invoiced and paid for by ADCRR when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment and accepted by ADCRR.

3.17 A standardized weekly report by email of all change requests will be provided by the B&D-CSH to the ADCRR IT leadership team. This report will show no less than:

3.17.4 All open change requests (for the entire time-period of the report).

3.17.5 All change requests closed during the entire time-period of the report.

3.17.6 The status (such as “in development”, “under investigation” or “waiting for CMRB”) for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Addendum shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

4.3 B&D Management

A list of the B&D Directors, Managers will be provided to the ADCRR IT leadership upon initiation of this contract as Appendix 3 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Addendum to measure B&D's performance of the M&O service. These key metrics are detailed in Appendix 4 – Exhibit G.

ALL OTHER REQUIREMENTS, SPECIFICATIONS, TERMS AND CONDITIONS REMAIN UNCHANGED

ACKNOWLEDGEMENT AND AUTHORIZATION

This Contract Addendum is not binding against the State of Arizona unless signed by an authorized representative of the Contractor and then accepted in writing by an authorized representative of the State.

BUSINESS & DECISION, NORTH AMERICA, INC. HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE ABOVE ADDENDUM	THE ABOVE REFERENCED CONTRACT ADDENDUM IS HEREBY EXECUTED THIS DATE BY ARIZONA DEPARTMENT OF CORRECTIONS, REHABILITATION & REENTRY
Signature of Authorized Representative	Signature of Authorized Representative
Typed or Printed Name	Typed or Printed Name Ken Sanchez
Title	Title Chief Procurement Officer
Date	Date

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Appendix 1 - THE SERVICES

Excerpt from Contract

Hardware and Software

The Contractor shall acquire any hardware or software required by the Solution, including licensed software, in such a manner that it may be legally used in the Solution. The Contractor shall ensure that both the hardware and software is upgradable and expandable with regular maintenance to ensure optimum performance. The Contractor must provide an unlimited number of licenses for State users for all hardware and software, including third-party software during the entire term of the contract.

Licenses for hardware or software must allow transfer to the State during Turnover activities defined in Section III.D.11. Offerors shall itemize hardware and software in their proposal on the cost schedules provided in Attachment D. Schedules will include price per user for each license.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of support tickets
3. Determining the extent of any change required to deal with a support ticket
4. Progression, documentation and resolution of all support tickets
5. Impact analysis of requests for changes to the product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR

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10. Agreement of acceptance criteria testing for software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the products and all associated documentation as produced by B&D
12. Assuring ADCRR has latest copies of all software included in the project and associated documentation
13. Maintenance of relevant documentation where applicable

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Appendix 2 – ADCRR IT Service Desk Guide

ADCRR IT Service Desk Guide.pdf

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Appendix 3 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:

B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Thad Lowery

Local Account Manager: Charles Spannagel

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

Data Integrity Owner: Keith Francen

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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Appendix 4 – EXHIBIT G

Exhibit G Final.pdf

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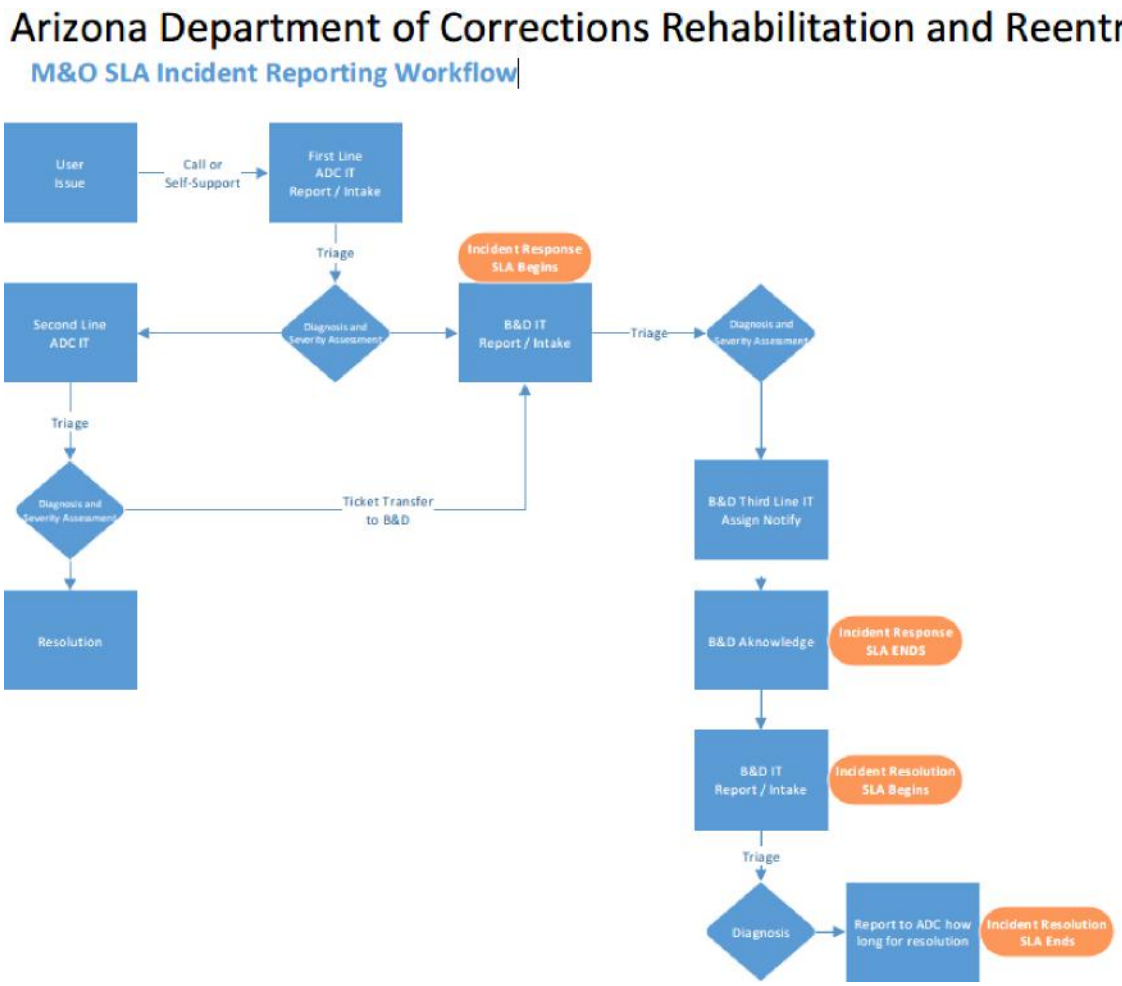
Appendix 5 – SLA INCIDENT REPORTING FLOW



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Appendix 6 – TIME AND MATERIALS RATE CARD

10.5 Cost Schedule C– Modification Activities The following **blended hourly rate** is provided for the ADC AIMS project for going system changes and modifications in-line with the change control procedure previously documented.

Blended Hourly Rate for SFY 2017 through ~~SFY 2023~~ Term of the Contract: $105

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Appendix 7 – PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

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Go Live Report List

Report Number	Report Title	
0110	Parole Board Agenda Units Rpt 0110	
0120	Parole Board Agenda Rpt 0120	
0130	Summary Of Events Rpt 0130	
0140	Parole Board Proclamation Letter Rpt 0140	
0150	C.S.R. Revocation Violation Hearing Results Rpt 0150	
0160	Parole Board Dispositions Rpt 0160	
0170	Parole Work-Sheet Rpt 0170	
0180	Continuation Dispostion - Board Hearing Results Rpt 0180	
0190	Modification Hearing Results Rpt 0190	
0200	Pbs Revocation Agenda Rpt 0200	
0210	Pbs Special Hearing Agenda Rpt 0210	
0220	Max Custody Management Rpt 0220	
0230	Custody And Internal Risk Changes Rpt 0230	
0270	Inmate Discipline Report Summ Rpt 0270	
0290	Disciplinary Case Summary Rpt 0290	
0300	Disciplinary Summary Report Rpt 0300	
0320	Disciplinary Actions Rpt 0320	
0340	Discipline Violation - Year To Date Statistical Summary Rpt 0340	
0350	Discipline Forfeiture Log By Release Date Rpt 0350	
0360	Statistical Summary - Inmates By Phase Level Rpt 0360	
0370	This Weeks Incentive Phase Roster -Level By Location Rpt 0370	
0410	This Weeks Incentive Phase Changes (By Phase) Rpt 0410	
0420	Weekly Incentive Phase Changes C1A - C2A (By Name) Rpt 0420	
0430	Inmates At Location Rpt 0430	
0440	List Inmates By Citizenship/Suffix Code Rpt 0440	
0450	Inmate Deaths Report Rpt 0450	
0460	Print Di14 Reports Rpt 0460	
0470	Housing Exceptions Report Rpt 0470	
0480	All Foreign Born Mst Lst - Comment Section	
0490	Death Row Report	
0500	Inmate Count Sheet Rpt 0500	
0560	Escape Flyer By Group Rpt 0560	
0570	Releases By Date Report Rpt 0570	
0600	Inmates By Counselor	
0660	Murder/Escape List	
0670	Inmates By Terminal Digit Rpt 0670	
0690	Dnhw Report	
0700	Prnt Duplicate Ssn/Sid/Fbi	

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0710	Reported Inmates By Classification Data And Occupation Rpt 0710
0720	Print Di70 Reports Rpt 0720
0740	Print Medical Data (Snos) Rpt 0720
0760	Inmate Mental Health By Admin Region
0810	Dwi Commitments
0820	Inmates By Name In Fac. Rpt 0820
0860	No Fingerprint Id Rpt 0860
0880	Inmates With No Dna Dates Rpt0880
0900	Date Photo Taken Report Rpt 0900
0910	Emergency Contact Rpt Rpt 0910
0920	Inmate No Di85 Entries
0960	Caseload Per Officer
0970	Clients By Office
0990	Gain/Loss Summary
1030	Inmate Notice - Custody And/Or Internal Risk Reclassification
1060	Sonoran Report
1070	Undcmnted Criminal Aliens
1081	Prea Orientation Status Aims Report
1090	Monthly Prea Performance Overview 1 Rpt 1090
1110	Daily Prea Status Report
1140	Weekly Capacity Summary - Section I
1160	Daily Housing Changes Report
1170	Escape Report Rpt 1170
1180	Plan Managers Performance Results
1190	Sex Offender Treatment Aims Report - Section I
1200	Psycoeducational Programs Aims Report - Section I
1210	Substance Abuse Treatment Aims Report - Section I
1220	Post-Secondary Academic Education Performance Summary - Section I
1280	Protective Custody Report
1300	Escaped Absconded Report
1400	Discretionary Override With Discipline Violation
1440	Life Planning Report
1490	Cte Statistical Detail Rpt 1490
1500	Cte Performance Summary Rpt 1500
1510	504 Accomodation Aims Report Section I
1520	Di77 Status Report
1550	Employment Center Assigned And Released Report
1570	Sex Offender Releases To Probation
1580	Weekly Report To Kathy Waters From Rms For All Releases With A Prob
1600	Weekly List Of Inmates Housed By Race Declaration (Section I)
1610	Bed Assignment By Date
1630	Classification Overrides By Location
1640	Housing Screening Report
1670	Inmates Who Are Under 25 Years Of Age
1680	Inmates By Unit Not Meeting Literacy Standards

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1690	Inmate Program Record Stats Rpt 1690
1700	Work Program Hours Scheduled Per Week - Section I
1720	Weekly Programs Placement Report
1730	Monthly Pgms Placement And Release Recap Report
1740	Weekly Education Testing Status Report
1750	Monthly Education Testing Recap Report
1760	Daily Education Testing Status Report
1810	Corrections Plan Statistical Summary
1840	Aci Evaluation Sheet
1850	Tx Evaluation Sheet
1860	Literacy History Report
1870	Monthly Program Evaluation Overdue Report
1880	Literacy Standard Summary
1900	Inmate Education Level
1920	Minimum Qualification Discrepancy Report - Section I
1950	Summary Of Inmates Less Than Age 21 With No Ged/Hsd
1960	Ged Statistical Summary
1970	Academic Education Performance Summary Rpt 1970
1990	Ged Statistical Detail - I. Ged Enrollment Rpt 1990
2000	Function Literacy Statistical Detail
2010	Monthly Aci Evaluation Overdue Report
2040	Print Missing Hours Report
2041	Missing Hours Admin Report
2050	Daily Roster
2070	Inmate Religious Preference
2080	Inmates Probation Report
2100	Print Turn Out Schedules - Shift Commander Turn Outs Rpt 2100
2110	Work Capacity Detail
2130	Wipp Pay Detail Report
2131	Wipp Pay Detail Report - All
2140	Revised Wipp Time Sheet
2170	Print Medical Appointments
2190	Job Assign Change Notification
2210	Work Program Assgn Detail - Section I
2220	Inmate Skills Inventory
2230	Release List
2240	Parole Board Actions
2250	Parole Elig/Cert Review
2260	Parole Cert List
2280	Transition Release Report - Section Ia Thru Iv Rpt 2280-3
2290	Transition Program Review Ineligibility Report
2320	Case Number Search
2360	Print Gate Roster - Rpt 2360
2370	Stg Members By Loc/Stg
2430	Stg Members By Release Date
2440	Stg Members By Name/Release
2460	Create Release Notice

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2470	Visitors Annual Background Check
2480	Visitor Phone Matches
2490	Visitor List For Inmate
2500	Visitor List For Office
2510	Multiple Visits Reports Rpt 2510.
2520	Minor Visitors Currently 18
2530	Child Visitors 10 & Older
2560	Inmate Visit Report
2570	Current Visitors Report
2580	Visitation By Date
2590	Special Visit Report
2600	Visitors Suspended/Viol
2610	Visit Summary - Inmate
2620	Visit Summary - C,S,A Rpt 2620
2640	Level Of Supervision
2700	Offender Profile Report
2710	Life W/Sex Code Of A
2720	Inmate Pay Override Report Rpt 2720

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Joseph Nicoletti
Cc: Rusty Johnson
Subject: ACIS Issue (7/17)
Date: Friday, July 17, 2020 5:36:21 PM

Hi Charles-

I was informed that there was an issue with ACIS today which was caused by a problem with Cloudflare.

If not mistaken, I believe B&D is monitoring Cloudflare. If they are not, then they should be.

Please ensure that a) we gain access to the monitoring tools used by B&D; b) that we are notified when issues occur and when they may be crossing the threshold of becoming an issue (proactive communication).

Please work with Joe Nicoletti on this item and put together a plan which addresses monitoring and notification of occurence (issue lifecycle of open to resolve). I'd like these issues tracked as well (what is their frequency/when/how long, etc.). This will help with identifying any patterns.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Harika Chikkala on behalf of Harika Chikkala <harika.chikkala@bndna.com>
To: Jeff Woodward
Cc: Aaron Bailey; Holly Greene; Keith Francen; Charles Spannagel; Phil Wussow
Subject: RE: ADC RPT 3480 Broken in PROD
Date: Friday, July 17, 2020 1:28:34 PM

Ok. Thanks Jeff.

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, July 17, 2020 1:25 PM
To: Harika Chikkala <harika.chikkala@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Re: ADC RPT 3480 Broken in PROD

Thanks Harika. The 3580 front end failed UAT, so I'm re-working it and will probably put it back on the deployment list next week.

On Fri, Jul 17, 2020 at 1:00 PM Harika Chikkala <harika.chikkala@bndna.com> wrote:

> Hi Jeff,
>
> I will update the status in share point for the ADHOC reports(RPT 3480 &3490). Please advise for RPT 3580 if anything needs to be updated from my end for that entry.
>
> Thanks,
> Harika
>
> ---
>
> **From:** Harika Chikkala
> **Sent:** Friday, July 17, 2020 12:41 PM
> **To:** Jeff Woodward <jwoodward@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
> **Subject:** RE: ADC RPT 3480 Broken in PROD
>
> Hi Jeff,
>
> We have uploaded Telerik file.
>
> Thanks,
> Harika
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Friday, July 17, 2020 11:39 AM

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To: Phil Wussow <phil.wussow@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: ADC RPT 3480 Broken in PROD

Hi Phil and Harika,

This report is currently broken in PROD and is returning no results because I believe the new version of the stored procedure was promoted, but not the report front end.

Why was the stored procedure promoted without the Telerik front end? And why was it deployed in the morning during our business hours? I thought deployments to PROD only happened after hours. We also have yet to receive any kind of notification that anything was promoted to PROD today.

Either way, please promote the Telerik front end to fix this report.

Thanks!

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
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From: Charles Sparenga on behalf of Charles.Sparenga@theBoring.com
To: Holly Greene
Cc: Sparenga@mesaaz.gov; Sparenga@mesaaz.gov
Subject: Accepted: Mesa/Boring Weekly Status Meeting @ Fri Jul 17, 2020 3pm - 3pm (MST) (charles.sparenga@theboring.com)
Date: Friday, July 17, 2020 2:26:24 PM

Perfect. Thank you so much.

Charles Sparenga3

Project Manager
Boring & Drilling, Northern, North America
15333 N. Pima Road, Suite 165, Scottsdale, AZ 85260
M: [redacted]
E: Charles.Sparenga@theBoring.com

On Jul 17, 2020, at 1:02 PM, Holly Greene <hgreene@mesaaz.gov> wrote:

Ok – we can reschedule. Will get you (and Diane) the document today so you can do a weekend review.

-Holly

On Fri, Jul 17, 2020 at 12:59 PM Charles Sparenga3 <Charles.Sparenga@theBoring.com> wrote:

Holly,

I apologize but I have multiple doctor appointments this afternoon. I won't be able to meet today. I can make anytime next week work.

Charles Sparenga3

Project Manager
Boring & Drilling, North, America
15333 N. Pima Road, Suite 165, Scottsdale, AZ 85260
M: [redacted]
E: Charles.Sparenga@theBoring.com

On Jul 17, 2020, at 12:15 PM, "hgreene@mesaaz.gov" <hgreene@mesaaz.gov> wrote:

You have been invited to the following event.
Mike2 Agreement High Level Review
When
Fri Jul 17, 2020 3pm – 3pm Mountain Standard Time - Phoenix
Joining info
Microsoft Teams Meeting
https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZmE4MjE0NDAtNzA4Ni00ZjE2LWI4ZjEtZWNlYzE5NzQ0NzBj%40thread.v2/0?context=%7b%22Tid%22%3a%22d4d1f0d8-f2e5-4e3f-8d4f-e45dc2f67ca5%22%2c%22Oid%22%3a%22e2e7c3f2-0b6e-4b76-9b1b-7c1ba4d0ca4b%22%7d
Join by phone
+1 323-938-1758 (short/arcsdial8x8cpc) (PIN: 2284264678)
More phone numbers https://aka.ms/JoinTeamsMeeting?omkt=en-US&p=true&mtg=true&pw=%2Fpwe%2Fbm6%2Fbc%3D&anon=true&tenantId=d4d1f0d8-f2e5-4e3f-8d4f-e45dc2f67ca5&meetingId=19%3ameeting_ZmE4MjE0NDAtNzA4Ni00ZjE2LWI4ZjEtZWNlYzE5NzQ0NzBj%40thread.v2&msgId=1&isChinaOper=false&language=en-US
Organizer
Charles.Sparenga@theBoring.com
Who
•
hgreene@mesaaz.gov - organizer
•
cbrown@mesaaz.gov
•
Charles.Sparenga@theBoring.com
•
Meeting notes https://www.google.com/calendar/event?eid=MTlfMTQ0NjA4NjAwMDAwMDAwMD

From: Harika Chikkala on behalf of Harika Chikkala <harika.chikkala@bndna.com>
To: Aaron Bailey
Cc: Jeff Woodward; Holly Greene; Phil Wussow
Subject: RE: UAT - ADC RPT 3580 & ADC RPT 3480
Date: Thursday, July 16, 2020 3:45:23 PM

Ok Aaron. Thank you.

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Thursday, July 16, 2020 3:22 PM
To: Harika Chikkala <harika.chikkala@bndna.com>
Cc: Jeff Woodward <jwoodward@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>
Subject: Re: UAT - ADC RPT 3580 & ADC RPT 3480

Thank you. Yes, please promote 3490.

On Thu, Jul 16, 2020 at 3:19 PM Harika Chikkala <harika.chikkala@bndna.com> wrote:

> Hi Jeff,
>
> Along with RPT 3480,we will promote RPT 3490 also as per the comments in Share point.
>
> Thanks,
> Harika
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, July 16, 2020 10:52 AM
> **To:** Phil Wussow <phil.wussow@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** UAT - ADC RPT 3580 & ADC RPT 3480
>
> Good morning Phil and Harika,
>
> I've tested both of these reports this morning and here are the results:
>
> ADC RPT 3480 seems to be working fine, please promote to PROD.
>
> ADC RPT 3580 returns results just fine, something that it never did in RPTDEV, with the exact same parameters. However, I need to make formatting changes to the Telerik front end, so please hold off on promoting this one again.
>
> This issue with RPT 3580 I think really highlights the clear performance differences between RPTDEV and UAT. The exact same report in UAT returns a month's worth of data in under 30 seconds, while in RPTDEV it literally never finishes loading a single day of data.

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Because the report never loaded in RPTDEV, I had to blindly assume that the front end was built out and formatted correctly and ask you guys to promote to UAT, just to see how it looks. This is 2 weeks in a row now that this report has failed UAT simply because I can't see how it looks in RPTDEV, and potentially this exact same thing will happen again next week.

The RPTDEV performance issues are greatly impeding our ability to develop reports, and I don't believe this is a sustainable way for us to work. We can further discuss this in our checkpoint call this afternoon.

Thanks.

--

Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Subject: ADCRR - ACIS Leadership Meeting Agenda 7/17/2020
Date: Thursday, July 16, 2020 2:00:18 PM
Attachments: image002.png

Good afternoon,

Please provide any agenda topics you have for tomorrow's meeting. Below are my items and please note Steve's email for Protective Custody was sent on Monday 7/13/2020 @ 11:26AM. Thank you.

1. Enforcer Migration Discussion w/Raj (Charles)
2. Protective Custody – email from Steve to be resent (Charles)
3. Environment Diagram (Charles)
4. Change Management Philosophy (Charles)
5. SLA Signoff
6. M&O Hours Discussion (is there any official feedback from Charles' email sent to Holly on 7/7/2020 @ 10:20AM)

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Joseph Nicoletti; Rusty Johnson; Sandy Wang; Spencer Scott; George Martinez; Stacey Crabtree; Marlene Coffee; Jey Whitson1; bcassiano; Herbert Haley; Elianna Jacobs; Dean Allen; Thad Lowry; Chris Masson; Aaron Pratt; Trevor Baker; Cindy Hyser-Crauwels; Damita Armstead
Bcc:	jprofiri@azadc.gov
Subject:	Re: CR 28992 Proposal
Date:	Wednesday, July 15, 2020 2:07:59 PM
Attachments:	image002.png

**Removed Deputy Director*

Charies-

You are spot on about the approach.

I find the outlined approach for tackling the work, acceptable. What are the next steps? Who are you seeking approval from? What impact does this have to the current assigned work?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Jul 15, 2020 at 1:25 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> In the JAR session for CR-EUIL 28992 yesterday Trevor Baker outlined a holistic plan that highlights B&D's effort and commitment to thoroughness and customer service. I really feel that this is exactly the approach Joe, Holly and Dean are expecting from both teams.
>
> Herb, Brittany, Elianna and Trevor had a spirited collaboration on the best way to approach this EUIL item and Sentence Calculation as a whole. I have included Trevor's plan below for discussion. Herb, Brittany and Eliana were in a preliminary agreement on Trevor's proposed plan and once we have official sign off we will begin development for the first part

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of the plan immediately.

Trevor and ADCRR IT & OPS, thank you for your fantastic effort and commitment.

Trevor's Proposal:

After completing multiple jar sessions and gathering the information for CR 28992, I recommend that we split this change request in half.

The first half 28992-1 Covers the following Scenarios/Requirements below and Includes the additional out of scope discipline rule.

The first half provides a stopping point where QA and UAT can complete end to end testing on TIS sentences without dependencies on any other EUIL items.

28992-1 TIS + Discipline Rule

Create VCSED Release Type

- Update Sentence Worksheet

Save Audits as Note Types

Abscond Days only apply to the violated Sentences.

TIS Violator Process

Transition Program Violator Process

True Temporary Release Violator Process

Discipline Business Rule when inmate serving VCSED

- Guilty PCIII and ERC are not applied to calculation when discipline violation is found guilty.
- Restorations and Rescissions completed do not apply to the sentence
- Violators with new convictions: Discipline ERC and PCIII penalties begin applying again after the new sentence begin date.
- Carry Over – PCIII time that carries over into a new sentence applies from the new sentence begin date to the PCIII end date from the ticket.

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The second half includes the new code sentence structures and dependencies that may require re-prioritization or working in tandem.

28992-2 New Code plus mixed Sentence Structures

New Code

Parole Violator Process
Home Arrest Violator Process
Work Furlough Violator Process
Temporary Release Violator Process
Mandatory Release Violator Process
Provisional Release Violator Process

Mixed Sentence Structure
Violated New Code sentence with new TIS Conviction
Violated TIS sentence with new Code Conviction

Additionally through the jar sessions we have discovered the following information.

28992-2 appears to be dependent on CR-28079 BOEC Certification Date.

Completing 28992-1 will free up 33168 to continue.

Thank you,

Trevor Baker

Business Analyst

Business & Decision, North America

O:480-795-7220 E:Trevor.Baker@businessdecision.com

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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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From:	Steven Williams on behalf of Steven Williams <Steven.Williams@bndna.com>
To:	gmartinez1
Cc:	Andrew Dorre; Jey Whitson1; Jennifer Abbotts; Katie Bazemore; Michael Gomez; Mary Suhre; Sandy Wang; Stacey Crabtree; Marlene Coffee; Spencer Scott; Holly Greene; Charles Spannagel; Justin Baker; Aaron Pratt
Subject:	RE: DCQI Discussion @ Mon, Jul 13, 2020 2:30pm – 3:00pm (GMT-07)
Date:	Tuesday, July 14, 2020 8:21:39 AM
Attachments:	image001.png

Hello George,
I have updated the comments from the service desk ticket to the actual bug. Investigation is in progress. Thank you for your timely assistance.

Steve Williams
QA Operations Lead

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: 623-256-5129 E: steven.williams@bndna.com

From: George Martinez <gmartinez1@azadc.gov>
Sent: Tuesday, July 14, 2020 8:11 AM
To: Steven Williams <Steven.Williams@bndna.com>
Cc: Andrew Dorre <adorre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Justin Baker <justin.baker@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: Re: DCQI Discussion @ Mon, Jul 13, 2020 2:30pm – 3:00pm (GMT-07)

Steven, I've added some additional information to the TFS ticket which you had reassigned to Arron Pratt:

Steven, the files you are pointing out are in the Archive folder after they are sent to DPS via FTP. If you look in the files, you will see there is missing information as outlined in the ticket. Your team will have to look at all the files and determine where the changes in information occurred and what should have been added to the files.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Jul 14, 2020 at 7:26 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Andrew,

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Please have the knowledgeable party triage the issue as best as they can and enter findings into the TFS bug and assign back to Aaron Pratt for investigation.
Bug is: 43076 and it is set as a High Severity Priority 1.
Thank you.

Steve Williams
QA Operations Lead

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: 623-256-5129 E: steven.williams@bndna.com

From: Andrew Dorre <adorre@azadc.gov>
Sent: Tuesday, July 14, 2020 7:16 AM
To: Steven Williams <Steven.Williams@bndna.com>
Cc: gmartinez1 <gmartinez1@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Justin Baker <justin.baker@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: Re: DCQI Discussion @ Mon, Jul 13, 2020 2:30pm – 3:00pm (GMT-07)

The file is being sent and received, but the query that DPS runs (DCQI) is returning no results for any new inmates from what I understand. I think Jey, or Jennifer could explain in more detail, but we looked up some new inmate numbers, and they were not in any of the files that are being sent to DPS, from the moment they were admitted on.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jul 14, 2020 at 7:10 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Andrew,
> Thanks for the reply. I was told no files have been sent for some months now. Does that mean we do not have an issue then?
>
> Steve Williams
> QA Operations Lead
>
> **Business & Decision North America** 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: 623-256-5129 E: steven.williams@bndna.com

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From: Andrew Dorre <adorre@azadc.gov>
Sent: Tuesday, July 14, 2020 7:10 AM
To: Steven Williams <Steven.Williams@bndna.com>
Cc: gmartinez1 <gmartinez1@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Justin Baker <justin.baker@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: Re: DCQI Discussion @ Mon, Jul 13, 2020 2:30pm – 3:00pm (GMT-07)

Hi Steven,

I'm pretty sure all of those files in the archive folder have been sent to DPS. They would let us know if they did not receive the file. Unless I'm not understanding your email. We just keep the old files as directed by our management.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 13, 2020 at 7:42 PM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello All,
>
> I have logged TFS bug: 43076 and it is set as a High Severity Priority 1.
> In our investigation, we have found numerous files for months on the FTP server and have not been transmitted.
>
> I have assigned the bug to Jey Whitson for now for ADCRR to investigate the server. Our FTP file engine on our side appears to be working.
>
> Please advise how we can assist?
>
> Thank you.
>
> See below:

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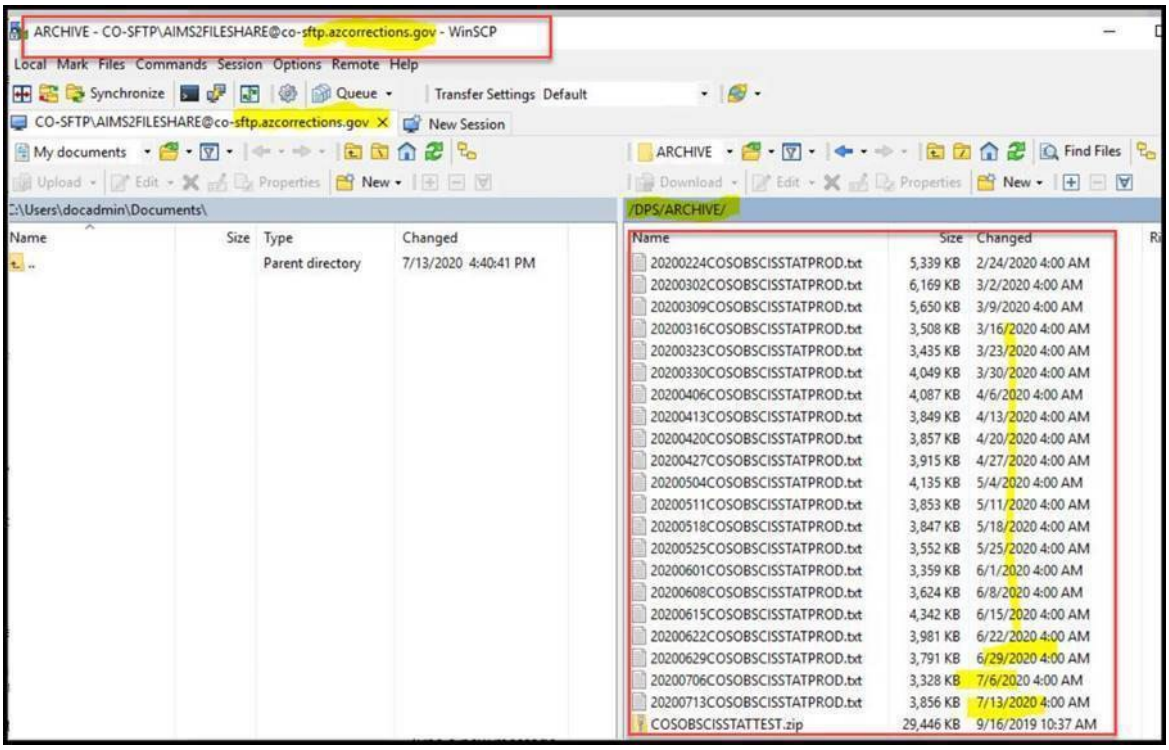

Steve Williams
QA Operations Lead

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: 623-256-5129 E: steven.williams@bndna.com

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From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, July 13, 2020 6:29 PM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: Andrew Dorre <adorre@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Justin Baker <justin.baker@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: Re: DCQI Discussion @ Mon, Jul 13, 2020 2:30pm – 3:00pm (GMT-07)

Jey the Cherwell ticket is 344487. I have labeled it as a High.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
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Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Jul 13, 2020 at 3:10 PM Jey Whitson <jwhitson@azadc.gov> wrote:

> George - As discussed, using the inmate examples we provided please submit a Service Desk ticket on this issue.
>
> I would argue based on the potential loss of 6-7 months of data and the fact that it is transmitted to DPS and the FBI that it is critical. But I am not sure what the current contractual definitions are. At a minimum it needs to be no less than a high.
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson; Hassen Bengamra; Wissem BenAissa; Ons Jannene
Subject: June Protective Custody Issues RCA.
Date: Monday, July 13, 2020 11:25:52 AM
Attachments: image001.png
image004.png

Good afternoon,

I wanted to send this email in regards to the RCA for the PC issues we faced in June. I have included our Dev team to also reply to this email with their own explanations for what they saw and why the "fix" of one bug led to more issues. Steven has done a great job summarizing again what the over all issue is and what the QA process is around testing.

@Hassen Bengamra @Wissem BenAissa @Ons Jannene on this email we have Holly Green the Deputy CIO for ADCRR and her leadership team. Please respond to this email if you see anything Steven has missed in his explanation.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Steven Williams <Steven.Williams@bndna.com>
Sent: Friday, July 10, 2020 12:48 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: June Protective Custody Issues RCA.

Hello Charles,
Regarding the PC issues that occurred after go live in early June.
In my back and forth between myself and the developers approximately June 17th, 2020 (See related emails that you were included on)
regarding the root cause for bugs:

1. 42795
2. 42790
3. 42776

It was revealed that the data base correction for inmates that have completed the PC Process, have been transferred, but remained on the PC dashboard (Bug 41945 appears to have been the cause

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of the bugs listed above failing due to a regression of the PC module.

The attempted fix was to try to correct the dashboard.

This bug is still not resolved, but, was deployed and returned back to the developer for further work.

However, the database changed apparently performed some record change that did not allow the action queues for PC 805-5, 805-4, 805-11 for some existing PC Events in progress to fail.
However, any new PC event Action Queues were passing.

In my daily regression test, I was not able to detect this issue. I was testing new events, and the events I picked from the dashboard or Action Queues did not throw any errors in my testing. (somehow, I chose action queues and inmates that worked).
Hassen and Ons upon realizing the issue because of the newly assigned bugs, quickly corrected the issue for the inmates with existing action queues for PC.

We deployed these bugs as soon as possible after they were resolved.

In summary:

1. Unit testing in the Dev environment did not reveal the issue as they were concentrating on the Dashboard.
2. QA Regression did not pick up on the issue before the deployment because not enough sampling of the PC AQ's were not checked.

Future mitigation efforts to prevent PC issues in place are:

1. Implemented more significant sampling of all PC action queues before deployment.
2. Implemented more selecting inmates from the dashboard in different stages (initial, informal, formal) and completing the PC process.
3. Implemented more selectin of inmates to remove inmates from PC.

Finally, we cannot always prevent these occurrences from happening in the future, but, we will endeavor to pursue significant regression techniques to mitigate as much as possible.

I am reminded of my initial QA experience whereby we often quoted:
"99 bugs in the code, 99 bugs in the code, fix the bug, recompile, 100 bugs in the code."

I hope this explanation makes sense and can be helpful moving forward.

Please let me know if you have any questions. Thank you.

Steve Williams
QA Operations Lead

Business & Decision North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: 623-256-5129 E: steven.williams@bndna.com

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Sandy Wang
Subject: Fwd: DCQI Returns
Date: Friday, July 10, 2020 4:58:44 PM
Attachments: Error report from DPS -ACJIS.pdf
image001.png

Hi Charles and Sandy-

I need someone to own keeping track of this item. I need to know who the owner will be; what this item may be classified as (defect, enhancement, ad hoc report); what the next steps are. I would like that owner to provide regular updates to leadership.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Jennifer Abbotts** <jabbotts@azadc.gov>
Date: Fri, Jul 10, 2020 at 11:34 AM
Subject: Re: DCQI Returns
To: Holly Greene <hgreene@azadc.gov>
Cc: Charles Spannagel <charles.spannagel@bndna.com>, Andrew Dorre <adorre@azadc.gov>, Melody Van Arsdall <MVanArsdall@azdps.gov>, Mirisue Galindo <MGALINDO@azdps.gov>, George Martinez <gmartinez1@azadc.gov>, Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>, Jacob Whitson <jwhitson@azadc.gov>, Sandy Wang <swang@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Katie Bazemore <kbazemore@azadc.gov>, Priya Soundararajan <SSoundararajan@azdps.gov>, Amber Wiley <awiley@azadc.gov>

FYI...

Attached is the most recent error report received from DPS. It's 8 months now that our agency's data isn't being updated on ACJIS. Any ADC number created from the time ACIS went live can't be found if you run a DCQI or find ADCRR notations on ACCH (Arizona Computerized Criminal History) which is causing a lot of confusion and questions from other law enforcement agencies that count on this information. *For example: Ex-Offenders being able to purchase guns due to lack of criminal history information.*

Jennifer Abbotts, ASO III
Records & Identification Administrator
Arizona Department of Corrections Rehabilitation & Reentry
1601 W. Jefferson (Mail code:225)
Phoenix, Arizona 85007
602-364-0594 phone
602-542-5548 fax

On Tue, Apr 28, 2020 at 4:48 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles-

AMERICAN OVERSIGHT

Please keep this group apprised of the latest status regarding the research for this issue. I recommend creating a dedicated status update email for this issue excluding the technical troubleshooting details not necessary for some on the thread.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Apr 28, 2020 at 4:34 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> FYI.. Please see attached most recent report from DPS.
>
> Jennifer Abbotts, ASO III
> Records & Identification Administrator
> Arizona Department of Corrections Rehabilitation & Reentry
> 1601 W. Jefferson (Mail code:225)
> Phoenix, Arizona 85007
> 602-364-0594 phone
> 602-542-5548 fax

> On Mon, Apr 13, 2020 at 3:39 PM Andrew Dorre <adorre@azadc.gov> wrote:
>
> > Ok, I see them both in ACIS, but I don't know when they were supposed to come across. I checked a DPS file and didn't see them in there.
> >
> > Andrew Dorre
> >
> > Senior Systems/Network Engineer
> >
> > **Arizona Department of Corrections Rehabilitation and Reentry**
> >
> > Administrative Services Division, Information Technology
> >
> > 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
> >
> > Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov
> >
> > IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > On Mon, Apr 13, 2020 at 3:10 PM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:
> >
> > > Hi Andrew and George,

AMERICAN OVERSIGHT

DPS's DOC database is updated weekly using the weekly input file from DOC. 'DCQI' is an inquiry function against the DPS's OBSC database which contains DOC data.

DPS has not received DOC# [redacted] and DOC# [redacted] data from ADOC and those doc number data is missing from our database.

Thank you, Melody

From: Andrew Dorre <adorre@azadc.gov>
Sent: Monday, April 13, 2020 2:55 PM
To: Melody Van Arsdall <MVanArsdall@AZDPS.GOV>
Cc: Mirisue Galindo <MGALINDO@AZDPS.GOV>; Jennifer Abbotts <jabbotts@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>; Priya Soundararajan <SSoundararajan@AZDPS.GOV>
Subject: Re: DCQI Returns

Hi Melody and Jennifer,

George and I talked, I think he just wanted to ensure everyone is talking about the same file. I think the next question (unless George wants to correct me on this) is, are we actually missing some fields within the file that need to be there? Neither of us are familiar with the DCQI data that was being referenced below. I'm really not familiar with the contents at all, I just transfer the files, but I want to make sure everyone is on the same page so we can work to resolve the issue.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 13, 2020 at 2:35 PM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:

> George,
>
> It is the weekly input file to AZDPS. I have included Mr. Andrew Dorre to the email chain. He will be able to provide you the file name.
>
> The following records are not in included in the weekly input files which were received from DOC.
>
> [redacted]

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[redacted]

I also find many rejected records with status value **blank, 'QU', 'AI', and 'C2'**. Please update DPS with the newly added status codes.

Melody Van Arsdall

Applications Systems Analyst

AZ Department of Public Safety

Office: 602.223.2906

Cell: 602.525.1546

mvanarsdall@azdps.gov

www.azdps.gov

Please tell us how we are doing by completing this **Customer Service Survey**

'To provide the best customer service in the state of Arizona through analytics, innovation, design, and high caliber professional programming solutions.'

From: Mirisue Galindo <MGALINDO@AZDPS.GOV>
Sent: Monday, April 13, 2020 1:38 PM
To: Jennifer Abbotts <jabbotts@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Melody Van Arsdall <MVanArsdall@AZDPS.GOV>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>
Subject: Re: DCQI Returns

Melody,

I am including you in this email. Can you take a look at the below email threads and advise if you can on what DOC IT needs to do? Thanks

Mirisue Galindo

Administrative Supervisor, SSO, CISM, EAP

602-223-2099 direct

602-223-2751 fax

Arizona Department of Public Safety

Criminal History Records & Sex Offender Compliance

AMERICAN OVERSIGHT

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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---

From: Jennifer Abbotts <jabbotts@azadc.gov>
Sent: Monday, April 13, 2020 1:33 PM
To: George Martinez <gmartinez1@azadc.gov>
Cc: Mirisue Galindo <MGALINDO@AZDPS.GOV>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>
Subject: Re: DCQI Returns

George,

I don't know the name of the file nor do I have a copy of it. It is done on the IT side of the house. The information is somehow pulled from ACIS and then sent via file/feed over to DPS in order to be uploaded to ACJIS.

Mirisue,

Maybe some over there in your IT can advise George.

Thank you,

Jennifer Abbotts, ASO III

Records & Identification Administrator

Arizona Department of Corrections

1601 W. Jefferson (Mail code:225)

Phoenix, Arizona 85007

602-364-0594 phone

602-542-5548 fax

On Mon, Apr 13, 2020 at 11:56 AM George Martinez <gmartinez1@azadc.gov> wrote:

AMERICAN OVERSIGHT

What is the name of the file that is having the issue? Please provide a copy of a file that was working correctly.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Apr 13, 2020 at 11:42 AM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> Feel free to contact me directly if you need specific information on an inmate. As far as reporting, I don't think that is necessary because the error appears to have started from when ACIS went live beginning Dec-2019.
>
> Jennifer Abbotts, ASO III
>
> Records & Identification Administrator
>
> Arizona Department of Corrections
>
> 1601 W. Jefferson (Mail code:225)
>
> Phoenix, Arizona 85007
>
> 602-364-0594 phone
>
> 602-542-5548 fax
>
> On Mon, Apr 13, 2020 at 11:19 AM Mirisue Galindo <MGALINDO@azdps.gov> wrote:
>
> > Jennifer,
> >
> > Thank You. In the mean time is there a work around for this? Do you want me to report the ones we come across? Thanks
> >
> > Mirisue Galindo

AMERICAN OVERSIGHT

Administrative Supervisor, SSO, CISM, EAP

602-223-2099 direct

602-223-2751 fax

Arizona Department of Public Safety

Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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---

From: Jennifer Abbotts <jabbotts@azadc.gov>
Sent: Monday, April 13, 2020 10:57 AM
To: Mirisue Galindo <MGALINDO@AZDPS.GOV>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; George Martinez <gmartinez1@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>
Subject: Re: DCQI Returns

Good Morning Mirisue,

Yes I am aware of the issue below. I believe ever since we switched over from AIMS to ACIS this has been a problem. I will Cc: our IT and the vendor that are involved so hopefully they can get to the bottom of it.

Thank you

Jennifer Abbotts, ASO III

Records & Identification Administrator

Arizona Department of Corrections

1601 W. Jefferson (Mail code:225)

Phoenix, Arizona 85007

602-364-0594 phone

602-542-5548 fax

AMERICAN OVERSIGHT

On Mon, Apr 13, 2020 at 10:42 AM Mirisue Galindo <MGALINDO@azdps.gov> wrote:

> Jennifer,
>
> Are you aware of any errors not coming back on DOC inmates? We had two offenders this morning that Tracy called to confirm, as we weren't getting a response when running a DCQI by name/dob and inmate number. The inmate number is also not showing up in ACCH on subjects SID idents screen.
>
> See below:
>
> [redacted]
>
> [redacted]
>
> I wanted to check with you before putting in a ticket.
>
> Mirisue Galindo
>
> *Administrative Supervisor, SSO, CISM, EAP*
>
> 602-223-2099 direct
>
> 602-223-2751 fax
>
> ***Arizona Department of Public Safety***
>
> ***Criminal History Records & Sex Offender Compliance***
>
> ***P.O. Box 6638 MD#9999***
>
> ***Phoenix, AZ 85005-6638***
>
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	ACTIVE	INACTIVE
NO. RECS WITH: SID, FBI, SOC	138623	95755
NO. RECS WITH: SID, FBI, NO SOC	11983	17890
NO. RECS WITH: SID, NO FBI, SOC	3076	11232
NO. RECS WITH: SID, NO FBI, NO SOC	244	2460
NO. RECS WITH: NO SID, FBI, SOC	579	1651
NO. RECS WITH: NO SID, FBI, NO SOC	77	215
NO. RECS WITH: NO SID, NO FBI, SOC	683	2632
NO. RECS WITH: NO SID, NO FBI, NO SOC	354	2763

	ACTIVE	INACTIVE	TOTAL
TOTAL RECS	155619	134598	290217
NO. RECS W/ A SID	153926	127337	281263
% RECS W/ A SID	98.9	94.6	96.9
NO. RECS W/ AN FBI	151262	115511	266773
NO. RECS W/ A SOC	142961	111270	254231

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ACCHEXTS ARIZONA DEPARTMENT OF PUBLIC SAFETY DATE: 06/29/20 PAGE: 1
EXTRACT ACCH RECS TO SEQ FILE

NO. ACCH RECS WRITTEN 2669354

AMERICAN OVERSIGHT

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	DOB		Fatal error, *** RECORD REJECTED ***
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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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	AKA		Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
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[redacted] CRT [redacted] Field left intact, Record processed as is
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AKA Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is

AMERICAN OVERSIGHT

[redacted]	CRT	Field left intact, Record processed as is
	AKA	Field left intact, Record processed as is
	CRT	Field left intact, Record processed as is
	CRT	Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is

AMERICAN OVERSIGHT

[redacted] AKA [redacted] Field left intact, Record processed as is
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CRT Field left intact, Record processed as is
AKA Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is

AMERICAN OVERSIGHT

[redacted] CRT [redacted] Field left intact, Record processed as is
AKA Field left intact, Record processed as is
CRT Field left intact, Record processed as is
AKA Field left intact, Record processed as is
CRT Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is

AMERICAN OVERSIGHT

[redacted] CRT [redacted]
AKA
CRT
CRT

Field left intact, Record processed as is
Field left intact, Record processed as is
Field left intact, Record processed as is
Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	AKA	[redacted]	Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is

AMERICAN OVERSIGHT

[redacted]

CRT	NA	Field left intact, Record processed as is
CRT	NA	Field left intact, Record processed as is
CRT	PM	Field left intact, Record processed as is
CRT	YM	Field left intact, Record processed as is
CRT	PM	Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	LOC		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is

AMERICAN OVERSIGHT

[redacted] AKA [redacted]
CRT
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CRT
CRT

Field left intact, Record processed as is
Field left intact, Record processed as is
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Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is

AMERICAN OVERSIGHT

[redacted] CRT [redacted]

Field left intact, Record processed as is

AKA

Field left intact, Record processed as is

CRT

Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
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[redacted] CRT [redacted]
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AKA

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AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
	AKA		Field left intact, Record processed as is
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AMERICAN OVERSIGHT

[redacted] CRT [redacted]

CRT Field left intact, Record processed as is
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CRT Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
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	AKA		Field left intact, Record processed as is
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[redacted] CRT [redacted]

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CRT Field left intact, Record processed as is

AMERICAN OVERSIGHT

#DOC	#FLD	#DATA	#ACTION
[redacted]	CRT	[redacted]	Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT		Field left intact, Record processed as is
	CRT

[redacted] CRT [redacted]
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CRT
LOC
CRT

Field left intact, Record processed as is
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Field left intact, Record processed as is

AMERICAN OVERSIGHT

	ACTIVE	INACTIVE	TOTAL
Records Read:	2500	182	2682
Records Rejected:	1	0	1
Records ADDED:	155	6	161
Records UPDATED:	4843	358	5201
Process with Errors:	2238	99	2337
Process w/o Errors:	261	83	344

AMERICAN OVERSIGHT

	ACTIVE	INACTIVE	TOTAL
Valid SID:	1600	86	1686
Missing SID:	1	0	1
Invalid SID:	0	0	0
Valid FBI:	1587	84	1671
Missing FBI:	16	3	19
Invalid FBI:	0	0	0
Valid SOC:	2984	229	3213
Missing SOC:	74	10	84
Invalid SOC:	0	0	0
Valid Primary NAM:	1601	86	1687
Missing Primary NAM:	0	0	0
Invalid Primary NAM:	0	0	0
Valid AKAS:	3584	243	3827
Invalid AKAS:	313	28	341
Valid NIKs:	1034	84	1118
Missing STA:	1691	0	1691
Invalid Current STA:	0	0	0
Invalid Inmate #:	0	0	0
Invalid RAC:	0	0	0
Invalid DOB:	1	0	1
Invalid SEX:	0	0	0
Missing OFF code:	19	2	21
Invalid OFF code:	0	0	0
Missing CRT code:	0	0	0
Invalid CRT code:	1214	100	1314
Missing ADM type:	0	0	0
Invalid ADM type:	0	0	0
Invalid OFD:	0	0	0
Invalid DDT:	0	0	0
Invalid JDT:	0	0	0
Invalid CSB:	0	0	0
Invalid CSE:	0	0	0
Invalid TSL:	0	0	0
Invalid MIN:	0	0	0
Invalid MAX:	0	0	0
Invalid DLP:	0	0	0
Invalid EDS:	0	0	0
Missing LOC:	2020	14	2034
Invalid LOC:	2	0	2
Invalid CSD:	0	0	0
Invalid CMT Rejected	0	0	0

AMERICAN OVERSIGHT

NO REPORT TO GENERATE

AMERICAN OVERSIGHT

```
OBSCEXEC      ARIZONA DEPARTMENT OF PUBLIC SAFETY
06/29/20      OBSC FILE STATISTICS

ERROR FIND OBSC-FILE DOC:  568950


*********************************************
* OBSCEXEC                                  *
*                                           *
*    30149      RECORDS READ                *
*    30148      OBSC RECORDS UPDATED        *
*    20860      INACTIVE OBSC RECORDS       *
*     9289      OBTS RECORDS UPDATED        *
*********************************************
```

AMERICAN OVERSIGHT

DOC SID	DOC NUM	DOC NAM	DOC DOB	DOC STA	DOC FBI	ACCH FBI	ACCH STA
[redacted]							

AMERICAN OVERSIGHT

6/29/20 OBSCVSID ARIZONA DEPARTMENT OF PUBLIC SAFETY
SUMMARY STATISTICS

ACCH - OBSC MATCH ON SID			
	ACCH REC PURGED, OBSC REC INACTIVE	7,418	ON SID-PURG FILE
**	ACCH REC PURGED, OBSC REC ACTIVE	3,867	ON SID-PURG FILE
	ACCH REC CONSOLIDATED, OBSC REC INACTIVE		ON SID-CONS FILE
	ACCH REC CONSOLIDATED, OBSC REC ACTIVE		ON SID-CONS FILE
	NO FBI ON EITHER	1,798	
	NO FBI ON ACCH, FBI ON DOC	14,143	
	FBI ON ACCH, NO FBI ON DOC	1,325	
	FBI ON ACCH = FBI ON DOC	252,706	
**	FBI #S DO NOT MATCH	6	ON FBI-DIFF FILE
TOTAL		281,263	

OBSC - NO ACCH REC FOR THIS SID	
NO. OBSC RECS WITH DIFF SEX THAN ACCH REC	20
NO. OBSC RECS WITH DIFF RAC THAN ACCH REC	2,400
ACCH = W AND OBSC = M, N, OR I	105,255
ACCH = I AND OBSC = M, N, OR W	957
ACCH = U AND OBSC = O OR U	4,583

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PROGRAMS AND ALL SUPPORTING MATERIALS COPYRIGHT (C) 1982, 2010 BY CA, INC.

```
     1 %OBSCVSID                                                    00350**6

OPTIONS FOR THIS RUN - ABEXIT SNAP  DEBUG (STATE FLDCHK NOXREF)  LIST (PARM FILE)  PRESIZE   512
SORT (DEVICE SYSDA  ALTSEQ NO  MSG(CRITICAL PRINTER) MEMORY MAX   WORK   3)  VFM (  128)
```

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PROGRAMS AND ALL SUPPORTING MATERIALS COPYRIGHT (C) 1982, 2010 BY CA, INC.

FILE STATISTICS - EASYTRIEVE PLUS 11.6-C SP0- 6/29/20- 5.15-JSN00067

IDENT	2,669,354	INPUT	SAM	FIX	BLK			23	27991
DOC	281,263	INPUT	SAM	FIX	BLK			70	27930
FBIDIFF	6	OUTPUT	SAM	FIX	BLK			91	8827
SIDPURG	11,285	OUTPUT	SAM	FIX	BLK			82	8856
SIDCONS	0	OUTPUT	SAM	FIX	BLK			82	8856
SRDIFF	2,420	OUTPUT	SAM	FIX	BLK			82	8856
PRT1	38	OUTPUT	SAM	FIX	UNBLK		ASA	133	133
EZTR002	0	OUTPUT	VFM	FIX	BLK			27	N/A

AMERICAN OVERSIGHT

NO REPORT TO GENERATE

AMERICAN OVERSIGHT

NO REPORT TO GENERATE

AMERICAN OVERSIGHT

OBSCSXRC-1 ARIZONA DEPARTMENT OF PUBLIC SAFETY DATE: 06/29/20 PAGE: 1
OBSCIS RECORDS WHERE SEX DOES NOT MATCH SEX IN ACCH RECORD

DIFF	SID	DOC	STA	NAM	DOB	SEX	RAC	FBI	SOC	

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OBSCSXRC-1 ARIZONA DEPARTMENT OF PUBLIC SAFETY DATE: 06/29/20 PAGE: 2
OBSCIS RECORDS WHERE SEX DOES NOT MATCH SEX IN ACCH RECORD

DIFF	SID	DOC	STA	NAM	DOB	SEX	RAC	FBI	SOC	
[redacted]										

AMERICAN OVERSIGHT

OBSCIS RECORDS WHERE SEX DOES NOT MATCH SEX IN ACCH RECORD

DIFF	SID	DOC	STA	NAM	DOB	SEX	RAC	FBI	SOC	
[redacted]										

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OBSCSXRC-2 ARIZONA DEPARTMENT OF PUBLIC SAFETY DATE: 06/29/20 PAGE: 1
OBSCIS RECORDS WHERE RACE DOES NOT MATCH RACE IN ACCH RECORD

NO. RECS WITH DIFF RAC 2406

ALSO HAD DIFF DOB 64

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NO REPORT TO GENERATE

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TOTAL AHQH TRANSACTIONS CREATED

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NO REPORT TO GENERATE

AMERICAN OVERSIGHT

OBSCDUPS ARIZONA DEPARTMENT OF PUBLIC SAFETY DATE: 06/29/20 PAGE: 1
OBSCIS RECORDS WITH DUPLICATE SIDS NOTE: PRIOR DUPS NOT SHOWN

CHK	NEW DUP	SID	DOC	CUR STA	NAM	DOB	SEX	RAC	FBI	SOC

NO. DUPLICATE SIDS 199

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OBSCDUPS ARIZONA DEPARTMENT OF PUBLIC SAFETY DATE: 06/29/20 PAGE: 1
OBSCIS RECORDS WITH DUPLICATE FBIS NOTE: PRIOR DUPS NOT SHOWN

CHK	NEW DUP	FBI	DOC	CUR STA	NAM	DOB	SEX	RAC	SID	SOC

NO. DUPLICATE FBIS 122

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NO REPORT TO GENERATE

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AZ-DOC-21-0315-A-001597

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: ADCRR-MiCase GOVERNANCE CHECK IN - JULY.pptx
Date: Friday, July 10, 2020 4:46:44 PM
Attachments: image003.png

Thank you Charles.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Jul 10, 2020 at 12:12 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I kept the presentation today very high level and hope to generate more of a discussion based on what is working for everyone and what needs improvement. Looking forward to the call.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Dean Allen; James O"Neil
Subject: Re: Help Desk Statistics
Date: Friday, July 10, 2020 3:21:58 PM

I agree. Please schedule a working session with me and James O'Neil so that we can go through the spreadsheet together and discuss the categories and why they were assigned.

In the meantime, the high level categories we're using are:

- **Access -** ***Account related and typically: Pswd Rst, Acct Unlock, Permissions, New Acct, Revocation or Restoration of Privileges, Vendor Access***
- **Data -** ***Generally relating to 'integrity'***
- **Enhancement -** ***New work based on need or want. This is generally a 'request'.***
- **Functionality -** ***'This did not work as intended'***
- **Training -** ***'I don't know how'***
- **Performance -** ***Degradation of service.***

We did combine some categories. For example, the Enforcer data issues were categorized as Data & Functionality (DF); and Functionality & Training (FT) for Action Queue item deletions, etc.. He and I have time on Monday from 3-4pm.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Jul 10, 2020 at 2:03 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I wanted to make sure I followed up right away with a request for the data and the discovery you did on your side. I think if we have your categories and your findings while we work to fine tune our application, it could really help align our systems.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Joseph Profiri; Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Jey Whitson1; Stacey Crabtree; Marlene Coffee
Cc:	Dean Allen; Thad Lowry; Chris Masson; Aaron Pratt
Subject:	ADCRR-MiCase GOVERNANCE CHECK IN - JULY.pptx
Date:	Friday, July 10, 2020 12:13:17 PM
Attachments:	ADCRR-MiCase GOVERNANCE CHECK IN - JULY.pptx image003.png

Good afternoon,

I kept the presentation today very high level and hope to generate more of a discussion based on what is working for everyone and what needs improvement. Looking forward to the call.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: 480-310-0981
E: charles.spannagel@bndna.com

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JULY 2020

M&O GOVERNANCE CHECK IN

ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
Empowering Digital Business

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Governance

Program Check In

Members	**ADCRR**	Joe Profiri, Holly Green, Joe Nicoletti, Rusty Johnson, Stacey Crabtree, Jey Whitson, Marlene Coffey, Sandy Wang
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson & Dean Allen
Agenda	- Update on actions from previous session (NA) - Review of SLA dashboard performance (NA – Pending Signed Agreement) - Review of exception logs (NA – Part of SLAs) - Process and/or procedure challenges; opportunities for improved way of working - Account relationship, End-user satisfaction survey programs, user group feedback or other avenues/methods to measure satisfaction with the ACIS system - EUIL Updates - Service Desk High Level Statistics - Continuous improvement initiatives and achievements (NA) - Q&A	
Inputs	- Actions from previous meetings - Exceptions from billing, build and/or run (NA) - Governance dashboard (NA) - Headline News	
Outputs / Objectives	- Minutes and updated actions list - Maintain Governance for effective and continuous improvement progra,	
Frequency	Scheduled as calendars permit	

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Governance

Issues & Areas for Improvement

Issues	- Governance Components
	  - Change Management
	  - Release Management
	  - EUIL Progress Reporting
	  - Project Plan Synchronization
	  - B&D and ADCRR Operational Meeting yet to be schedule

Governance

End User Satisfaction/Account Relationship

Highlights

- Customer Satisfaction Measurement
  - Kickoff Meeting 6/30/20
    - Collaborative Press Releases
    - B&D Tool Presentation (on hold)
- Account Relationship
  - Continued Collaboration and Governance Implementation with the unified goal of bettering the End User Experience

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Governance
EUIL Progress

EUIL Items

- 21 Total EUIL Items have been approved for the next 3 months + 9 Amendment 2 Items
- 3 Amendment 2 Items are in Production -

31028	Complete - With ADC
37161	Complete - With ADC
40553	Complete - With ADC

- 6 Amendment 2 Items remaining from M&O Agreement
- 5 EUIL Items Pending ADC Sign Off

42233	Pending Sign Off
40167	Pending Sign Off
40386	Pending Sign Off
39463	Pending Sign Off
42335	Pending Sign Off

- 4 EUIL Items in Development

21283	In Dev
36608	In Dev
42463	In Dev
39609	In Dev

- 12 Remaining EUIL Items in JAR Planning Stages

Governance

Service Desk

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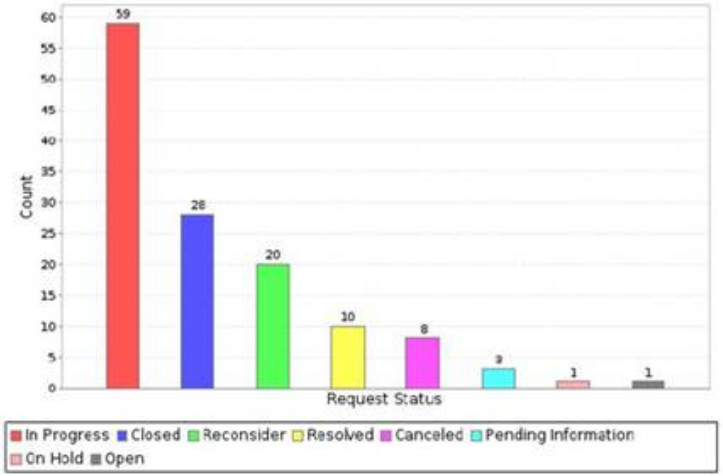
Service Desk Ticket Report June 8th - July 9th

Generated by Justin Baker Created on : 07-09-2020 08:48

Total records : 130



Questions and Answers

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Profiri; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: ADCRR IT - B&D Leadership meeting minutes 7/10/2020
Date: Friday, July 10, 2020 11:33:33 AM
Attachments: image001.png
image004.png

Good afternoon,

Thank you for the meeting today and please provide any feedback or updates from below.

1. Billable Time Tracking
    a. ADCRR To review the email from Charles sent to Spencer and Holly
2. Governance
    a. Meeting scheduled for 7/10/2020 with High Level Overview
        i. What are we going through from B&D Perspective
        ii. Charles to deliver PPT from Governance
            1. Discussion Based not reading from script
            2. Scheduled for each month for the next 3 months
2. Change Management
    a. CAB Meeting to be scheduled between ADCRR IT and B&D
    b. Charles to provide B&D's schedule, philosophy
        i. Emergency Changes
        ii. Backout plans
        iii. Determination between bugs and EUIL items
        iv. Charles to deliver for next weeks meeting
4. Release Management
    a. See above
5. B&D Volume of incidents
    a. Breakdown needed for the types of service desk tickets (access, training, etc)
6. Status of the EUILs/Parking Items
    a. Note the buckets of the 21 EUIL Items and keep them separate from the Appendix 2 items
    b. Strategy for "Press Releases" about the EUIL Items making it to Production and how we can communicate with the End Users
    c. Numbers don't match up for total
7. Report 1210 - Passed UAT and failed in Production (Release 24)
    a. Why does this pass in UAT and fail in PROD?
    b. QA demonstration for what the testing process looks like
    c. What is the environment migration strategy
8. Status of outstanding action items
    a. Protective Custody Root Cause Analysis
    b. Environment Diagram

ACTION ITEMS:

1. Enforcer Migration Discussion w/Raj (Charles)

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2. Protective Custody – email from Steve to be resent (Charles)
3. Environment Diagram (Charles)
4. Change Management Philosophy (Charles)

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Charles Spannagel
Sent: Friday, July 10, 2020 9:47 AM
To: Sandy Wang <swang@azadc.gov>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: RE: Agenda for the 10:30 Leadership meeting

Thank you Sandy. I will run the meeting and take notes. The only item on my side was to bring up the signing of the SLA Agreement. Here are my responses to the items I can immediately speak to.

Billable Time Tracking (per my email to Spencer and Holly from B&D Leadership)

> ***Our system is not set up to dive down into the detail as requested by ADCRR IT Leadership. We can do this manually but we would need to estimate this for ADCRR IT Leadership and if approved it would come out of the 10,000 M&O Remediation Hours.***
>
> ***1: M&O Support Hours (Bug Fixes) – we continue to flex our resources to meet the defect needs, we don't report these specific hours but focus on the completion by priority of defects.***
>
> ***2: M&O EUIL Hours (10,000 hours – for the first year following the signing of the amendment) - We provide fixed price estimates based on the agreed scope and report of the percentage of complete per EUIL item. As we discussed yesterday, if the scope changes (hopefully not) we will provide an update asap.***
>
> ***3: M&O Remediation Hours (10,000 hours for every year on support contract) - AD Hoc can be reported based on the activities identified by the task (BA, DEV, QA, PM).***

Incidents in ServiceDesk

AMERICAN OVERSIGHT

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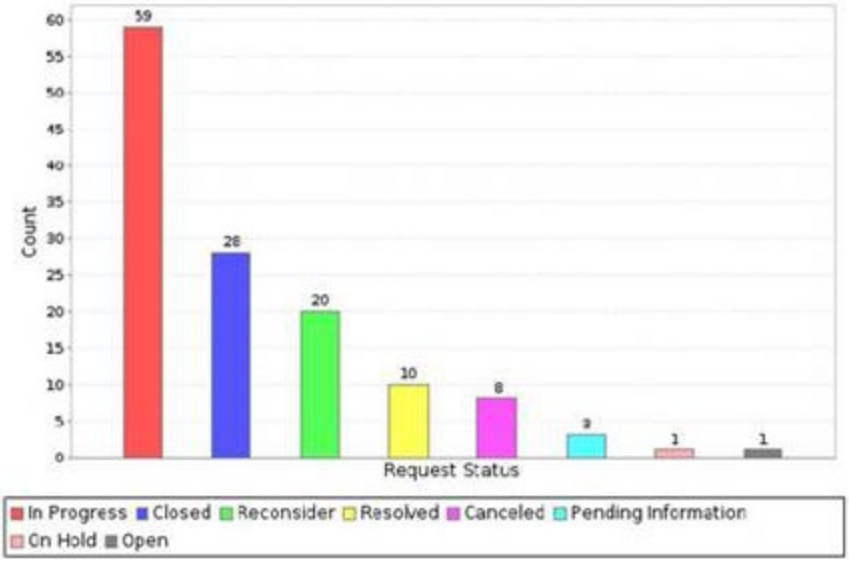
Service Desk Ticket Report June 8th - July 9th

Generated by Justin Baker Created on : 07-09-2020 08:48

Total records : 130



EUIL Items

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40167	Pending Sign Off
40386	Pending Sign Off
39463	Pending Sign Off
42335	Pending Sign Off

- 4 EUIL Items in Development

21283	In Dev
36608	In Dev
42463	In Dev

AMERICAN OVERSIGHT

39609	In Dev

- 5 Remaining EUIL Items in JAR Planning Stages

RPT 1210

1: Al mentioned "issues" during the Bug Call yesterday
2: Call to be scheduled with Stacey to review
3: Stacey to create or reopen existing bug

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: Holly Greene
Subject: RE: Agenda for the 10:30 Leadership meeting
Date: Friday, July 10, 2020 9:47:14 AM
Attachments: image004.png

Thank you Sandy. I will run the meeting and take notes. The only item on my side was to bring up the signing of the SLA Agreement. Here are my responses to the items I can immediately speak to.

Billable Time Tracking (per my email to Spencer and Holly from B&D Leadership)

> ***Our system is not set up to dive down into the detail as requested by ADCRR IT Leadership. We can do this manually but we would need to estimate this for ADCRR IT Leadership and if approved it would come out of the 10,000 M&O Remediation Hours.***
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Incidents in ServiceDesk

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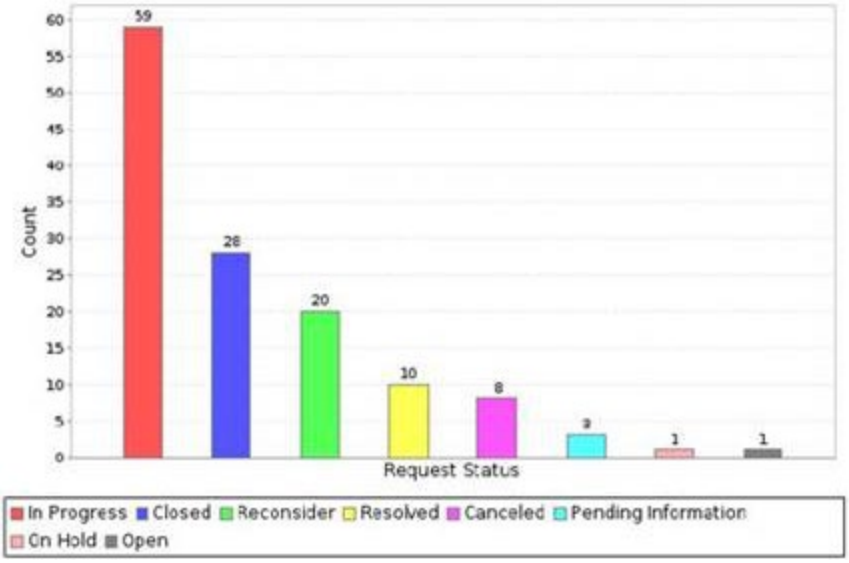
Service Desk Ticket Report June 8th - July 9th

Generated by Justin Baker Created on : 07-09-2020 08:48

Total records : 130



EUIL Items

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40386	Pending Sign Off
39463	Pending Sign Off
42335	Pending Sign Off

- 4 EUIL Items in Development

21283	In Dev
36608	In Dev
42463	In Dev

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39609	In Dev

- 5 Remaining EUIL Items in JAR Planning Stages

RPT 1210

1: Al mentioned "issues" during the Bug Call yesterday
2: Call to be scheduled with Stacey to review
3: Stacey to create or reopen existing bug

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
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From: Sandy Wang <swang@azadc.gov>
Sent: Friday, July 10, 2020 9:06 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Agenda for the 10:30 Leadership meeting

Billable Time Tracking
Governance
Change Management
Release Management
B&D Volume of incidents
Status of the EUILs/Parking Items
Report 1210 - Passed UAT and failed in Production (Release 24)
Status of outstanding action items

--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang
Subject: Re: Monthly SLA Meeting
Date: Friday, July 10, 2020 8:25:33 AM
Attachments: image002.png

That meeting is aligned with the B&D Governance model which you presented to us. This would be the first meeting in the series noted in your process.

On Fri, Jul 10, 2020 at 8:21 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Ok. I will have the reports to you this afternoon.
>
> Holly and Sandy, I have to be honest and say I am not sure what the high level governance meeting at 1pm is. I may have dropped the ball on this and I have time to fully prepare but for some reason it is not ringing a bell.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, July 10, 2020 8:15 AM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>
> **Subject:** Re: Monthly SLA Meeting
>
> Hello Charles-

AMERICAN OVERSIGHT

We are OK with cancelling the meeting. However, please provide the reports so we can review. It's informational only and informal. This is to allow us to obtain some optics on the matter.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Jul 9, 2020 at 1:47 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Sandy,
>
> We need to cancel the monthly SLA meeting scheduled for tomorrow from 3pm-4:30pm due to the fact the SLA hasn't been officially signed by ADCRR.
>
> Once the agreement is signed we will schedule a meeting immediately for the following week.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Joseph Profiri; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Cindy Hyser-Crauwels; Phil Wussow; Dean Allen
Subject:	Re: CR 40940 Discovery Estimate
Date:	Thursday, July 9, 2020 9:58:09 AM
Attachments:	image002.png

Hello Charles-

Per our discussion today, I approve the use of the additional 40 hours to perform. However, as mentioned on Monday, we ask the B&D be more thoughtful with their estimations going forward.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Jul 8, 2020 at 12:40 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon.
>
> Per our discussion on Monday, Phil was able to look put an estimate together for the additional discover work needed on CR 40940 which is 40 hours of work. Phil has outlined his strategy below.
>
> The plan is the following:
>
> 1. Search all the C# code in the solution for any calls to get the initial classification.
> 2. Search all of the database packages and procedures for any calls to get the initial classification.
> 3. Search all background services for any calls to get the initial classification.
> 4. Search all report procedures for any calls to get the initial classification.
> 5. Search all database scheduled jobs for any calls to get the initial classification.

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6. Search workflows for any calls to get the initial classification.

Once the discovery is done we will need to re-engage ADCRR in a discussion to go over the results before any kind of new estimate may be given. If you have any questions please let me know.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: FW: M&O Hours Reporting
Date: Thursday, July 9, 2020 9:46:13 AM
Attachments: image001.png
image002.png

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Charles Spannagel
Sent: Tuesday, July 7, 2020 10:20 AM
To: Spencer Scott <sscott3@azadc.gov>
Subject: M&O Hours Reporting

Spencer,

Our system is not set up to dive down into the detail as requested by ADCRR IT Leadership. We can do this manually but we would need to estimate this for ADCRR IT Leadership and if approved it would come out of the 10,000 M&O Remediation Hours.

1: M&O Support Hours (Bug Fixes) – we continue to flex our resources to meet the defect needs, we don't report these specific hours but focus on the completion by priority of defects.

2: M&O EUIL Hours (10,000 hours – for the first year following the signing of the amendment) - We provide fixed price estimates based on the agreed scope and report of the percentage of complete per EUIL item. As we discussed yesterday, if the scope changes (hopefully not) we will provide an update asap.

3: M&O Remediation Hours (10,000 hours for every year on support contract) - AD Hoc can be reported based on the activities identified by the task (BA, DEV, QA, PM).

Please let me know what questions you have as I am working on the report for this Friday's meeting.

Charles Spannagel

Project Manager
Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: SLA Meeting Agenda
Date: Thursday, July 9, 2020 8:31:48 AM
Attachments: SLA Dashboard Example.pptx
image003.png

Holly,

We have a little problem with our SLA Governance Meeting tomorrow. The SLA agreement is not signed by ADCRR. My suggestion is I will have something similar to this PPT prepared that you and I will review today and we review it with your team tomorrow. It will obviously have some significant gaps because of the work hours, burn, breakdown, still being outstanding. However, I think we can still have a positive meeting. Talk to you in 30.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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MONTHLY SLA PACKAGE

SLA Dashboard

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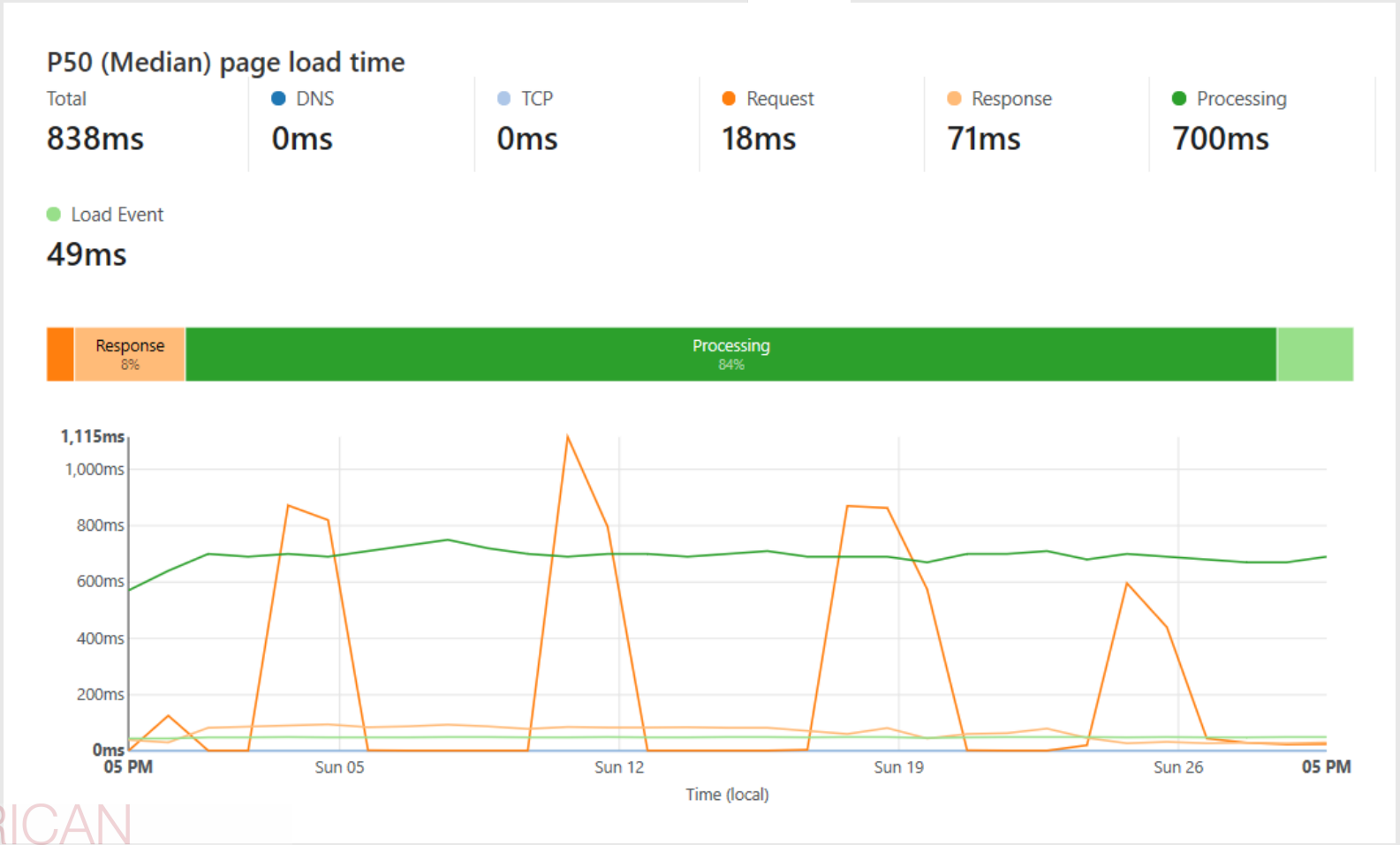
System Response



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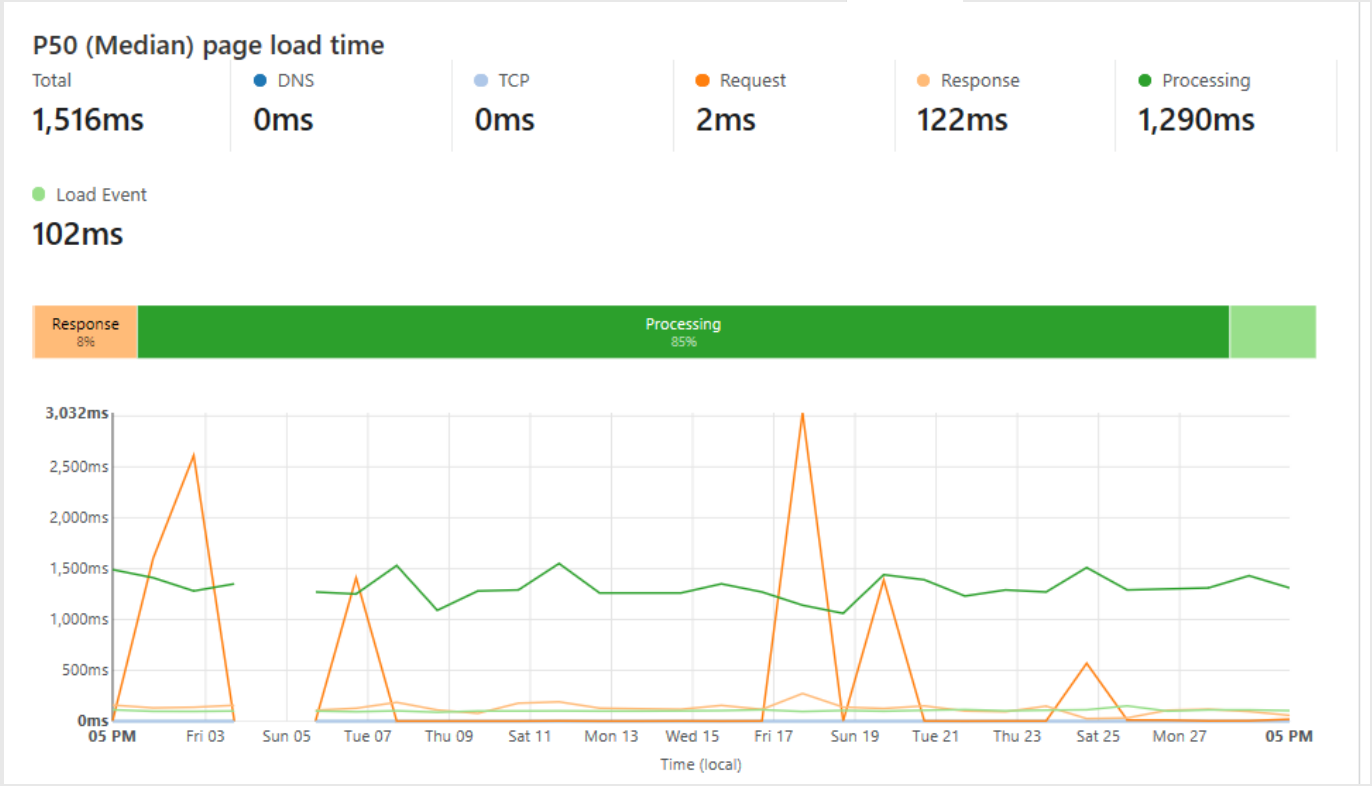
User Response – Calls to 3rd Party Interfaces

https://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx



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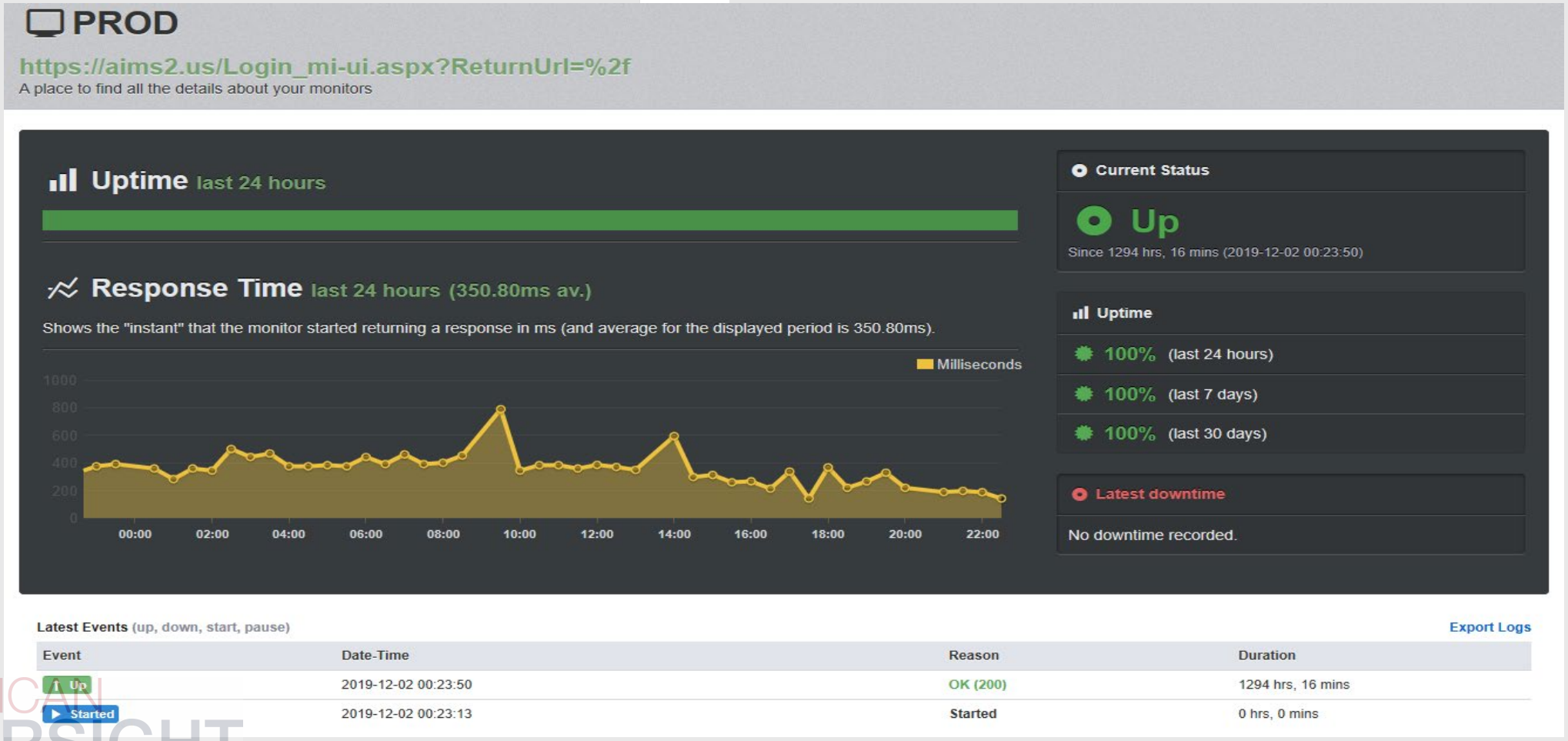
System Availability and Reliability



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Maintenance / Updates /Upgrades

Release #	Release Name	Iteration Path	UAT Date	PROD Date
5.1.214.10	Prod Release 1	\v5.1.214.X (PROD Release 1)	12/5/2019	12/6/2019
5.1.215.9	Prod Release 2	\v5.1.215.X (PROD Release 2)	12/12/2019	12/13/2019
5.1.216.6	Prod Release 3	\v5.1.216.X (PROD Release 3)	12/19/2019	12/20/2019
5.1.217.5	Prod Release 4	\v5.1.217.X (PROD Release 4)	12/24/2019	12/26/2019
5.1.218.4	Prod Release 5	\v5.1.218.X (PROD Release 5)	1/2/2020	1/3/2020
5.1.219.6	Prod Release 6	\v5.1.219.X (PROD Release 6)	1/8/2020	1/10/2020
5.1.220.6	Prod Release 7	\v5.1.220.X (PROD Release 7)	1/15/2020	1/17/2020
5.1.221.6	Prod Release 8	\v5.1.221.X (PROD Release 8)	1/22/2020	1/24/2020
5.1.222.6	Prod Release 9	\v5.1.222.X (PROD Release 9)	1/29/2020	1/31/2020
5.1.223.6	Prod Release 10	\v5.1.223.X (PROD Release 10)	2/5/2020	2/7/2020
5.1.224.6	Prod Release 11	\v5.1.224.X (PROD Release 11)	2/12/2020	2/14/2020
5.1.225.6	Prod Release 12	\v5.1.225.X (PROD Release 12)	2/19/2020	2/21/2020
5.1.226.6	Prod Release 13	\v5.1.226.X (PROD Release 13)	2/26/2020	2/28/2020

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Data Integrity and Destruction

- AWS Backup Logs

System snapshots (8)

Filter system snapshots

1

Name	DB source	Creation time	Status	Progress	Vpc
rds:aims2prod-2020-01-23-09-11	aims2prod	Thu Jan 23 2020 02:11:42 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-24-09-11	aims2prod	Fri Jan 24 2020 02:11:36 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-25-09-11	aims2prod	Sat Jan 25 2020 02:11:47 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-26-09-11	aims2prod	Sun Jan 26 2020 02:11:59 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-27-09-11	aims2prod	Mon Jan 27 2020 02:11:53 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-28-09-11	aims2prod	Tue Jan 28 2020 02:11:49 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-29-09-11	aims2prod	Wed Jan 29 2020 02:11:50 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-30-09-11	aims2prod	Thu Jan 30 2020 02:11:43 GMT-0700	available	Completed	vpc-009d22516de3691c8

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Security

- 0 breaches this month
- User Roles Audit (Telerik Reports)
- Annual Penetration Testing

AIMS2 User Detail Report

User ID	User Name	First Name	Last Name	Account Locked	Password Expires On	Roles
15	[redacted]	Administrator	Administrator	N		ADMINISTRATOR
						PASSWORD
24		FRANCISCO	MAJALCA	N	3/15/2020 6:38:09 AM	ALL USERS
						PASSWORD
						ACCOUNTABILITY OFFICER
						MAIN CONTROL
28		DELLA	HARRIS	Y	2/28/2020 1:31:31 AM	ALL USERS
						MEDICAL STAFF
						PASSWORD
31		JARED	KAUFFMAN	N	3/7/2020 1:40:21 AM	ALL USERS
						PASSWORD
						ACCOUNTABILITY OFFICER
32		DAVID	HOLMES	N	3/1/2020 6:29:46 PM	ALL USERS
						PASSWORD
33		MARVIN	ROSTRAN	Y	2/28/2020 1:31:31 AM	ALL USERS
						PASSWORD
39		KEVIN	BATISTE	Y	2/28/2020 1:31:31 AM	ALL USERS
						PASSWORD
42		RAMON	CANEDO	N	3/9/2020 11:52:09 PM	ALL USERS
						PASSWORD

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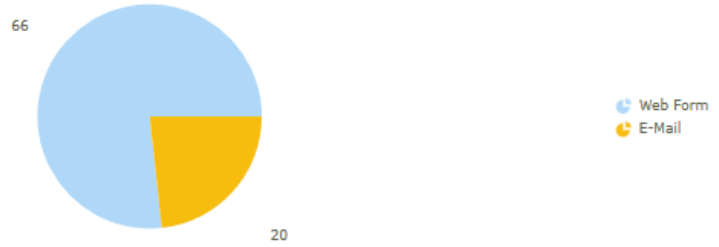
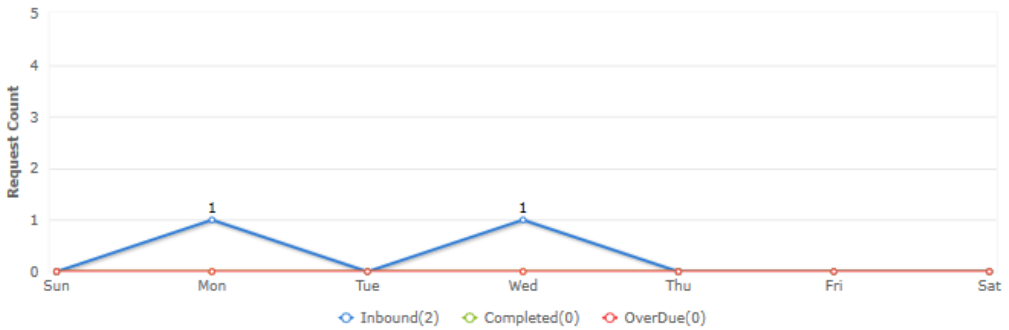
Requests by Technician

	Open	OnHold	OverDue
AIMS2 Migration	23	0	23
AIMS2 Dev	17	1	18
Vishal Mehta	13	0	13
Trevor Baker	3	0	3
Others	4	0	3
Unassigned	26	0	6
Total	86	1	66

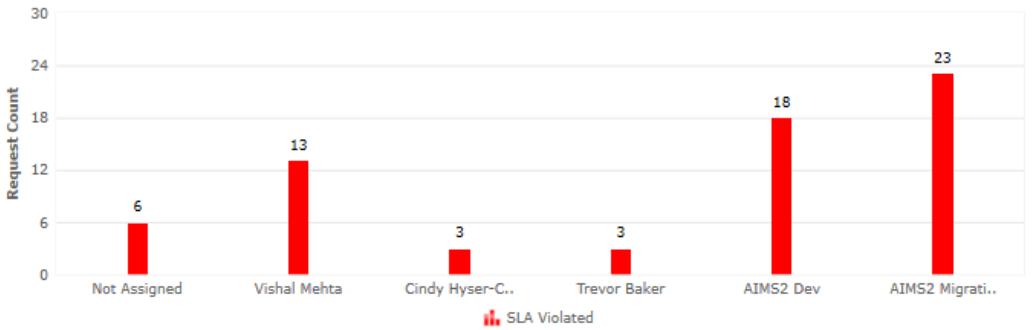
Open Requests by Mode



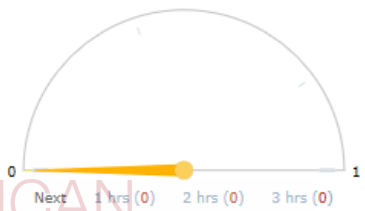
Requests Last Week



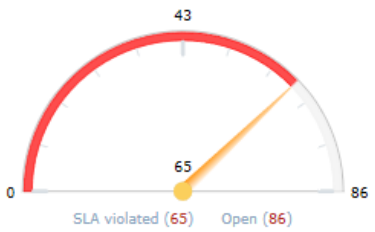
SLA Violation by Technician



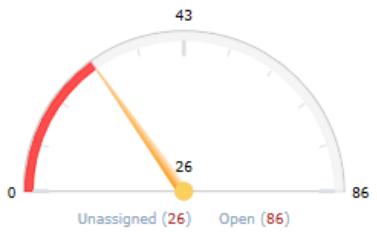
Requests Approaching SLA Violation



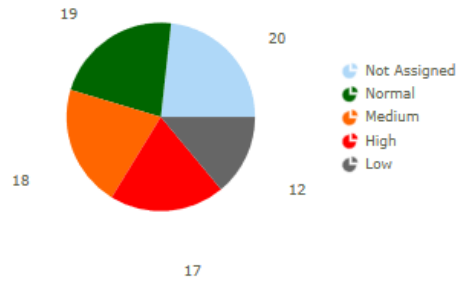
SLA Violated Requests



Unassigned and Open Requests



Open Requests by Priority



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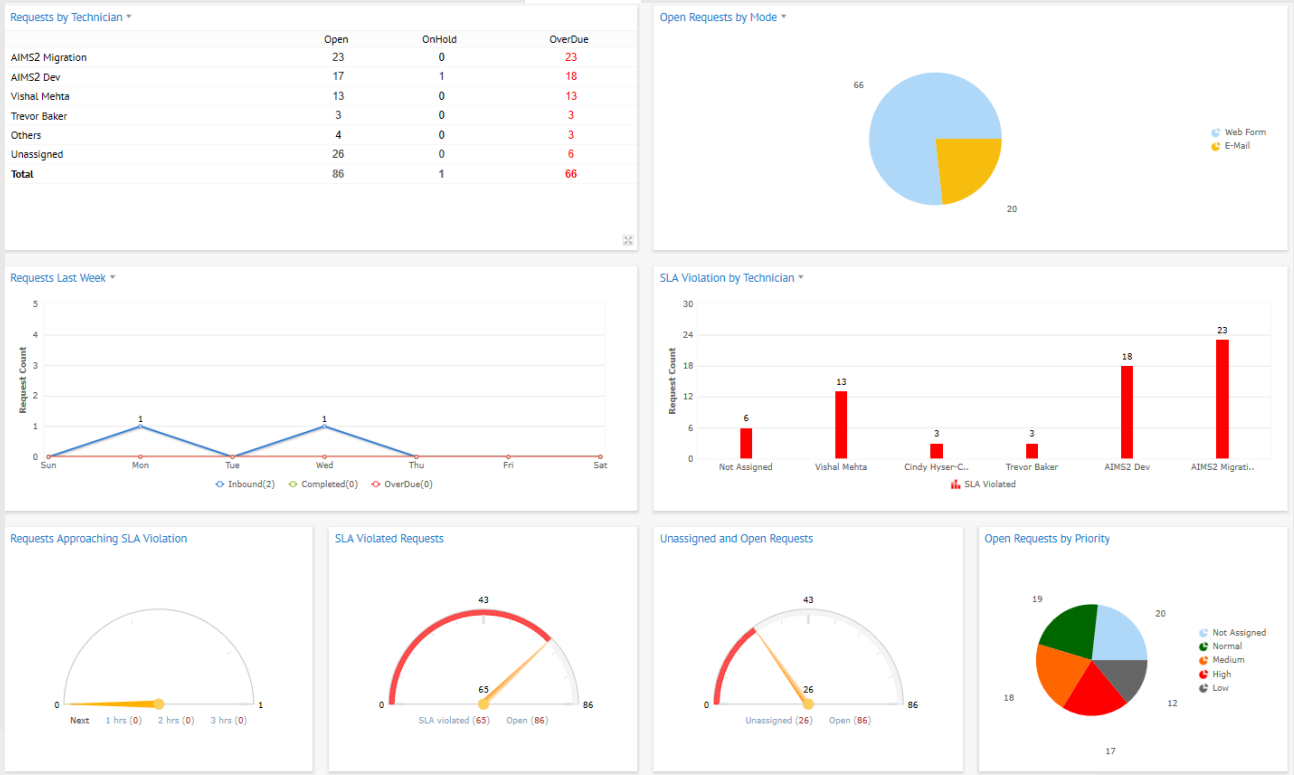
Incident Resolution Time & Target

- Provided by the B&D ServiceDesk+ tool



Requests by Technician	Open	OnHold	OverDue
AIMS2 Migration	23	0	23
AIMS2 Dev	17	1	18
Vishal Mehta	13	0	13
Trevor Baker	3	0	3
Others	4	0	3
Unassigned	26	0	6
Total	86	1	66

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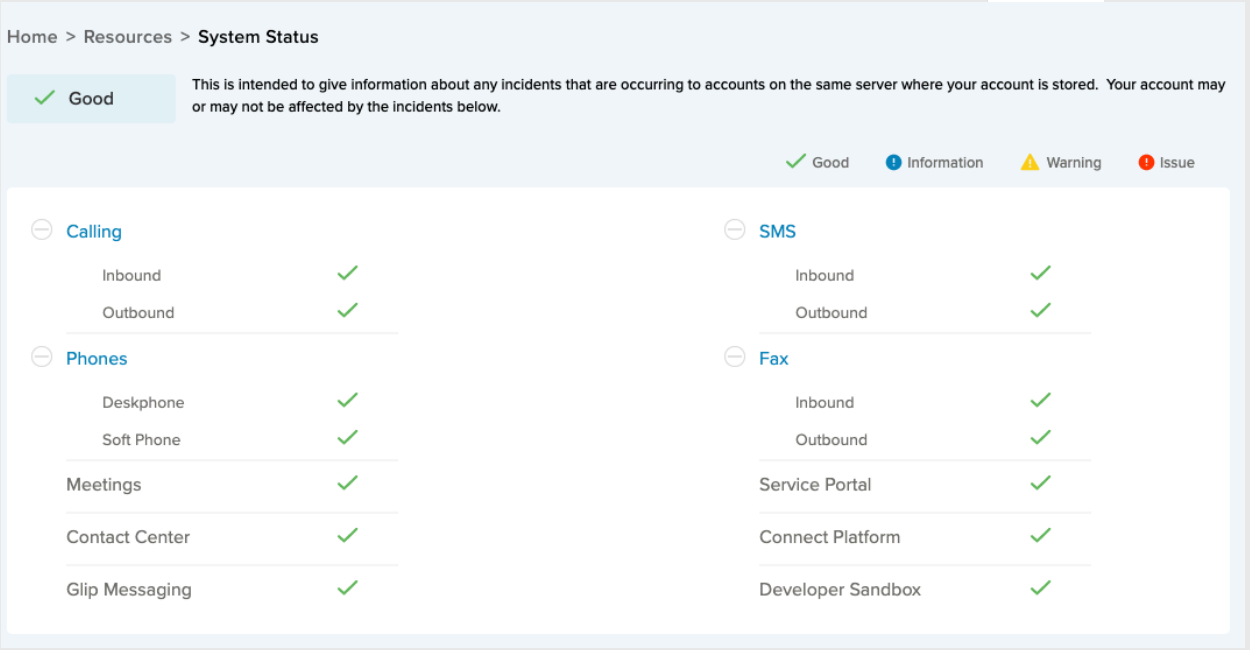
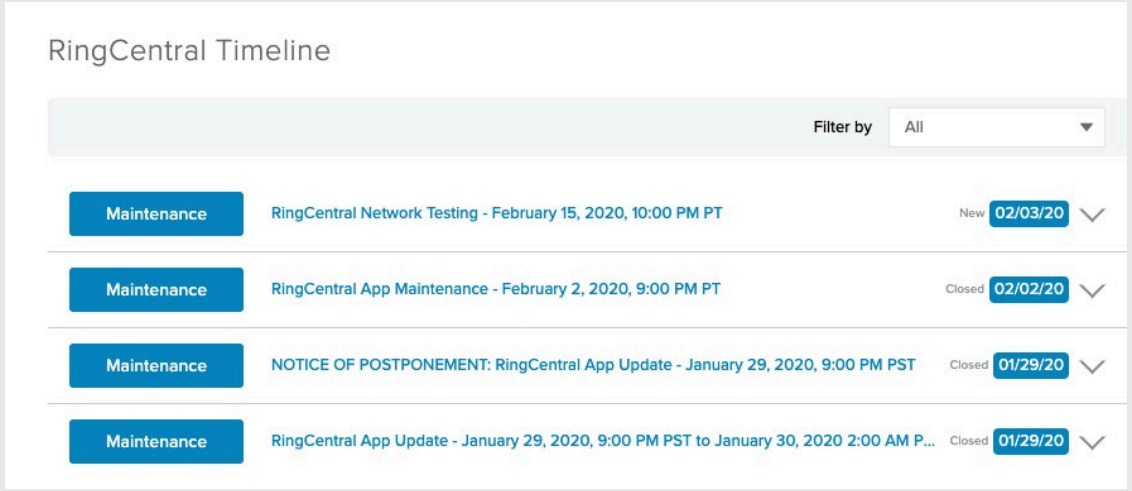
User Support

- Ring Central Uptime report – Call Handling Software





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User Support

- ServiceDesk+ Uptime report

ManageEngine On-Demand Service Status

SUBSCRIBE

All Components are operational

Component Summary

Component Name	Component Status
Custom SDP On-Demand Transaction Time : 1.36 s	Operational
MDM Cloud Transaction Time : 2.25 s	Operational
PatchManagerPlusCloud Transaction Time : 367 ms	Operational
Remote Access Plus Transaction Time : 395 ms	Operational
SDP On-Demand Transaction Time : 524 ms	Operational
US Zoho AlarmsOne Transaction Time : 367 ms	Operational

Component Status History

Search for a component

Feb 13 to Feb 7

Component Name	Uptime	Feb 13	Feb 12	Feb 11	Feb 10	Feb 9	Feb 8	Feb 7
Custom SDP On-Demand	100 %	✓	✓	✓	✓	✓	✓	✓
MDM Cloud	100 %	✓	✓	✓	✓	✓	✓	✓
PatchManagerPlusCloud	100 %	✓	✓	✓	✓	✓	✓	✓
Remote Access Plus	100 %	✓	✓	✓	✓	✓	✓	✓
SDP On-Demand	100 %	✓	✓	✓	✓	✓	✓	✓
US Zoho AlarmsOne	100 %	✓	✓	✓	✓	✓	✓	✓

Operational · Monitoring suspended · Under Maintenance · Degraded Performance · Partial Outage · Major Outage

Incident History

Feb 13, 2020
No incidents reported.

Feb 12, 2020
No incidents reported.

Feb 11, 2020
No incidents reported.

Feb 10, 2020
No incidents reported.

Feb 09, 2020
No incidents reported.

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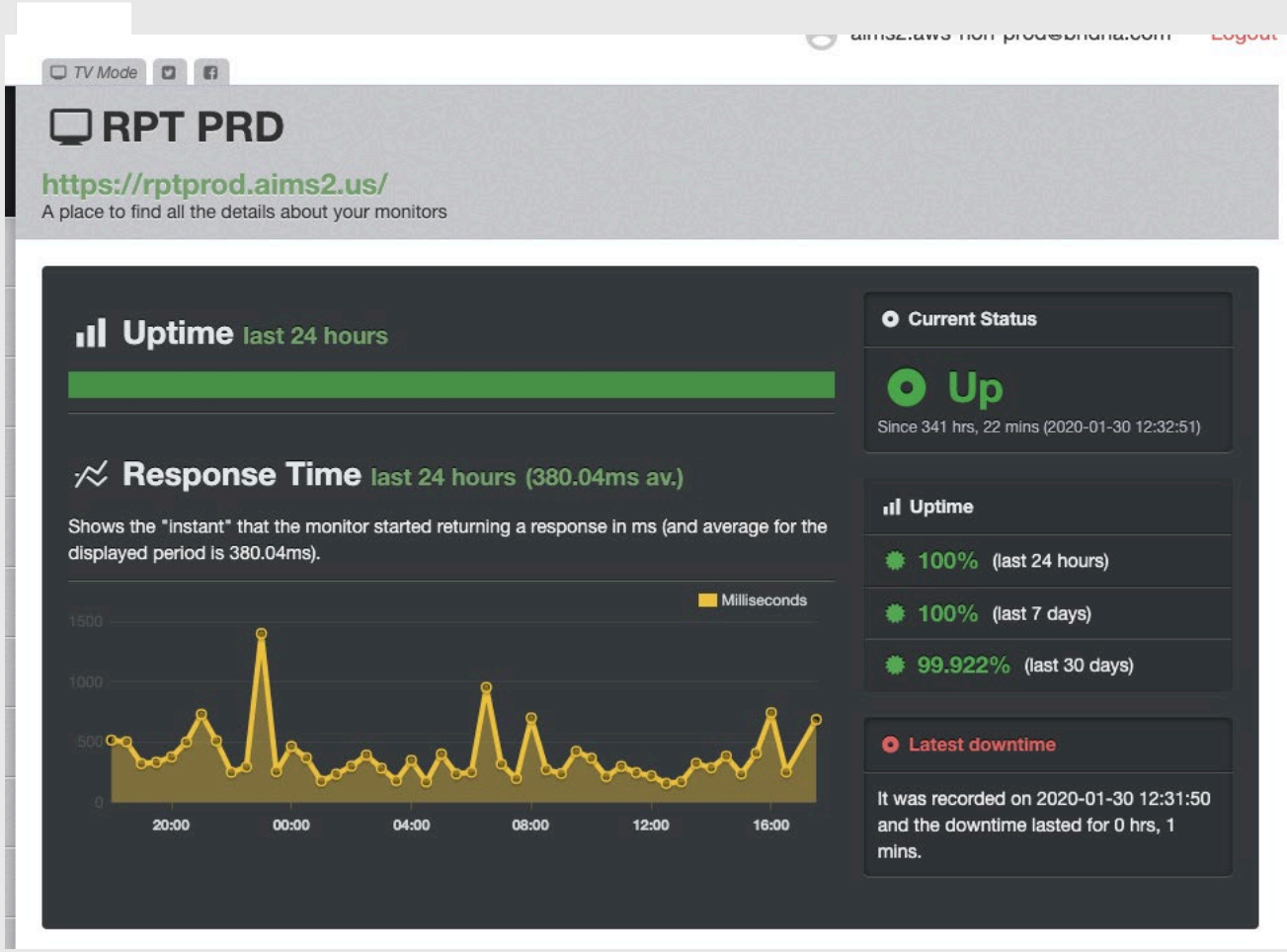
Reporting

- AWS Read Replica uptime report



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SLA Reporting

- This document
- Monthly Status Report Meeting Schedule
- Quarterly meeting

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Contractor Staffing

- Expert Timesheet Staffing report

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Joseph Profiri; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Cc:	Cindy Hyser-Crauwels; Phil Wussow; Dean Allen
Subject:	CR 40940 Discovery Estimate
Date:	Wednesday, July 8, 2020 12:40:56 PM
Attachments:	image002.png

Good afternoon.

Per our discussion on Monday, Phil was able to look put an estimate together for the additional discover work needed on CR 40940 which is 40 hours of work. Phil has outlined his strategy below.

The plan is the following:

1. Search all the C# code in the solution for any calls to get the initial classification.
2. Search all of the database packages and procedures for any calls to get the initial classification.
3. Search all background services for any calls to get the initial classification.
4. Search all report procedures for any calls to get the initial classification.
5. Search all database scheduled jobs for any calls to get the initial classification.
6. Search workflows for any calls to get the initial classification.

Once the discovery is done we will need to re-engage ADCRR in a discussion to go over the results before any kind of new estimate may be given. If you have any questions please let me know.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

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From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Jey Whitson1
Cc: Charles Spannagel; George Martinez; Gergana Kovatcheva; Harika Chikkala; Holly Greene; John Vitale; Keith Francen; Linda Finchum; Luis Blázquez; Lynda Wade; Michele Simmons; Rajkumar Gopal; Richard Evitch; Sandy Wang; Thad Lowry; Wissem BenAissa
Subject: RE: KeepTrak Interface Error
Date: Tuesday, July 7, 2020 5:13:12 PM
Attachments: image001.png
image002.png
image003.png
image004.png

Ok, we will start it and notify when complete. It takes a few hours a believe.

Thanks,
Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 5:02 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Re: KeepTrak Interface Error

Go ahead and run it. Reviewed 2131 with Michele and Richard and it seems to be in the ballpark of what we would expect. If there are additional inmates that don't get paid I am sure they will let their COIII know.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 4:45 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Thanks Jey,
>
> Let us know when to start the payroll. We will manually start it once we receive the ok instead of waiting for the 11:50 time tonight. Attached is what will be sent.
>
> Thanks,
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 4:36 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Subject:** Re: KeepTrak Interface Error
>
> 2131 schedule for 4:45 PM. I will forward it out for review once I receive it.
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> On Tue, Jul 7, 2020 at 4:28 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > We are done with the update and ready for validation of 2130.
> >
> > Thanks,
> > Aaron
> >
> > **From:** Jey Whitson <jwhitson@azadc.gov>
> > **Sent:** Tuesday, July 7, 2020 4:23 PM
> > **To:** Aaron Pratt <aaron.pratt@bndna.com>
> > **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> > **Subject:** Re: KeepTrak Interface Error
> >
> > Good copy. Thank you to you and your team Aaron for all of your hard work on this.
> >
> > On Tue, Jul 7, 2020 at 4:22 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
> >
> > > Yes,
> > >
> > > That's correct. The pay engine is done for the day now so we will run the same update we ran earlier and you can validate the report again and then we will export payroll to KeepTrak. We will disable the 12am Pay Engine run just to make sure it does not interfere and then it should run at 10am tomorrow on the normal schedule and we should be in 2021 by then so it should be correct. We will watch tomorrow to make sure it looks good. The 4pm Pay Engine task is complete and the count matches the 2pm run so it looks like nothing additional was generated.
> > >
> > > We will run the update again now and let you know when it is complete and ready to validate.
> > >
> > > Thanks all for your patience!
> > >
> > > Aaron

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From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 4:16 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Re: KeepTrak Interface Error

So to summarize the pay engine sees that we are in 2021 and thus keeps kicking it back to 2021. So to solve for this, you are going to temporarily modify what is sent over and suspend the pay engine that would normally run at midnight so interface doesn't get reset in the middle of transactions being sent over.

Assuming my understanding is correct, please proceed and advise when I can schedule 2131 for confirmation.

On Tue, Jul 7, 2020 at 3:52 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Jey,
>
> Great point. This comment has helped us realize that pay engine will revert the pay summary records back to 2021 (which looks like it happened when it ran at 2pm). So here is a slightly updated plan:
>
> - We need to wait until after the Pay Engine runs at 4pm today (in about 10 minutes).
> - This will put the pay summary records back to 2021 again but will be the last time it will run today. When it runs tomorrow it should be correct since we are past the post date.
> - We will need to then run the SQL update again to move pay summary records back to 2020.
> - We will temporarily suspend the Pay Engine to keep it from running at midnight tonight just to make sure it does not interfere with the payroll export.
> - Then we will run the Payroll export to KeepTrak (scheduled normally to happen at 11:50 but we will probably kick off ahead of schedule around 4:30 pm).
> - Then tomorrow the Pay Engine will run again at 10am and should post to 2021 cycle 1 since we are past the post date.
>
> Let us know if you see any issues with this.
>
> Thanks!
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 1:54 PM
> **To:** Michele Simmons <msimmons@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Subject:** Re: KeepTrak Interface Error
>
> Copy that.
>
> Charles/Aaron - Just to confirm that setting the post date to today won't cause any issues since the engine starts around 10pm, correct?
>
> On Tue, Jul 7, 2020 at 1:52 PM Michele Simmons <msimmons@azadc.gov> wrote:
>
> > Jey- from what I can tell the data looks good and I would recommend continuing with the push to KeepTrak.
> >
> > **Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/**
> >
> > **OR**
> >
> > **Call the IT Service Desk at: 602.542.3971**
> >
> > Respectfully,
> >
> > COIV Michele Simmons #4465
> > **Arizona Department of Corrections**
> > ACIS Test/Training Administrator
> > 1601 W Jefferson St. | Phoenix, AZ 85007
> > 602-542-1861 msimmons@azadc.gov
> >
> > On Tue, Jul 7, 2020 at 1:42 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
> >
> > > Also attached is the data that will be sent to KeepTrak if you would like to validate it before we sent.
> > >
> > > Thanks,
> > > Aaron
> > >
> > > **From:** Jey Whitson <jwhitson@azadc.gov>
> > > **Sent:** Tuesday, July 7, 2020 1:39 PM
> > > **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; Michele Simmons <msimmons@azadc.gov>
> > > **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> > > **Subject:** Re: KeepTrak Interface Error
> > >
> > > Michele - Please take a look at 2130 and advise.
> > >
> > > On Tue, Jul 7, 2020 at 1:31 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
> > >
> > > > Good afternoon,
> > > >
> > > > Data is updated in PROD. Please let us know when you approve us to run the payroll to Keefe/KeepTrak. We will need you to update the post date in the system first. We do not have access to this screen in PROD.

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Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Richard Evitch <revitch1@azadc.gov>
Sent: Tuesday, July 7, 2020 12:41 PM
To: Gergana Kovatcheva <gkovatcheva@azadc.gov>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: KeepTrak Interface Error

Hello all,

Monday after 0900 or Tuesday anytime are presently available for me.

thanks,
Richard

Richard Evitch
Assistant Director, Financial Services
ofc 602-542-2838

On Tue, Jul 7, 2020 at 12:22 PM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:

> Monday or Tuesday would work for me.
>
> Thank you!
> Gergana Kovatcheva, CPA, CGFM, CPM
> Chief Financial Officer/ Bureau Administrator
> Arizona Department of Corrections, Rehabilitation & Reentry
> 1645 W. Jefferson St, Phoenix, AZ 85007
> Office :602-364-3418
> gkovatcheva@azadc.gov
>
> On Tue, Jul 7, 2020 at 11:52 AM Jey Whitson <jwhitson@azadc.gov> wrote:
>
> > Not sure what everyone's else's schedule looks like, but the best day for me would be Monday or Tuesday next week. I am pretty open schedule wise on those two days. The rest of this week is a bit of a mess for me.
> >
> > ADCRR
> > Richard Evitch
> > Gergana Kovatcheva
> > Lynda Wade
> > George Martinez
> > Spencer Scott
> > Michele Simmons
> > Marlene Coffey
> > Jacob Whitson
> >
> > B&D
> > Aaron Pratt
> > Trevor Baker
> > Charles Spannagel
> >
> > Sincerely,
> > Jacob "Jey" Whitson
> > Time Computation Quality Assurance Administrator
> > Offender Information Unit Liaison
> > ADCRR CIRT Team Leader & Equal Opportunity Liaison
> > (602) 364-0021
> >
> > On Tue, Jul 7, 2020 at 11:46 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
> >
> > > Jey,
> > >
> > > Can you please let me know who all you want on the meeting and what times will work for ADCRR and I will schedule it. Thank you.
> > >
> > > **Charles Spannagel**
> > >
> > > Project Manager
> > > Business & Decision, North America
> > > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > > M: [redacted]
> > > E: charles.spannagel@bndna.com
> > >
> > > Business & Decision
> > > Empowering Digital Business
> > >
> > > **From:** Aaron Pratt <aaron.pratt@bndna.com>
> > > **Sent:** Tuesday, July 7, 2020 10:59 AM
> > > **To:** Jey Whitson1 <jwhitson@azadc.gov>
> > > **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen

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<keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
Subject: RE: KeepTrak Interface Error

Agreed. I think Charles will set something up. Thank you!

Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 10:57 AM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
Subject: Re: KeepTrak Interface Error

Thank you Aaron. But I think we should have a discussion nonetheless. I fully accept my ignorance of programming complexities and I am not sure how different what ITA is wanting will be from what you are suggesting. Ultimately I would hate for your staff to waste any time that may have to be undone in the future for an issue we won't face again for another 12 months that could be solved in a different fashion.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 10:51 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hi Jey,
>
> The plan is to use the value from the admin screen rather than calculate it via some business rule (shown below). Let us know if you would like to discuss further before we implement any changes. We will proceed with the database update as Holly has directed and will contact you when the change has been made so you can validate with the reports. Thanks!

Inmate Trust Account Fiscal Year Pay Period Schedule

Fiscal Year: 2020

Pay Cycle	Begin Date	End Date	Post Date	Status	Pay Cycle	Begin Date
1	07/01/2019	07/12/2019	07/18/2019		2	07/13/2019
3	07/27/2019	08/09/2019	08/15/2019		4	08/10/2019
5	08/24/2019	09/06/2019	09/12/2019		6	09/07/2019
7	09/21/2019	10/04/2019	10/10/2019		8	10/05/2019
9	10/19/2019	10/25/2019	10/31/2019		10	10/26/2019
11	11/09/2019	11/22/2019	11/28/2019		12	11/23/2019
13	12/07/2019	12/20/2019	12/26/2019	PD	14	12/21/2019
15	01/04/2020	01/17/2020	01/23/2020	PD	16	01/18/2020
17	02/01/2020	02/14/2020	02/20/2020	PD	18	02/15/2020
19	02/29/2020	03/13/2020	03/19/2020	PD	20	03/14/2020
21	03/28/2020	04/10/2020	04/16/2020	PD	22	04/11/2020
23	04/25/2020	05/08/2020	05/14/2020	PD	24	05/09/2020
25	05/23/2020	06/05/2020	06/11/2020	PD	26	06/06/2020
27	06/20/2020	06/30/2020	07/06/2020			

> Thanks!
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 10:41 AM
> **To:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Aaron Pratt <aaron.pratt@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> **Subject:** Re: KeepTrak Interface Error
>
> Charles - Before any additional programming (not the SQL fix, please deploy that as approved below) is done, we need to have a discussion regarding how ITA wants to handle the bifurcation of pay cycles in the following years to come. I don't want you to develop a solution that may end up needing to be backed out in a year's time.
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison

AMERICAN OVERSIGHT

ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 10:36 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles-
>
> Please proceed with implementing this fix.
>
> Respectfully,
>
> Holly Greene
> Deputy CIO | ADCRR IT Bureau
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Tue, Jul 7, 2020 at 10:31 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good morning ADC,
> >
> > We discovered an issue this morning that we are currently working.
> >
> > **Here is a summary of the issue:**
> >
> > - When payroll was generated for cycle 27 all the pay summary records were generated for fiscal year 2021 instead of 2020 because of code that did not account for the strange overlap period.
> > - The issue will only occur on the overlap week at the end of the fiscal year.
> > - We are correcting the problem so that it will not occur again next year.
> > - High bug 43006 exists because of the same issue. There may be more.
> >
> > **Here is what we are requesting to resolve the issue:**
> >
> > - Run the following SQL in PROD to correct the data for cycle 27: UPDATE doc_pr_pay_summary SET pay_cycle_year = 2020 WHERE pay_cycle_number = 27 and pay_cycle_year = 2021; ***We are requesting permission to run this SQL.***
> > - ADC looks at the pay summary reports to validate the data fix. Or any other reports.
> > - ADC will change the post date in the system from 7/6/2020 to 7/7/2020 on the fiscal year maintenance screen. https://aims2.us/Administration/System/ManageFiscalYearPayPeriodSchedule.aspx
> > - We will run the Payroll interface again before midnight and the records will see the new post date of today and post the Payroll to KeepTrak.
> >
> > We will update you as soon as we can. Thank you.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > Business & Decision
> > Empowering Digital Business
> >
> > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator

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ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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Jacob "Jey" Whitson
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Offender Information Unit Liaison
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Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Jey Whitson1
Cc: Charles Spannagel; George Martinez; Gergana Kovatcheva; Harika Chikkala; Holly Greene; John Vitale; Keith Francen; Linda Finchum; Luis Blázquez; Lynda Wade; Michele Simmons; Rajkumar Gopal; Richard Evitch; Sandy Wang; Thad Lowry; Wissem BenAissa
Subject: RE: KeepTrak Interface Error
Date: Tuesday, July 7, 2020 4:46:35 PM
Attachments: PayrollExport-27-2020-PROD(2).xlsx
image001.png
image002.png
image003.png
image004.png

Thanks Jey,

Let us know when to start the payroll. We will manually start it once we receive the ok instead of waiting for the 11:50 time tonight. Attached is what will be sent.

Thanks,
Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 4:36 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Re: KeepTrak Interface Error

2131 schedule for 4:45 PM. I will forward it out for review once I receive it.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 4:28 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> We are done with the update and ready for validation of 2130.
>
> Thanks,
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 4:23 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Subject:** Re: KeepTrak Interface Error
>
> Good copy. Thank you to you and your team Aaron for all of your hard work on this.
>
> On Tue, Jul 7, 2020 at 4:22 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Yes,
> >
> > That's correct. The pay engine is done for the day now so we will run the same update we ran earlier and you can validate the report again and then we will export payroll to KeepTrak. We will disable the 12am Pay Engine run just to make sure it does not interfere and then it should run at 10am tomorrow on the normal schedule and we should be in 2021 by then so it should be correct. We will watch tomorrow to make sure it looks good. The 4pm Pay Engine task is complete and the count matches the 2pm run so it looks like nothing additional was generated.
> >
> > We will run the update again now and let you know when it is complete and ready to validate.
> >
> > Thanks all for your patience!
> >
> > Aaron
> >
> > **From:** Jey Whitson <jwhitson@azadc.gov>
> > **Sent:** Tuesday, July 7, 2020 4:16 PM
> > **To:** Aaron Pratt <aaron.pratt@bndna.com>
> > **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> > **Subject:** Re: KeepTrak Interface Error
> >
> > So to summarize the pay engine sees that we are in 2021 and thus keeps kicking it back to 2021. So to solve for this, you are going to temporarily modify what is sent over and suspend the pay engine that would normally run at midnight so interface doesn't get reset in the middle of transactions being sent over.
> >
> > Assuming my understanding is correct, please proceed and advise when I can schedule 2131 for confirmation.
> >
> > On Tue, Jul 7, 2020 at 3:52 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
> >
> > > Jey,
> > >
> > > Great point. This comment has helped us realize that pay engine will revert the pay summary records back to 2021 (which looks like it happened when it ran at 2pm). So here is a slightly updated plan:
> > >
> > > - We need to wait until after the Pay Engine runs at 4pm today (in about 10 minutes).
> > > - This will put the pay summary records back to 2021 again but will be the last time it will run today. When it runs tomorrow it should be correct since we are past the post date.
> > > - We will need to then run the SQL update again to move pay summary records back to 2020.

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- We will temporarily suspend the Pay Engine to keep it from running at midnight tonight just to make sure it does not interfere with the payroll export.
- Then we will run the Payroll export to KeepTrak (scheduled normally to happen at 11:50 but we will probably kick off ahead of schedule around 4:30 pm).
- Then tomorrow the Pay Engine will run again at 10am and should post to 2021 cycle 1 since we are past the post date.

Let us know if you see any issues with this.

Thanks!
Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 1:54 PM
To: Michele Simmons <msimmons@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Re: KeepTrak Interface Error

Copy that.

Charles/Aaron - Just to confirm that setting the post date to today won't cause any issues since the engine starts around 10pm, correct?

On Tue, Jul 7, 2020 at 1:52 PM Michele Simmons <msimmons@azadc.gov> wrote:

> Jey- from what I can tell the data looks good and I would recommend continuing with the push to KeepTrak.
>
> **Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/**
>
> **OR**
>
> **Call the IT Service Desk at: 602.542.3971**
>
> Respectfully,
>
> COIV Michele Simmons #4465
> **Arizona Department of Corrections**
> ACIS Test/Training Administrator
> 1601 W Jefferson St. | Phoenix, AZ 85007
> 602-542-1861 msimmons@azadc.gov
>
> On Tue, Jul 7, 2020 at 1:42 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Also attached is the data that will be sent to KeepTrak if you would like to validate it before we sent.
> >
> > Thanks,
> > Aaron
> >
> > **From:** Jey Whitson <jwhitson@azadc.gov>
> > **Sent:** Tuesday, July 7, 2020 1:39 PM
> > **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; Michele Simmons <msimmons@azadc.gov>
> > **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> > **Subject:** Re: KeepTrak Interface Error
> >
> > Michele - Please take a look at 2130 and advise.
> >
> > On Tue, Jul 7, 2020 at 1:31 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
> >
> > > Good afternoon,
> > >
> > > Data is updated in PROD. Please let us know when you approve us to run the payroll to Keefe/KeepTrak. We will need you to update the post date in the system first. We do not have access to this screen in PROD.
> > >
> > > **Charles Spannagel**
> > >
> > > Project Manager
> > > Business & Decision, North America
> > > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > > M: [redacted]
> > > E: charles.spannagel@bndna.com
> > >
> > > Business & Decision
> > > Empowering Digital Business
> > >
> > > **From:** Richard Evitch <revitch1@azadc.gov>
> > > **Sent:** Tuesday, July 7, 2020 12:41 PM
> > > **To:** Gergana Kovatcheva <gkovatcheva@azadc.gov>
> > > **Cc:** Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> > > **Subject:** Re: KeepTrak Interface Error
> > >
> > > Hello all,
> > >
> > > Monday after 0900 or Tuesday anytime are presently available for me.
> > >
> > > thanks,

AMERICAN OVERSIGHT

Richard

Richard Evitch
Assistant Director, Financial Services
ofc 602-542-2838

On Tue, Jul 7, 2020 at 12:22 PM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:

> Monday or Tuesday would work for me.
>
> Thank you!
> Gergana Kovatcheva, CPA, CGFM, CPM
> Chief Financial Officer/ Bureau Administrator
> Arizona Department of Corrections, Rehabilitation & Reentry
> 1645 W. Jefferson St. Phoenix, AZ 85007
> Office :602-364-3418
> gkovatcheva@azadc.gov
>
> On Tue, Jul 7, 2020 at 11:52 AM Jey Whitson <jwhitson@azadc.gov> wrote:
>
> > Not sure what everyone's else's schedule looks like, but the best day for me would be Monday or Tuesday next week. I am pretty open schedule wise on those two days. The rest of this week is a bit of a mess for me.
> >
> > ADCRR
> > Richard Evitch
> > Gergana Kovatcheva
> > Lynda Wade
> > George Martinez
> > Spencer Scott
> > Michele Simmons
> > Marlene Coffey
> > Jacob Whitson
> >
> > B&D
> > Aaron Pratt
> > Trevor Baker
> > Charles Spannagel
> >
> > Sincerely,
> > Jacob "Jey" Whitson
> > Time Computation Quality Assurance Administrator
> > Offender Information Unit Liaison
> > ADCRR CIRT Team Leader & Equal Opportunity Liaison
> > (602) 364-0021
> >
> > On Tue, Jul 7, 2020 at 11:46 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
> >
> > > Jey,
> > >
> > > Can you please let me know who all you want on the meeting and what times will work for ADCRR and I will schedule it. Thank you.
> > >
> > > **Charles Spannagel**
> > >
> > > Project Manager
> > > Business & Decision, North America
> > > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > > M: [redacted]
> > > E: charles.spannagel@bndna.com
> > >
> > > Business & Decision
> > > Empowering Digital Business
> > >
> > > **From:** Aaron Pratt <aaron.pratt@bndna.com>
> > > **Sent:** Tuesday, July 7, 2020 10:59 AM
> > > **To:** Jey Whitson1 <jwhitson@azadc.gov>
> > > **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> > > **Subject:** RE: KeepTrak Interface Error
> > >
> > > Agreed. I think Charles will set something up. Thank you!
> > >
> > > Aaron
> > >
> > > **From:** Jey Whitson <jwhitson@azadc.gov>
> > > **Sent:** Tuesday, July 7, 2020 10:57 AM
> > > **To:** Aaron Pratt <aaron.pratt@bndna.com>
> > > **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> > > **Subject:** Re: KeepTrak Interface Error
> > >
> > > Thank you Aaron. But I think we should have a discussion nonetheless. I fully accept my ignorance of programming complexities and I am not sure how different what ITA is wanting will be from what you are suggesting. Ultimately I would hate for your staff to waste any time that may have to be undone in the future for an issue we won't face again for another 12 months that could be solved in a different fashion.

AMERICAN OVERSIGHT

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 10:51 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hi Jey,
>
> The plan is to use the value from the admin screen rather than calculate it via some business rule (shown below). Let us know if you would like to discuss further before we implement any changes. We will proceed with the database update as Holly has directed and will contact you when the change has been made so you can validate with the reports. Thanks!

Inmate Trust Account Fiscal Year Pay Period Schedule

Fiscal Year: 2020

Pay Cycle	Begin Date	End Date	Post Date	Status	Pay Cycle	Begin Date
1	07/01/2019	07/12/2019	07/18/2019		2	07/13/2019
3	07/27/2019	08/09/2019	08/15/2019		4	08/10/2019
5	08/24/2019	09/06/2019	09/12/2019		6	09/07/2019
7	09/21/2019	10/04/2019	10/10/2019		8	10/05/2019
9	10/19/2019	10/25/2019	10/31/2019		10	10/26/2019
11	11/09/2019	11/22/2019	11/28/2019		12	11/23/2019
13	12/07/2019	12/20/2019	12/26/2019	PD	14	12/21/2019
15	01/04/2020	01/17/2020	01/23/2020	PD	16	01/18/2020
17	02/01/2020	02/14/2020	02/20/2020	PD	18	02/15/2020
19	02/29/2020	03/13/2020	03/19/2020	PD	20	03/14/2020
21	03/28/2020	04/10/2020	04/16/2020	PD	22	04/11/2020
23	04/25/2020	05/08/2020	05/14/2020	PD	24	05/09/2020
25	05/23/2020	06/05/2020	06/11/2020	PD	26	06/06/2020
27	06/20/2020	06/30/2020	07/06/2020			

> Thanks!
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 10:41 AM
> **To:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Aaron Pratt <aaron.pratt@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> **Subject:** Re: KeepTrak Interface Error
>
> Charles - Before any additional programming (not the SQL fix, please deploy that as approved below) is done, we need to have a discussion regarding how ITA wants to handle the bifurcation of pay cycles in the following years to come. I don't want you to develop a solution that may end up needing to be backed out in a year's time.
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> On Tue, Jul 7, 2020 at 10:36 AM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hi Charles-
> >
> > Please proceed with implementing this fix.
> >
> > Respectfully,
> >
> > Holly Greene
> > Deputy CIO | ADCRR IT Bureau
> > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> > Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Tue, Jul 7, 2020 at 10:31 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning ADC,
>
> We discovered an issue this morning that we are currently working.
>
> **Here is a summary of the issue:**
>
> - When payroll was generated for cycle 27 all the pay summary records were generated for fiscal year 2021 instead of 2020 because of code that did not account for the strange overlap period.
> - The issue will only occur on the overlap week at the end of the fiscal year.
> - We are correcting the problem so that it will not occur again next year.
> - High bug 43006 exists because of the same issue. There may be more.
>
> **Here is what we are requesting to resolve the issue:**
>
> - Run the following SQL in PROD to correct the data for cycle 27: UPDATE doc_pr_pay_summary SET pay_cycle_year = 2020 WHERE pay_cycle_number = 27 and pay_cycle_year = 2021; ***We are requesting permission to run this SQL.***
> - ADC looks at the pay summary reports to validate the data fix. Or any other reports.
> - ADC will change the post date in the system from 7/6/2020 to 7/7/2020 on the fiscal year maintenance screen. https://aims2.us/Administration/System/ManageFiscalYearPayPeriodSchedule.aspx
> - We will run the Payroll interface again before midnight and the records will see the new post date of today and post the Payroll to KeepTrak.
>
> We will update you as soon as we can. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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ADCRR CIRT Team Leader & Equal Opportunity Liaison
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--

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Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
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--

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Offender Information Unit Liaison
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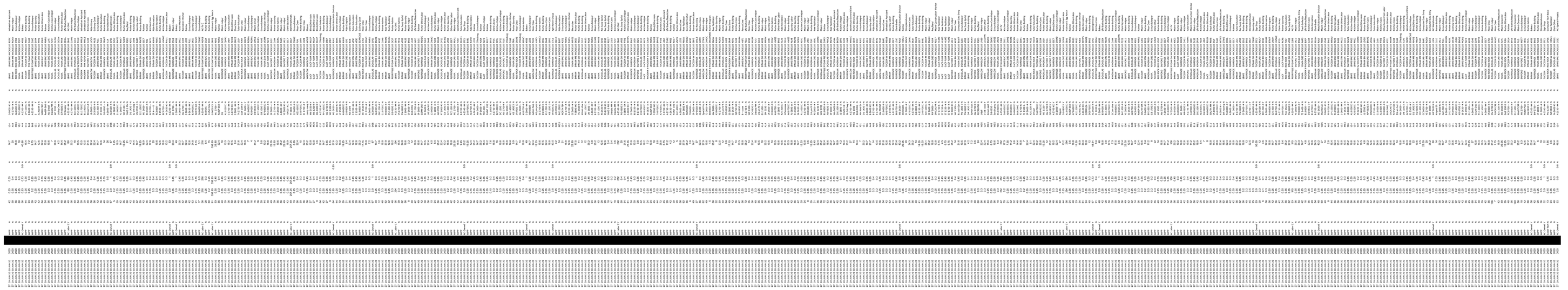

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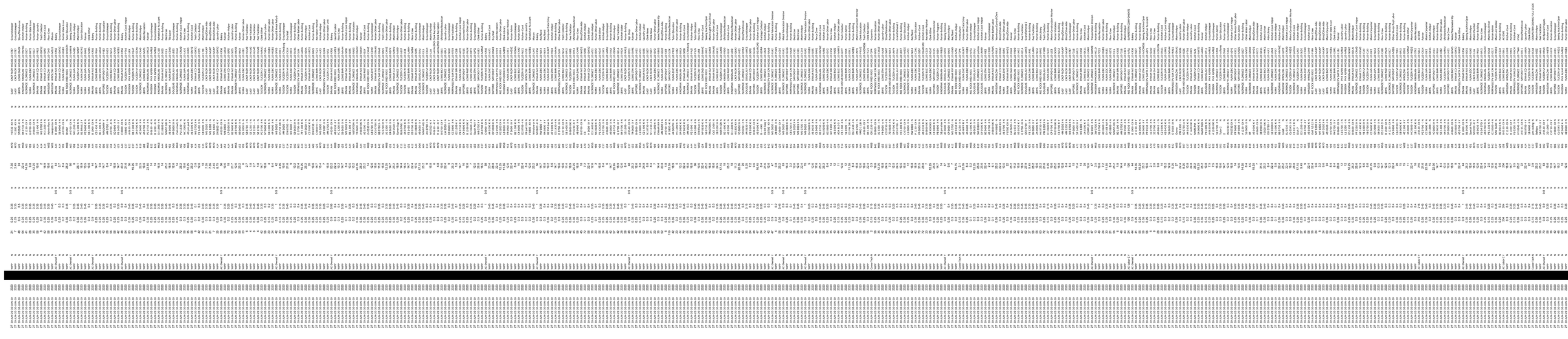

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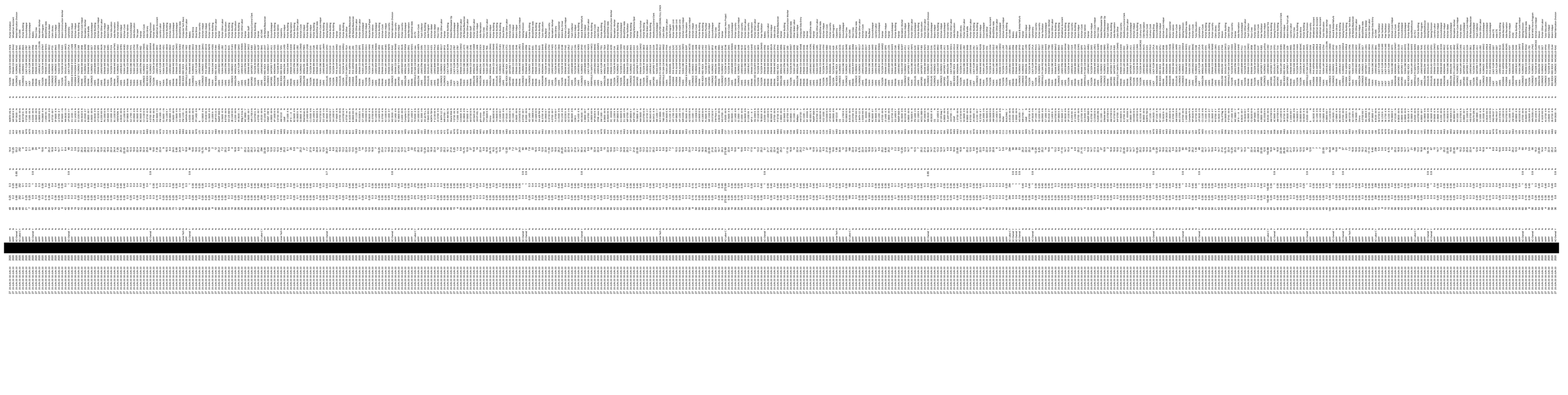

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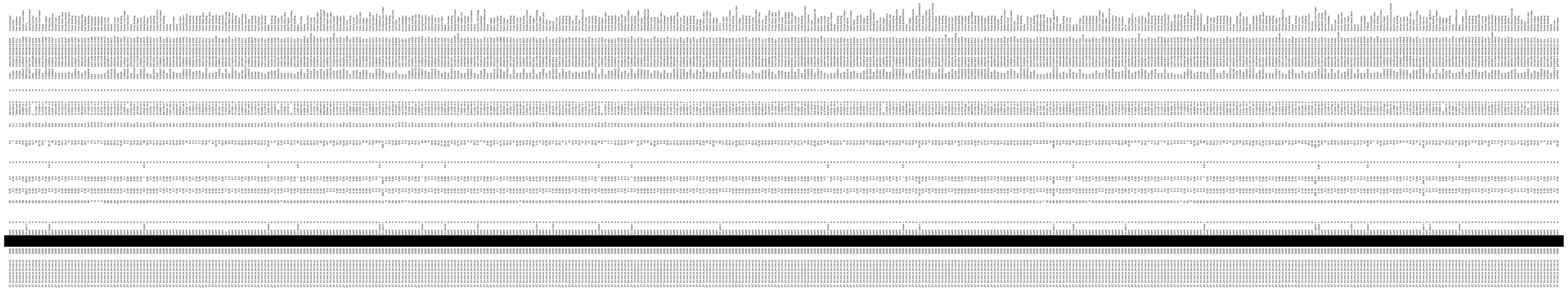

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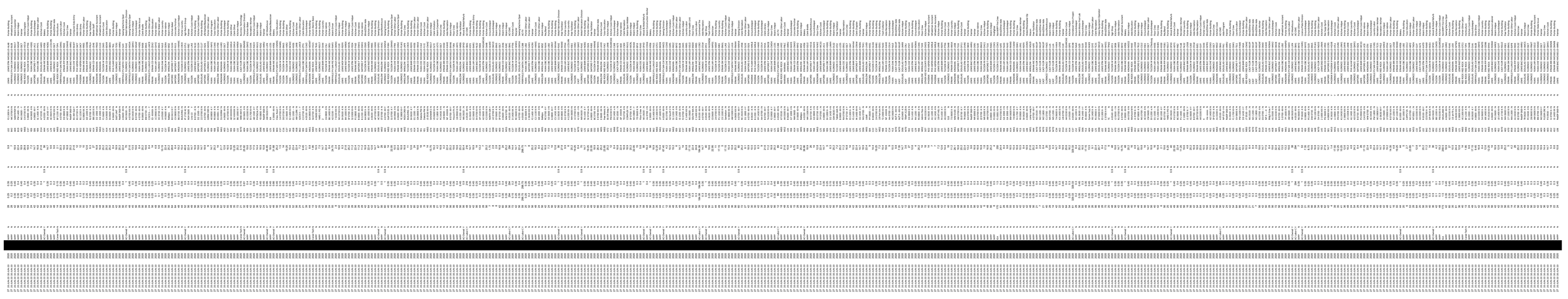

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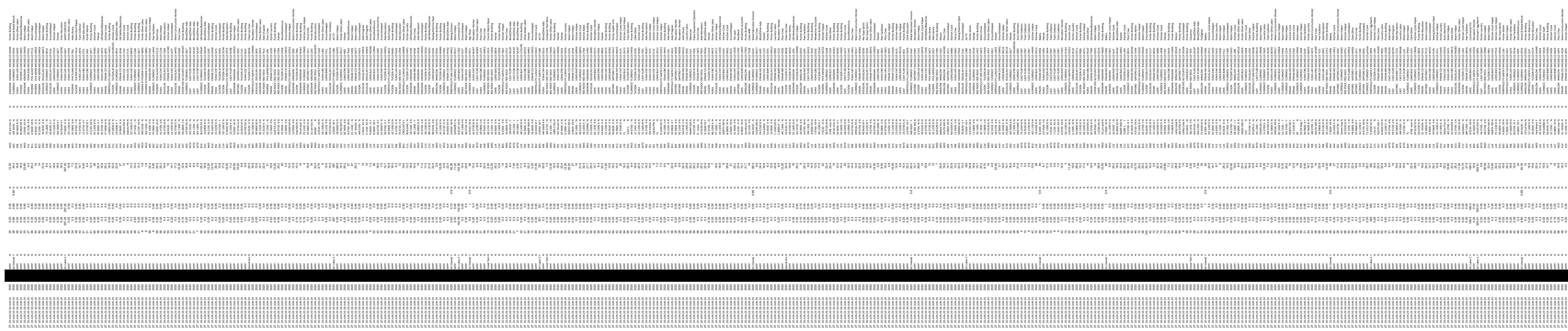

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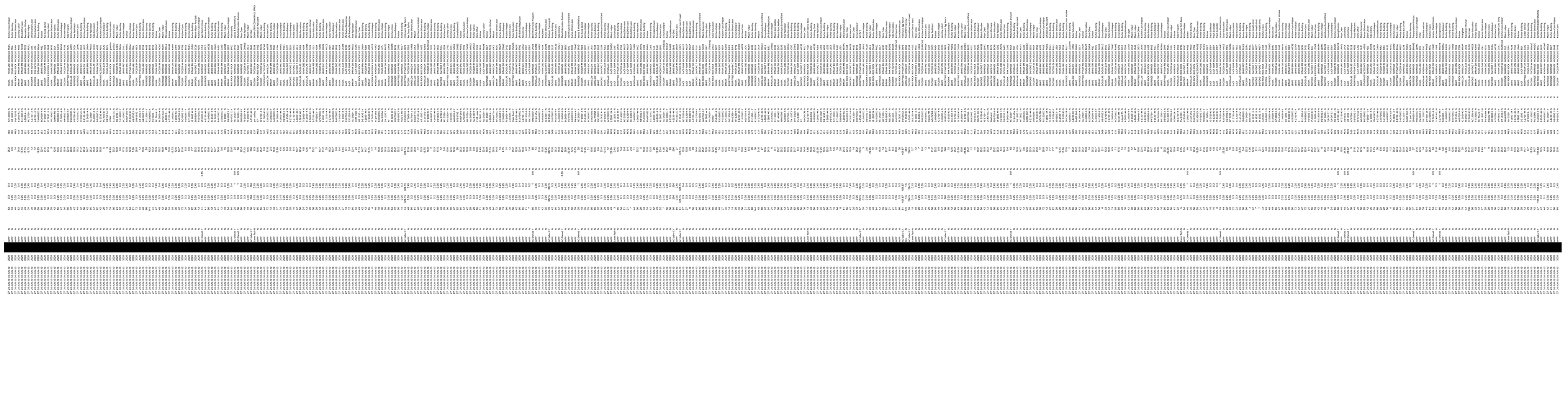

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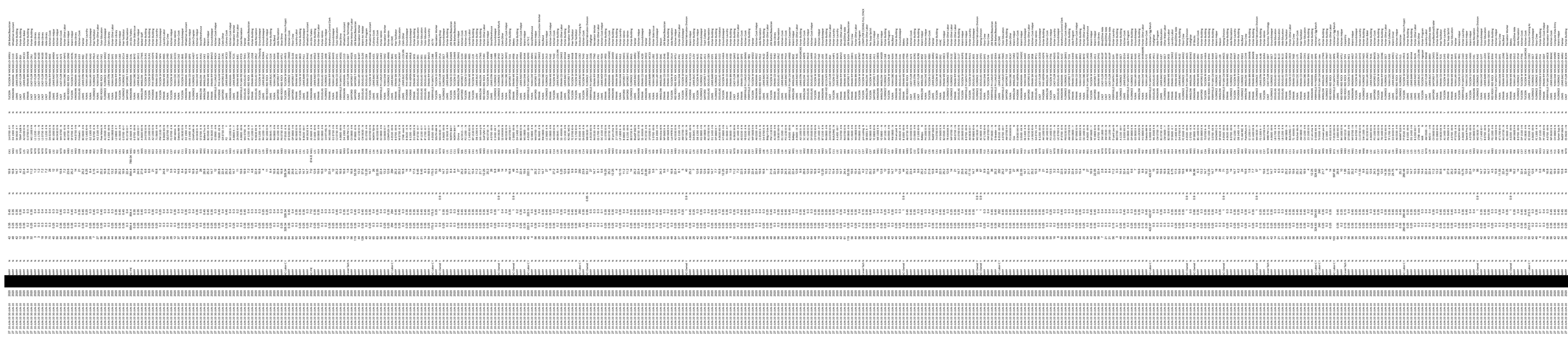

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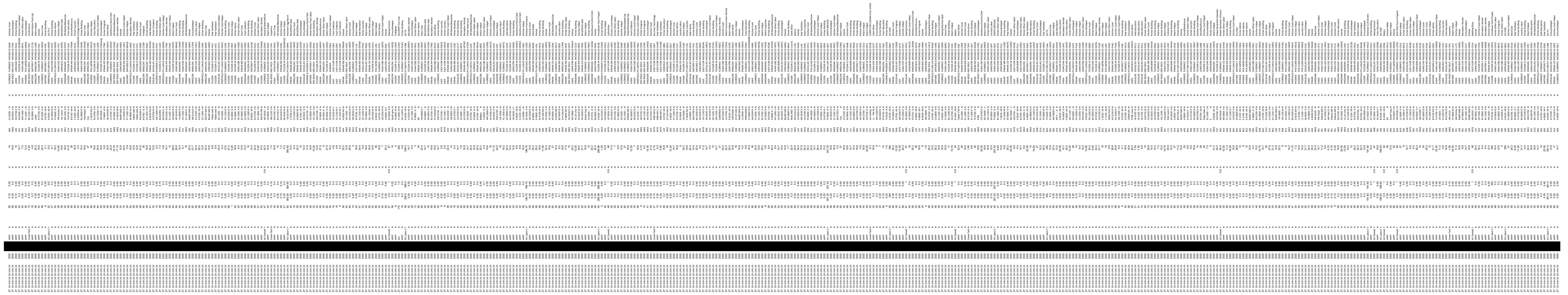

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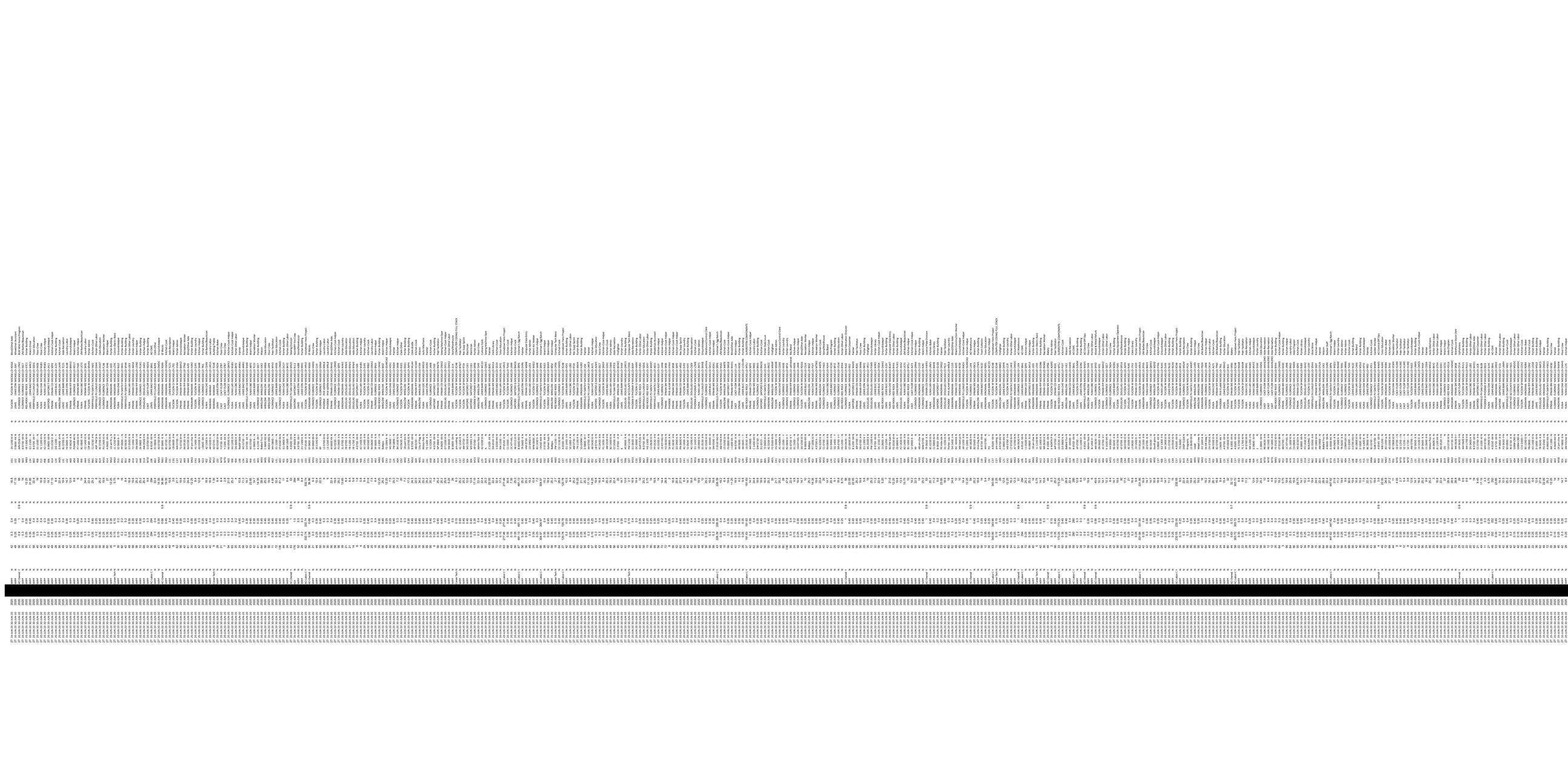

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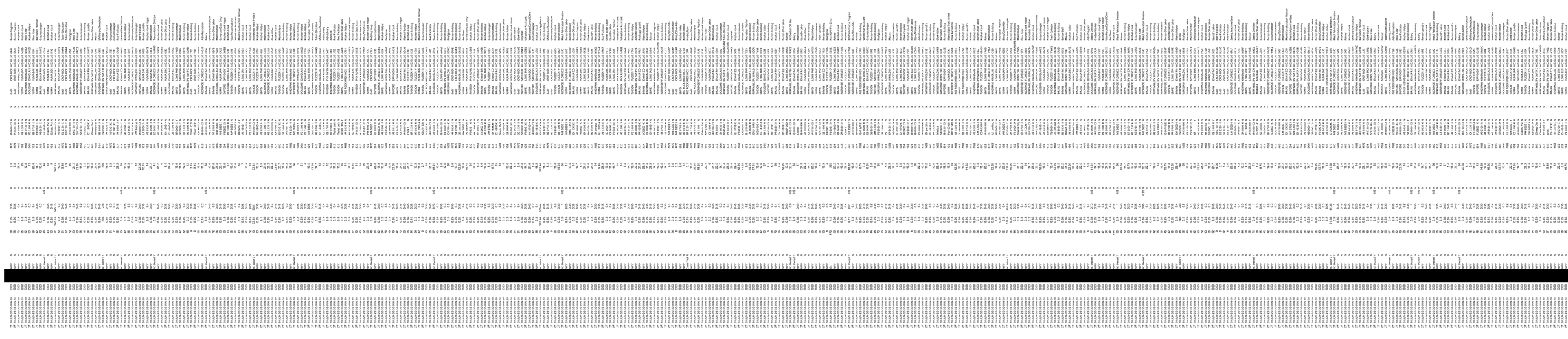

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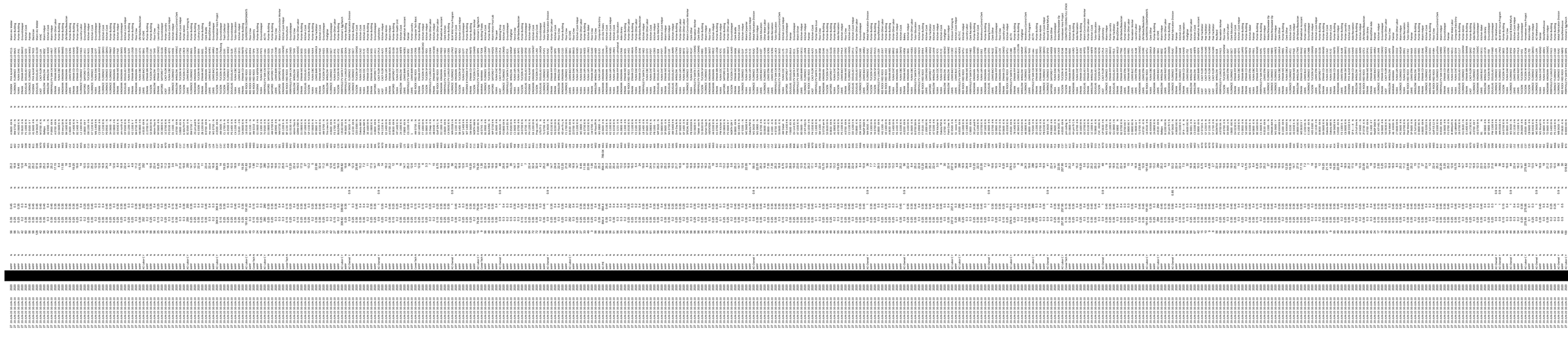

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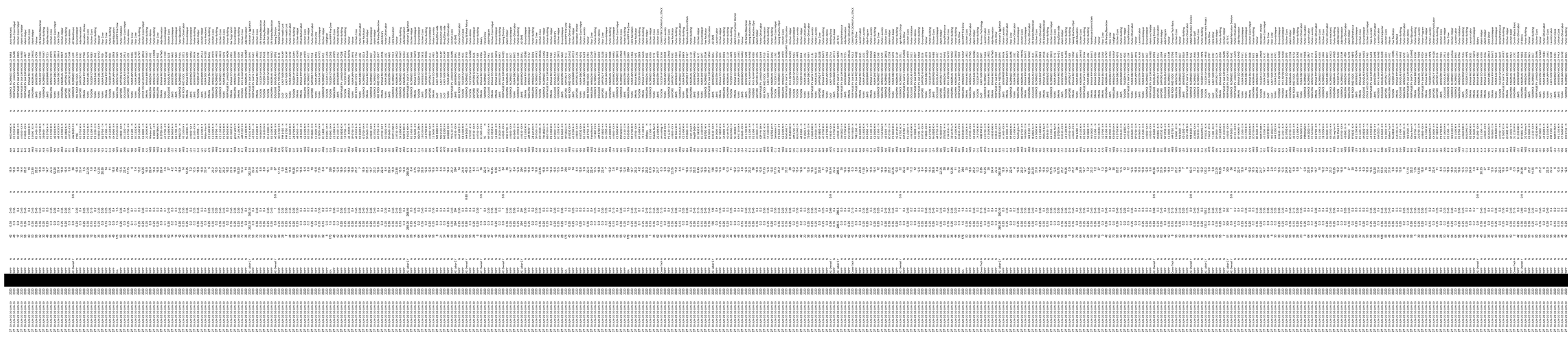

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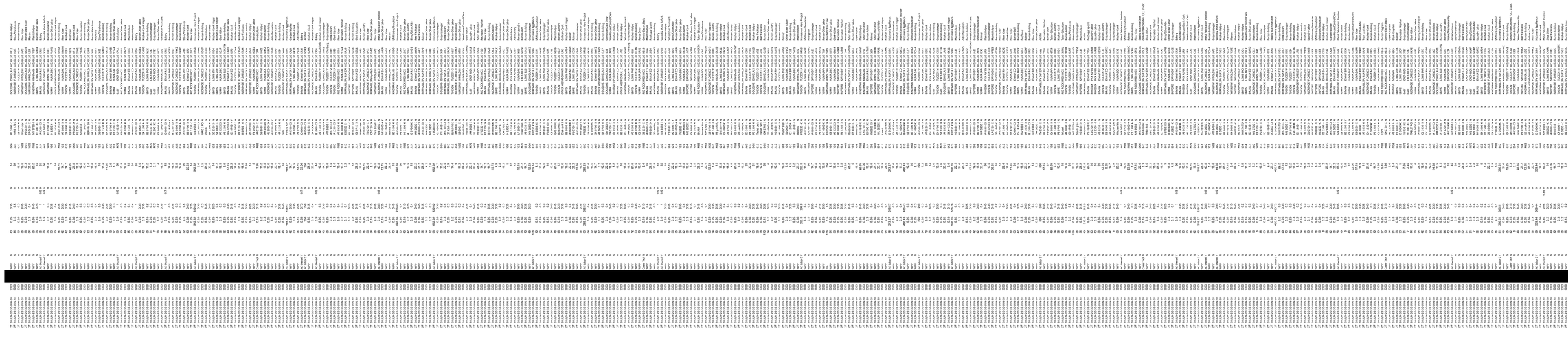
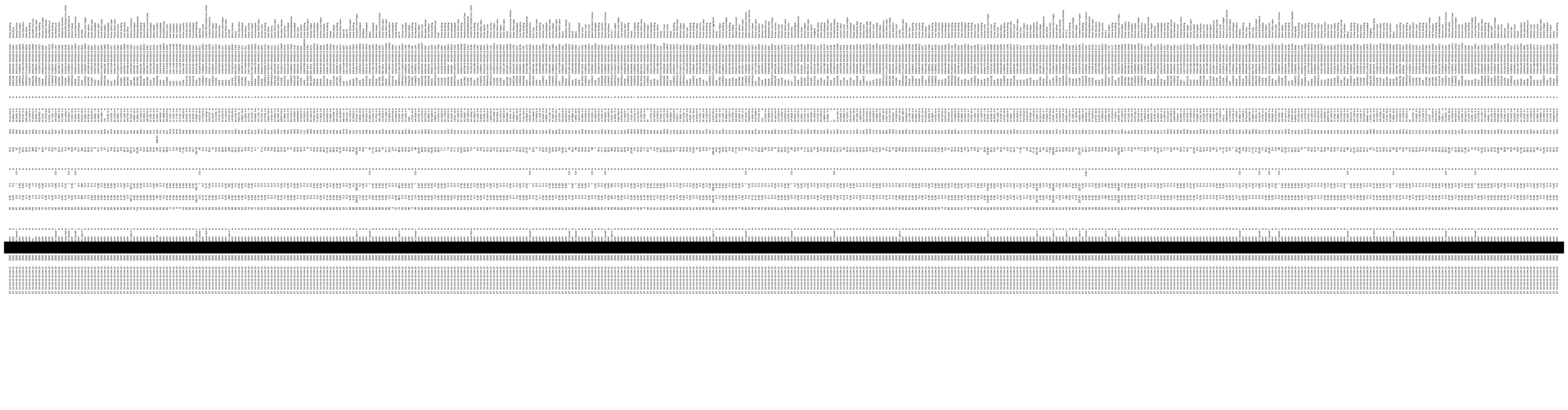
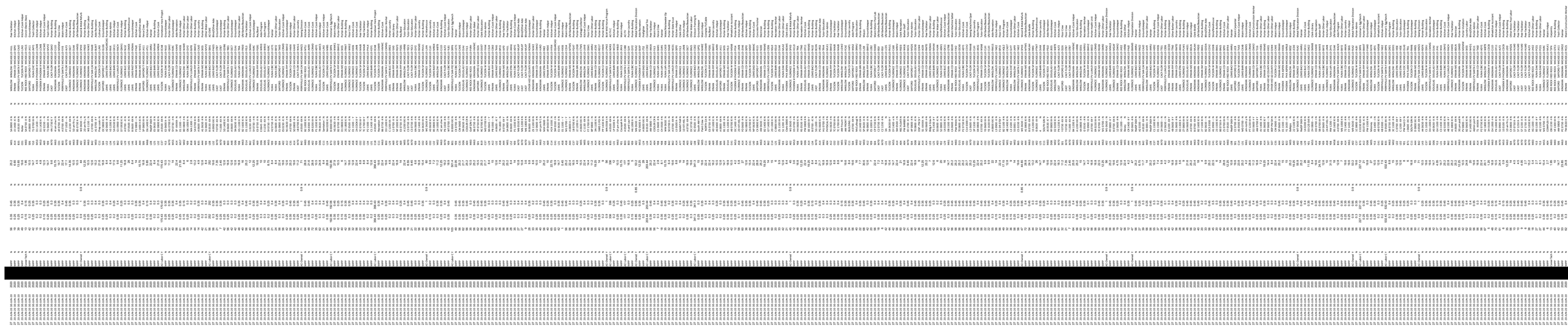


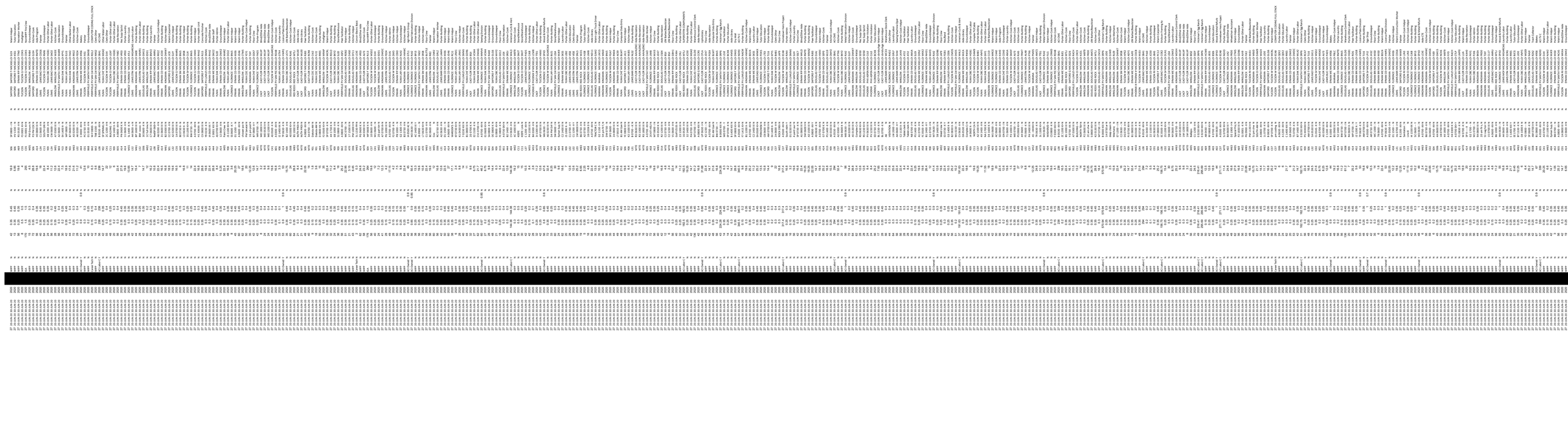
AMERICAN OVERSIGHT



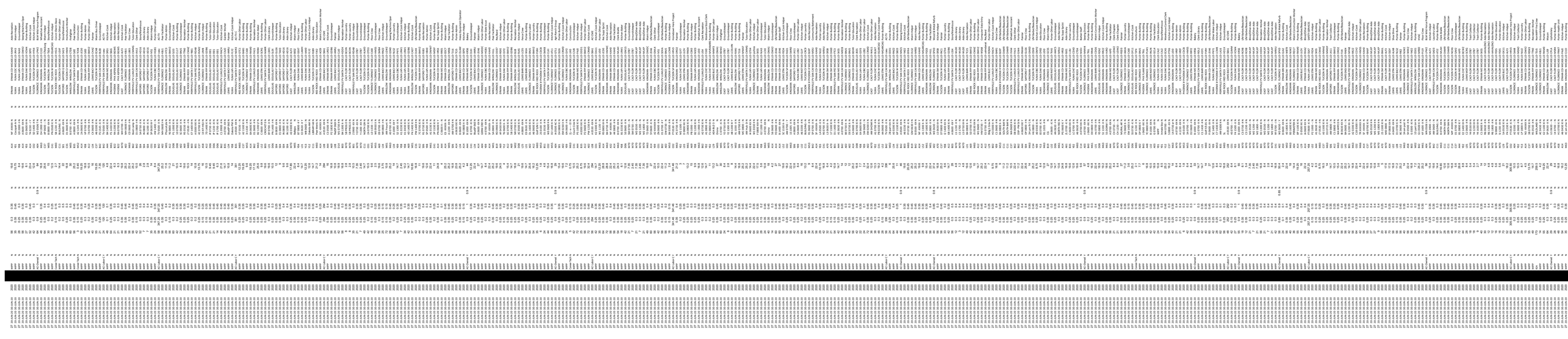
AMERICAN OVERSIGHT



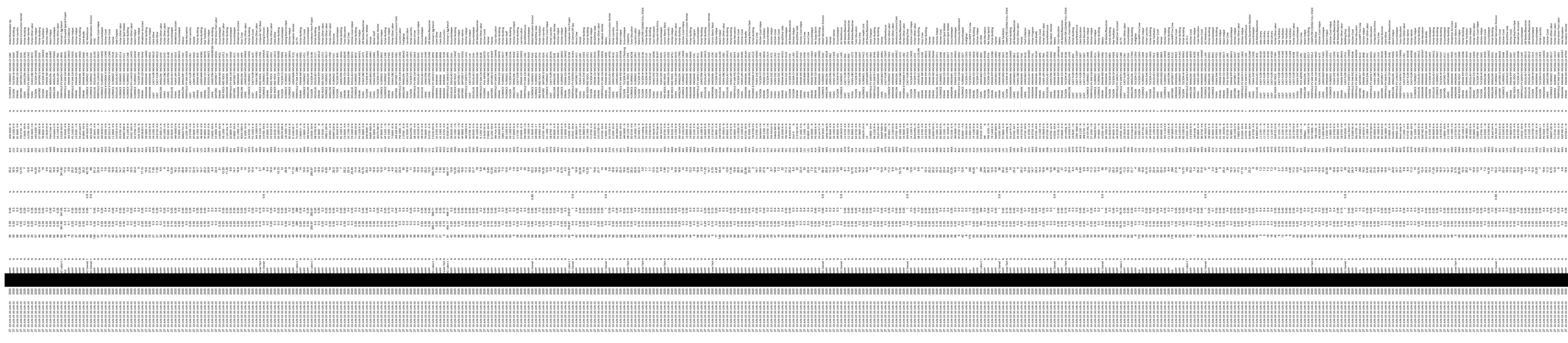
AMERICAN OVERSIGHT



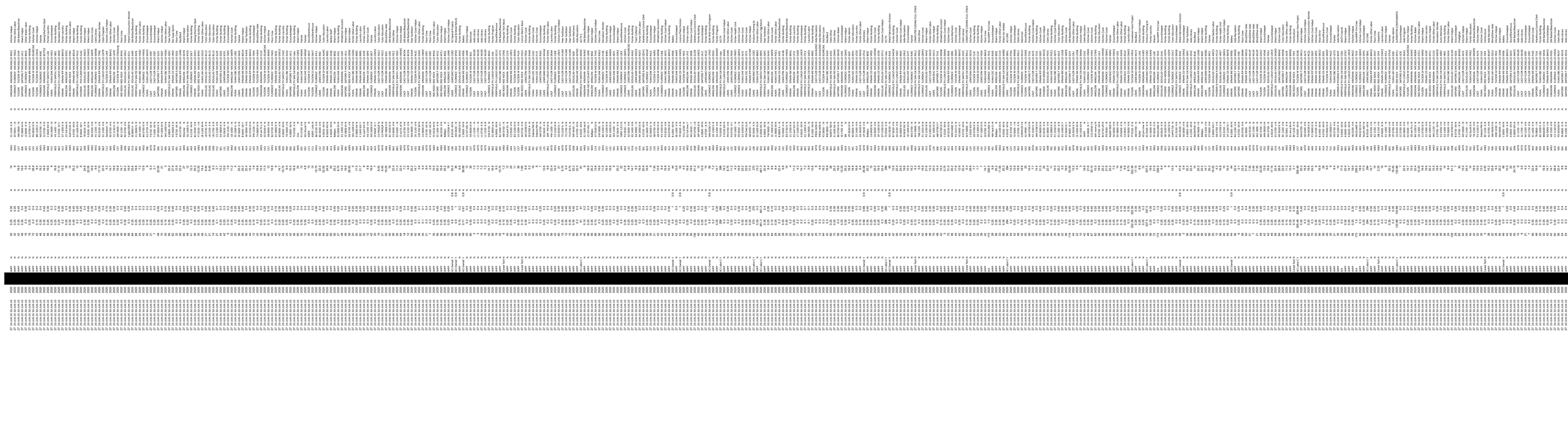
AMERICAN OVERSIGHT



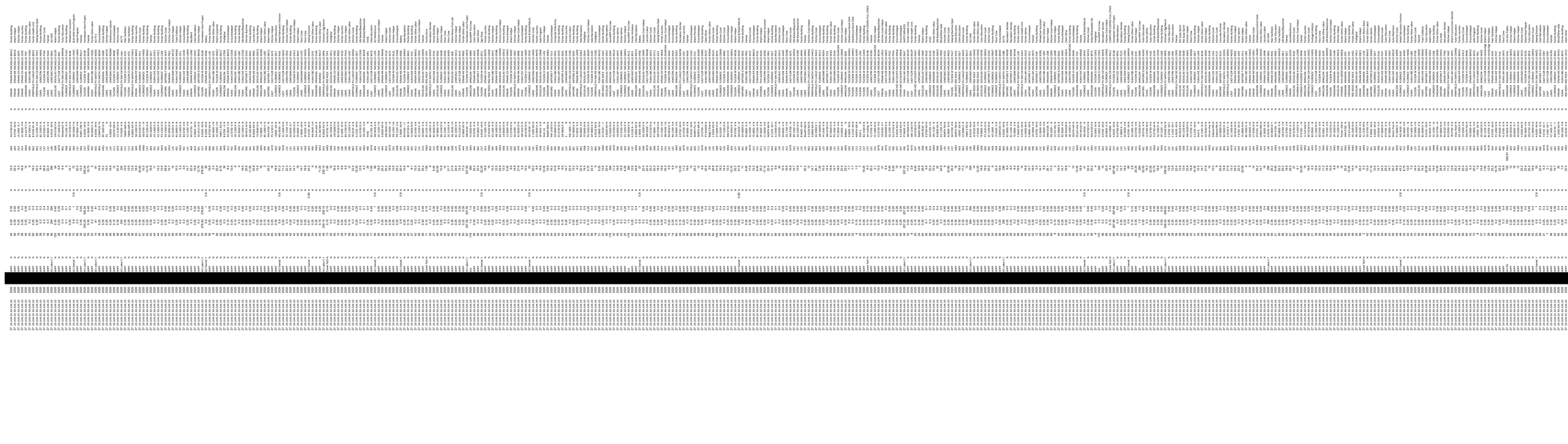
AMERICAN OVERSIGHT



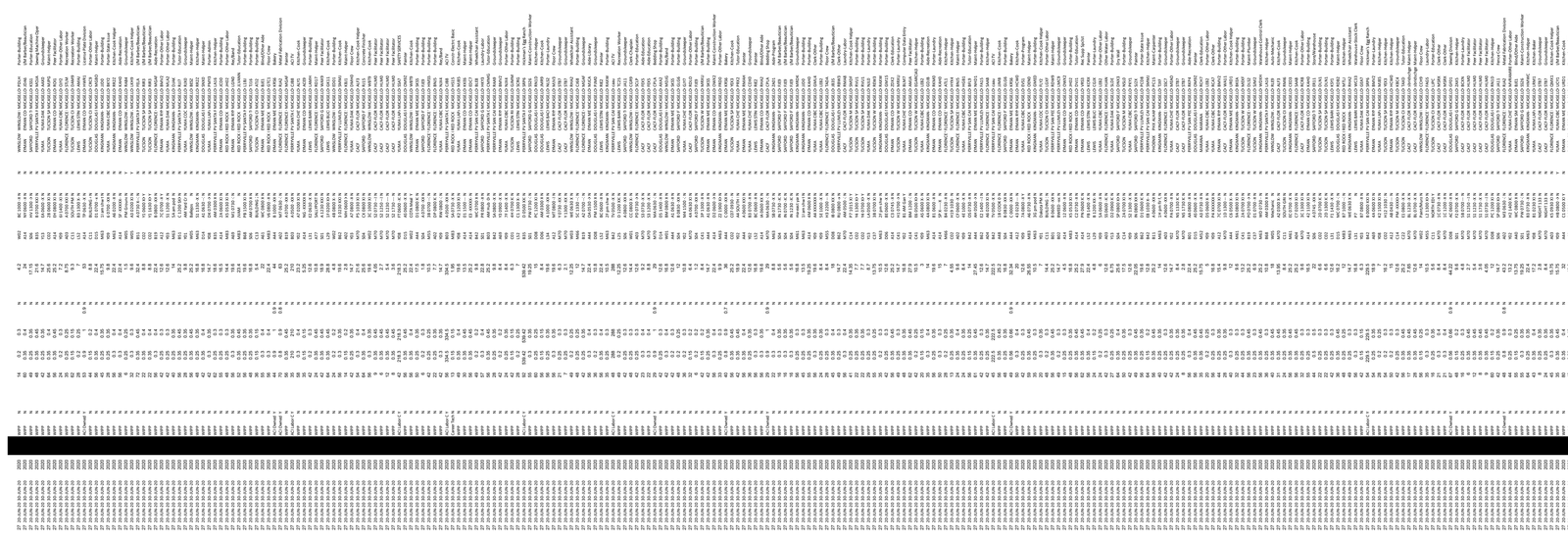
AMERICAN OVERSIGHT



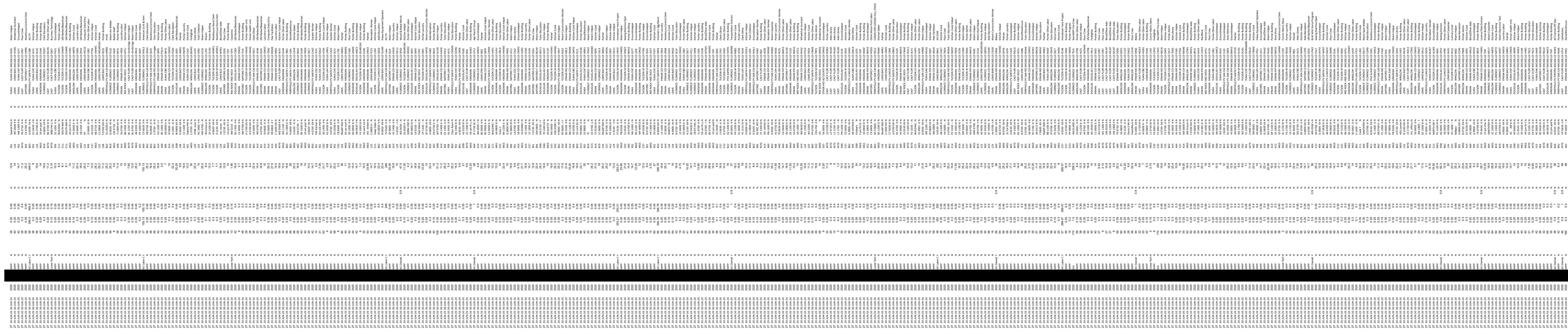
AMERICAN OVERSIGHT



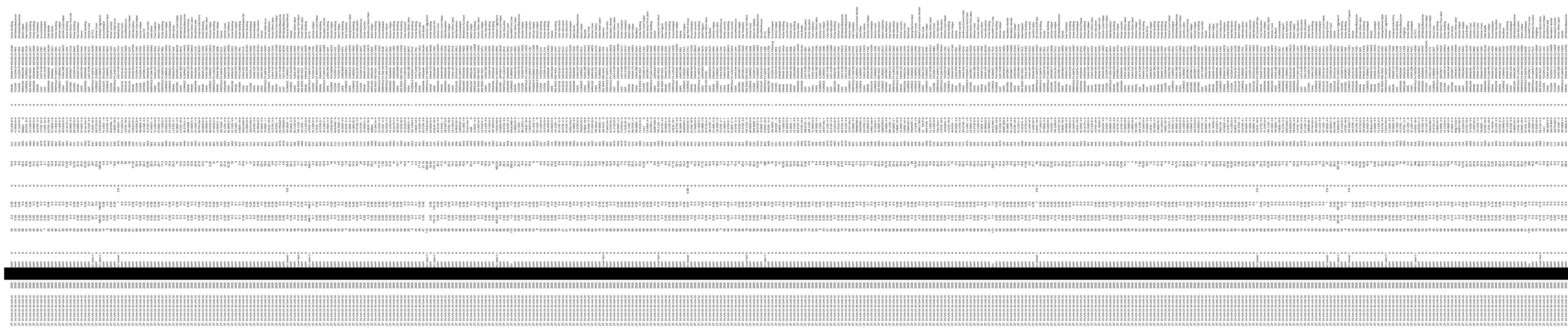
AMERICAN OVERSIGHT

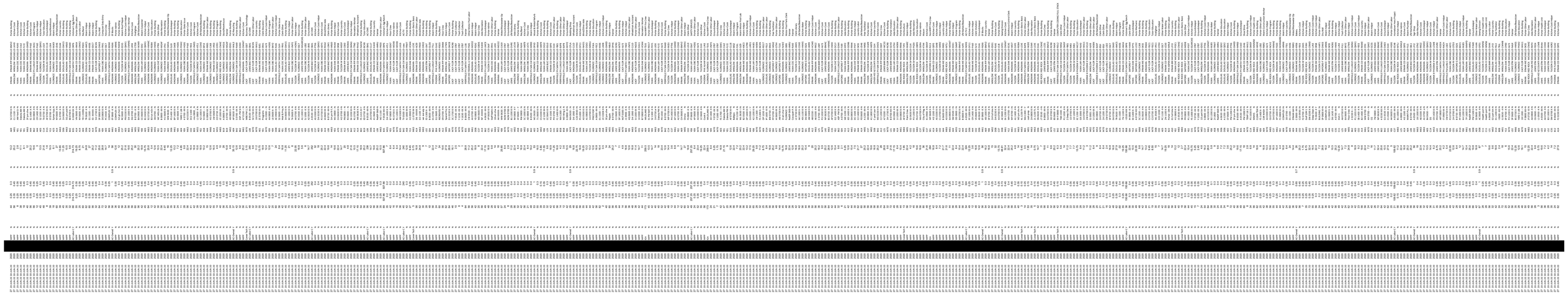


AMERICAN OVERSIGHT

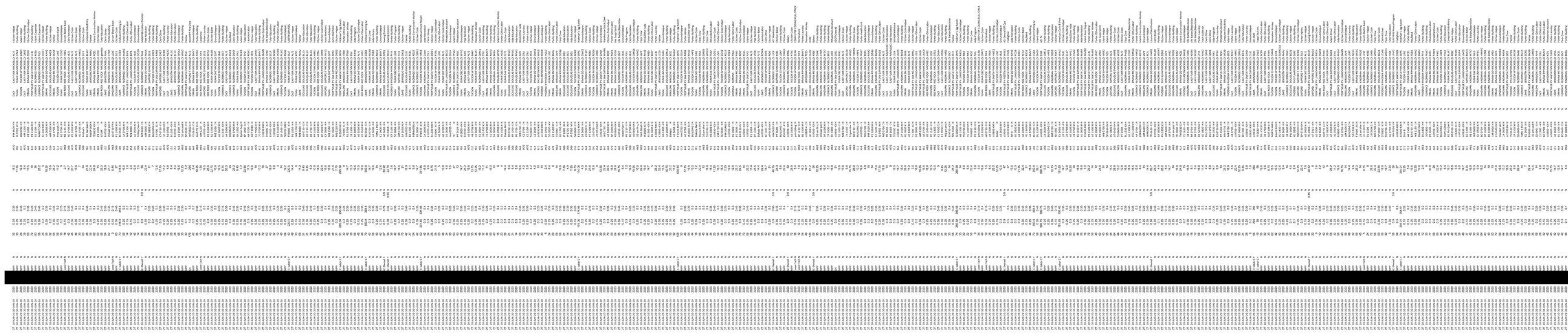


AMERICAN OVERSIGHT

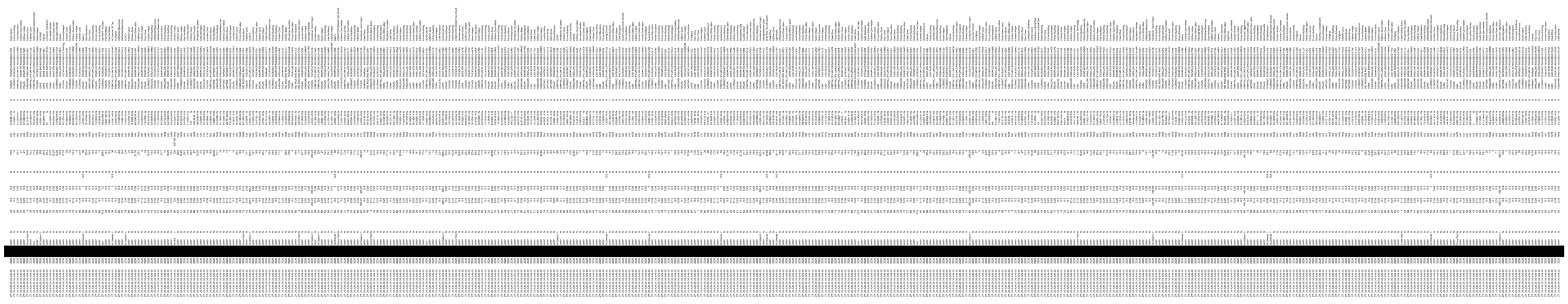




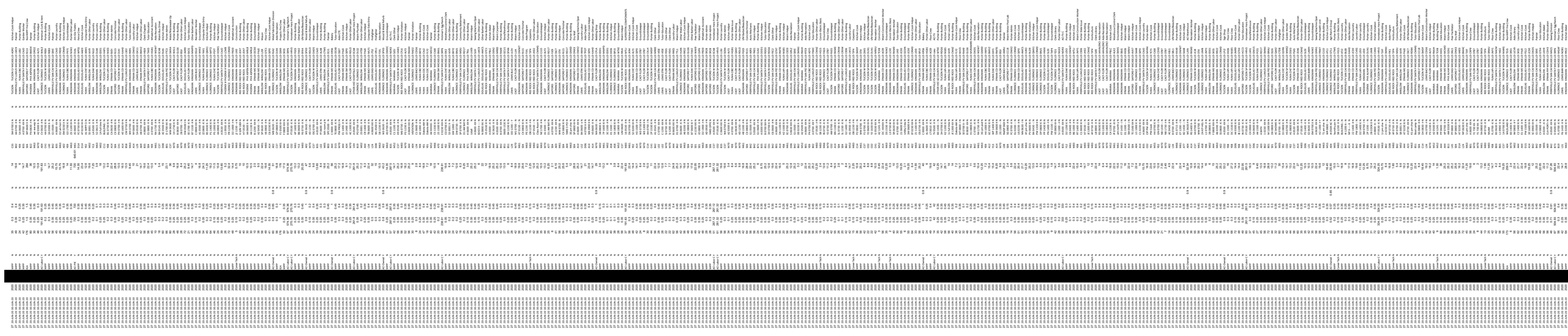
AMERICAN OVERSIGHT



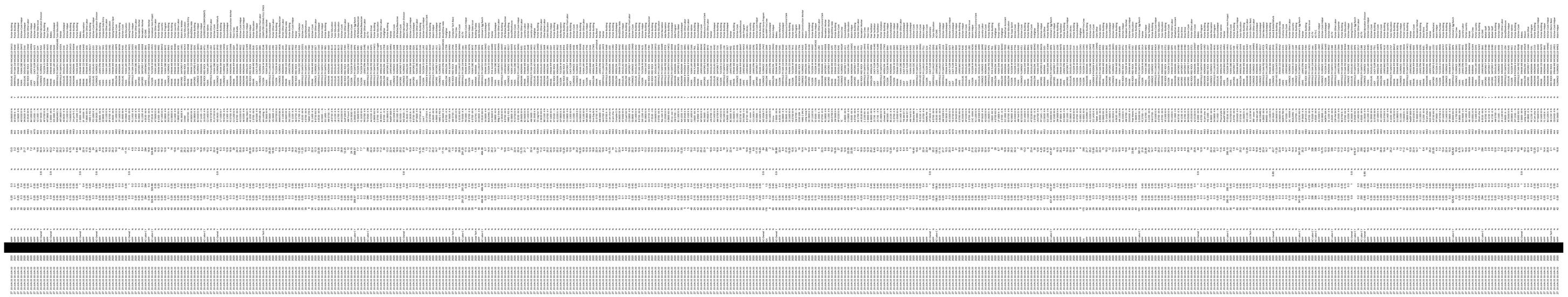
AMERICAN OVERSIGHT



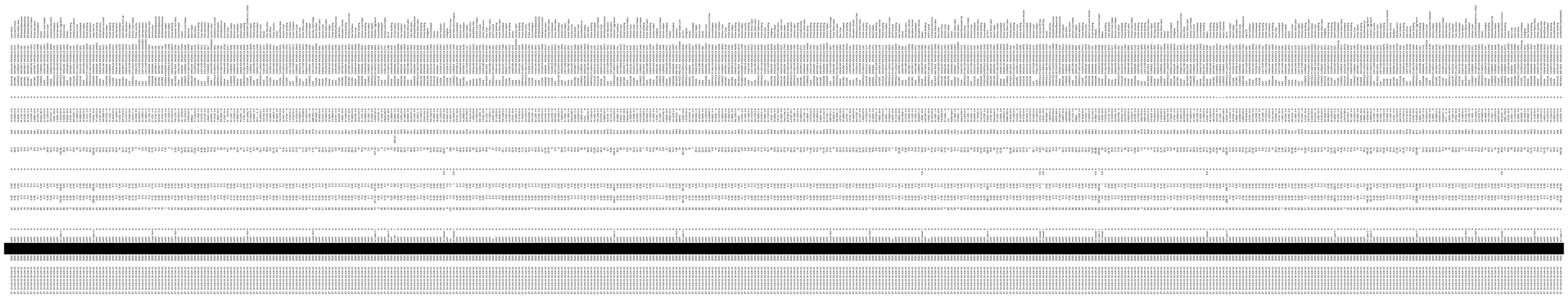
AMERICAN OVERSIGHT



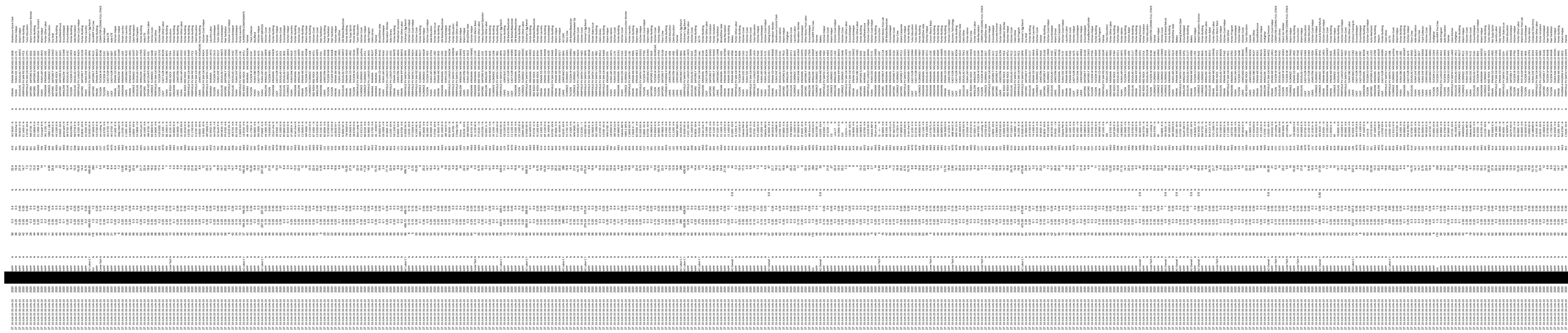
AMERICAN OVERSIGHT



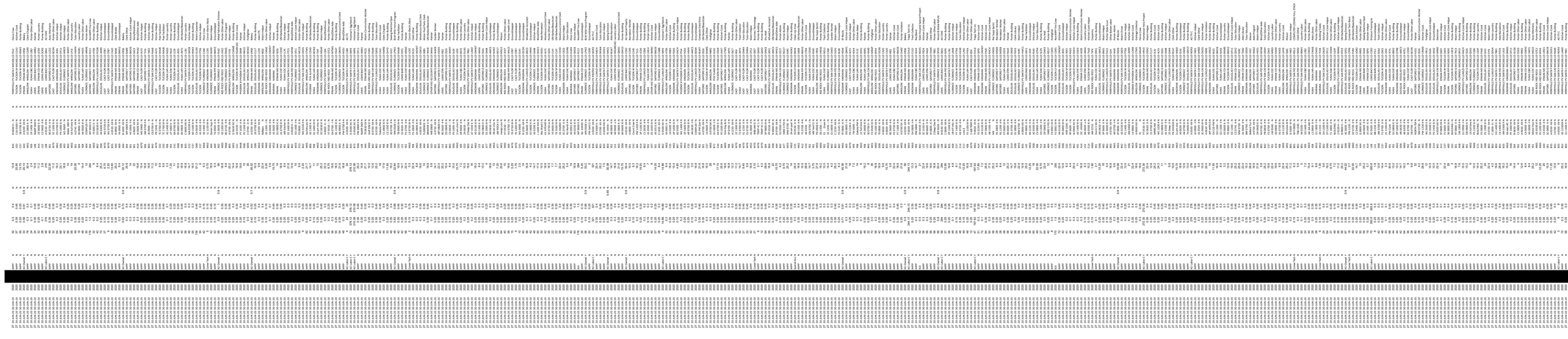
AMERICAN OVERSIGHT



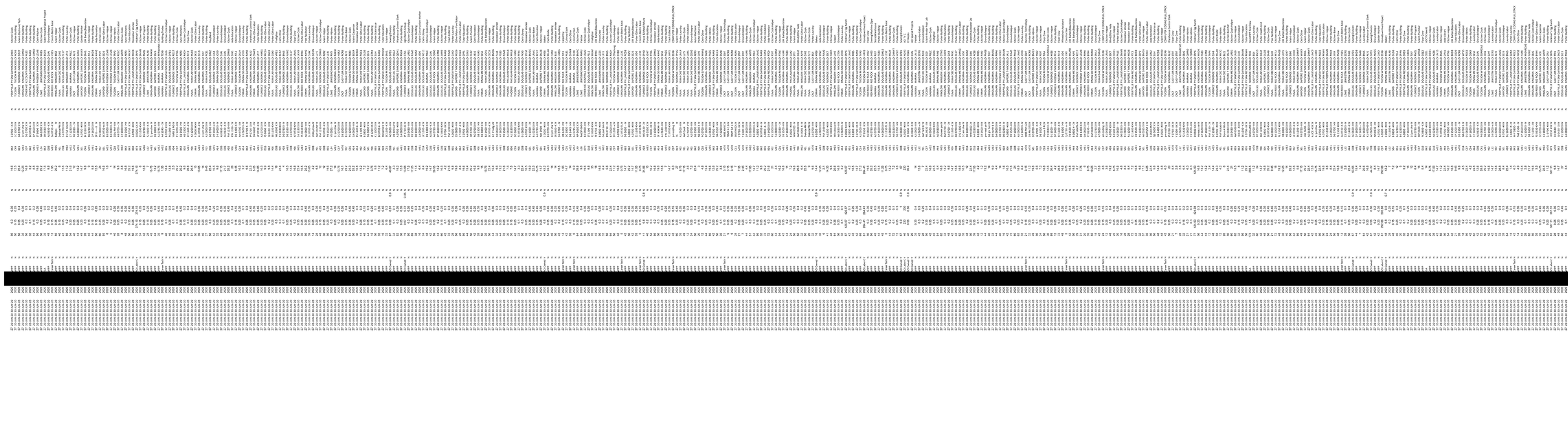
AMERICAN OVERSIGHT

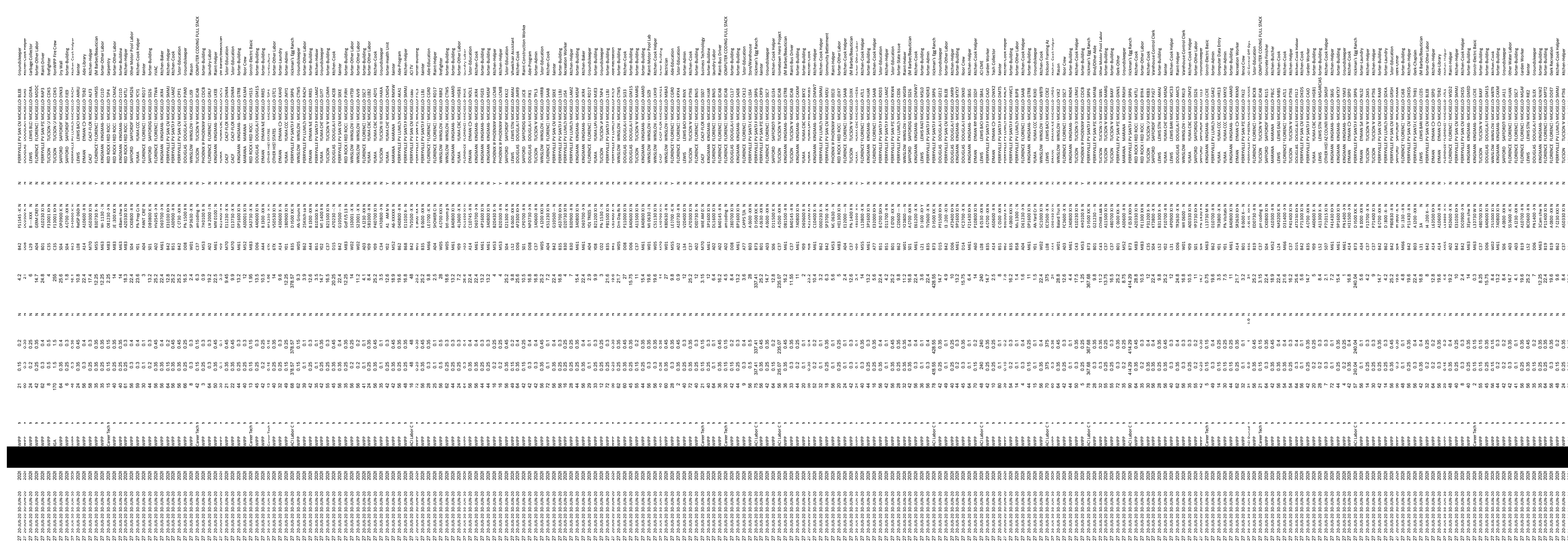


AMERICAN OVERSIGHT

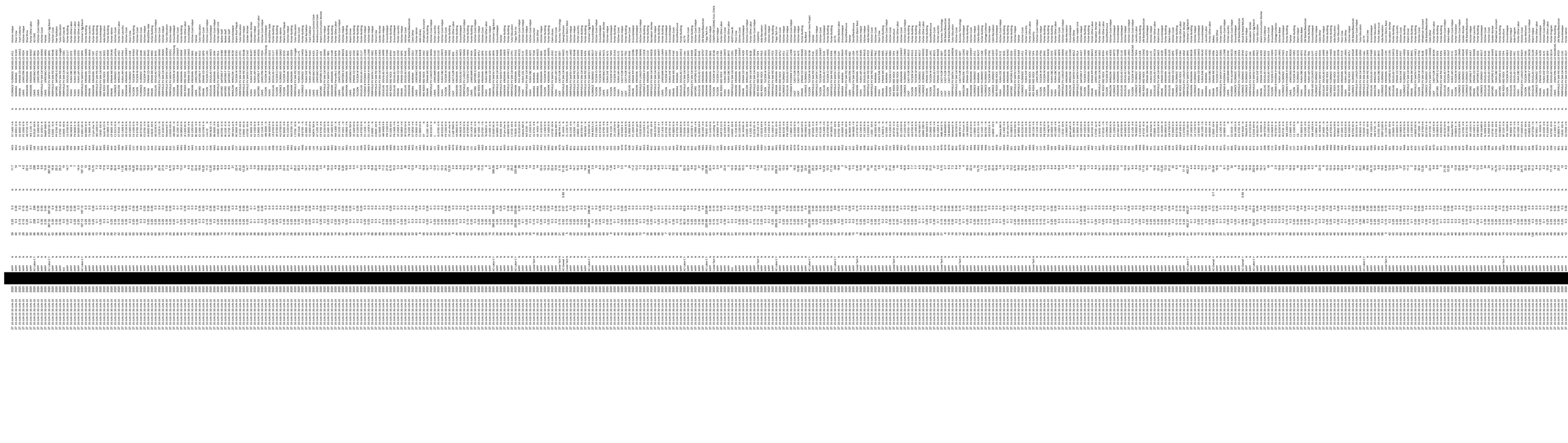


AMERICAN OVERSIGHT

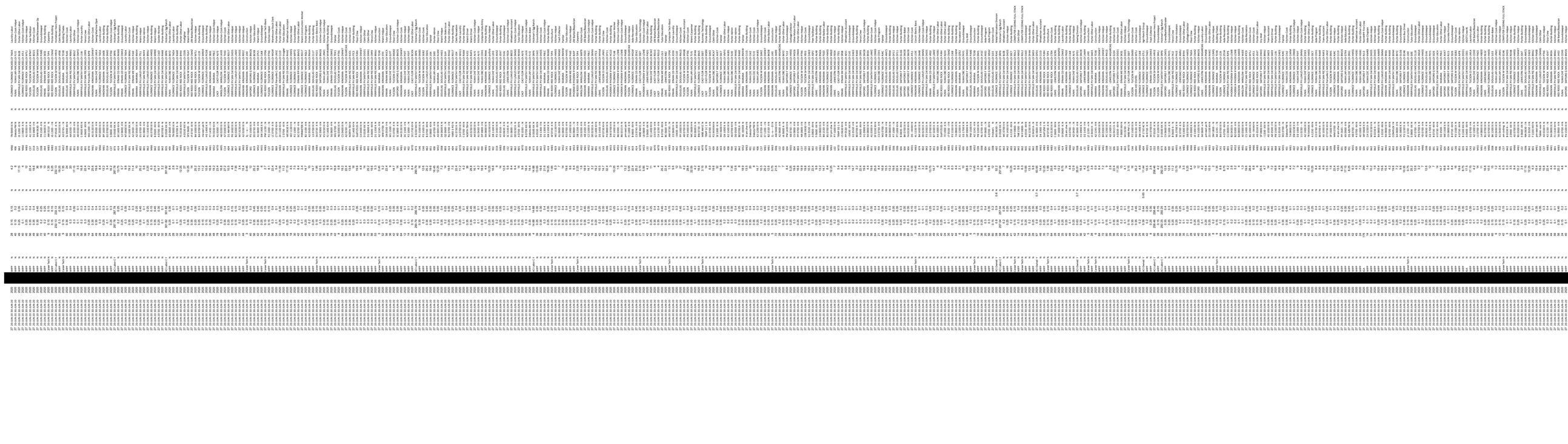


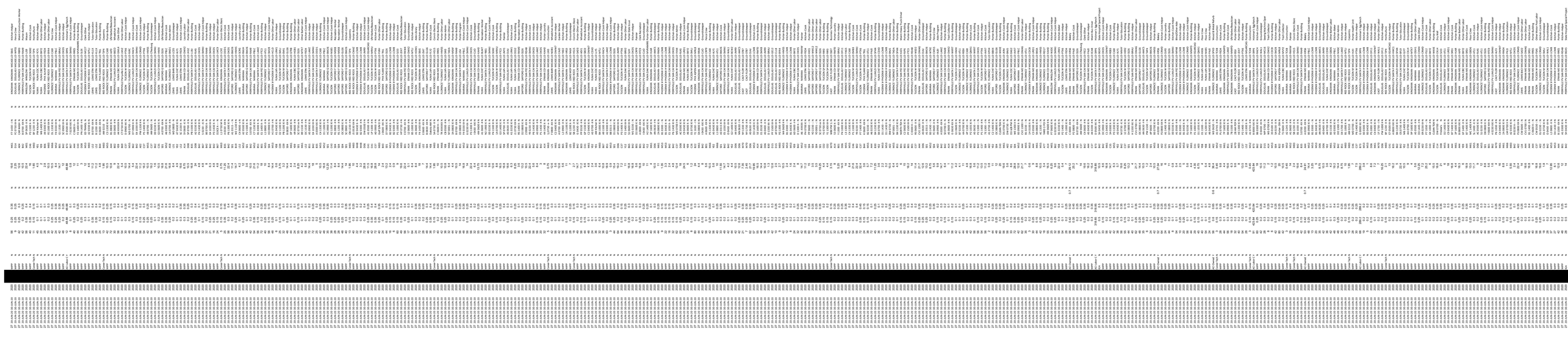


AMERICAN OVERSIGHT

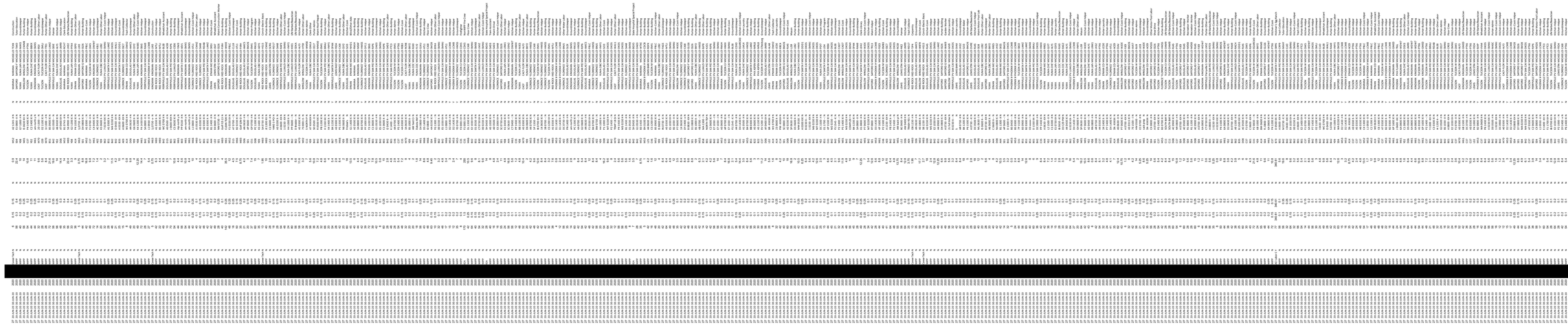


AMERICAN OVERSIGHT





AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

| | | |

From:	Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To:	Jey Whitson1
Cc:	Charles Spannagel; George Martinez; Gergana Kovatcheva; Harika Chikkala; Holly Greene; John Vitale; Keith Francen; Linda Finchum; Luis Blázquez; Lynda Wade; Michele Simmons; Rajkumar Gopal; Richard Evitch; Sandy Wang; Thad Lowry; Wissem BenAissa
Subject:	RE: KeepTrak Interface Error
Date:	Tuesday, July 7, 2020 4:26:17 PM
Attachments:	image001.png image002.png image003.png image004.png

Same to you all! We only have a year before we have to worry about it again. Hopefully we'll have the fix in and tested LONG before then.

Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 4:23 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Re: KeepTrak Interface Error

Good copy. Thank you to you and your team Aaron for all of your hard work on this.

On Tue, Jul 7, 2020 at 4:22 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Yes,
>
> That's correct. The pay engine is done for the day now so we will run the same update we ran earlier and you can validate the report again and then we will export payroll to KeepTrak. We will disable the 12am Pay Engine run just to make sure it does not interfere and then it should run at 10am tomorrow on the normal schedule and we should be in 2021 by then so it should be correct. We will watch tomorrow to make sure it looks good. The 4pm Pay Engine task is complete and the count matches the 2pm run so it looks like nothing additional was generated.
>
> We will run the update again now and let you know when it is complete and ready to validate.
>
> Thanks all for your patience!
>
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 4:16 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Subject:** Re: KeepTrak Interface Error
>
> So to summarize the pay engine sees that we are in 2021 and thus keeps kicking it back to 2021. So to solve for this, you are going to temporarily modify what is sent over and suspend the pay engine that would normally run at midnight so interface doesn't get reset in the middle of transactions being sent over.
>
> Assuming my understanding is correct, please proceed and advise when I can schedule 2131 for confirmation.
>
> On Tue, Jul 7, 2020 at 3:52 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Jey,
> >
> > Great point. This comment has helped us realize that pay engine will revert the pay summary records back to 2021 (which looks like it happened when it ran at 2pm). So here is a slightly updated plan:
> >
> > - We need to wait until after the Pay Engine runs at 4pm today (in about 10 minutes).
> > - This will put the pay summary records back to 2021 again but will be the last time it will run today. When it runs tomorrow it should be correct since we are past the post date.
> > - We will need to then run the SQL update again to move pay summary records back to 2020.
> > - We will temporarily suspend the Pay Engine to keep it from running at midnight tonight just to make sure it does not interfere with the payroll export.
> > - Then we will run the Payroll export to KeepTrak (scheduled normally to happen at 11:50 but we will probably kick off ahead of schedule around 4:30 pm).
> > - Then tomorrow the Pay Engine will run again at 10am and should post to 2021 cycle 1 since we are past the post date.
> >
> > Let us know if you see any issues with this.
> >
> > Thanks!
> > Aaron
> >
> > **From:** Jey Whitson <jwhitson@azadc.gov>
> > **Sent:** Tuesday, July 7, 2020 1:54 PM
> > **To:** Michele Simmons <msimmons@azadc.gov>
> > **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> > **Subject:** Re: KeepTrak Interface Error
> >
> > Copy that.
> >
> > Charles/Aaron - Just to confirm that setting the post date to today won't cause any issues since the engine starts around 10pm, correct?
> >
> > On Tue, Jul 7, 2020 at 1:52 PM Michele Simmons <msimmons@azadc.gov> wrote:
> >
> > > Jey- from what I can tell the data looks good and I would recommend continuing with the push to KeepTrak.

AMERICAN OVERSIGHT

Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/

OR

Call the IT Service Desk at: 602.542.3971

Respectfully,

COIV Michele Simmons #4465
Arizona Department of Corrections
ACIS Test/Training Administrator
1601 W Jefferson St. | Phoenix, AZ 85007
602-542-1861 msimmons@azadc.gov

On Tue, Jul 7, 2020 at 1:42 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Also attached is the data that will be sent to KeepTrak if you would like to validate it before we sent.
>
> Thanks,
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 1:39 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; Michele Simmons <msimmons@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Subject:** Re: KeepTrak Interface Error
>
> Michele - Please take a look at 2130 and advise.
>
> On Tue, Jul 7, 2020 at 1:31 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good afternoon,
> >
> > Data is updated in PROD. Please let us know when you approve us to run the payroll to Keefe/KeepTrak. We will need you to update the post date in the system first. We do not have access to this screen in PROD.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > Business & Decision
> > Empowering Digital Business
> >
> > **From:** Richard Evitch <revitch1@azadc.gov>
> > **Sent:** Tuesday, July 7, 2020 12:41 PM
> > **To:** Gergana Kovatcheva <gkovatcheva@azadc.gov>
> > **Cc:** Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> > **Subject:** Re: KeepTrak Interface Error
> >
> > Hello all,
> >
> > Monday after 0900 or Tuesday anytime are presently available for me.
> >
> > thanks,
> > Richard
> >
> > Richard Evitch
> > Assistant Director, Financial Services
> > ofc 602-542-2838
> >
> > On Tue, Jul 7, 2020 at 12:22 PM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:
> >
> > > Monday or Tuesday would work for me.
> > >
> > > Thank you!
> > > Gergana Kovatcheva, CPA, CGFM, CPM
> > > Chief Financial Officer/ Bureau Administrator
> > > Arizona Department of Corrections, Rehabilitation & Reentry
> > > 1645 W. Jefferson St. Phoenix, AZ 85007
> > > Office :602-364-3418
> > > gkovatcheva@azadc.gov
> > >
> > > On Tue, Jul 7, 2020 at 11:52 AM Jey Whitson <jwhitson@azadc.gov> wrote:
> > >
> > > > Not sure what everyone's else's schedule looks like, but the best day for me would be Monday or Tuesday next week. I am pretty open schedule wise on those two days. The rest of this week is a bit of a mess for me.
> > > >
> > > > ADCRR
> > > > Richard Evitch
> > > > Gergana Kovatcheva

AMERICAN OVERSIGHT

Lynda Wade
George Martinez
Spencer Scott
Michele Simmons
Marlene Coffey
Jacob Whitson

B&D
Aaron Pratt
Trevor Baker
Charles Spannagel

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 11:46 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Jey,
>
> Can you please let me know who all you want on the meeting and what times will work for ADCRR and I will schedule it. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Aaron Pratt <aaron.pratt@bndna.com>
> **Sent:** Tuesday, July 7, 2020 10:59 AM
> **To:** Jey Whitson1 <jwhitson@azadc.gov>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> **Subject:** RE: KeepTrak Interface Error
>
> Agreed. I think Charles will set something up. Thank you!
>
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 10:57 AM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> **Subject:** Re: KeepTrak Interface Error
>
> Thank you Aaron. But I think we should have a discussion nonetheless. I fully accept my ignorance of programming complexities and I am not sure how different what ITA is wanting will be from what you are suggesting. Ultimately I would hate for your staff to waste any time that may have to be undone in the future for an issue we won't face again for another 12 months that could be solved in a different fashion.
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> On Tue, Jul 7, 2020 at 10:51 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Hi Jey,
> >
> > The plan is to use the value from the admin screen rather than calculate it via some business rule (shown below). Let us know if you would like to discuss further before we implement any changes. We will proceed with the database update as Holly has directed and will contact you when the change has been made so you can validate with the reports. Thanks!

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Inmate Trust Account Fiscal Year Pay Period Schedule

Fiscal Year: 2020

Pay Cycle	Begin Date	End Date	Post Date	Status	Pay Cycle	Begin Date
1	07/01/2019	07/12/2019	07/18/2019		2	07/13/2019
3	07/27/2019	08/09/2019	08/15/2019		4	08/10/2019
5	08/24/2019	09/06/2019	09/12/2019		6	09/07/2019
7	09/21/2019	10/04/2019	10/10/2019		8	10/05/2019
9	10/19/2019	10/25/2019	10/31/2019		10	10/26/2019
11	11/09/2019	11/22/2019	11/28/2019		12	11/23/2019
13	12/07/2019	12/20/2019	12/26/2019	PD	14	12/21/2019
15	01/04/2020	01/17/2020	01/23/2020	PD	16	01/18/2020
17	02/01/2020	02/14/2020	02/20/2020	PD	18	02/15/2020
19	02/29/2020	03/13/2020	03/19/2020	PD	20	03/14/2020
21	03/28/2020	04/10/2020	04/16/2020	PD	22	04/11/2020
23	04/25/2020	05/08/2020	05/14/2020	PD	24	05/09/2020
25	05/23/2020	06/05/2020	06/11/2020	PD	26	06/06/2020
27	06/20/2020	06/30/2020	07/06/2020			

Thanks!
Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 10:41 AM
To: Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Aaron Pratt <aaron.pratt@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
Subject: Re: KeepTrak Interface Error

Charles - Before any additional programming (not the SQL fix, please deploy that as approved below) is done, we need to have a discussion regarding how ITA wants to handle the bifurcation of pay cycles in the following years to come. I don't want you to develop a solution that may end up needing to be backed out in a year's time.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 10:36 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles-
>
> Please proceed with implementing this fix.
>
> Respectfully,
>
> Holly Greene
> Deputy CIO | ADCRR IT Bureau
> 1645 W. Jefferson St. Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Tue, Jul 7, 2020 at 10:31 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good morning ADC,
> >
> > We discovered an issue this morning that we are currently working.
> >
> > **Here is a summary of the issue:**
> >
> > - When payroll was generated for cycle 27 all the pay summary records were generated for fiscal year 2021 instead of 2020 because of code that did not account for the strange overlap period.
> > - The issue will only occur on the overlap week at the end of the fiscal year.
> > - We are correcting the problem so that it will not occur again next year.
> > - High bug 43006 exists because of the same issue. There may be more.
> >
> > **Here is what we are requesting to resolve the issue:**

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- Run the following SQL in PROD to correct the data for cycle 27: UPDATE doc_pr_pay_summary SET pay_cycle_year = 2020 WHERE pay_cycle_number = 27 and pay_cycle_year = 2021; ***We are requesting permission to run this SQL.***
- ADC looks at the pay summary reports to validate the data fix. Or any other reports.
- ADC will change the post date in the system from 7/6/2020 to 7/7/2020 on the fiscal year maintenance screen. https://aims2.us/Administration/System/ManageFiscalYearPayPeriodSchedule.aspx
- We will run the Payroll interface again before midnight and the records will see the new post date of today and post the Payroll to KeepTrak.

We will update you as soon as we can. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From: Harika Chikkala on behalf of Harika Chikkala <harika.chikkala@bndna.com>
To: Michele Simmons; Aaron Pratt
Cc: Jey Whitson1; Charles Spannagel; George Martinez; Gergana Kovatcheva; Holly Greene; John Vitale; Keith Francen; Linda Finchum; Luis Blázquez; Lynda Wade; Rajkumar Gopal; Richard Evitch; Sandy Wang; Thad Lowry; Wissem BenAissa
Subject: RE: KeepTrak Interface Error
Date: Tuesday, July 7, 2020 2:01:13 PM
Attachments: image001.png
image002.png
image003.png
image004.png

Thanks Michele/Jey for RPT 2130 validation. Since it is working fine, I have assigned Bug #43006 to Michele.

From: Michele Simmons <msimmons@azadc.gov>
Sent: Tuesday, July 7, 2020 1:52 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Re: KeepTrak Interface Error

Jey- from what I can tell the data looks good and I would recommend continuing with the push to KeepTrak.

Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/

OR

Call the IT Service Desk at: 602.542.3971

Respectfully,

COIV Michele Simmons #4465
Arizona Department of Corrections
ACIS Test/Training Administrator
1601 W Jefferson St. | Phoenix, AZ 85007
602-542-1861 msimmons@azadc.gov

On Tue, Jul 7, 2020 at 1:42 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Also attached is the data that will be sent to KeepTrak if you would like to validate it before we sent.
>
> Thanks,
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 1:39 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; Michele Simmons <msimmons@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Subject:** Re: KeepTrak Interface Error
>
> Michele - Please take a look at 2130 and advise.
>
> On Tue, Jul 7, 2020 at 1:31 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good afternoon,
> >
> > Data is updated in PROD. Please let us know when you approve us to run the payroll to Keefe/KeepTrak. We will need you to update the post date in the system first. We do not have access to this screen in PROD.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > Business & Decision
> > Empowering Digital Business
> >
> > **From:** Richard Evitch <revitch1@azadc.gov>
> > **Sent:** Tuesday, July 7, 2020 12:41 PM
> > **To:** Gergana Kovatcheva <gkovatcheva@azadc.gov>
> > **Cc:** Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> > **Subject:** Re: KeepTrak Interface Error
> >
> > Hello all,
> >
> > Monday after 0900 or Tuesday anytime are presently available for me.

AMERICAN OVERSIGHT

thanks,
Richard

Richard Evitch
Assistant Director, Financial Services
ofc 602-542-2838

On Tue, Jul 7, 2020 at 12:22 PM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:

> Monday or Tuesday would work for me.
>
> Thank you!
> Gergana Kovatcheva, CPA, CGFM, CPM
> Chief Financial Officer/ Bureau Administrator
> Arizona Department of Corrections, Rehabilitation & Reentry
> 1645 W. Jefferson St, Phoenix, AZ 85007
> Office :602-364-3418
> gkovatcheva@azadc.gov
>
> On Tue, Jul 7, 2020 at 11:52 AM Jey Whitson <jwhitson@azadc.gov> wrote:
>
> > Not sure what everyone's else's schedule looks like, but the best day for me would be Monday or Tuesday next week. I am pretty open schedule wise on those two days. The rest of this week is a bit of a mess for me.
> >
> > ADCRR
> > Richard Evitch
> > Gergana Kovatcheva
> > Lynda Wade
> > George Martinez
> > Spencer Scott
> > Michele Simmons
> > Marlene Coffey
> > Jacob Whitson
> >
> > B&D
> > Aaron Pratt
> > Trevor Baker
> > Charles Spannagel
> >
> > Sincerely,
> > Jacob "Jey" Whitson
> > Time Computation Quality Assurance Administrator
> > Offender Information Unit Liaison
> > ADCRR CIRT Team Leader & Equal Opportunity Liaison
> > (602) 364-0021
> >
> > On Tue, Jul 7, 2020 at 11:46 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
> >
> > > Jey,
> > >
> > > Can you please let me know who all you want on the meeting and what times will work for ADCRR and I will schedule it. Thank you.
> > >
> > > **Charles Spannagel**
> > >
> > > Project Manager
> > > Business & Decision, North America
> > > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > > M: [redacted]
> > > E: charles.spannagel@bndna.com
> > >
> > > Business & Decision
> > > Empowering Digital Business
> > >
> > > **From:** Aaron Pratt <aaron.pratt@bndna.com>
> > > **Sent:** Tuesday, July 7, 2020 10:59 AM
> > > **To:** Jey Whitson1 <jwhitson@azadc.gov>
> > > **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> > > **Subject:** RE: KeepTrak Interface Error
> > >
> > > Agreed. I think Charles will set something up. Thank you!
> > >
> > > Aaron
> > >
> > > **From:** Jey Whitson <jwhitson@azadc.gov>
> > > **Sent:** Tuesday, July 7, 2020 10:57 AM
> > > **To:** Aaron Pratt <aaron.pratt@bndna.com>
> > > **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard

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Evitch <revitch1@azadc.gov>
Subject: Re: KeepTrak Interface Error

Thank you Aaron. But I think we should have a discussion nonetheless. I fully accept my ignorance of programming complexities and I am not sure how different what ITA is wanting will be from what you are suggesting. Ultimately I would hate for your staff to waste any time that may have to be undone in the future for an issue we won't face again for another 12 months that could be solved in a different fashion.

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ADCRR CIRT Team Leader & Equal Opportunity Liaison
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Fiscal Year: 2020

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AMERICAN OVERSIGHT

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Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St. Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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> Good morning ADC,
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>
> We will update you as soon as we can. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
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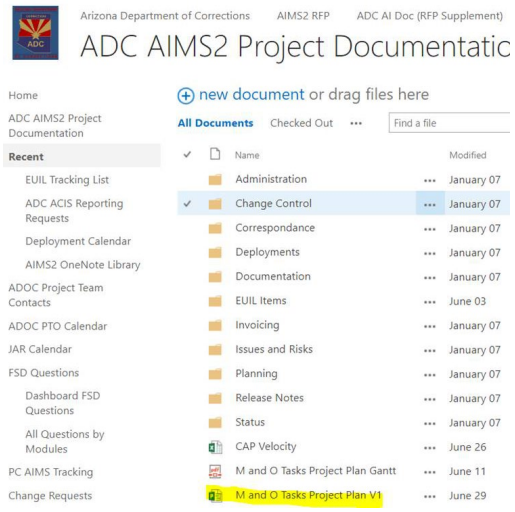
From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: Holly Greene; Spencer Scott; Joseph Nicoletti; Rusty Johnson
Subject: RE: EUIL Project Plans
Date: Tuesday, July 7, 2020 1:56:15 PM
Attachments: image003.png

Sandy,

Please find the link below. Spencer and I have been reviewing and I am in the process of updating the % complete. I also wanted to let you know we are adding the following additional milestones and will have a working meeting tomorrow.

1. ADC approval to begin Development
2. Development finishes
3. QA finishes
4. Submitted to UAT – FEATURE
5. Submitted to UAT
6. Migrated to PROD
7. ADCRR official acceptance and hours billed

https://aims2.bndna.com/_layouts/15/start.aspx#/ADC%20AIMS2%20Project%20Documentation/Forms/AllItems.aspx?RootFolder=%2FADC%20AIMS2%20Project%20Documentation%2FMaintenance%20and%20Operation&FolderCTID=0x0120009DE98BF1AAA36243B6A51FAA23DA2E58&View=%7B643ACB7D%2DFA9F%2D4BA1%2D9863%2D04688E3B17EB%7D



Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, July 7, 2020 9:52 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: EUIL Project Plans

Hi, Charles, can you please share the link to the project plans for the EUIL items under development?

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Jey Whitson1; Charles Spannagel; Michele Simmons
Cc: George Martinez; Gergana Kovatcheva; Harika Chikkala; Holly Greene; John Vitale; Keith Francen; Linda Finchum; Luis Blázquez; Lynda Wade; Rajkumar Gopal; Richard Evitch; Sandy Wang; Thad Lowry; Wissem BenAissa
Subject: RE: KeepTrak Interface Error
Date: Tuesday, July 7, 2020 1:43:49 PM
Attachments: PayrollExport-27-2020-PROD.xlsx
image001.png
image002.png
image003.png
image004.png

Also attached is the data that will be sent to KeepTrak if you would like to validate it before we sent.

Thanks,
Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 1:39 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Michele Simmons <msimmons@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; Lynda Wade <lwade@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Richard Evitch <revitch1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Re: KeepTrak Interface Error

Michele - Please take a look at 2130 and advise.

On Tue, Jul 7, 2020 at 1:31 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> Data is updated in PROD. Please let us know when you approve us to run the payroll to Keefe/KeepTrak. We will need you to update the post date in the system first. We do not have access to this screen in PROD.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road. Suite 103. Scottsdale. AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Richard Evitch <revitch1@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 12:41 PM
> **To:** Gergana Kovatcheva <gkovatcheva@azadc.gov>
> **Cc:** Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: KeepTrak Interface Error
>
> Hello all,
>
> Monday after 0900 or Tuesday anytime are presently available for me.
>
> thanks,
> Richard
>
> Richard Evitch
> Assistant Director, Financial Services
> ofc 602-542-2838
>
> On Tue, Jul 7, 2020 at 12:22 PM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:
>
> > Monday or Tuesday would work for me.
> >
> > Thank you!
> > Gergana Kovatcheva, CPA, CGFM, CPM
> > Chief Financial Officer/ Bureau Administrator
> > Arizona Department of Corrections, Rehabilitation & Reentry
> > 1645 W. Jefferson St. Phoenix, AZ 85007
> > Office :602-364-3418
> > gkovatcheva@azadc.gov
> >
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> > >
> > > ADCRR
> > > Richard Evitch
> > > Gergana Kovatcheva
> > > Lynda Wade
> > > George Martinez
> > > Spencer Scott

AMERICAN OVERSIGHT

Michele Simmons
Marlene Coffey
Jacob Whitson

B&D
Aaron Pratt
Trevor Baker
Charles Spannagel

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 11:46 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Jey,
>
> Can you please let me know who all you want on the meeting and what times will work for ADCRR and I will schedule it. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Aaron Pratt <aaron.pratt@bndna.com>
> **Sent:** Tuesday, July 7, 2020 10:59 AM
> **To:** Jey Whitson1 <jwhitson@azadc.gov>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> **Subject:** RE: KeepTrak Interface Error
>
> Agreed. I think Charles will set something up. Thank you!
>
> Aaron
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Tuesday, July 7, 2020 10:57 AM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
> **Subject:** Re: KeepTrak Interface Error
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>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> On Tue, Jul 7, 2020 at 10:51 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Hi Jey,
> >
> > The plan is to use the value from the admin screen rather than calculate it via some business rule (shown below). Let us know if you would like to discuss further before we implement any changes. We will proceed with the database update as Holly has directed and will contact you when the change has been made so you can validate with the reports. Thanks!

AMERICAN OVERSIGHT

Inmate Trust Account Fiscal Year Pay Period Schedule

Fiscal Year 2020

Pay Cycle	Begin Date	End Date	Post Date	Status	Pay Cycle	Begin Date
1	07/01/2019	07/12/2019	07/18/2019		2	07/13/2019
3	07/27/2019	08/09/2019	08/15/2019		4	08/10/2019
5	08/24/2019	09/06/2019	09/12/2019		6	09/07/2019
7	09/21/2019	10/04/2019	10/10/2019		8	10/05/2019
9	10/19/2019	10/25/2019	10/31/2019		10	10/26/2019
11	11/09/2019	11/22/2019	11/28/2019		12	11/23/2019
13	12/07/2019	12/20/2019	12/26/2019	PD	14	12/21/2019
15	01/04/2020	01/17/2020	01/23/2020	PD	16	01/18/2020
17	02/01/2020	02/14/2020	02/20/2020	PD	18	02/15/2020
19	02/29/2020	03/13/2020	03/19/2020	PD	20	03/14/2020
21	03/28/2020	04/10/2020	04/16/2020	PD	22	04/11/2020
23	04/25/2020	05/08/2020	05/14/2020	PD	24	05/09/2020
25	05/23/2020	06/05/2020	06/11/2020	PD	26	06/06/2020
27	06/20/2020	06/30/2020	07/06/2020			

Thanks!
Aaron

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Tuesday, July 7, 2020 10:41 AM
To: Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Aaron Pratt <aaron.pratt@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
Subject: Re: KeepTrak Interface Error

Charles - Before any additional programming (not the SQL fix, please deploy that as approved below) is done, we need to have a discussion regarding how ITA wants to handle the bifurcation of pay cycles in the following years to come. I don't want you to develop a solution that may end up needing to be backed out in a year's time.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 10:36 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles-
>
> Please proceed with implementing this fix.
>
> Respectfully,
>
> Holly Greene
> Deputy CIO | ADCRR IT Bureau
> 1645 W. Jefferson St. Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Tue, Jul 7, 2020 at 10:31 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good morning ADC,
> >
> > We discovered an issue this morning that we are currently working.
> >
> > **Here is a summary of the issue:**
> >
> > - When payroll was generated for cycle 27 all the pay summary records were generated for fiscal year 2021 instead of 2020 because of code that did not account for the strange overlap period.
> > - The issue will only occur on the overlap week at the end of the fiscal year.

AMERICAN OVERSIGHT

- We are correcting the problem so that it will not occur again next year.
- High bug 43006 exists because of the same issue. There may be more.

Here is what we are requesting to resolve the issue:

- Run the following SQL in PROD to correct the data for cycle 27: UPDATE doc_pr_pay_summary SET pay_cycle_year = 2020 WHERE pay_cycle_number = 27 and pay_cycle_year = 2021; ***We are requesting permission to run this SQL.***
- ADC looks at the pay summary reports to validate the data fix. Or any other reports.
- ADC will change the post date in the system from 7/6/2020 to 7/7/2020 on the fiscal year maintenance screen. https://aims2.us/Administration/System/ManageFiscalYearPayPeriodSchedule.aspx
- We will run the Payroll interface again before midnight and the records will see the new post date of today and post the Payroll to KeepTrak.

We will update you as soon as we can. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Richard Evitch; Gergana Kovatcheva
Cc: Jey Whitson1; Aaron Pratt; Holly Greene; George Martinez; Michele Simmons; Lynda Wade; Linda Finchum; Sandy Wang; John Vitale; Wissem BenAissa; Luis Blázquez; Keith Francen; Harika Chikkala; Rajkumar Gopal; Thad Lowry
Subject: RE: KeepTrak Interface Error
Date: Tuesday, July 7, 2020 1:13:40 PM
Attachments: image005.png
image006.png
image002.png
image004.png

George,

Aaron, Wissem, Trevor and myself are available from 11am-2pm on Monday or Tuesday. I believe ADCRR has to schedule the meeting so it can be recorded. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Richard Evitch <revitch1@azadc.gov>
Sent: Tuesday, July 7, 2020 12:41 PM
To: Gergana Kovatcheva <gkovatcheva@azadc.gov>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
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Hello all,

Monday after 0900 or Tuesday anytime are presently available for me.

thanks,
Richard

Richard Evitch
Assistant Director, Financial Services
ofc 602-542-2838

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> Gergana Kovatcheva, CPA, CGFM, CPM
> Chief Financial Officer/ Bureau Administrator
> Arizona Department of Corrections, Rehabilitation & Reentry
> 1645 W. Jefferson St, Phoenix, AZ 85007
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> > Marlene Coffey
> > Jacob Whitson
> >
> > B&D
> > Aaron Pratt
> > Trevor Baker
> > Charles Spannagel
> >
> > Sincerely,
> > Jacob "Jey" Whitson
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AMERICAN OVERSIGHT

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Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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Cc: Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
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Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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AMERICAN OVERSIGHT

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Fiscal Year: 2020

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Thanks!
Aaron

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Sent: Tuesday, July 7, 2020 10:41 AM
To: Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: George Martinez <gmartinez1@azcorrections.gov>; Michele Simmons <msimmons@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Sandy Wang <swang@azadc.gov>; John Vitale <jvitale@keefegroup.com>; Aaron Pratt <aaron.pratt@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Richard Evitch <revitch1@azadc.gov>
Subject: Re: KeepTrak Interface Error

Charles - Before any additional programming (not the SQL fix, please deploy that as approved below) is done, we need to have a discussion regarding how ITA wants to handle the bifurcation of pay cycles in the following years to come. I don't want you to develop a solution that may end up needing to be backed out in a year's time.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Tue, Jul 7, 2020 at 10:36 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles-
>
> Please proceed with implementing this fix.
>
> Respectfully,
>
> Holly Greene
> Deputy CIO | ADCRR IT Bureau
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Tue, Jul 7, 2020 at 10:31 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good morning ADC,
> >
> > We discovered an issue this morning that we are currently working.
> >
> > **Here is a summary of the issue:**
> >
> > - When payroll was generated for cycle 27 all the pay summary records were generated for fiscal year 2021 instead of 2020 because of code that did not account for

AMERICAN OVERSIGHT

the strange overlap period.

- The issue will only occur on the overlap week at the end of the fiscal year.
- We are correcting the problem so that it will not occur again next year.
- High bug 43006 exists because of the same issue. There may be more.

Here is what we are requesting to resolve the issue:

- Run the following SQL in PROD to correct the data for cycle 27: UPDATE doc_pr_pay_summary SET pay_cycle_year = 2020 WHERE pay_cycle_number = 27 and pay_cycle_year = 2021; ***We are requesting permission to run this SQL.***
- ADC looks at the pay summary reports to validate the data fix. Or any other reports.
- ADC will change the post date in the system from 7/6/2020 to 7/7/2020 on the fiscal year maintenance screen. https://aims2.us/Administration/System/ManageFiscalYearPayPeriodSchedule.aspx
- We will run the Payroll interface again before midnight and the records will see the new post date of today and post the Payroll to KeepTrak.

We will update you as soon as we can. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	George Martinez; Jey Whitson1; Michele Simmons; Lynda Wade; Linda Finchum; Gergana Kovatcheva; Sandy Wang; Holly Greene; John Vitale
Cc:	Aaron Pratt; Wissem BenAissa; Luis Blázquez; Keith Francen; Harika Chikkala; Rajkumar Gopal; Thad Lowry
Subject:	KeepTrak Interface Error
Date:	Tuesday, July 7, 2020 10:31:10 AM
Attachments:	image002.png

Good morning ADC,

We discovered an issue this morning that we are currently working.

Here is a summary of the issue:

- When payroll was generated for cycle 27 all the pay summary records were generated for fiscal year 2021 instead of 2020 because of code that did not account for the strange overlap period.
- The issue will only occur on the overlap week at the end of the fiscal year.
- We are correcting the problem so that it will not occur again next year.
- High bug 43006 exists because of the same issue. There may be more.

Here is what we are requesting to resolve the issue:

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Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Subject:	ADCRR-MiCase Governance Final.pptx
Date:	Tuesday, July 7, 2020 10:14:12 AM
Attachments:	ADCRR-MiCase Governance Final.pptx image003.png

Holly,

Please find the attached Governance PPT. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: FW: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx
Date: Monday, July 6, 2020 8:37:56 PM
Attachments: image002.png
image005.png
image003.png
image004.png

Haha thanks Charles :)

On Mon, Jul 6, 2020 at 8:37 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Foiled again I will fix and send back when I get home. Thanks Holly.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, July 6, 2020 8:35 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Subject:** Re: FW: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx
>
> 'Draft' is still included in the title page. I wasn't sure if there was another.
>
> Thanks for clarifying
>
> On Mon, Jul 6, 2020 at 8:26 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

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Holly, this is the last one I sent. Was there something else I needed to do? Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Charles Spannagel
Sent: Thursday, June 11, 2020 3:58 PM
To: Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: FW: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx

Governance Signoff.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, June 8, 2020 1:33 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx

Approved.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jun 8, 2020 at 1:20 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Thank you Spencer.
>
> Holly when you can please give us the official sign off. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Spencer Scott <sscott3@azadc.gov>
Sent: Monday, June 8, 2020 1:15 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx

I have insert the spreadsheet into this version of the file. A couple of points to consider:

- The embedded excel spreadsheet is scrollable but not printer friendly. If we want a printer-friendly version, I recommend we add an appendix
- The list was originally 115. However the list is down to 105. The reason for the discrepancy is that some bugs have been closed since the list was originally pulled.
    - I created the list by searching TFS for "all bugs, not closed" with a creation date of 2018, 2019, and 2020; January-April.
- A few of the items address an issue only in a certain module, but the problem is system wide. I'd like to ask that we address the whole problem and not in just one screen. This would have been done had the tickets been worked (during analysis).

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

AMERICAN OVERSIGHT

> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Mon, Jun 8, 2020 at 12:48 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
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Respectfully,

Holly Greene

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: FW: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx
Date: Monday, July 6, 2020 8:27:54 PM
Attachments: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx
image003.png
image004.png
image005.png

Holly, this is the last one I sent. Was there something else I needed to do? Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Charles Spannagel
Sent: Thursday, June 11, 2020 3:58 PM
To: Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: FW: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx

Governance Signoff.

Charles Spannagel

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15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Approved.

AMERICAN OVERSIGHT

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> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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AMERICAN OVERSIGHT

JUNE 2020

DRAFT M&O GOVERNANCE PROCESS

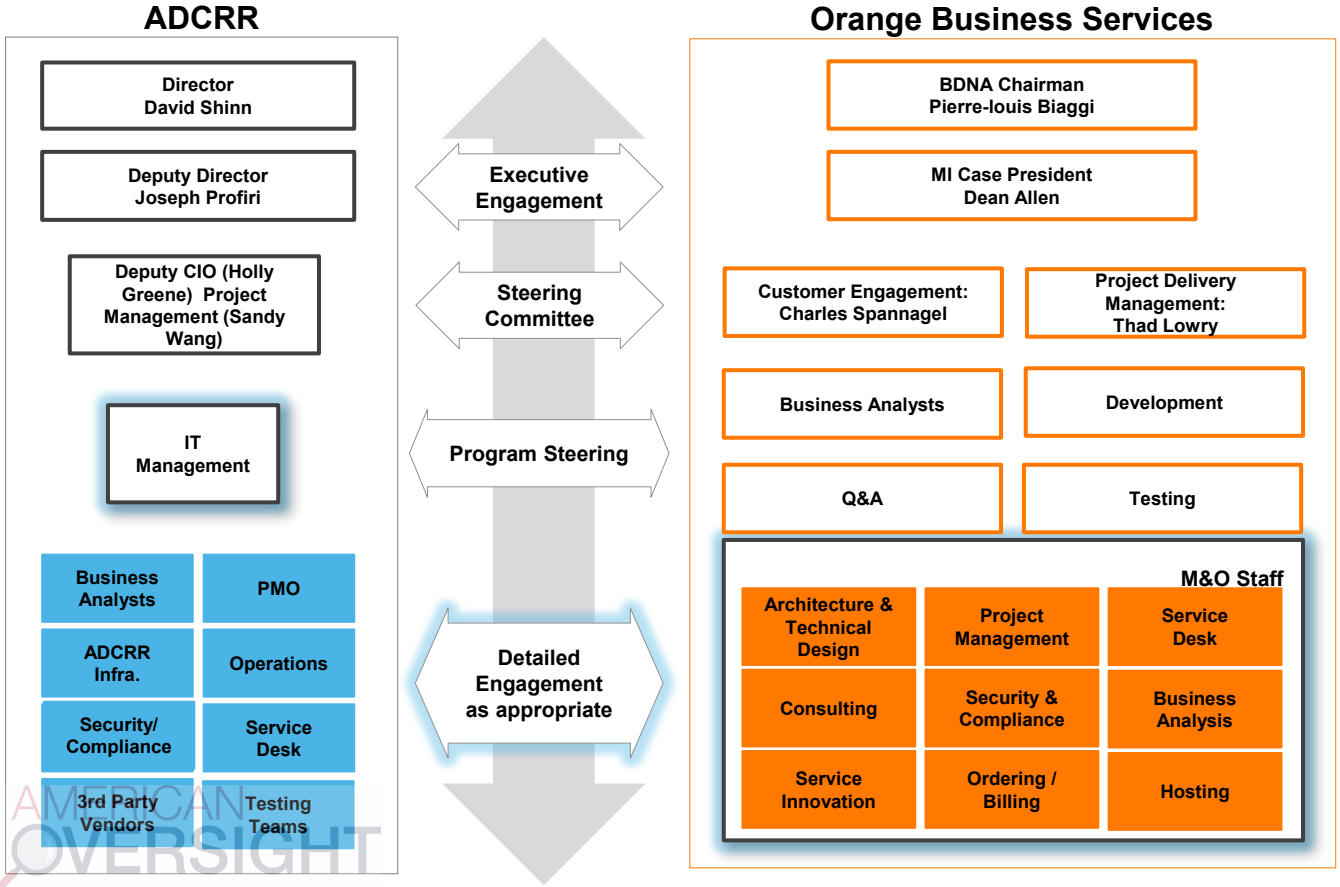
ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

BDNA engagement method



Partnership principles:

- **High touch executive engagement** – Strategic decisions & arbitrations in coordination with ADCRR executives
- **Customer engagement**– throughout the life cycle of M&O, the BDNA customer engagement manager will own the commercial relationship and support customer business and IT strategy
- **Project management** – The project management organization will deliver maintenance as well as new developments of the solution

The engagement is driven by a customer centric philosophy, guided by the customer's business needs.

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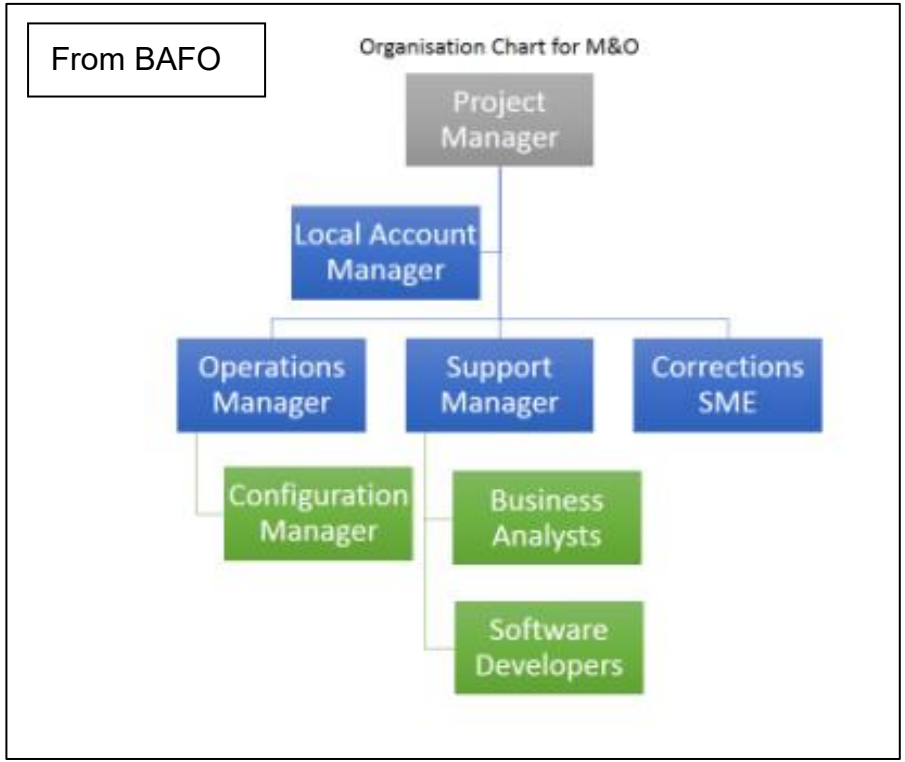
BDNA Client Business Unit

The Client Business Unit is organized to deliver:

- Maintenance of the solution (Bugs fixing), through a dedicated staff and capacity
- Development of new functionalities as part of the 10k hours envelope dedicated to it

From 05/01/2020 to 05/01/2021, This team will be supplemented by additional staff in order to deliver the additional remediation hours (10k hours) agreed in the last Amendment to the contract

From BAFO



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Customer Engagement Manager – Local Account Manager

CEM

The Customer Engagement Manager ensures accountability of the execution of the contract and steers a proactive partnership with ADCRR

- Coordinate a cross functional team in order to develop a partnership with the ADCRR with full accountability to achieve commitments in contractual agreement and delivering satisfaction and value to the ADCRR.
- Implement full contract customer facing governance incl. appropriate governance boards, steerco's, escalation path and contractual change management.
- Bring BDNA delivery team together into a coherent entity fine-tuned to interact with the ADCRR organization in an optimal and minimum impacting way.
- Significantly reduce the level of effort which ADCRR has to invest to ensure the desired contractual benefits are achieved.

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Project Delivery Manager – Charles Spannagel

PDM

The Project Delivery Manager is accountable to provide day-to-day coordinated delivery of agreed contractual solutions and services for ADCRR; has overall responsibility for the quality of service and customer satisfaction for all implemented BDNA services; with a view to optimizing workforce utilization

- Proactively identify and scope opportunities for service enhancement providing ADCRR's experience improvement and greater value generation; spread innovation for optimization and leverage of new or improved processes.
- Prepare and publish Program Plan (including Program Structure / Roadmap / Governance Matrix) of customer Service Strategy; ensure all stakeholders agree and understand roles and responsibilities
- Identify and mitigate risks (failure or delay); ensure appropriate levels of business contingency / continuity are in place.
- Implement full contract customer facing governance, incl. appropriate governance boards and steerco's, for escalation path and contractual change management
- Ensure full compliance of agreed solutions and services to meet customer needs; proactive monitoring of agreed SLAs in order to deliver exceptional service and acknowledged customer value.

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Communication Governance

Formal Sessions

Quarterly Business Review	Performance and spend, relationship health, continuous improvement, personnel updates, innovation and new business, contract activity.		
Program Review Session	Performance, relationship health, continuous improvement …		
Monthly Implementation and Operational Review Sessions	M&O and Contract Amendment Monthly Status Reports including SLA Dashboard Bi-Monthly Change Management Release Schedule		
Weekly Sessions	▪ Status Meeting with ADCRR IT PMO and Operational Leaders ▪ Identification of new development items	▪ M&O Manager and ADCRR IT Leadership Weekly Status Meeting ▪ Release Management Meeting	▪ Incident management ▪ SLA performance ▪ Problem management ▪ Continuous improvement
	Business	**Implementation**	**Operations**

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Governance

Quarterly business review

Members	**ADCRR**	*Initially a small group (JP & HG)*
	BDNA	*Initially a small group (DA & CS)*
Agenda	- ADCRR Business objectives & roadmaps - BDNA business performance (Implementation, Operations, etc.) - INNOVATION: Market trends, technology roadmaps - Relationship health, customer survey results - Dashboard performance - Development Hours spend reviews - New business review	
Inputs	- Status of actions from previous meetings - Monthly performance for both build and run - Headline News - Survey feedback	
Outputs / Objectives	- Minutes and updated actions list - Program performance	
Frequency	Once per quarter ; maximum of two hours	

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Governance

Program review session

Members	**ADCRR**	*TBD*
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson & Dean Allen
Agenda	- Update on actions from previous session - Review of SLA dashboard performance - Review of exception logs - Process and/or procedure challenges; opportunities for improved way of working - Account relationship, End-user satisfaction survey programs, user group feedback or other avenues/methods to measure satisfaction with the ACIS system - Schedule reporting compliance - Continuous improvement initiatives and achievements	
Inputs	- Actions from previous meetings - Exceptions from billing, build and/or run - Governance dashboard - Headline News	
Outputs / Objectives	- Minutes and updated actions list - Maintain Governance for effective and continuous improvement program - Executive summary	
Frequency	Scheduled as calendars permit	

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Governance

Weekly Change Management Release Schedule

Members	**ADCRR**	George Martinez, Sandy Wang
	BDNA	Charles Spannagel, Thad Lowry, Chris Masson
Agenda	- Release roadmap - Separate meetings to discuss EUIL items and Bug statuses - Outstanding defects/bugs in the system - CAP completion - Any issue requiring escalation - Roundtable discussion with ADCRR	
Inputs	- Actions list from previous meetings - Minutes from weekly design review	
Outputs / Objectives	- Minutes and updated actions list	
Frequency	Bi-weekly	

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Governance

Monthly Maintenance and Operations Report

Members	**ADCRR**	Holly Greene, Joe Nicoletti, Rusty Johnson, Sandy Wang, Keith Barrier
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson (optional Dean Allen)
Agenda	- Update on actions from previous session - Steering committee (executive invited) review - SLA performance - End user satisfaction report - Continuous improvement initiatives and achievements	
Inputs	Actions list from previous meetings - Service management monthly report - SLA report - M&O Hours and EUIL delivery completion report	
Outputs / Objectives	- Minutes and updated actions list - Mutual agreement on monthly performance	
Frequency	Monthly – Held last Thursday of each month	

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Governance

Weekly Status Meeting with ADCRR IT PMO and Operational Leaders

Members	**ADCRR**	TBD
	BDNA	Charles Spannagel
Agenda	- Input from ADCRR operations on new items requests - End user satisfaction measurement	
Inputs	- Action list from previous meeting - New list of items - Satisfaction measurement	
Outputs / Objectives	- Minutes and updated actions list - New list of items	
Frequency	Weekly – Held every Friday or Monday am (TBD)	

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Governance

M&O Manager and ADCRR IT Leadership Weekly Status Meeting (DRAFT)

Members	**ADCRR**	Holly Greene, Joe Nicoletti, Rusty Johnson, Sandy Wang, Joe Profiri (optional)
	BDNA	Charles Spannagel
Agenda	- Review previous week items progression - Identify new items - Review service desk performance - Roundtable discussion	
Inputs	- Action list from previous meeting - Service Desk SLA review	
Outputs / Objectives	- Minutes and updated actions list - New items list	
Frequency	Weekly – Held every Friday	

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Initial Governance Timeline

- **July 2020**
  - 7/3/2020 – ADCRR IT and M&O Manager Weekly Status Report Meeting
  - **7/8/2020 – ADCRR and B&D Monthly Status Meeting**
  - 7/17/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 7/24/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 7/31/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
- **August 2020**
  - **8/7/2020 – ADCRR and B&D Monthly Status Meeting**
  - 8/14/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 8/21/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 8/28/2020 – ADCRR IT and M&O Manager Weekly Status Meeting

AZ-DOC-21-0315-A-001740

List of workstreams

- Parking lot – Exhibit 2 items – Capped at 1000 hours
- EUIL – capped at 9000 hours: Focused on Improved End-user experience
- M&O (10,000) Development hours: Focused on new Functionalities implementation
- Maintenance: Bugs fixing, following prioritization by ADCRR
  - CAP: All of the remaining bugs (115) at the time of M&O 4/30/2020 (Bug list provided by ADCRR IT)
  - SLAs: As per agreed SLA setup
  - Service desk: Effective as of June 5th , 2020
- Measurement of Success: To be agreed with ADCRR

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Principles of Effort Estimate, Validation & Approval

- M&O development hours:
  - As per ADCRR requests for development – list of items to be submitted by ADCRR
  - BDNA evaluation of Level of Efforts (LoEs)
  - ADCRR sign off on LoEs
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
- EUIL:
  - Parking lot Exhibit 2 items to be delivered consuming no more than 1000 hours
  - BDNA evaluation of Level of Efforts (LoEs)
  - ACRR sign off on LoEs (9,000)
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
  - **Measurement of success to evaluate positive impact of EUIL items onto end user satisfaction**

** For M&O development hours prior to May 18th: Validation requested by B&D to ADCRR IT management*

Amendment process

- 1st Business Day – M&O Monthly Report submitted by B&D
- 5th Business Day - Monthly M&O Status Meeting
- 10th Business Day (or prior) – ADCRR and B&D present a list of proposed EUIL items
- 15th Business Day (or prior) – B&D to provide estimate for proposed EUIL items, B&D to provide forecast of available FTE's
- 20th Business Day (or prior) – ADCRR selects items for the upcoming month

AMERICAN OVERSIGHT

SLAs

- **Service Level Agreement (SLA)**
  - Agreed to terms on May 15th , 2020
  - Utilizing multiple technologies and metrics to ensure SLA compliance
    - 3rd Party Systems that monitor System Response, System Availability, User Response
    - ServiceDesk Reports that monitor
      - Incident Response and Resolution Times
    - Additional Monthly Reports to be included in the M&O Monthly Status Meeting
      - Maintenance/Updates/Upgrades, Data Integrity and Destruction, Security, User Support and Contractor Staffing
  - B&D Weekly SLA Compliance and Risk Assessment Meeting to review all metrics
  - **Sign Off Needed**

AMERICAN OVERSIGHT

AZ-DOC-21-0315-A-001743

CAP

- The Corrective Action Plan consist of all medium and low bugs still active as of M&O start (4/30/2020)

- Bug list created

AMERICAN OVERSIGHT

Service desk

- **B&D Service Desk Implementation**
  - Soft Go Live Scheduled for 6/5/2020
  - Go Live Scheduled for 6/12/2020
  - B&D Internal Training on 5/21/2020
  - ADCRR Training the week of 6/1/2020
  - B&D Service Desk staffed Monday through Sunday 6am – 6pm
    - On call after hours support as negotiated with ADCRR
    - After hour technical support will be provided under a Time and Material basis

AMERICAN OVERSIGHT

AZ-DOC-21-0315-A-001745

Measurement of Satisfaction

- **Measure Current Sentiment**
  - Workstream with key ADCRR IT Staff and ADCRR Operational Users
  - Brainstorm different methodologies for End User satisfaction analysis
    - Online Surveys
    - Site Visits - Quarterly Site Visits to gauge user satisfaction (Initially every other month) possible August, most likely September
    - Focus Groups
    - Training Evaluation
    - Identified System Enhancements/Initiatives
- **Setup Ongoing Satisfaction Measurement**
  - Provided by monthly/quarterly survey scales measuring trends in adoption, ease of system use and overall feeling of the system
- **Set Targets and Expectations**
  - To be determined by initial survey findings with a work group consisting of ADCRR IT Leadership, ADCRR Operational Leadership and B&D Leadership setting future targets and expectations

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Chris Masson
Cc:	Charles Spannagel; joneil1@azadc.gov; Sandy Wang; RUSTY JOHNSON (SJOHNSON@azadc.gov); Joseph Nicoletti; Dean Allen; Trevor Baker
Subject:	Re: Ideas and Feedback Tool Demo
Date:	Monday, July 6, 2020 2:48:12 PM

Hi Chris-

Rusty, Joe and I are slated for an interview from 3- 4 pm on Thu.

Do you have time at 4pm on Thu?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jul 6, 2020 at 2:44 PM Chris Masson <chris.masson@bndna.com> wrote:

> Moving to a date and time that appears to be clear on everyones calendars.
>
> Thanks
>
> ---
>
> **Join Microsoft Teams Meeting**
>
> Learn more about Teams | Meeting options
>
> ---

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx
Date: Monday, July 6, 2020 11:34:44 AM
Attachments: image002.png

Hi Charles-

Did we ever get the final copy?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jun 8, 2020 at 1:33 PM Holly Greene <hgreene@azadc.gov> wrote:

> Approved.
>
>
> Respectfully,
>
> Holly Greene
>
> Deputy CIO | ADCRR IT Bureau
>
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>

AMERICAN OVERSIGHT

On Mon, Jun 8, 2020 at 1:20 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Thank you Spencer.
>
> Holly when you can please give us the official sign off. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Spencer Scott <sscott3@azadc.gov>
Sent: Monday, June 8, 2020 1:15 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx

I have insert the spreadsheet into this version of the file. A couple of points to consider:

- The embedded excel spreadsheet is scrollable but not printer friendly. If we want a printer-friendly version, I recommend we add an appendix
- The list was originally 115. However the list is down to 105. The reason for the discrepancy is that some bugs have been closed since the list was originally pulled.
    - I created the list by searching TFS for "all bugs, not closed" with a creation date of 2018, 2019, and 2020; January-April.
- A few of the items address an issue only in a certain module, but the problem is system wide. I'd like to ask that we address the whole problem and not in just one screen. This would have been done had the tickets been worked (during analysis).

AMERICAN OVERSIGHT

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Jun 8, 2020 at 12:48 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

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AMERICAN OVERSIGHT

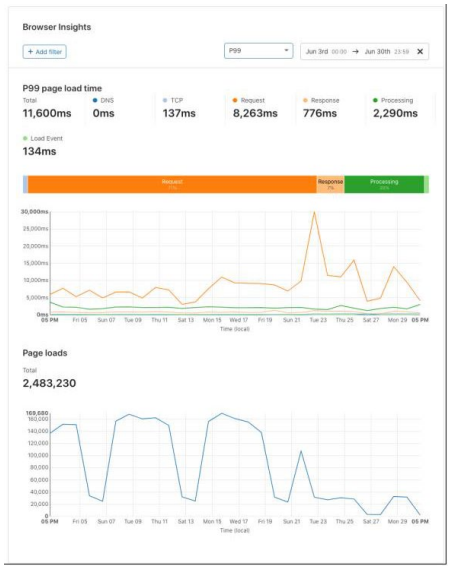
From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Leadership Meeting Agenda and Charles Items: System Reports - Escalation Workflow for Hot pushes
Date: Thursday, July 2, 2020 1:01:11 PM
Attachments: image025.png

Agenda:
1: EUIL Items being pushed to UAT-Feature Environment
2: Workflow for Emergency Push to UAT & PROD
3: Reports Review

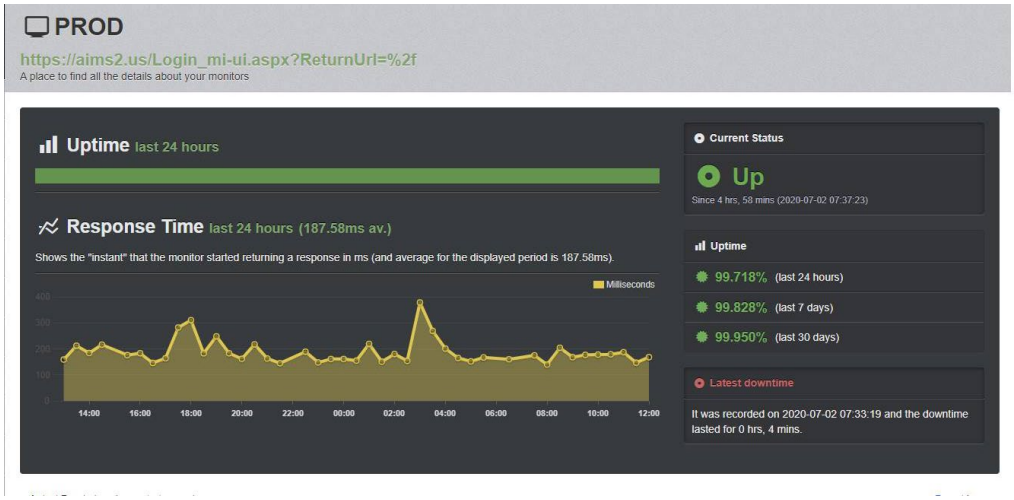
In preparation for the meeting this afternoon, please find the associated reports.

System Response

Last 30 Days



-
Uptime



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TRAIN

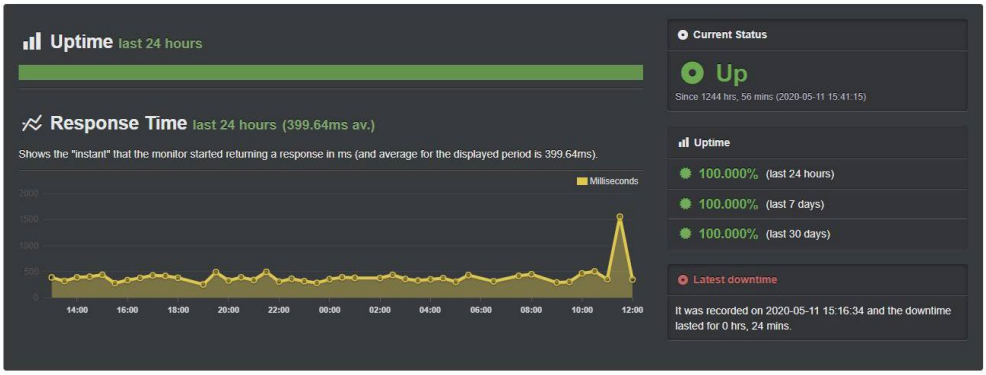
https://train.aims2.us

A place to find all the details about your monitors

UAT

https://adc.aims2.us

A place to find all the details about your monitors



RPT DEV

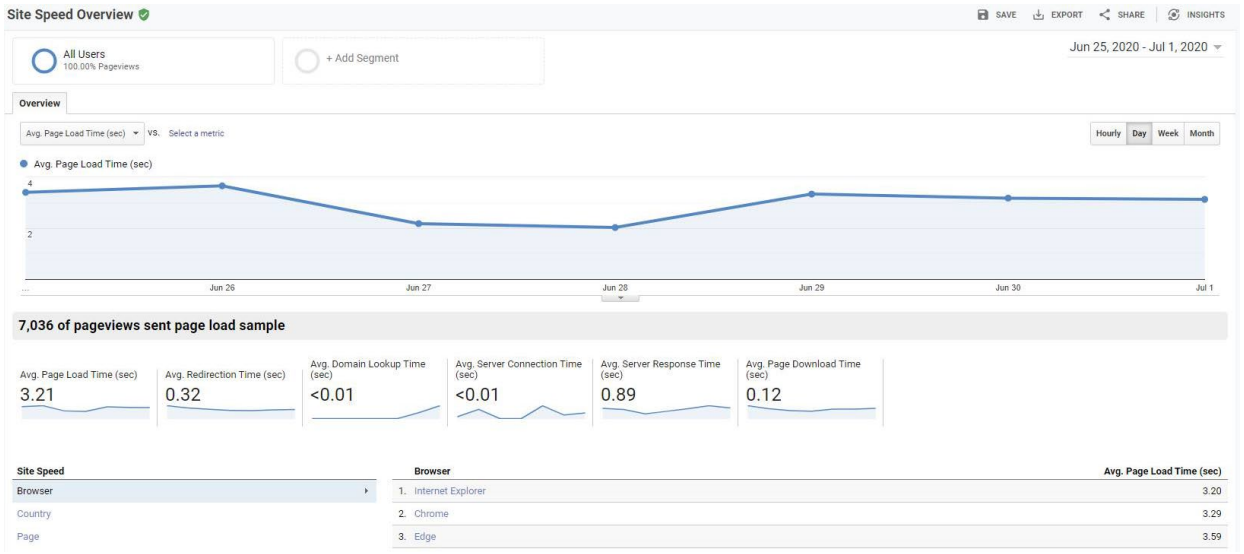
https://rptdev.aims2.us/

A place to find all the details about your monitors

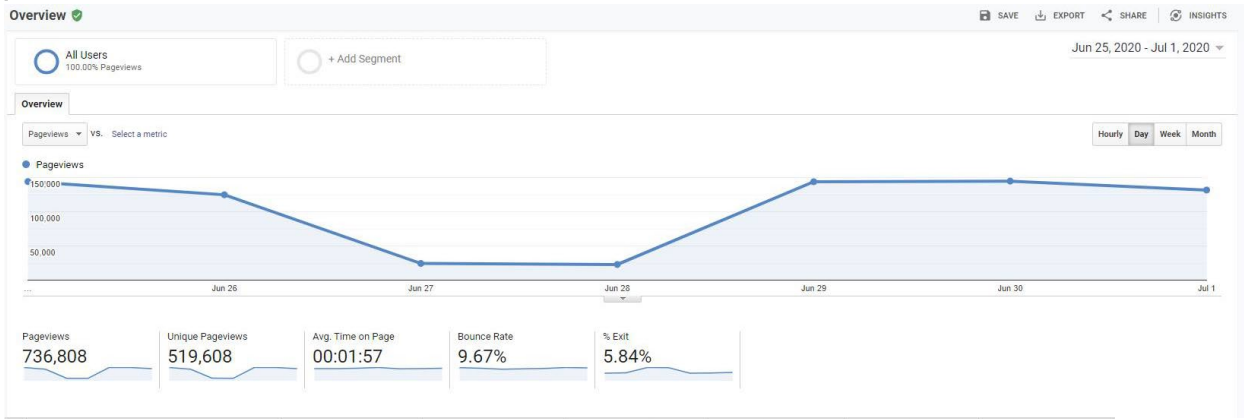
Site Speed

-

AMERICAN OVERSIGHT



-



	Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit
		736,808 % of Total: 100.00% (736,808)	519,608 % of Total: 100.00% (519,608)	00:01:57 Avg for View: 00:01:57 (0.00%)	43,040 % of Total: 100.00% (43,040)	9.67% Avg for View: 9.67% (0.00%)	5.84% Avg for View: 5.84% (0.00%)
1.	/ActionQueueDashboard.aspx	80,975 (10.99%)	45,074 (8.67%)	00:02:03	38,394 (89.21%)	9.04%	9.02%
2.	/Count/RecordCount.aspx	12,351 (1.68%)	7,675 (1.48%)	00:07:40	500 (1.16%)	44.00%	43.70%
3.	/Transportation/ExternalMovement.aspx	9,117 (1.24%)	987 (0.19%)	00:00:35	41 (0.10%)	2.44%	1.24%
4.	/Intake/Search.aspx	8,954 (1.22%)	2,490 (0.48%)	00:00:54	47 (0.11%)	4.26%	2.84%
5.	/Discipline/DisciplineDashboard.aspx	6,108 (0.83%)	1,372 (0.26%)	00:01:55	28 (0.07%)	10.71%	6.78%
6.	/PrisonAdmin/BedAssignments.aspx	4,220 (0.57%)	1,126 (0.22%)	00:01:21	24 (0.06%)	4.17%	5.90%
7.	/BOEC/BOECDashboard.aspx	2,981 (0.40%)	174 (0.03%)	00:09:18	20 (0.05%)	0.00%	1.11%
8.	/Transportation/TravelOrders.aspx	2,598 (0.35%)	1,857 (0.36%)	00:05:43	97 (0.23%)	31.96%	26.98%
9.	/Visitation/VisitationSearch.aspx	2,532 (0.34%)	1,025 (0.20%)	00:01:12	14 (0.03%)	0.00%	4.34%
10.	/Grievance/AddGrievances.aspx	1,940 (0.26%)	173 (0.03%)	00:00:40	5 (0.01%)	0.00%	0.77%

-

-

Escalation Items that Require Immediate Pushes Workflow:

1: Follow the incident management workflow that is in place

2: ADCRR Lead to call B&D Lead (Charles or Thad)

3: B&D to formulate fix and plan for timeline

4: Bridge Line opened by B&D for ADCRR IT and ADCRR Operations

5: Plan agreed and finalized – Bridge line then closed

6: B&D to communicate to ADCRRIT and ADCRR Operations when the fix is in UAT

7: ADCRR Operations to test fix in UAT

8: ADCRR IT Leadership to authorize push to PROD

9: ADCRR Operations to validate fix in PROD

-

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	charles.spannagel@bndna.com; swang@azadc.gov
Cc:	Joseph Profiri; Spencer Scott
Subject:	CR40940 Re-estimate Discussion
Date:	Thursday, July 2, 2020 12:23:12 PM

Hi Sandy and Charles-

Please push this meeting to 1:30p. Our DD will not be able to make it at 1pm.

Thanks,

Holly
--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: SLA Follow Up Meeting
Date: Thursday, July 2, 2020 10:11:02 AM
Attachments: image003.png

Good morning Holly,

I have the afternoon's open next Wednesday and Thursday. Do you have an hour slots open to do our review for the SLA reports?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Leadership Meeting Notes 6/29/2020 & Agenda Items for 7/2/2020
Date: Wednesday, July 1, 2020 3:27:19 PM
Attachments: image003.png

ADCRR Team,

Please see the notes below from our meeting on 6/29/2020. Also, would you please provide your agenda items for tomorrows meeting. I have two items.

Agenda:

1: EUIL Items being pushed to UAT-Feature Environment
2: Workflow for Emergency Push to UAT & PROD

Meeting Notes:

1: Hours in Arrears: Dean and Joe P met. Charles to review with Dean

2: Customer Satisfaction Survey: Dean and Joe P ADCRR will engage the office of continual improvement, OCI will ask questions of BND, preliminary meeting is at 9am tomorrow.

3: Release Management: Meeting tomorrow morning about Release Management with Aaron. Change Board Meeting is on Wednesday, need to bring any items, get them over to Sandy

4: SLA Meeting Review: Schedule a meeting with Holly for next week 7/6/2020 **Charles to schedule by 7/2**

5: Charles to send Holly the SLA report **Charles to send report by 7/2**

6: Charles to put together the workflow with IT Key Decision Pieces for emergency pushes
7: Charles to schedule a meeting to discuss environments for code pushes, EUILs **Charles to schedule by 7/2**

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Re: Charles Back in Office
Date: Monday, June 29, 2020 12:33:52 PM

I don't have the agenda for today? Sandy can you please resend?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Jun 29, 2020, at 9:19 AM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Welcome back Charles.
>
> What's the fire drill you're referring to?
>
> -Holly
>
> On Mon, Jun 29, 2020 at 9:10 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good morning and thank you all for your patience with the end of last week. It's a little of a fire drill so if you could please help update me on what you all need I will make them my top priorities.
> >
> > Thank you.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
>
>
>
> --

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Steven Williams on behalf of Steven Williams <Steven.Williams@bndna.com>
To:	Charles Spannagel; swang@azadc.gov; jduvall; Al Dubrowa; Jey Whitson1; Trevor Baker; gmartinez1; Marlene Coffee; hgreene@azadc.gov; Elizabeth Charif; Cindy Hyser-Crauwels; sscott3@azadc.gov
Subject:	RE: ACIS Daily Bug Review
Date:	Monday, June 29, 2020 10:54:21 AM
Attachments:	image001.png image002.png

I accepted.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Monday, June 29, 2020 10:54 AM
To: swang@azadc.gov; jduvall <jduvall@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; hgreene@azadc.gov; Elizabeth Charif <echarif@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; sscott3@azadc.gov
Subject: RE: ACIS Daily Bug Review

I will be on the call.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Google Calendar <calendar-notification@google.com> **On Behalf Of** swang@azadc.gov
Sent: Monday, June 29, 2020 10:41 AM
To: jduvall <jduvall@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Al Dubrowa <adubrowa@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; swang@azadc.gov; Marlene Coffee <mcoffey@azadc.gov>;

AMERICAN OVERSIGHT

hgreene@azadc.gov; Elizabeth Charif <echarif@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; sscott3@azadc.gov
Subject: ACIS Daily Bug Review

Charles/Steve, are you guys able to join us for this meeting?

ACIS Daily Bug Review

When Mon Jun 29, 2020 10:30am – 11am Mountain Standard Time - Phoenix

Joining info Join with Google Meet
meet.google.com/sak-ztki-zdo

Join by phone
+1 216-525-9253 (PIN: 745166642)

More phone numbers

Who
- gmartinez1@azadc.gov - organizer
- sscott3@azadc.gov
- steven.williams@bndna.com
- swang@azadc.gov - optional
- mcoffey@azadc.gov - optional
- cindy.hyser-crauwels@bndna.com - optional
- jduvall@azadc.gov - optional
- jwhitson@azadc.gov - optional
- hgreene@azadc.gov - optional
- echarif@azadc.gov - optional
- adubrowa@azadc.gov - optional
- charles.spannagel@bndna.com - optional
- trevor.baker@bndna.com - optional

Review open TFS Bugs for the ACIS application.

1. Identify and Review any High/Critical bugs
2. Address any specific bugs of concern to participants
3. Monday Call only: Review Bug Release schedule including planned scope of prioritized for upcoming 2 releases

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Re: Charles Back in Office
Date: Monday, June 29, 2020 10:11:12 AM

Just getting on top of all of the emails and where everyone's at on their work items. Nothing major.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jun 29, 2020, at 9:19 AM, Holly Greene <hgreene@azadc.gov> wrote:

Welcome back Charles.

What's the fire drill you're referring to?

-Holly

On Mon, Jun 29, 2020 at 9:10 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning and thank you all for your patience with the end of last week. It's a little of a fire drill so if you could please help update me on what you all need I will make them my top priorities.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Spencer Scott; George Martinez; Jey Whitson1
Cc:	Thad Lowry; Justin Baker; Steven Williams
Subject:	Charles Spannagel OOO 6/26/2020
Date:	Friday, June 26, 2020 7:29:47 AM
Attachments:	image003.png

I will be out of the office from 6/26/2020. I will check my email sporadically and if you have an urgent issue please contact your BND counterpart.

Thad Lowry - Project Management - Escalations

Steven Williams - Release Management - Bug

Justin Baker - Service Desk

Thank you,

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Dean Allen; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Thad Lowry
Subject: Re: ACIS Leadership Agenda 6-25-2020
Date: Thursday, June 25, 2020 9:31:47 PM
Attachments: image002.png

We can certainly do so. Thank you Charles.

On Thu, Jun 25, 2020 at 9:23 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good evening. I apologize but I won't be able to make the call tomorrow. I am dealing with a family emergency. If we could please re-schedule for Monday that would be greatly appreciated. Sorry for the inconvenience.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Sandy Wang <swang@azadc.gov>
> **Sent:** Thursday, June 25, 2020 5:50 PM
> **To:** Holly Greene <hgreene@azadc.gov>
> **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: ACIS Leadership Agenda 6-25-2020
>
> Holly, I believe Charles will be back to work tomorrow.
>
> On Thu, Jun 25, 2020 at 5:47 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > **If Charles isn't in charge, who is? :) Will it be the same crew as before?**
> >
> > *QA/Bugs/ServiceDesk: Justin Baker*
> >
> > *Development: Aaron Pratt*
> >
> > *Escalations: Thad Lowry*
> >
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AMERICAN OVERSIGHT

Questions/suggestions I have are:

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- *During the maturation of the support model, we should continue to look at ways to document and put in place prevention tools or efforts around the system-modules*

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- *Methodology for promotional efforts around EUIL releases into PROD*
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On Thu, Jun 25, 2020 at 5:43 PM Sandy Wang <swang@azadc.gov> wrote:

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AMERICAN OVERSIGHT

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> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Re: ACIS Leadership Agenda 6-25-2020
Date: Thursday, June 25, 2020 5:47:14 PM

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> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson; Sandy Wang; Joseph Nicoletti
Subject:	Re: ADCRR Leadership Meeting 6/12/2020
Date:	Thursday, June 25, 2020 2:59:03 PM
Attachments:	image003.png

Hello Charles-

Hours in arrears were talked through between Dean and DD Profiri on 6/24. I believe DD gave his final sign-off to Dean. Please reach out to Dean to close the loop.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Jun 12, 2020 at 4:12 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> ADCRR,
>
> Thank you for the meeting today. I will take my actions items below and have them ready for next week. I have **bolded** your name if you have an action item. Have a great weekend.
>
> 1. M&O Hours need to be signed off by Joe P.
>
> - **HOLLY** to follow up on M&O Hours
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Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Steven Williams; Jey Whitson1; Marlene Coffee; Rusty Johnson; Sandy Wang; Spencer Scott; Stacey Crabtree; gmartinez1
Subject:	Re: Action Item from Bug Call today - 3 July ACIS Deployment to Production.
Date:	Thursday, June 25, 2020 8:40:57 AM
Attachments:	image001.png

Got it. We will set up a meeting for next week to discuss.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jun 25, 2020, at 6:30 AM, Holly Greene <hgreene@azadc.gov> wrote:

Hello Steven-

I approve of this change in timing.

Charles-

I look to you to work with Sandy and Spencer to help formulate a holiday release schedule for future deployments.

Thank you all for your cooperation and coordination of this deployment.

-Holly

On Thu, Jun 25, 2020 at 6:27 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Holly,
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> We have been authorized to change the deployment previously scheduled on Friday, 3 July 20, to Thursday, 2 July 20 to allow everyone to enjoy the holiday.

AMERICAN OVERSIGHT

Please confirm if this change in the deployment schedule will work with ADCRR?

If not, we will deploy on the previously agreed schedule.

Thank you.

Steven M. Williams

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: 623-256-5129
E: steven.williams@bndna.com

<image001.png>

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Wednesday, June 24, 2020 7:14 PM
To: Steven Williams <Steven.Williams@bndna.com>; Dean Allen <dean.allen@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
Subject: Re: Action Item from Bug Call today - 3 July ACIS Deployment to Production.

Let ADC know that Thursday is fine

Thad

Thad Lowry

Director of Development / Principal Consultant

AMERICAN OVERSIGHT

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

From: Steven Williams <Steven.Williams@bndna.com>
Sent: Wednesday, June 24, 2020 11:06:48 AM
To: Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
Subject: Action Item from Bug Call today - 3 July ACIS Deployment to Production.

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If so, and we are charging holiday rates, can we deploy on Thursday instead.

Let me know if we are going to adjust the deployment schedule based on the question posed by ADCRR.

Thank you.

Steven M. Williams

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]
E: steven.williams@bndna.com

<image001.png>

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Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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Subject:	Re: FW: Action Item from Bug Call today - 3 July ACIS Deployment to Production.
Date:	Thursday, June 25, 2020 6:30:41 AM
Attachments:	image001.png

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> M: [redacted]

AMERICAN OVERSIGHT

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Date:	Thursday, June 25, 2020 6:27:38 AM
Attachments:	image001.png

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Mi-Case

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If so, and we are charging holiday rates, can we deploy on Thursday instead.

Let me know if we are going to adjust the deployment schedule based on the question posed by ADCRR.

Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Spencer Scott
Subject: Re: FW: Inmate search screen broken in UAT and needs a database sql change.
Date: Wednesday, June 24, 2020 1:25:29 PM
Attachments: image001.png
image005.png
image002.png

Thank you. I just wanted to ensure I wasn't holding anything up.

-Holly

On Wed, Jun 24, 2020 at 1:22 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Per Steven's email below. Eli closed the bug in UAT and the code was pushed successfully to PROD. We have not heard any news since the push to PROD. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> ---
>
> **From:** Steven Williams <Steven.Williams@bndna.com>
> **Sent:** Wednesday, June 24, 2020 1:19 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; Spencer Scott <sscott3@azadc.gov>
> **Subject:** RE: Inmate search screen broken in UAT and needs a database sql change.

AMERICAN OVERSIGHT

Hello Charles/Spencer,

Bug 42857 was tested in UAT by Elizabeth Charif and closed.

The code was pushed to PROD successfully.

No new reports regarding inmate search not working.

Thank you.

Steven M. Williams

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]
E: steven.williams@bndna.com

Mi-Case

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Wednesday, June 24, 2020 1:04 PM
To: Steven Williams <Steven.Williams@bndna.com>; Spencer Scott <sscott3@azadc.gov>
Subject: FW: Inmate search screen broken in UAT and needs a database sql change.

Steven,

Can you please respond so I can get Holly the updated status. Thank you sir.

Charles Spannagel

Project Manager
Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, June 24, 2020 10:26 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Inmate search screen broken in UAT and needs a database sql change.

Hi Charles and Spencer-

Apologies, but did the team get what they needed?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Jun 18, 2020 at 9:33 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Holly,

AMERICAN OVERSIGHT

I discovered the inmate search screen was crashing in our QA environment and duplicated it also in UAT.

The inmate search in the current version in PROD is working correctly.

We fixed out environment in QA, but, I do not want the issue currently in UAT to be migrated to PROD in our next deployment.
The fix was a PL/SQL fix and did not cause any outage and tested successfully.

Do we have permission to deploy the changeset for bug 42857 so it can be tested by ADCRR prior to Friday?

Please review the bug, also check the screen, it crashes on any search criteria.

I appreciate your consideration on this. I do not want this issue deployed to Production.

Thank you.

Steven M. Williams

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]
E: steven.williams@bndna.com

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AMERICAN OVERSIGHT

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Spencer Scott
Subject:	FW: Inmate search screen broken in UAT and needs a database sql change.
Date:	Wednesday, June 24, 2020 1:22:08 PM
Attachments:	image002.png image001.png image005.png

Holly,

Per Steven's email below. Eli closed the bug in UAT and the code was pushed successfully to PROD. We have not heard any news since the push to PROD. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Steven Williams <Steven.Williams@bndna.com>
Sent: Wednesday, June 24, 2020 1:19 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Spencer Scott <sscott3@azadc.gov>
Subject: RE: Inmate search screen broken in UAT and needs a database sql change.

Hello Charles/Spencer,
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Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

From: Charles Spannagel <Charles.Spannagel@bndna.com>

AMERICAN OVERSIGHT

Sent: Wednesday, June 24, 2020 1:04 PM
To: Steven Williams <Steven.Williams@bndna.com>; Spencer Scott <sscott3@azadc.gov>
Subject: FW: Inmate search screen broken in UAT and needs a database sql change.

Steven,

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Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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> Hello Holly,
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> I discovered the inmate search screen was crashing in our QA environment and duplicated it also in UAT.
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AMERICAN OVERSIGHT

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Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Spencer Scott
Subject: Re: Inmate search screen broken in UAT and needs a database sql change.
Date: Wednesday, June 24, 2020 10:25:59 AM
Attachments: image001.png

Hi Charles and Spencer-

Apologies, but did the team get what they needed?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Jun 18, 2020 at 9:33 AM Steven Williams <Steven.Williams@bndna.com> wrote:

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>
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> The inmate search in the current version in PROD is working correctly.
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> We fixed out environment in QA, but, I do not want the issue currently in UAT to be migrated to PROD in our next deployment.
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AMERICAN OVERSIGHT

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Steven M. Williams

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]
E: steven.williams@bndna.com

Mi-Case

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Thad Lowry
Subject: Re: 2 new .Net Developer resources added to the project
Date: Wednesday, June 24, 2020 9:00:30 AM
Attachments: image001.png

Thank you for this information.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Jun 24, 2020 at 8:46 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hi
>
> We are adding 2 Tunisian .NET developers to the mi-case team that will need to be background checked.
>
> They will work from Tunisia.
>
> They will not be onsite
>
> They will be fixing bugs and working on EUIL & M&O remediation items
>
> They will be using ACIS data for testing
>
> Khouloud Chebbi Start date: 6/22 – end date: indefinite
>
> Lobna Ben Abdallah Start date: 7/1 – end date: indefinite

AMERICAN OVERSIGHT

I have attached their resumes

Please let me know what other information you need

Thanks,

Thad

Thad Lowry

Director Development – Mi-Case North America

Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: thad.lowry@mi-case.com

Thad this week.

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Christine Valenzuela; Holly Greene; Sandy Wang; Spencer Scott; gmartinez1
Cc: Aaron Pratt; Charles Spannagel; Dean Allen
Subject: 2 new .Net Developer resources added to the project
Date: Wednesday, June 24, 2020 8:47:09 AM
Attachments: BDT_CV-Anglais_Khouloud CHEBBI.PDF
BDT_CV_Anglais_Lobna ABDALLAH.pdf
image001.png

Hi

We are adding 2 Tunisian .NET developers to the mi-case team that will need to be background checked.

They will work from Tunisia.
They will not be onsite
They will be fixing bugs and working on EUIL & M&O remediation items
They will be using ACIS data for testing

Khouloud Chebbi Start date: 6/22 – end date: indefinite

Lobna Ben Abdallah Start date: 7/1 – end date: indefinite

I have attached their resumes

Please let me know what other information you need

Thanks,

Thad

Thad Lowry
Director Development – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@mi-case.com

Thad this week.

AMERICAN OVERSIGHT

Lobna BEN ABDALLAH
11 years of experience

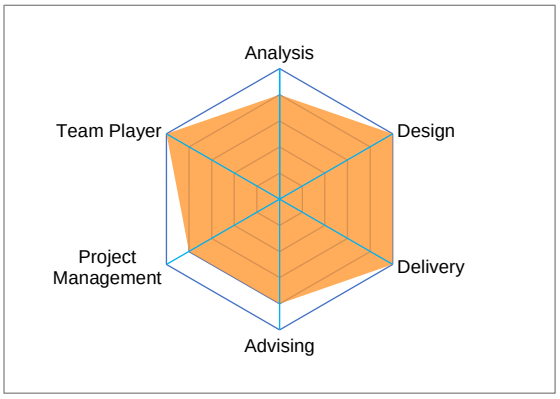
Business & Decision

.NET DEVELOPER

PROFIL

Full Stack .NET Web Developer

MAJOR PROJECTS



TECHNICAL SKILLS

.NET FRAMEWORK FULL STACK	●●●●●●
C#, VB.NET	●●●●●●
SQL Server / Oracle	●●●●●●
ASP.NET MVC 4 & 5 / Web Forms / WCF	●●●●●●
Jira, TFS, GIT	●●●●●●

LANGUAGES

French	English	Arabic
★★★★	★★★★	★★★★

EDUCATION

National Diploma of Engineer in Software Engineering

National School of Computer Sciences - ENSI

-

Preparatory Studies (Mathematics /Physics)

-

High School Tunisia

Baccalaureate in experimental science.

AMERICAN OVERSIGHT

Lobna BEN ABDALLAH
11 years of experience

Business & Decision

.NET DEVELOPER

MAJOR PROJECTS

October 2018 – present
SCALA - TUNISIA

SCALA

.NET DEVELOPER

Mission

- Design develop new features
- Implement Services interfaces
- Design & develop web API (REST)
- Writing Unit Test

Technical Environment: VB, .NET, C#, JavaScript, HTML, JSON, XML, Microsoft Visual Studio 2015/2017, SQL Server, JIRA, Git

Feb – Sep 2018
TUNISIA

Tinqin

.NET SENIOR DEVELOPER

Mission

- Writing technical documents
- Animating workshop with the clients
- Design software architecture
- Develop new feature & fix bugs

Jan 2016 – Oct 2017
TUNISIA

ZAGS

.NET SENIOR DEVELOPER – PROJECT AXA-COLOR/MICROSOFT

Mission

- Develop new feature & fix bugs
- Code Quality & code review
- Develop Unit test & TDD

Technical Environment : NET Framework 4.5, ASP.NET MVC 4, C#, LINQ, WCF, JavaScript, XML

Oct 2012 – Dec 2015
TUNISIA

ZAGS

.TEAM LEAD – PROJECT PREPARED

Mission

- Animate Daily Scrum & Scrum events between Tunis-Paris-Minnesota
- Team coordination
- Team management
- Writing functional specification / technical specification
- Writing & developing unit tests, integration tests & functional tests.
- Prepare deployment package & deploy application

Technical Environment : NET, C#, ASP.NET, MVC4, Framework .Net 4.0 et 4.5, WCF.
VS 2010 et 2012, TFS, SQL SERVER 2008 et 2012, JIRA

Dec 2008 – Nov 2012
TUNISIA

PROTEGYS SERVICE

.NET DEVELOPER

Mission

- Develop feature & bug fix
- Create web sites

Technical Environment : NET, C#, ASP.NET, MVC4, Framework .Net 4.0 et 4.5, WCF.
VS 2010 et 2012, TFS, SQL SERVER 2008 et 2012, JIRA

AMERICAN OVERSIGHT

Khouloud - CHEBBI
4 years and 6 months experience

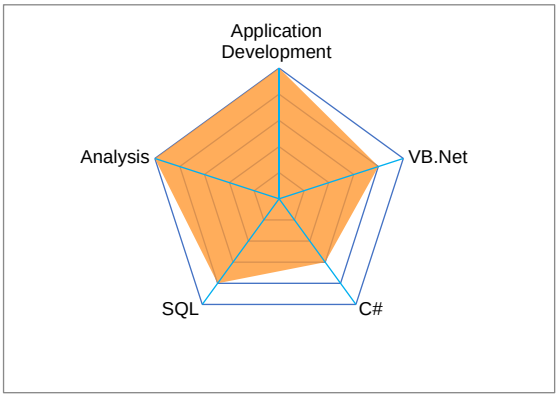
SOFTWARE ENGINEER

PROFILE

.NET Developer

- Proficient in use of ASP.NET, VB.Net, JavaScript, HTML, CSS, and SQL Server.
- Adept at using creativity and strong knowledge base to come up with innovative solutions that work optimally.
- Bug Fixing & Implementing new features.

MAJORS PROJECTS



TECHNICAL SKILLS

VB.Net	●●●●●
ASP .Net	●●●●●
SQL, PL /SQL	●●●●
C#	●●●
JavaScript, AngularJS	●●●

EDUCATION

2012 – 2015, University of Science Tunisia (FST)
Diploma: IT engineering

2010 – 2012, Preparatory institute for engineering studies
Diploma: Preparatory cycle (PHYSICS-CHEMISTRY)

2009 – 2010, 9 Avril secondary school
Diploma: Bachelor's degree in experimental science

LANGUAGES

French	English	Arabic
★★★★	★★★	★★★★

AMERICAN OVERSIGHT

Khouloud - CHEBBI
4 years and 6 months experience

SOFTWARE ENGINEER

MAJORS PROJECTS

19 Months
TUNIS AND AIX EN PROVANCE

SCALA Company Tunisia
Mission at ITER organization Aix in province - France
.NET DEVELOPER

MISSION

- Developing new features for customer application.
- Writing technical specifications
- Writing documentation on Confluence and creating code reviews on Crucible
- Developing unit tests.

Technical Environment:
VB.NET, **ASP Web Forms**, Java script, Microsoft Visual Studio 2015/2017, SQL Server, JIRA, Git, SourceTree

21 Months
TUNIS

ISILOG Tunisia Software Technology
ANALYST DEVELOPER .NET

MISSION

- Developing new functionalities for NORMEA application to manage documents and create new screens for indicators.
- Writing technical specifications
- Fixing bugs on each version of the NORMEA software
- Developing new screens for the application and writing documentation for each task

Technical Environment:
VB.NET, C#, **ASP Web Forms**, Java script Microsoft Visual Studio 2015/2017, SQL Server, Oracle, TFS, IIS, SSRS

12 Months
TUNIS

ISILOG Tunisia Software Technology
TECHNICAL SUPPORT ENGINEER

MISSION

- Finding dysfunctions and bugs detected on each version of the IWS software
- Proposing technical solution
- Technical and functional support for the support team.
- Writing document and operating procedure for the customer.
- Specific configuration of the IWS software package for each client
- Programming ORACLE (PL / SQL) and SQL Server (Transact / SQL): functions, triggers in Oracle and SQL Server
- Reporting: Design and develop reports
- Developing online help for the product based on technical and functional specifications (IDE: Robohelp)

Technical Environment:
PL /SQL, T-SQL, VB.NET, JavaScript, HTML, Oracle, SQL Server

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: Re: M&O Hours Request for Approval
Date: Tuesday, June 23, 2020 7:37:06 PM
Attachments: image006.png
image002.png

Holly,

Thank you. It's been awesome working with you in this capacity and I am really stoked for the future of the ADCRR IT Department with you at the helm.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jun 23, 2020, at 7:28 PM, Holly Greene <hgreene@azadc.gov> wrote:

Thank you for resending. I apologize for my being pulled away from the other meeting. I hope you got some launching points. :)

Thank you for all that you do and hanging in there with the team.

And happy belated Father's Day :) I hope it was a wonderful day for you.

On Tue, Jun 23, 2020 at 4:35 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

<image002.png>

From: Charles Spannagel
Sent: Tuesday, May 19, 2020 1:32 PM
To: Holly Greene <hgreene@azadc.gov>
Subject: M&O Hours Request for Approval

Holly,

The purpose of this email is to review both the M&O hours that are backdated to February 21st per the signed amendment and the EUIL – Amendment 2 items with a start date of May 1st that we are required to deliver with a ceiling of 1000 hours. Moving forward and beginning in June ADC will dictate all work for B&D based off of the EUIL list additions as decided by ADC.

Holly please acknowledge receipt of this email and please approve with your team as quickly as possible. Thank you.

M&O Hours

There are three initiatives that B&D undertook from our site visits in the field. We realize that these should have gone through the approval process that is currently being put in place but we felt in order to get the biggest "bang for our buck" and win over End Users adoption of the system we needed to implement these tasks. These tasks are ready for UAT upon your approval.

1. **64 Bit**: Based on feedback from the users of system slowness, waiting for screens to populate and waiting for spinning wheels B&D has converted the application to a 64 bit implementation which will allow the application to make better use of memory and increase the bandwidth

AMERICAN OVERSIGHT

of the connection between the application and the databases resulting in reduction of time waiting on spinning wheels and faster screen loading. This should decrease the amount of time that it takes the users to their tasks and should improve the overall attitude when it comes to speed of the system.

2. **Data Storage**: For the Data Storage of PDF Documents we initially intended to store all PDF documents in the database. We were surprised as we got close to go live that the number of documents skyrocketed. Being so close to go live we were locked into storing the PDF's in the DB but the heavy amount of PDF documents has caused the DB gain in size at an unsustainable rate. Storing huge amounts of data in the database is very expensive and has implications on the amount of time that it takes to back up the data / replicate the data and ultimately impact the amount of time it will take to do disaster recovery. We have taken steps to store the PDF files on a secure file system called S3 and remove the documents from the database, which will reduce the amount of time it takes to do backups, copy the data from Prod to the other environments and decrease the amount of time it takes to do disaster recovery.

3. **Excessive Post Backs**: Based on feedback from the users waiting for post backs (excessive spinning wheels) we have rewritten the count module to avoid incurring that overhead and reduce the amount of time that it takes for the field to do a count. Based on studies the users were waiting on average 20 to 30 seconds before the rewrite. After the rewrite the wait time has been reduced to almost nothing. This should decrease the amount of time that it takes the users to do a count and should improve the overall attitude when it comes to speed of the system.

<image005.jpg>

EUIL – Amendment 2 Items

B&D has used 50% of the allotted 1000 hours on the Amendment 2 items. We are delivering this week the following to UAT 31493, 37369, 40631. The

AMERICAN OVERSIGHT

following items in progress are 16465, 16466, 16474, 16475. The remaining items are 28774 and 28915. We underestimated our bid of the 9 items for 1000 hours. The work may go over the 1000 hours but this will be at no additional charge to ADC. I will continue to report on the status of these items as they make their way to UAT.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image006.png>

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: FW: M&O Hours Request for Approval
Date: Tuesday, June 23, 2020 4:35:41 PM
Attachments: image002.png
image006.png

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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2. **Data Storage**: For the Data Storage of PDF Documents we initially intended to store all PDF documents in the database. We were surprised as we got close to go live that the number of documents skyrocketed. Being so close to go live we were locked into storing the PDF's in the DB but the heavy amount of PDF documents has caused the DB gain in size at an unsustainable rate. Storing huge amounts of data in the database is very expensive and has implications on the amount of time that it takes to back up the data / replicate the data and ultimately impact the amount of time it will take to do disaster recovery. We have taken steps to store the PDF files on a secure file system called S3 and remove the documents from the database, which will reduce the amount of time it takes to do backups, copy the data from Prod to the other environments and decrease the amount of time it takes to do disaster recovery.

3. **Excessive Post Backs**: Based on feedback from the users waiting for post backs (excessive spinning wheels) we have rewritten the count module to avoid incurring that overhead and reduce the amount of time that it takes for the field to do a count. Based on studies the users were waiting on average 20 to 30 seconds before the rewrite. After the rewrite the wait time has been reduced to almost nothing. This should decrease the amount of time that it takes the users to do a count and should improve the overall attitude when it comes to speed of the system.

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			56.5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

EUIL – Amendment 2 Items

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B&D has used 50% of the allotted 1000 hours on the Amendment 2 items. We are delivering this week the following to UAT 31493, 37369, 40631. The following items in progress are 16465, 16466, 16474, 16475. The remaining items are 28774 and 28915. We underestimated our bid of the 9 items for 1000 hours. The work may go over the 1000 hours but this will be at no additional charge to ADC. I will continue to report on the status of these items as they make their way to UAT.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Trevor Baker on behalf of Trevor Baker <trevor.baker@bndna.com>
To: Spencer Scott; Jey Whitson1; Sandy Wang; Holly Greene
Cc: Gergana Kovatcheva; Lynda Wade; Michele Simmons; ABAILEY; Richard Evitch; gmartinez1; Charles Spannagel
Subject: RE: Fiscal Year 2021 vs Fiscal Year 2020 Pay Cycle 1
Date: Tuesday, June 23, 2020 3:15:56 PM
Attachments: image002.png
image003.png
image008.png
image009.png
image010.png
image011.png
image012.png

Looping in Charles

Thank you,

Trevor Baker
Business Analyst
Business & Decision, North America
O:480-795-7220 E:Trevor.Baker@businessdecision.com
Mi-Case

From: Spencer Scott <sscott3@azadc.gov>
Sent: Tuesday, June 23, 2020 3:08 PM
To: Jey Whitson1 <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>; Lynda Wade <lwade@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; ABAILEY <ABAILEY@azadc.gov>; Richard Evitch <revitch1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Fiscal Year 2021 vs Fiscal Year 2020 Pay Cycle 1

looping IT leadership
Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Jun 23, 2020 at 3:07 PM Jey Whitson <jwhitson@azadc.gov> wrote:

> I would hold off on sending out the communication just yet, this is may require a programmatic change that has to be approved by the CIO.
>
> Spencer/Trevor - We need to meet on this as soon as possible.
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> On Tue, Jun 23, 2020 at 3:05 PM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:
>
> > Please initiate the change. The communication is going out today.
> > Thank you.
> >
> > On Tue, Jun 23, 2020, 2:43 PM Jey Whitson <jwhitson@azadc.gov> wrote:
> >
> > > It appears that this is not in the FSD this way. Michele is unable to locate anything regarding this as it relates when the FY begins or ends, only that we are able to determine the cycle dates.
> > >
> > > Gergana/Lynda - Could you please weigh in on this? If we are going to institute a change we need to begin the process immediately, or we need to get direction out to the staff and inmates about a set of stutter step weeks.
> > >
> > > Sincerely,
> > > Jacob "Jey" Whitson
> > > Time Computation Quality Assurance Administrator
> > > Offender Information Unit Liaison
> > > ADCRR CIRT Team Leader & Equal Opportunity Liaison
> > > (602) 364-0021
> > >
> > > On Tue, Jun 23, 2020 at 1:14 PM Jey Whitson <jwhitson@azadc.gov> wrote:
> > >
> > > > It is request from ITA to no longer bifurcate the pay cycle according to the fiscal year. The money comes out of the budget based on the post date.
> > > >
> > > > Gergana/Lynda - I think you can speak to this better than Operations can.
> > > >
> > > > Sincerely,
> > > > Jacob "Jey" Whitson
> > > > Time Computation Quality Assurance Administrator
> > > > Offender Information Unit Liaison
> > > > ADCRR CIRT Team Leader & Equal Opportunity Liaison
> > > > (602) 364-0021
> > > >
> > > > On Tue, Jun 23, 2020 at 1:11 PM Trevor Baker <trevor.baker@bndna.com> wrote:

AMERICAN OVERSIGHT

Wissem looked into this and found that.
The logic is built so that the fiscal year starts on July 1st.
The last pay cycle in fiscal year 2020 has to end on June 30th.
When Pay cycle 1 of 2021 fiscal year starts in fiscal year 2020, it will not work as expected.

What is the reasoning behind paying inmates in fiscal year 2021 before the fiscal year starts?

Thank you,

Trevor Baker
Business Analyst
Business & Decision, North America
O:480-795-7220 E:Trevor.Baker@businessdecision.com

Mi-Case

From: Michele Simmons <msimmons@azadc.gov>
Sent: Tuesday, June 23, 2020 12:46 PM
To: Trevor Baker <trevor.baker@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; ABAILEY <ABAILEY@azadc.gov>
Subject: Re: Fiscal Year 2021 vs Fiscal Year 2020 Pay Cycle 1

I'm actually on a loaner computer right now, mine is being worked on so I don't have access to Cherwell to create a ticket for them to enter a bug

Alex- could you help me with this please?

Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/

OR

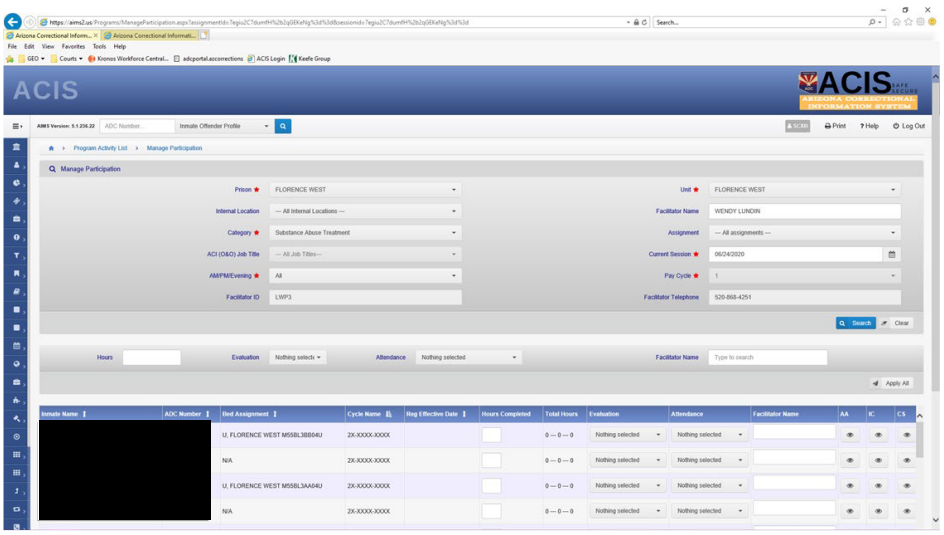
Call the IT Service Desk at: 602.542.3971

Respectfully,

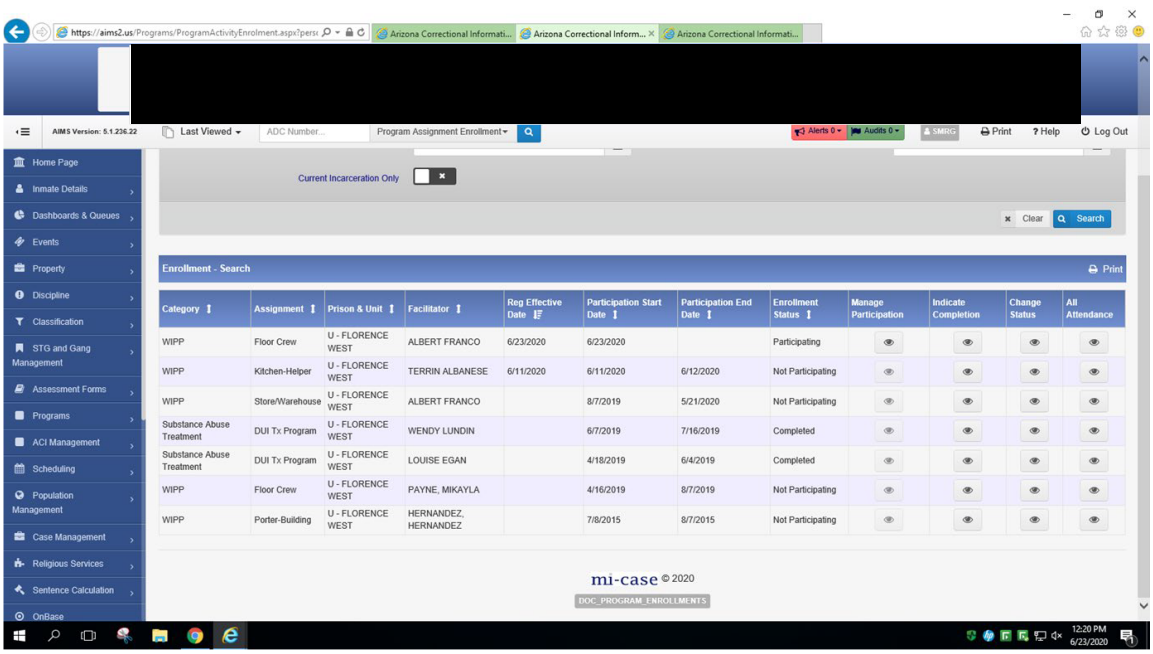
COIV Michele Simmons #4465
Arizona Department of Corrections
ACIS Test/Training Administrator
1601 W Jefferson St. | Phoenix, AZ 85007
602-542-1861 msimmons@azadc.gov

On Tue, Jun 23, 2020 at 12:43 PM Trevor Baker <trevor.baker@bndna.com> wrote:

> Sent over to Wissem to start looking now.
> Can you enter the bug when you have a chance?
>
> Thank you,
>
> **Trevor Baker**
> Business Analyst
> Business & Decision, North America
> O:480-795-7220 E:Trevor.Baker@businessdecision.com
>
> Mi-Case
>
> **From:** Michele Simmons <msimmons@azadc.gov>
> **Sent:** Tuesday, June 23, 2020 12:21 PM
> **To:** Trevor Baker <trevor.baker@bndna.com>
> **Subject:** Fiscal Year 2021 vs Fiscal Year 2020 Pay Cycle 1



AMERICAN OVERSIGHT



Please submit all requests for ACIS support through our IT Service Center portal at: http://servicecenter/CherwellPortal/

OR

Call the IT Service Desk at: 602.542.3971

Respectfully,

COIV Michele Simmons #4465
Arizona Department of Corrections
ACIS Test/Training Administrator
1601 W Jefferson St. | Phoenix, AZ 85007
602-542-1861 msimmons@azadc.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Rusty Johnson; Joseph Nicoletti
Cc: Justin Baker; Aaron Pratt; Thad Lowry
Subject: Charles Back Ups and Escalations
Date: Thursday, June 18, 2020 4:32:04 PM
Attachments: image002.png

Holly,

While I am out the following individuals will be covering for myself. Please also note that Steve Williams is out tomorrow and Monday as well.

QA/Bugs/ServiceDesk: Justin Baker

Development: Aaron Pratt

Escalations: Thad Lowry

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Jey Whitson1
Cc:	Steven Williams; Holly Greene; Aaron Pratt; Harika Chikkala; Joseph Nicoletti; Keith Francen; Marlene Coffee; Phil Wussow; Rusty Johnson; Sandy Wang; Spencer Scott; Stacey Crabtree; gmartinez1
Subject:	Re: Inmate search screen broken in UAT and needs a database sql change.
Date:	Thursday, June 18, 2020 4:12:43 PM
Attachments:	image001.png

Please close it in TFS. That process remains the same. Thank you Jey.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jun 18, 2020, at 4:10 PM, Jey Whitson <jwhitson@azadc.gov> wrote:

All - Alex is off today, but I have spoken with her and tested her bug. It is indeed fixed now. Shall I close it in TFS like normal or have we changed this process?

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Thu, Jun 18, 2020 at 1:40 PM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Holly,
>
> We have deployed the fix to UAT. I have confirmed the fix's are in place and working.
>
> I have assigned the inmate search bug to Eli Charif and the Visitation bug to Alexandria Bailey to validate.
>
> I hope that is acceptable.

AMERICAN OVERSIGHT

Thank you for your assistance.

Steven M. Williams

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]
E: steven.williams@bndna.com

<image001.png>

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, June 18, 2020 12:43 PM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Inmate search screen broken in UAT and needs a database sql change.

Approved.

-Holly

On Thu, Jun 18, 2020 at 12:11 PM Jey Whitson <jwhitson@azadc.gov> wrote:

> Understood.
>
> ADCRR IT - Based on this Operations is requesting that these fixes be

AMERICAN OVERSIGHT

applied to UAT today so that we can test them before COB. If we do not get these items in and tested now, we will have to delay the UAT to PROD push as we absolutely can not withstand the operational impact of the Inmate Search feature going down.

Sincerely,

Jacob "Jey" Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADCRR CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

On Thu, Jun 18, 2020 at 12:04 PM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Jey,
>
> Yes, that is correct. There should be no impact at all. Thank you.
>
> **Steven M. Williams**
>
> **Senior Quality Assurance Analyst**
>
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
> E: steven.williams@bndna.com
>
> <image001.png>
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Thursday, June 18, 2020 11:43 AM
> **To:** Steven Williams <Steven.Williams@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Stacey Crabtree

AMERICAN OVERSIGHT

<scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
Subject: Re: Inmate search screen broken in UAT and needs a database sql change.

Steven/Charles - Correct me if I am wrong, but aside from the two fixes you are requesting to add to UAT, QA and UAT are the same code? So if they have passed in QA with no other visible issues, there should be no foreseeable impact to UAT, correct?

Sincerely,

Jacob "Jey" Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADCRR CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

On Thu, Jun 18, 2020 at 10:28 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Sandy,
>
> It will not cause any outage, it is simply a back end data base fix. No users will be impacted at all.
>
> This was tested in our QA environment successfully. Please let me know if you have any questions?
>
> Thank you.
>
> **Steven M. Williams**

AMERICAN OVERSIGHT

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]
E: steven.williams@bndna.com

<image001.png>

From: Sandy Wang <swang@azadc.gov>
Sent: Thursday, June 18, 2020 10:19 AM
To: Steven Williams <Steven.Williams@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
Subject: Re: Inmate search screen broken in UAT and needs a database sql change.

Steve, what's the impact of pushing this fix to the UAT environment in terms of the bug fixes that have passed UAT, any re-testing is called for?

On Thu, Jun 18, 2020 at 9:33 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Holly,
>
> I discovered the inmate search screen was crashing in our QA environment and duplicated it also in UAT.
>
> The inmate search in the current version in PROD is working correctly.
>
> We fixed out environment in QA, but, I do not want the issue currently in UAT to be migrated to PROD in our next deployment.

AMERICAN OVERSIGHT

The fix was a PL/SQL fix and did not cause any outage and tested successfully.

Do we have permission to deploy the changeset for bug 42857 so it can be tested by ADCRR prior to Friday?

Please review the bug, also check the screen, it crashes on any search criteria.

I appreciate your consideration on this. I do not want this issue deployed to Production.

Thank you.

Steven M. Williams

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]
E: steven.williams@bndna.com

<image001.png>

--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

> > 1645 W. Jefferson St | Phoenix AZ 85007
>
> Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
>
> IT Service Desk: 602.542.AZDC
> | ITTECHSUPPORT@azcorrections.gov
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--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Steven Williams on behalf of Steven Williams <Steven.Williams@bndna.com>
To:	Jey Whitson1
Cc:	Holly Greene; Aaron Pratt; Charles Spannagel; Harika Chikkala; Joseph Nicoletti; Keith Francen; Marlene Coffee; Phil Wussow; Rusty Johnson; Sandy Wang; Spencer Scott; Stacey Crabtree; gmartinez1
Subject:	RE: Inmate search screen broken in UAT and needs a database sql change.
Date:	Thursday, June 18, 2020 4:12:15 PM
Attachments:	image001.png

Hello Jey,
Thank you for following up. You may close the bug if it tested successfully.
Also, I really appreciate you filling in and testing this.

Bravo!

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

From: Jey Whitson <jwhitson@azadc.gov>
Sent: Thursday, June 18, 2020 4:10 PM
To: Steven Williams <Steven.Williams@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Inmate search screen broken in UAT and needs a database sql change.

All - Alex is off today, but I have spoken with her and tested her bug. It is indeed fixed now. Shall I close it in TFS like normal or have we changed this process?

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Thu, Jun 18, 2020 at 1:40 PM Steven Williams <Steven.Williams@bndna.com> wrote:

AMERICAN OVERSIGHT

Hello Holly,
We have deployed the fix to UAT. I have confirmed the fix's are in place and working.

I have assigned the inmate search bug to Eli Charif and the Visitation bug to Alexandria Bailey to validate.
I hope that is acceptable.

Thank you for your assistance.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, June 18, 2020 12:43 PM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Phil Wussow <phil.wussow@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Inmate search screen broken in UAT and needs a database sql change.

Approved.

-Holly

On Thu, Jun 18, 2020 at 12:11 PM Jey Whitson <jwhitson@azadc.gov> wrote:

> Understood.
>
> ADCRR IT - Based on this Operations is requesting that these fixes be applied to UAT today so that we can test them before COB. If we do not get these items in and tested now, we will have to delay the UAT to PROD push as we absolutely can not withstand the operational impact of the Inmate Search feature going down.
>
> Sincerely,

AMERICAN OVERSIGHT

Jacob “Jey” Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Thu, Jun 18, 2020 at 12:04 PM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Jey,
> Yes, that is correct. There should be no impact at all. Thank you.
>
> **Steven M. Williams**
> **Senior Quality Assurance Analyst**
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: steven.williams@bndna.com
>
> Mi-Case
>
> **From:** Jey Whitson <jwhitson@azadc.gov>
> **Sent:** Thursday, June 18, 2020 11:43 AM
> **To:** Steven Williams <Steven.Williams@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
> **Subject:** Re: Inmate search screen broken in UAT and needs a database sql change.
>
> Steven/Charles - Correct me if I am wrong, but aside from the two fixes you are requesting to add to UAT, QA and UAT are the same code? So if they have passed in QA with no other visible issues, there should be no foreseeable impact to UAT, correct?
>
> Sincerely,
> Jacob “Jey” Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021

AMERICAN OVERSIGHT

On Thu, Jun 18, 2020 at 10:28 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Sandy,
> It will not cause any outage, it is simply a back end data base fix. No users will be impacted at all.
>
> This was tested in our QA environment successfully. Please let me know if you have any questions?
>
> Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

From: Sandy Wang <swang@azadc.gov>
Sent: Thursday, June 18, 2020 10:19 AM
To: Steven Williams <Steven.Williams@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>
Subject: Re: Inmate search screen broken in UAT and needs a database sql change.

Steve, what's the impact of pushing this fix to the UAT environment in terms of the bug fixes that have passed UAT, any re-testing is called for?

On Thu, Jun 18, 2020 at 9:33 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Holly,
>
> I discovered the inmate search screen was crashing in our QA environment and duplicated it also in UAT.
> The inmate search in the current version in PROD is working correctly.
>
> We fixed out environment in QA, but, I do not want the issue currently in UAT to be migrated to PROD in our next deployment.

AMERICAN OVERSIGHT

The fix was a PL/SQL fix and did not cause any outage and tested successfully.

Do we have permission to deploy the changeset for bug 42857 so it can be tested by ADCRR prior to Friday?

Please review the bug, also check the screen, it crashes on any search criteria.

I appreciate your consideration on this. I do not want this issue deployed to Production.

Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

--

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Steven Williams on behalf of Steven Williams <Steven.Williams@bndna.com>
To:	Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang; Spencer Scott; gmartinez1; Jey Whitson1; Stacey Crabtree; Marlene Coffee
Cc:	Keith Francen; Charles Spannagel; Aaron Pratt; Phil Wussow; Justin Baker
Subject:	Bug 41462 - High Severity Priority Visitation Bug
Date:	Thursday, June 18, 2020 9:41:51 AM
Attachments:	image001.png

Hello Holly,

My apologies, we have one more to discuss:
We have a High Visitation bug: 41462 that Raj is suggesting can be manually corrected.
We need permission to execute the fix in UAT today, so it can be tested and then it can be part of the deployment to PROD tomorrow.

Please also consider allowing us to promote to UAT as well for testing.

Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

AMERICAN OVERSIGHT

From:	Steven Williams on behalf of Steven Williams <Steven.Williams@bndna.com>
To:	Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang; Spencer Scott; gmartinez1; Jey Whitson1; Stacey Crabtree; Marlene Coffee
Cc:	Charles Spannagel; Keith Francen; Aaron Pratt; Phil Wussow; Harika Chikkala
Subject:	Inmate search screen broken in UAT and needs a database sql change.
Date:	Thursday, June 18, 2020 9:33:12 AM
Attachments:	image001.png
Importance:	High

Hello Holly,

I discovered the inmate search screen was crashing in our QA environment and duplicated it also in UAT.
The inmate search in the current version in PROD is working correctly.

We fixed out environment in QA, but, I do not want the issue currently in UAT to be migrated to PROD in our next deployment.
The fix was a PL/SQL fix and did not cause any outage and tested successfully.

Do we have permission to deploy the changeset for bug 42857 so it can be tested by ADCRR prior to Friday?

Please review the bug, also check the screen, it crashes on any search criteria.

I appreciate your consideration on this. I do not want this issue deployed to Production.

Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: ADCRR IT Leadership - Action Required Bug 41462 - Severity High Priority 1.
Date: Thursday, June 18, 2020 9:15:00 AM
Attachments: image001.png

Holly,

Stemming from our conversations yesterday this is a great example of how we need to build a workflow around this action item.

Previously we had worked through the PMO and OPS simultaneously in order to expedite this fix, have it tested and pushed into production. Here are the outlying factors:

1: Bug fix = maintenance (not mediation hours)
2: Manual Fix = approval needed (this has been a courtesy request for approval in the past, but we always inform ADCRR of what we are doing)
3: Request for testing = we need to escalate this to OPS since we are dealing with a short window in order to get this pushed to production tomorrow.
4: High Priority 1 = BND is moving as fast as we can to fix and deploy the fix.

Questions/suggestions I have are:

1: Formalized Subject Line - this way we brand the message and everyone knows to respond
2: Should the message go out initially to everyone on this email + IT PMO + OPS Leadership + associated TA and/or SME?
3: I need to act on this so please let me know and I will push forward.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Begin forwarded message:

> **From:** Steven Williams <Steven.Williams@bndna.com>
> **Date:** June 18, 2020 at 6:40:44 AM MST
> **To:** Charles Spannagel <charles.spannagel@bndna.com>, Rajkumar Gopal <rajkumar.gopal@bndna.com>
> **Cc:** Justin Baker <justin.baker@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>, Phil Wussow <phil.wussow@bndna.com>

AMERICAN OVERSIGHT

Subject: Bug 41462 - Severity High Priority 1.

Hello Charles,

We have a High Visitation bug: 41462 that Raj is suggesting can be manually corrected. We need permission to execute the fix in UAT today, so it can be tested and then it can be part of the deployment to PROD tomorrow.

Please coordinate as necessary. This is a High Priority 1 bug.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Aaron Pratt; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Re: DB Email Error
Date: Wednesday, June 17, 2020 12:11:48 PM

Holly,

I understand your message but to be honest, we have always worked through the PMO and they have triaged the issue accordingly. We have the workflow documented for incidents from ADCRR to BND but not the other way around. I/we will follow whatever workflow your team has in place.
Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Jun 17, 2020, at 11:50 AM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Charles-
>
> Please be mindful of the process flow regarding report of issues. As we do with ACIS, teams need to do the same in the reverse. This should not be escalated to leadership unless teams are being unresponsive. You may include us if you're alerting us to an issue (major or has potential to be major) which has been reported through the proper channel.
>
> We will discuss this further in our leadership meeting.
>
> -Holly
>
> On Wed, Jun 17, 2020 at 11:00 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Team,

AMERICAN OVERSIGHT

Can you please read Aaron's message below and let us know if there is anything we should know about. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image002.png>

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Wednesday, June 17, 2020 9:57 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Fw: DB Email Error

Hey Charles,

We are getting a lot of email failures. We use ADC's email servers to send mail. Can you ask them to check with their Network people to see if they're having any outages?

Thanks, Aaron

From: acis_do_not_reply@azadc.gov <acis_do_not_reply@azadc.gov>
Sent: Wednesday, June 17, 2020 9:43 AM
To: Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: DB Email Error

AMERICAN OVERSIGHT

An error in the DB email interface has occurred. The error message was:

SMTP Exception for email with id 43916. Status Code: GeneralFailure. Will retry again next run.

Please investigate.

--
This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Aaron Pratt; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Subject: Re: FW: DB Email Error
Date: Wednesday, June 17, 2020 11:50:08 AM
Attachments: image002.png

Charles-

Please be mindful of the process flow regarding report of issues. As we do with ACIS, teams need to do the same in the reverse. This should not be escalated to leadership unless teams are being unresponsive. You may include us if you're alerting us to an issue (major or has potential to be major) which has been reported through the proper channel.

We will discuss this further in our leadership meeting.

-Holly

On Wed, Jun 17, 2020 at 11:00 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Team,
>
> Can you please read Aaron's message below and let us know if there is anything we should know about. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

AMERICAN OVERSIGHT

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Wednesday, June 17, 2020 9:57 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Fw: DB Email Error

Hey Charles,

We are getting a lot of email failures. We use ADC's email servers to send mail. Can you ask them to check with their Network people to see if they're having any outages?

Thanks, Aaron

From: acis_do_not_reply@azadc.gov <acis_do_not_reply@azadc.gov>
Sent: Wednesday, June 17, 2020 9:43 AM
To: Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: DB Email Error

An error in the DB email interface has occurred. The error message was:

SMTP Exception for email with id 43916. Status Code: GeneralFailure. Will retry again next run.

Please investigate.

--
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--

Respectfully,

AMERICAN OVERSIGHT

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

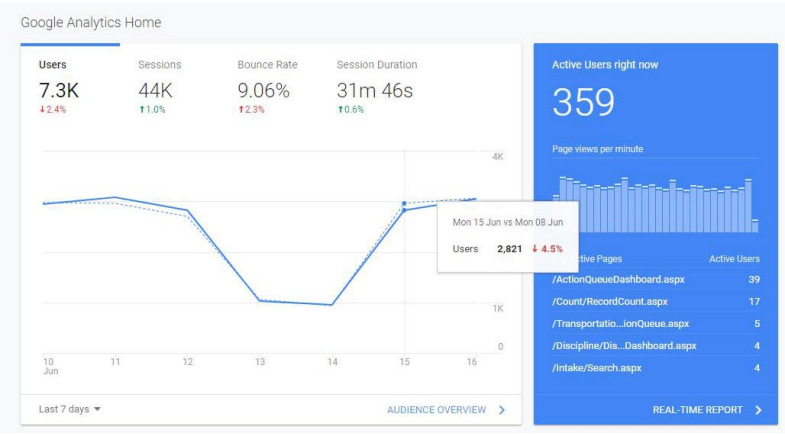
From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Holly Greene; Stacey Crabtree; Rusty Johnson; Joseph Nicoletti; Joseph Profiri
Subject: RE: ADCRR - B&D Weekly Leadership Meeting
Date: Wednesday, June 17, 2020 11:21:13 AM
Attachments: image018.png

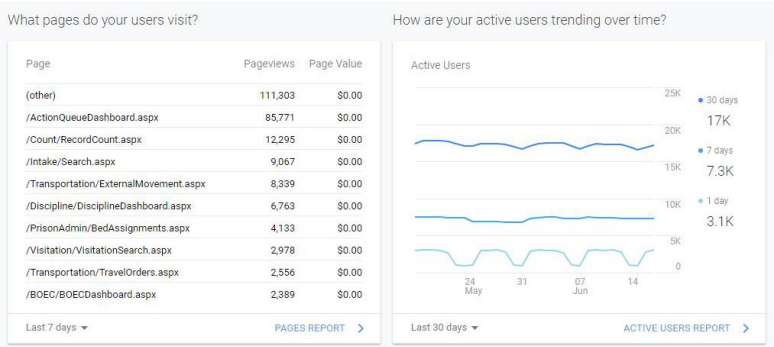
Here are the snapshots we can look at today. I think there will be some additional discussion around augmenting the parameters and seeing how many different snapshots we will want to look at (daily, weekly, monthly, trending, etc). Thank you.

UPTIME

Google Analytics

-

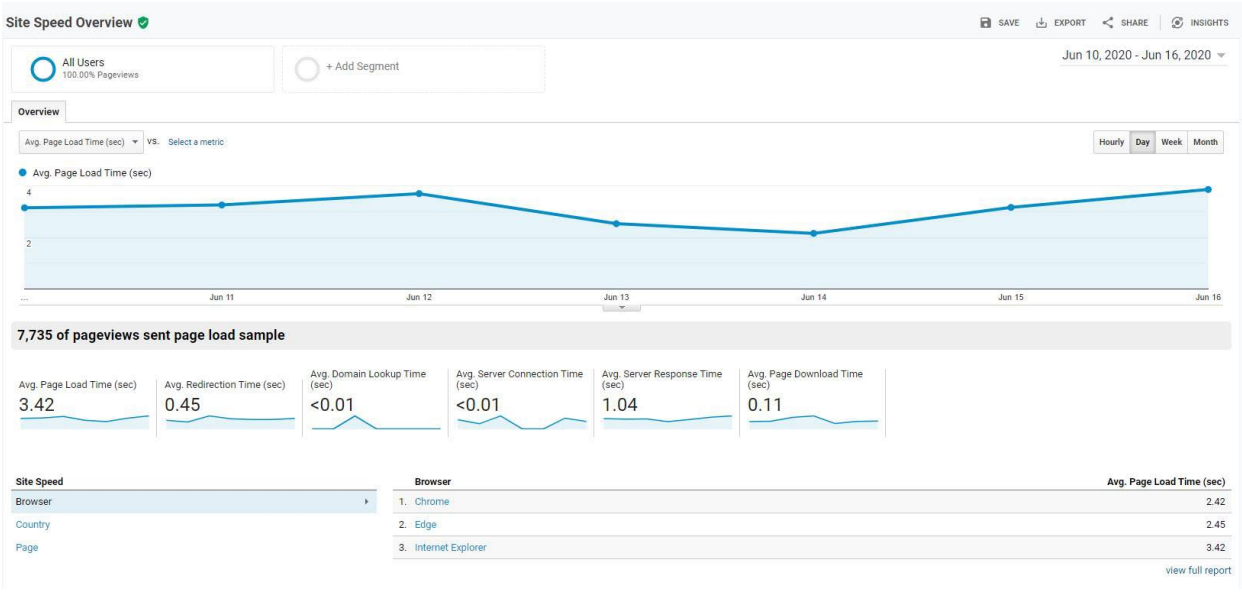


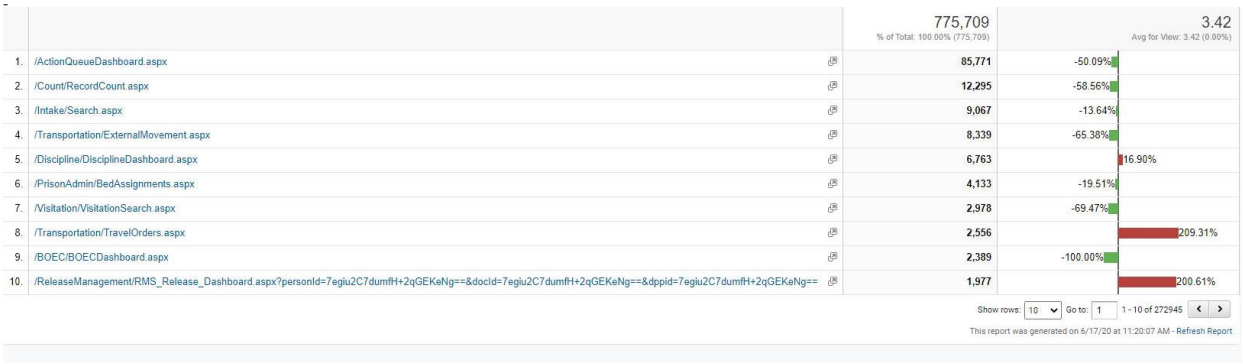


Site – Speed Overview

-

AMERICAN OVERSIGHT





		775,709 % of Total: 100.00% (775,709)	3.42 Avg for View: 3.42 (0.00%)
1.	/ActionQueueDashboard.aspx	85,771	-50.09%
2.	/Count/RecordCount.aspx	12,295	-58.56%
3.	/Intake/Search.aspx	9,067	-13.64%
4.	/Transportation/ExternalMovement.aspx	8,339	-65.38%
5.	/Discipline/DisciplineDashboard.aspx	6,763	16.90%
6.	/PrisonAdmin/BedAssignments.aspx	4,133	-19.51%
7.	/Visitation/VisitationSearch.aspx	2,978	-69.47%
8.	/Transportation/TravelOrders.aspx	2,556	209.31%
9.	/BOEC/BOECDashboard.aspx	2,389	-100.00%
10.	/ReleaseManagement/RMS_Release_Dashboard.aspx?personId=7egiu2C7dumfH+2qGEKeNg==&docId=7egiu2C7dumfH+2qGEKeNg==&dppid=7egiu2C7dumfH+2qGEKeNg==	1,977	200.61%

Show rows: 10 Go to: 1 1 - 10 of 272945

This report was generated on 6/17/20 at 11:20:07 AM - Refresh Report

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Wednesday, June 17, 2020 10:50 AM
To: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>
Subject: Re: ADCRR - B&D Weekly Leadership Meeting

Revised Agenda for 6/17/2020
B&D's communications with my ADCRR IT team members and expectations
EUIL Development Hours
Root cause analysis for PC production issues
Urgent production fixes separate from regular bug releases

---
from previous meeting:
MNO hours in arrears
Google Meet for B&D
Governance Review -recurring meetings
ACIS health reports by 6/17/2020
Max value review - Charles to follow up
M&O hours control and monitoring (Charles and Spencer)

On Wed, Jun 17, 2020 at 9:21 AM <swang@azadc.gov> wrote:

> Agenda for 6/17/2020
> Root cause analysis for PC production issues
> Urgent production fixes separate from regular bug releases
> ---
> from previous meeting:
> MNO hours in arrears
> Google Meet for B&D
> Governance Review -recurring meetings
> ACIS health reports by 6/17/2020
> Max value review - Charles to follow up
> M&O hours control and monitoring (Charles and Spencer)

AMERICAN OVERSIGHT

ADCRR - B&D Weekly Leadership Meeting

When	Wed Jun 17, 2020 4pm – 5pm Mountain Standard Time - Phoenix
Where	Google Meet (map)
Joining info	Join with Google Meet meet.google.com/bnx-fywi-bcw Join by phone +1 567-316-6105 (PIN: 333973828) More phone numbers
Who	• hgreene@azadc.gov - organizer • swang@azadc.gov • sjohnson@azadc.gov • jnicole@azadc.gov • charles.spannagel@bndna.com • scrabtre@azadc.gov • jprofiri@azadc.gov - optional

PURPOSE: To discuss B&D support for ACIS and ADCRR issues/needs.

AGENDA (this is fluid):

- Maintenance and operations items
- Remediation hour items and usage hours (EUIL, CAP, Parking Lot)
- Bug status
- SLAs (nailing down)
- Build out of IT support model
- New business (interfaces with new vendors)
- Services and system health report portfolio

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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Cc: Aaron Pratt
Subject: FW: DB Email Error
Date: Wednesday, June 17, 2020 11:00:28 AM
Attachments: image002.png

Team,

Can you please read Aaron's message below and let us know if there is anything we should know about. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Wednesday, June 17, 2020 9:57 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Fw: DB Email Error

Hey Charles,

We are getting a lot of email failures. We use ADC's email servers to send mail. Can you ask them to check with their Network people to see if they're having any outages?

Thanks, Aaron

From: acis_do_not_reply@azadc.gov <acis_do_not_reply@azadc.gov>
Sent: Wednesday, June 17, 2020 9:43 AM
To: Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: DB Email Error

An error in the DB email interface has occurred. The error message was:

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Please investigate.

AMERICAN OVERSIGHT

--

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson; Joseph Nicoletti; Sandy Wang; Holly Greene
Subject:	Re: URGENT REQUEST: ACIS Hot-Fix request for 6/16/2020
Date:	Wednesday, June 17, 2020 10:25:59 AM
Attachments:	image002.png

Charles-

This was not authorized by leadership. We will be discussing this in our meeting later today, but from now on, pushes to UAT and Production need to be authorized by me or Rusty Johnson with Joe Nicoletti as a backup. Authorization will not be done via email request or text message. As stated previously, approvals cannot be given by non-leadership team members. So we will also be discussing B&D's communications with my ADCRR IT team members and my expectations.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jun 16, 2020 at 3:38 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Upon review on our side, it was determined that this would only be a database push and not very complex. We perceived the messages previously sent as the request to move forward and have done such. There is no charge to ADCRR for this "hot fix" push.
>
> I do see a need to put Governance around this "situation" and who can authorize the final green light to perform the "hot fix".

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, June 16, 2020 3:33 PM
To: Rusty Johnson <sjohnson@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Steven Williams <Steven.Williams@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; jduvall <jduvall@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: URGENT REQUEST: ACIS Hot-Fix request for 6/16/2020

ADCRR is not formally requesting this. This was not approved through Governance.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Tue, Jun 16, 2020 at 3:02 PM Rusty Johnson <sjohnson@azadc.gov> wrote:

> Please hold on this. Holly said this needs to be discussed before any action is approved.
>
> Sincerely,
>
> Rusty Johnson
>
> Senior Manager, IT Field Operations
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Information & Public Access Division, Information Technology Bureau
>
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.7011 | SJOHNSON@azadc.gov
>
> IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov
>
> On Tue, Jun 16, 2020 at 2:59 PM Sandy Wang <swang@azadc.gov> wrote:
>
> > Looping in everyone on the Emergency ACIS CAB call today.
> >
> > Charles, we need to discuss this more in our next leadership meeting.
> >
> > On Tue, Jun 16, 2020 at 2:20 PM Spencer Scott <sscott3@azadc.gov> wrote:
> >
> > > Charles and Steve,
> > >
> > > ADCRR is officially requesting that the following bug fixes be pushed into the production ACIS environment tonight. As you indicated, there will be no downtime to the end users. Please reply-all to acknowledge receipt of this email and reply-all to

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notify us when the work is complete.

42790

42795

42776

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

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> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Rusty Johnson; Sandy Wang; Joseph Nicoletti; Steven Williams; gmartinez1; Al Dubrowa; Elizabeth Charif; Jey Whitson1; Marlene Coffee; Stacey Crabtree; jduvall; Spencer Scott
Subject:	Re: URGENT REQUEST: ACIS Hot-Fix request for 6/16/2020
Date:	Wednesday, June 17, 2020 9:59:07 AM
Attachments:	image002.png

We will be chatting about this today.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jun 16, 2020 at 3:38 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Upon review on our side, it was determined that this would only be a database push and not very complex. We perceived the messages previously sent as the request to move forward and have done such. There is no charge to ADCRR for this "hot fix" push.
>
> I do see a need to put Governance around this "situation" and who can authorize the final green light to perform the "hot fix".
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

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15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, June 16, 2020 3:33 PM
To: Rusty Johnson <sjohnson@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Steven Williams <Steven.Williams@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; jduvall <jduvall@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: URGENT REQUEST: ACIS Hot-Fix request for 6/16/2020

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Holly Greene

Deputy CIO | ADCRR IT Bureau

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jun 16, 2020 at 3:02 PM Rusty Johnson <sjohnson@azadc.gov> wrote:

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Please hold on this. Holly said this needs to be discussed before any action is approved.

Sincerely,

Rusty Johnson

Senior Manager, IT Field Operations

Arizona Department of Corrections, Rehabilitation & Reentry

Information & Public Access Division, Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

On Tue, Jun 16, 2020 at 2:59 PM Sandy Wang <swang@azadc.gov> wrote:

> Looping in everyone on the Emergency ACIS CAB call today.
>
> Charles, we need to discuss this more in our next leadership meeting.
>
> On Tue, Jun 16, 2020 at 2:20 PM Spencer Scott <sscott3@azadc.gov> wrote:
>
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> > ADCRR is officially requesting that the following bug fixes be pushed into the production ACIS environment tonight. As you indicated, there will be no downtime to the end users. Please reply-all to acknowledge receipt of this email and reply-all to notify us when the work is complete.
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> > 42790

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42795

42776

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: M&O hours
Date: Tuesday, June 16, 2020 5:32:29 PM
Attachments: image006.png
image009.png

Afternoon Joe,

I hope you are still doing good!

Following on from your text message, I just wanted to respond to your concerns. Initially I want to apologize if there has been any mix up or miscommunication. As you can imagine both teams are trying to get to grips with the new arrangements and there is likely teething pains! There has been no intention to cause harm, in fact the B&D team were instructed to make sure the lack of an M&O agreement did not cause issues to ADCRR, I hope that does not penalize us.

In any event, as you can see from the chart that is below, which I understand from reviewing the emails has been sent to ADCRR on previous occasions, provides that breakdown of effort.

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			56.5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

With regards to your criticism of me not bringing this to your attention during our negotiations: Firstly, As you can see over half the hours occurred after we had signed the amendment. Secondly, the remaining hours relate to tasks for Ad Hoc Report work(arbitration and parking lot). I understand from reading the status reports, that were produced at the time, that this had been brought to the attention of the team and they understood that hours of the M&O bucket were being used to provide this level of support and assistance for them. I have asked Charles to provide a breakdown of the chronology of events so we can better understand the background. In addition to the written material below, Charles informs me that he had a number of informal discussions with the ADCRR team on the matter.

Charles's Report:

1. On April 8th, 2020 in an email exchange between Sandy and myself I clearly outlined the resources and estimated hours spent for Ad-Hoc support. Here is that email.

> **From: Charles Spannagel**
> **Sent: Wednesday, April 8, 2020 3:43 PM**
> **To: Sandy Wang <swang@azadc.gov>**
> **Subject: RE: Time for a quick call? re: Release Schedule**
>
> **Sandy,**
>
> **I think maybe it would be better to talk live about all of this? I am on calls the rest of the day but I am sure we could find time tomorrow. I do want to answer your questions/statements though.**
>
> **1: The 20hrs/week comes from the 5 resources (not including myself) who support the Ad Hoc team (Aaron and Jeff).**
>
> **2: ADCRR stipulated the list of reports, tested the reports in UAT and passed/accepted them all. This is the first that I am hearing the reports were not adequate. All reports required for Go Live were deemed absolutely necessary by ADCRR Operations and were delivered on time and accepted. The reports that were removed from the Go Live list were removed by ADCRR not BND.**
>
> **3: The RFP requirement was that BND provide or build a tool for ADCRR to do Ad Hoc reporting. This mechanism is in place.**
>
> **4: The change in frequency was always going to happen, it was never going to remain a weekly process. The hours/support for Ad Hoc don't truthfully have a bearing on the schedule. We are working with ADCRR Operations in order to build a new more productive release schedule and work load. Honestly, I was expecting us to have moved to a**

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monthly release by now but that hasn't happened. I was hoping that Ad-Hoc could fall in line with the bi-weekly Prod Release. It sounds like we need some more discussion around this.

Sandy, I want to reiterate I am 100% on board with working through these processes with you and coming to a mutually agreed upon solution.

2. On 4-20-2020 in the ACIS Status meeting I reported that the team had spent 19 hours in support of Ad-Hoc Reports**. ADCRR Leadership were in attendance.**

3. On 5-21-2020 Holly had asked for an outlined list of what is billable and non-billable. Below is that email chain:

From: Charles Spannagel
Sent: Thursday, May 21, 2020 11:39 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: RE: Quick Note

Good afternoon Holly,

Here is what I have been told and am able to deliver to you. Thank you for also putting it on the list for Mr. Profiri.

Any work we do on EUIL – Amendment 2 items, monthly lists (additions to the EUIL), M&O Remediation items (Ad Hoc, Data, outside of general support) – would be what they call "billable"
This does include internal meetings that need to occur in order for the B&D team to work together on the items/initiatives
However, this is covered at a fixed price for the 10,000 EUIL and the 10,000 Remediation hours
so 1st 20,000 hours are already paid for

Any work we do on bug fixing, issue determination, weekly status meetings (including PM meetings with ADC, daily Bug Triage with Charles and Steven), bug root cause analysis would be what they call not billable
covered under M&O support

I hope this helps but I need to make sure B&D is transparent with you and there may be more items you have questions about.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 21, 2020 10:39 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Quick Note

We will bring the itemization request to Profiri.

On the same note, were you able to create an outline of what would be considered billable and not billable so that my team can help determine when it would be appropriate to reach out to B&D if they need support?

Respectfully,
Holly Greene
Deputy CIO

AMERICAN OVERSIGHT

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

As I mentioned above, I believe both teams were working with the best intentions in moving items forward and were working under a common understanding. I am not sure how we move forward from here, perhaps one suggestion could be that the B&D team roll back the changes that were associated with the hours spent and ADCRR can then preserve their pool of M&O hours? I am not sure that this is in everyone's best interests, but I can understand your point of view. Please let me know what you would like to do, so that we can continue to focus on the good work that has already been done by the team.

Thanks – give me a call if you want to have a chat…

Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com
Mi-Case

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Sandy Wang; Rusty Johnson; Joseph Nicoletti; Spencer Scott
Subject:	RE: CR#42233
Date:	Tuesday, June 16, 2020 5:27:20 PM
Attachments:	image003.png image004.png

Correct, there has been no development to date. We have to wait for the final sign off to begin development. All of the specification work has been completed. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, June 16, 2020 3:49 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: CR#42233

What level of work was performed already? None? Just the specifications from the JAR?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jun 16, 2020 at 3:34 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon Holly,
>
> The specifications have been completed and sent to ADCRR for final sign off. Thank you.

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Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, June 16, 2020 3:31 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: CR#42233

Hello Charles-

Has work on Change 42233 begun?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Steven Williams on behalf of Steven Williams <Steven.Williams@bndna.com>
To: Charles Spannagel; Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Cc: Justin Baker
Subject: RE: Charles Updates
Date: Tuesday, June 16, 2020 11:29:01 AM
Attachments: image001.png
image003.png

Hello Holly,
I will also be on PTO on 6/19/20 and 6/22/20.
Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: 623-256-5129
E: steven.williams@bndna.com

Mi-Case

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Tuesday, June 16, 2020 9:23 AM
To: Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Cc: Justin Baker <justin.baker@bndna.com>; Steven Williams <Steven.Williams@bndna.com>
Subject: Charles Updates

Good morning ADCRR Leadership,

I just wanted to give you all a couple of updates.

1: Justin is the representative for all things ServiceDesk and I am his escalation point. I will make sure ahead of any meeting I may miss that I have identified a representative from BND.

2: Steve is our QA lead which also puts him in charge of the Bug process. We are having internal meetings in order to determine how we will meet ADCRR's Change Management needs and will work with Sandy and George within the next two weeks.

3: I will be out of the office this Friday 6/19/2020. I will work with Sandy to move the leadership meeting or we can do it via email if that works better for the group.

If you have any questions please let me know.

Thank you.

AMERICAN OVERSIGHT

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Joseph Nicoletti; Rusty Johnson; Justin Baker; Steven Williams
Subject: Re: Charles Updates
Date: Tuesday, June 16, 2020 9:46:07 AM
Attachments: image003.png

I've adjusted the leadership meeting.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Jun 16, 2020 at 9:22 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

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>
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15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Gergana Kovatcheva
Subject: Inquiry: ACIS interface with KeepTrak
Date: Monday, June 15, 2020 1:57:44 PM

Hi Charles-

I met with Gergana today and she stated that she will soon have to produce a 1099 report of the inmates. In this report, she will need to correlate the inmate Social Security number to the KeepTrak information.

Today, KeepTrak does not receive/call on SSN info of the inmates. John Vitale with KeepTrak stated that they can create a field in KeepTra which can populate the SSN. This will assist with the report which Gergana needs to run.

Will we be able to pop the SSN from ACIS in KeepTrak? Are there legal issues behind why KeepTrak cannot receive the SSN?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Charles Spannagel; Holly Greene; Rusty Johnson; Sandy Wang; Joseph Nicoletti
Subject: ADCRR Leadership Meeting 6/12/2020
Date: Friday, June 12, 2020 4:12:30 PM
Attachments: image003.png

ADCRR,

Thank you for the meeting today. I will take my actions items below and have them ready for next week. I have **bolded** your name if you have an action item. Have a great weekend.

1. M&O Hours need to be signed off by Joe P.

- **HOLLY** to follow up on M&O Hours
- Joe to take M&O Agreement to Procurement review

2. Root cause analysis of the phone number bug introduced last weekend

- Request from ADC with future RCAs into incidents that BND look's into what may be preventable in the future (Please see Steven Williams write up below)
- During the maturation of the support model, we should continue to look at ways to document and put in place prevention tools or efforts around the system-modules

3. Meetings Expectations – Google Meet vs. Team, Agenda, Meeting Notes, Recordings

- Holly's expectation – agenda's should always be sent out prior to the meeting "fully loaded", expectation is that the organizer should either take notes and/or delegate the responsibility to another team member
- Appropriate teams should schedule the meetings (B&D and ADCRR) based off of the purpose and type of meeting
- Request is to use Google Meet for all meetings with ADCRR **CHARLES** to follow up with BND

4. Governance Review - proposed recurring meetings

- Meeting schedule with details needed (**Sandy and Charles to meet**)
- Methodology for promotional efforts around EUIL releases into PROD
    - Ability to work with OCI?

5. Health of ACIS - start off with what Dean has proposed as the bases of the portfolio - speediness, timeout, Change management procedure, bi-weekly frequency in the beginning. (from 5/8 meeting)

- **Charles** to provide reports by Wednesday 6/17/2020 with examples of the reports that are part of the Monthly SLA
- Holly would like to see the health of the reporting server as well as the health of production (**Charles** to follow up) S3 initiative (Report Database expansion)
    - ADC Operational Training to not run batch reports during the day

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6. Max value review of other fields (the count issue encountered in May)

- From the write up in May on the count issues (6 digit limit converted to a 15 digit limit) what other fields has BND adjusted based off of this issue/incident/bug. **Charles** to follow up.

7. Charles requested 3 month projection of EUIL items to plan ahead with resources, tasks, project plans.

8. Charles request to work with ADCRR on promotional write ups for each EUIL item prior to deployment to PROD.

9. Holly has requested Spencer to work on the controls in place for hours of work consumption by BND and the reporting mechanisms needed to monitor

- Charles to follow up with Spencer

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Al Dubrowa; Justin Baker; Trevor Baker; Spencer Scott; George Martinez; Sandy Wang; Scott Schnyer
Cc:	Holly Greene; Joseph Nicoletti
Subject:	Service Desk [Request ID: ##330##] Meeting Request
Date:	Friday, June 12, 2020 9:21:58 AM
Attachments:	image003.png

Good morning,

In response to the ticket listed below, we would like to request a meeting to discuss further and look for a resolution. Al, can you please help set up the meeting and include myself, Trevor and Justin from the BND side. Thank you.

https://servicedesk.bndna.com/app/itdesk/WorkOrder.do?woMode=viewWO&fromListView=true&woID=56156000008390055&selectTab=ConversationsDetails

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Spencer Scott; George Martinez
Cc: Sandy Wang
Subject: Re: Governance Meeting Minutes
Date: Thursday, June 11, 2020 2:38:22 PM

I will lean into Spencer and George to answer your question as they are the hosts of the majority of the meetings. It is my expectation that they take notes and provide them to the attendees following the meeting.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Jun 11, 2020 at 2:29 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I was wondering if any of you took meeting minutes for our Governance call. I was presenting and unable to take notes. If not, please send me the recording and I will write notes for all of us from the meeting.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Joshua Connolly; Holly Greene
Cc: Dean Allen; Charles Spannagel; Minh Phan; Thad Lowry
Subject: Re: Code Escrow Deposit
Date: Wednesday, June 10, 2020 5:14:57 PM
Attachments: image001.png
image002.png
image003.png

Hi Josh,

Again, sorry for the mix-up on my part with the call this afternoon thinking it was at 4:30. I don't mean to waste anyone's time. I do want to clarify regarding the discussion of the role of beneficiary. Personally, I've only been on the depositor side and am not very familiar with the beneficiary side. Hopefully IronMoutain can answer any questions you might have.

Action Items from the meeting
Matt: Account #: Deposit Account [redacted]
Matt: Server specs

IronMountain contacts:
Tracy Daniels (770) 225-8143 or by email at Tracy.Daniels@ironmountain.com

FRANK KIRAGU | IPM CLIENT SERVICES
IRON MOUNTAIN

770-225-8138 – office
770-239-9201 fax
www.IronMountain.com
Iron Mountain, 6111 Live Oak Pkwy, Norcross, GA 30093

Infrastructure Specs
In production these are highly available load balanced. Below are the specs for each node.
App Servers: 2 core, 16GB RAM, 240GB
Background Servers: 2 core, 16GB RAM, 240GB
Database: 16 core, 64GB RAM, 8TB online storage

Here is a bit about the IronMoutain code escrow process.

Overview
https://www.ironmountain.com/information-management/software-escrow

Details, Agreements & FAQs
https://www.ironmountain.com/support/how-it-works/records-management/software-escrow

As for credentials, each party will have their own credentials ie: Depositor and Beneficiary.

AMERICAN OVERSIGHT

Matt

From: Joshua Connolly <jconnolly@azadc.gov>
Date: Wednesday, June 10, 2020 at 5:03 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Dean Allen <dean.allen@bndna.com>, Matt DeClue <matt.declue@bndna.com>, Charles Spannagel <Charles.Spannagel@bndna.com>, Minh Phan <mphan@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Code Escrow Deposit

Hi, Matt - Thanks again for being available for the quick call there.

Coming out of that meeting, first, we're hoping that we can be put directly in touch with the account representative at Iron Mountain who can help us speed up the log-in side of the process for beneficiaries/licensees of the Mi-Case code.

Then second, and this might be one for Charles, we'd like to be re-sent the code escrow portion of the original contract so that we can see the original account number and the specific language.

In the very near future, we'll possibly be reaching out with any further questions about the technical aspects, but I'm sure we can keep that very concise to make sure the cumulative amount of time devoted to this task does not add up on your side.

Again, your insight is very much appreciated as we gain familiarity with the codebase we have licensed.

Speak with you all again soon,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Wed, Jun 10, 2020 at 4:19 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Dean-

AMERICAN OVERSIGHT

Is Matt out of the office today? Josh indicated that Matt accepted our meeting to go over the code in escrow, but we've been on the line for 15 min waiting.

Please let us know if Matt or someone can join our meeting to review some questions concerning the code in escrow. Or, if we need to reschedule the meeting.

Many thanks,

Holly

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Jun 10, 2020 at 4:12 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> In Matt's place or Charles place?
>
> I don't know anything about the particulars of Iron Mountain
>
> Thad
>
> **Thad Lowry**
> Development Director – Mi-Case North America
> Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted] E: thad.lowry@mi-case.com
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Wednesday, June 10, 2020 4:09 PM
> **To:** Matt DeClue <matt.declue@bndna.com>
> **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Minh Phan <mphan@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: Code Escrow Deposit

AMERICAN OVERSIGHT

Good afternoon, Thad - Would you be able to join us in Matt's place? We're just seeking some details and guidance on using the Iron Mountain code escrow.

Thanks very much,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
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1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov
IT Service Desk: 602.542.AZDC

On Tue, Jun 9, 2020 at 5:10 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Matt & Charles - Thank you for the ready availability.
> Is there any Iron Mountain account information (login creds, etc.) to pass along ahead of the meeting?
> If so, please forward as soon as you get a chance, and if not, look forward to talking with you tomorrow!
>
> Take good care,
> - josh C.
>
> --
>
>
> ## Joshua Connolly
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
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>
> On Tue, Jun 9, 2020 at 11:22 AM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > Ok with me
> >
> > Matt DeClue
> >
> > ---
> >
> > **From:** Charles Spannagel <Charles.Spannagel@bndna.com>
> > **Sent:** Tuesday, June 9, 2020 11:21:30 AM

AMERICAN OVERSIGHT

To: Joshua Connolly <jconnolly@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Matt DeClue <matt.declue@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Minh Phan <mphan@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: RE: Code Escrow Deposit

I can do Wednesday or Thursday. @Matt DeClue how does it look for you?

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Tuesday, June 9, 2020 8:57 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Matt DeClue <matt.declue@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Minh Phan <mphan@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Code Escrow Deposit

Hi there, Matt & Charles - How about any of the next three afternoons at 4 pm (Wed/Thu/Fri)?

This should go pretty fast, we're just looking to get some details on the logistics with Iron Mountain.

Thanks very much,

- josh C.

AMERICAN OVERSIGHT

--

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On Tue, Jun 9, 2020 at 8:02 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Matt-
>
> Thank you. My team had some questions. So I have asked my two team leads to schedule time with you to chat. It will be myself, you, Charles, Josh Connolly and Minh Phan.
>
> This conversation should be no more than 30 min.
>
> Thanks,
>
> Holly
>
> On Mon, Jun 8, 2020 at 5:50 PM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > Hi Holly,
> >
> > I've completed the code deposit to IronMountain for the Arizona code escrow.

AMERICAN OVERSIGHT

Matt DeClue

IT DirectorBusiness & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: matt.declue@bndna.com

Business & Decision
Empowering Digital Business

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Thad Lowry; Holly Greene; Dean Allen
Cc: Joshua Connolly; Charles Spannagel; Minh Phan
Subject: Re: Code Escrow Deposit
Date: Wednesday, June 10, 2020 4:24:54 PM
Attachments: image001.png
image002.png
image003.png

Hi All, sorry, thought it was 4:30. I'm on now.

Matt

From: Thad Lowry <thad.lowry@bndna.com>
Date: Wednesday, June 10, 2020 at 4:23 PM
To: Holly Greene <hgreene@azadc.gov>, Dean Allen <dean.allen@bndna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>, Matt DeClue <matt.declue@bndna.com>, Charles Spannagel <Charles.Spannagel@bndna.com>, Minh Phan <mphan@azadc.gov>
Subject: RE: Code Escrow Deposit

Matt will join momentarily

Thad

Thad Lowry
Development Director – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@mi-case.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, June 10, 2020 4:18 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Minh Phan <mphan@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

--

Joshua Connolly

Data Analyst
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> > **To:** Joshua Connolly <jconnolly@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Matt DeClue <matt.declue@bndna.com>
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AMERICAN OVERSIGHT

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Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

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E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 | JConnolly@azadc.gov

IT Service Desk: 602.542.AZDC

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>
> Holly

On Mon, Jun 8, 2020 at 5:50 PM Matt DeClue <matt.declue@bndna.com> wrote:

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>
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>
> **Matt DeClue**
>
> IT DirectorBusiness & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted] E: matt.declue@bndna.com

AMERICAN OVERSIGHT

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Holly Greene; Sandy Wang
Cc:	Charles Spannagel; Dean Allen; Aaron Pratt; Justin Baker; Phil Wussow; Steven Williams; Shalini Makam; Chris Masson; Keith Francen
Subject:	RE: Regression for Hot Fix (Service Desk Ticket #326 / Bug 42775) is completed in QA - Request PROD deployment
Date:	Wednesday, June 10, 2020 10:36:43 AM
Attachments:	image001.png

With Charles out sick I am following up

The fix for Critical Bug 42775:Visitor's Registration Screen is having an issue displaying phone #'s for visitors.
And Medium Bug 42778:UC-IN-Personal Characteristics - Service Desk Ticket # 326 - Inmate's Emergency Contacts are showing (0000000000) and not their original Phone number

Have passed UAT testing

With your permission we can put these into production tonight starting at 6:00

- It will not require an outage
- It should take approximately 1 hour to finish the installation
- Users in the system at that time will not be impacted
- After the installation the phone #'s will show correctly

Thad

Thad Lowry
Development Director – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@mi-case.com

From: Justin Baker <justin.baker@bndna.com>
Sent: Wednesday, June 10, 2020 10:01 AM
To: Phil Wussow <phil.wussow@bndna.com>; Steven Williams <Steven.Williams@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Shalini Makam <shalini.makam@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Regression for Hot Fix (Service Desk Ticket #326 / Bug 42775) is completed in QA - Request UAT deployment

Hi All,

ADCRR commented on the tickets saying they've passed testing in UAT this morning:

AMERICAN OVERSIGHT

Bug 42775:Visitor's Registration Screen is having an issue displaying phone #'s for visitors.

Bug 42778:UC-IN-Personal Characteristics - Service Desk Ticket # 326 - Inmate's Emergency Contacts are showing (0000000000) and not their original Phone number

Should we deploy these changes to Production tonight?

Thank you,

--Justin

From: Phil Wussow <phil.wussow@bndna.com>
Sent: Monday, June 8, 2020 11:16 PM
To: Steven Williams <Steven.Williams@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Shalini Makam <shalini.makam@bndna.com>; Justin Baker <justin.baker@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: RE: Regression for Hot Fix (Service Desk Ticket #326 / Bug 42775) is completed in QA - Request UAT deployment

This changeset has been deployed to UAT.

Phil Wussow
Consultant/ASP.NET Developer - eBusiness
Business & Decision, North America
M: +1 [redacted]
O: +1 480.795.7220
E: phil.wussow@bndna.com

From: Steven Williams <Steven.Williams@bndna.com>
Sent: Monday, June 8, 2020 4:55 PM
To: Phil Wussow <phil.wussow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Shalini Makam <shalini.makam@bndna.com>; Justin Baker <justin.baker@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>
Subject: Regression for Hot Fix (Service Desk Ticket #326 / Bug 42775) is completed in QA - Request UAT deployment

Hello All,
QA has wrapped up the testing in QA for this hot fix for the Telephone fields.
Please proceed with the deployment from QA to UAT for ADCRR to validate.

AMERICAN OVERSIGHT

Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: 623-256-5129
E: steven.williams@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Dean Allen
Subject: Re: MNO Agreement Signed by Dean
Date: Wednesday, June 10, 2020 9:35:53 AM
Attachments: image003.png

Hello Charles-

Per our conversation yesterday, I have reviewed, but my Deputy Director is still in process of consuming this information. Once he is through, either myself or Deputy Director Profiri will sign-off.

I will keep you posted on the progress. However, as always, please nudge me if my response is lacking.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jun 8, 2020 at 3:57 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Please find the signed document by Dean. It is ready for your signature. Thank you.
>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>

AMERICAN OVERSIGHT

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Dean Allen; George Martinez; Jey Whitson1; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Spencer Scott; Stacey Crabtree; Thad Lowry
Subject: Re: Charles Spannagel our sick
Date: Wednesday, June 10, 2020 8:55:14 AM

Thank you. Get well soon.

-Holly

On Wed, Jun 10, 2020 at 8:52 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> All of my meetings today have additional BND resources in them and can cover for me. If there any escalations - critical issues, please work with Thad.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>
>
> On Jun 10, 2020, at 8:48 AM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Hi Charles-
>
> Sorry you're not feeling well.
>
> Are there meetings today which require your engagement?
>
> Who is your back-up?
>
> -Holly
>
> On Wed, Jun 10, 2020 at 8:37 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good morning.

AMERICAN OVERSIGHT

I am out sick today but available if there are any emergencies. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Joseph Profiri; Sandy Wang; Stacey Crabtree
Subject: RE: High Level Governance Check-in
Date: Tuesday, June 9, 2020 12:08:05 PM
Attachments: image002.png

On it.

Thank you all for a great meeting. This is exciting that everything is getting nailed down.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, June 9, 2020 11:31 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Joseph Profiri <jprofiri@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: High Level Governance Check-in

Please include the same group of people from the June 9 meeting for a High Level Governance meeting on the following dates for 2020:

July 10
Aug 7
Sept 4

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Trevor Baker; Cindy Hyser-Crauwels; Al Dubrowa; dford1; Stacey Crabtree; Spencer Scott; Janah Barreras; jduvall; Elizabeth Charif; Herbert Haley; Marlene Coffee; Aaron Bailey; Michele Simmons; Sandy Wang; Holly Greene; gmartinez1
Cc:	Dean Allen; Thad Lowry; Chris Masson
Subject:	JAR Session Expectations - Agenda
Date:	Tuesday, June 9, 2020 10:37:49 AM
Attachments:	JAR Session Expectations .docx image003.png

Please find the proposed agenda and please provide any feedback that I can incorporate.

Thank you,

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Business & Decision JAR Session Agenda

Attendance

BND – Charles, Cindy, Trevor

ADCRR – Holly, PMO, SME, TA's, BA's, Operational Leadership

JAR Session Agenda (Proposed)

1. Review ADCRR provided requirements
2. Review Use Cases to be modified or created
3. Review Screens to be modified or created
4. Review Roles or Permissions related to the change
5. Review any Reports that may be affected by the change
6. Review if any Reports may need new development
7. Review Interfaces
8. Review interdependencies
9. B & D to prepare specification updates and provide a summary of the changes or;
10. B & D to prepare separate specification for the change only
11. ADCRR to review and sign off on said specification changes

Notes

- ADCRR will schedule JAR session per B&D Request (Charles to communicate with Sandy that B&D is ready)
    - CR part of the invitation
    - 1 workday between the invitation going out and the actual JAR session (this may not be possible based on the duration of the change and shouldn't be the "rule")

- Jey or Marlene need to be cc'd on all invites (SME List)

- ADCRR needs time for the SME to schedule a meeting for review

Monthly Cadence for EUIL Selection

- 10th Business Day (or prior) – ADCRR and B&D present a list of proposed EUIL items
- 15th Business Day (or prior) – B&D to provide estimate for proposed EUIL items, B&D to provide forecast of available FTE's
- 20th Business Day (or prior) – ADCRR selects items for the upcoming month

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Charles Spannagel; Dean Allen; Joshua Connolly; Minh Phan; Thad Lowry
Subject: Re: Code Escrow Deposit
Date: Tuesday, June 9, 2020 8:56:32 AM
Attachments: image001.png

Ok.

Matt

From: Holly Greene <hgreene@azadc.gov>
Date: Tuesday, June 9, 2020 at 8:02 AM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>, Dean Allen <dean.allen@bndna.com>, Joshua Connolly <jconnolly@azadc.gov>, Minh Phan <mphan@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Code Escrow Deposit

Hello Matt-

Thank you. My team had some questions. So I have asked my two team leads to schedule time with you to chat. It will be myself, you, Charles, Josh Connolly and Minh Phan.

This conversation should be no more than 30 min.

Thanks,

Holly

On Mon, Jun 8, 2020 at 5:50 PM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Holly,
>
> I've completed the code deposit to IronMountain for the Arizona code escrow.
>
> **Matt DeClue**
> IT DirectorBusiness & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted] E: matt.declue@bndna.com
> Business & Decision
> Empowering Digital Business

--

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Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Holly Greene
Cc: Joseph Profiri; Stacey Crabtree; Marlene Coffee; Jey Whitson1
Subject: RE: Governance Meeting Mobile Join
Date: Tuesday, June 9, 2020 8:25:28 AM
Attachments: image002.png

Sandy,

Would you please set up a google meet for the meeting. I do not believe OPS can use Teams.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, June 9, 2020 8:20 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Joseph Profiri <jprofiri@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Re: Governance Meeting Mobile Join

Holly, I have forwarded the invitation to Stacey, Marlene, and Jey.

Stacey/Marlene/Jey, please let me know if you don't see the invitation from Charles.

On Tue, Jun 9, 2020 at 6:02 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles and Sandy-
>
> Due to appointments, I may be on the road during a portion of the Governance meeting this morning. Do not let my mobility prevent this meeting from marching forward.
>
> Please ensure you have all participants you require. I noticed a note in the invite recommending Operations representatives be present, but I do not see folks from Operations listed as attendees.
>
> If we need Stacey, Jey or Marlene, please reach out to them straight away this AM to get them on the invite.
>
> Because of Dean and Deputy Director's time, I'd like to avoid a reschedule.

AMERICAN OVERSIGHT

Yesterday I lightly briefed Deputy Director on the intent of this meeting. He may have some input and, potentially, some questions.

Thank you both.

Holly

--

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Sandy Wang
Cc:	Joseph Profiri
Subject:	RE: Governance Meeting Mobile Join
Date:	Tuesday, June 9, 2020 8:07:47 AM
Attachments:	image002.png

I spoke with Jey and sent him the PPT and meeting request. It's a Teams meeting and I am not sure if OPS is able to access those? If not, Sandy would you please send a Google Meet invite.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, June 9, 2020 6:02 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Sandy Wang <swang@azadc.gov>
Cc: Joseph Profiri <jprofiri@azadc.gov>
Subject: Governance Meeting Mobile Join

Hi Charles and Sandy-

Due to appointments, I may be on the road during a portion of the Governance meeting this morning. Do not let my mobility prevent this meeting from marching forward.

Please ensure you have all participants you require. I noticed a note in the invite recommending Operations representatives be present, but I do not see folks from Operations listed as attendees.

If we need Stacey, Jey or Marlene, please reach out to them straight away this AM to get them on the invite.

Because of Dean and Deputy Director's time, I'd like to avoid a reschedule.

Yesterday I lightly briefed Deputy Director on the intent of this meeting. He may have some input and, potentially, some questions.

Thank you both.

Holly

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--

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Holly Greene
Cc: Charles Spannagel; Dean Allen; Hema Chennojwala; Thad Lowry; Zoya Fishman
Subject: RE: QlikView License and Account/Registration Information
Date: Monday, June 8, 2020 9:43:19 PM
Attachments: image001.png

Hi Holly,

I don't have it either but I googled this…

https://support.qlik.com/QS_ContactUs

Thanks,
Aaron

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, June 8, 2020 9:39 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Hema Chennojwala <hchennoj@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Zoya Fishman <zfishman@azadc.gov>
Subject: Re: QlikView License and Account/Registration Information

Thank you, Aaron.

Hema and team do not have their information. Will you provide their contact information?

-Holly

On Mon, Jun 8, 2020 at 9:33 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Thanks Holly,
>
> I know Charles threw my name into this conversation but I this is really outside my knowledge and outside my area of control at B&D. Matt Stratton was over this business line and is no longer a B&D employee but we reached out to him anyway and he has this to say…
>
> "I didn't work on the project at the time, so I would not have had the licensing information. They might have purchased the licensing directly from Qlik. I'm no longer able to use the partner site to see if it is listed there either.
>
> I'd ask them if they have been paying the maintenance on Qlik. If they have, then someone there would likely have been receiving updated information. If they have not or don't know, then they probably need to contact Qlik directly to get the information."
>
> Have you tried reaching out to Qlik?
>
> Thanks,
> Aaron
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Wednesday, June 3, 2020 8:27 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; Hema Chennojwala <hchennoj@azadc.gov>; Zoya Fishman <zfishman@azadc.gov>
> **Subject:** Re: QlikView License and Account/Registration Information
>
> Hi Aaron-
>
> Regardless of agreement, the software and licenses were purchased and therefore we should be able to, at minimum, obtain basic account, licensing and install support. We're not looking to have B&D support the software and this is certainly not part of other contract agreements.
>
> Please be thoughtful to our need to meet the end of month deadline for the retirement of our system.
>
> -Holly
>
> On Wed, Jun 3, 2020 at 3:27 PM Hema Chennojwala <hchennoj@azadc.gov> wrote:
>
> > Hello Aaron, Thanks for your response. Please keep the communication going.
> >
> > *Hema*
> >
> > Sincerely,
> > Hema Chennojwala
> > Apps Developer
> >
> > Arizona Department of Corrections, Rehabilitation & Reentry
> >
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> > Office: 602.542.4459 | hchennoj@azadc.gov
> >
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
> >
> > On Wed, Jun 3, 2020 at 3:21 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
> >
> > > Hi Hema,
> > >
> > > Thanks for reaching out. QlikView and reporting are outside of my service line but I have some internal communication going to try and find out if we have support agreements in place for this and who might manage that.
> > >
> > > Thanks,
> > > Aaron
> > >
> > > **From:** Hema Chennojwala <hchennoj@azadc.gov>
> > > **Sent:** Wednesday, June 3, 2020 2:10 PM
> > > **To:** Aaron Pratt <aaron.pratt@bndna.com>
> > > **Cc:** Zoya Fishman <zfishman@azadc.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> > > **Subject:** Fwd: QlikView License and Account/Registration Information
> > >
> > > Hello Aaron, As Holly mentioned below.., we need your assistance to have QlikView application running on our new upgraded machines.
> > > We are looking for Qlikview licensing/registration information to install on our new machines. Or we will lose the ability to support the Community Corrections dashboard. Please let me know if you need more information.
> > >
> > > *Hema*
> > >
> > > Sincerely,
> > > Hema Chennojwala
> > > Apps Developer
> > >
> > > Arizona Department of Corrections, Rehabilitation & Reentry

AMERICAN OVERSIGHT

Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
Office: 602.542.4459 | hchennoj@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Tue, May 26, 2020 at 9:16 AM
Subject: RE: QlikView License and Account/Registration Information
To: Holly Greene <hgreene@azadc.gov>, Hema Chennojwala <hchennoj@azadc.gov>, Aaron Pratt <aaron.pratt@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>

Holly,

Thank you for the message. I have included Aaron Pratt on this email and we will meet to discuss. After we meet, I will get back to your team with our plan. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, May 26, 2020 9:05 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Hema Chennojwala <hchennoj@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: QlikView License and Account/Registration Information

Hello Charles-

ADCRR is in the process of upgrading our hardware OS. That said, we need support from B&D concerning the QlikView application licensing and account information/registration. We have it loaded on a machine which is running Windows 7. We will lose the information during the upgrade, so we need B&D's assistance.

Hema Chennojwala is the person to work with on the ADCRR side, but who can we speak to on the B&D side who can assist?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St. Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St. Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Matt DeClue
Cc: Charles Spannagel; Dean Allen; Thad Lowry
Subject: Re: Code Escrow Deposit
Date: Monday, June 8, 2020 9:40:56 PM
Attachments: image001.png

Thank you, Matt.

On Mon, Jun 8, 2020 at 5:50 PM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Holly,
>
> I've completed the code deposit to IronMountain for the Arizona code escrow.
>
> **Matt DeClue**
>
> IT DirectorBusiness & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted] E: matt.declue@bndna.com
>
> Business & Decision
> Empowering Digital Business

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; George Martinez; Spencer Scott
Subject: Non Production Downtime Request for 6/13/2020
Date: Monday, June 8, 2020 4:01:57 PM
Attachments: image003.png

Good afternoon,

B&D would like to formally request a Non Production Environment downtime this Saturday 6/13/2020 from 12pm-8pm. Along with the UAT and RPT_DEV refresh for this weekend, we will be taking down the Training environment.

Please acknowledge and accept this request.

Thank you very much.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Dean Allen
Subject: MNO Agreement Signed by Dean
Date: Monday, June 8, 2020 3:59:00 PM
Attachments: BD ADCRR MNO AGREEMENT FINALDASign.pdf
image003.png

Holly,

Please find the signed document by Dean. It is ready for your signature. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not included within the Mi-Case Application. The Mi-Case Application consists of all modules, code, the Mi-Case Interface Server, Mi-Case AWS Environment and the Mi-Case Telerik Server.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 3 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, B&D agrees to provide a resolution within the time-period set forth in Exhibit G In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, mail or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Appendix 7. B&D will at, all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Exhibit G.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 5.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Exhibit G. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5. In the event that a response cannot be provided within the target response times set out in Exhibit G the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 6 for the implementation of the change. In order to progress on any such works thereafter, B&D would require a written agreement and authorization from ADCRR IT

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leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 5.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Exhibit G.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

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2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Guide detailed in Appendix 2.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication.

2.4 All support tickets for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

3.3 Following receipt of a change request or variation to the services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the services to be technically feasible. If so, any amendment or variation to the changes and /or services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an appropriate purchase order for the effort, in line with the time and materials rate card as noted in Appendix 6 for the implementation of the change.

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3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the five (5) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Agreement, and for reporting to ADCRR.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify ADCRR IT leadership and stop working on the change.

3.11.1 ADCRR will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request, perhaps identifying a new change request with altered requirements. The expectation is that all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the change request (delays between stopping work and restarting will be reflected in a revised plan for the change request)

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 ADCRR will then test the change request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change has been successfully deployed and is ready for the ADCRR UAT process.

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3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be final and any outstanding monies due for the change shall be invoiced and paid for by ADCRR when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment and accepted by ADCRR.

3.17 A standardized weekly report by email of all change requests will be provided by the B&D-CSH to the ADCRR IT leadership team. This report will show no less than:

3.17.4 All open change requests (for the entire time-period of the report).

3.17.5 All change requests closed during the entire time-period of the report.

3.17.6 The status (such as “in development”, “under investigation” or “waiting for CMRB”) for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Agreement shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

4.3 B&D Management

A list of the B&D Directors, Managers will be provided to the ADCRR IT leadership upon initiation of this contract as Appendix 3 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Agreement to measure B&D's performance of the M&O service. These key metrics are detailed in Appendix 4 – Exhibit G.

6. Acceptance and Signatures

IN WITNESS WHEREOF the parties hereto have executed this Maintenance and operation Agreement to be effective for the term stated herein and do hereby attest to their acceptance of the terms and conditions of this Agreement by having caused this Agreement to be executed, sealed, and delivered the day and year first written below.

Arizona Department of Corrections, Rehabilitation and Reentry	**BUSINESS & DECISION, NORTH AMERICA (PA) INC.**
By: _____	By: _____
Role: _____	Role: President of Mi-Case NA
Date: _____	Date: 6/8/2020

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Appendix 1 - THE SERVICES

The Software is used agency wide (ADCRR only). This is an ADCRR agency wide solution which is utilized in all complexes and facilities.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of support tickets
3. Determining the extent of any change required to deal with a support ticket
4. Progression, documentation and resolution of all support tickets
5. Impact analysis of requests for changes to the product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR
10. Agreement of acceptance criteria testing for software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the products and all associated documentation as produced by B&D
12. Assuring ADCRR has latest copies of all software included in the project and associated documentation
13. Maintenance of relevant documentation where applicable

Appendix 2 – ADCRR IT Service Desk Guide

ADCRR IT Service Desk Guide.pdf

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Appendix 3 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:

B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Thad Lowery

Local Account Manager: Charles Spannagel

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

Data Integrity Owner: Keith Francen

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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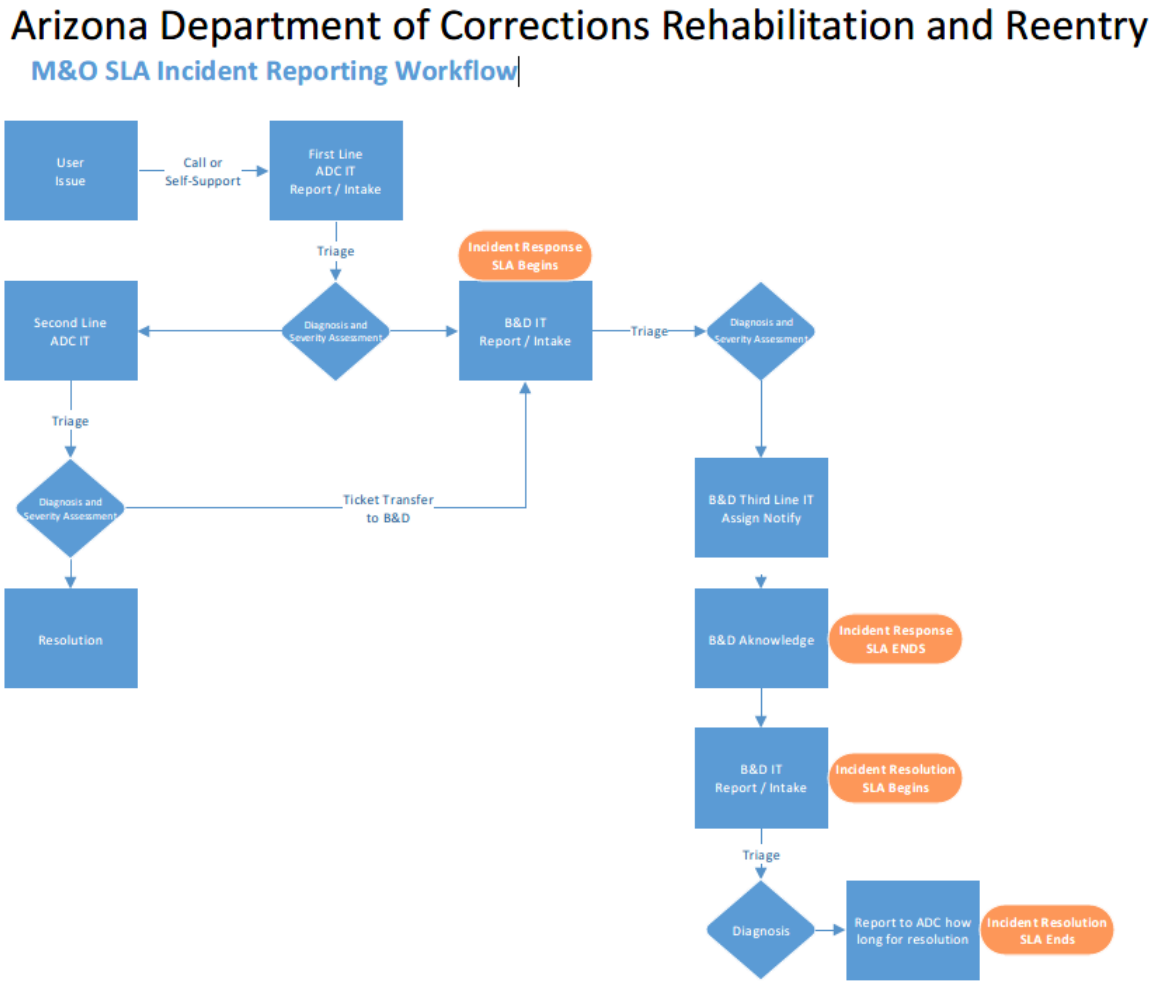
Appendix 4 – EXHIBIT G

Exhibit G Final.pdf

Appendix 5 – SLA INCIDENT REPORTING FLOW



Appendix 6 – TIME AND MATERIALS RATE CARD

All resources charged at the 'standard rate' $105 per hour as defined in the Cost Schedule C Modification Activities of the ADOC-14-00003350 / 14-025-23 'Request for Proposal'.

Overtime hours will be charged at 1.5 times the 'standard rate' Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the 'standard rate' B&D Holidays.

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B&D Holidays

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Day After Thanksgiving

Christmas Eve

Christmas Day

Appendix 7 – PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

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Go Live Report List

Report Number	Report Title
0110	Parole Board Agenda Units Rpt 0110
0120	Parole Board Agenda Rpt 0120
0130	Summary Of Events Rpt 0130
0140	Parole Board Proclamation Letter Rpt 0140
0150	C.S.R. Revocation Violation Hearing Results Rpt 0150
0160	Parole Board Dispositions Rpt 0160
0170	Parole Work-Sheet Rpt 0170
0180	Continuation Dispostion - Board Hearing Results Rpt 0180
0190	Modification Hearing Results Rpt 0190
0200	Pbs Revocation Agenda Rpt 0200
0210	Pbs Special Hearing Agenda Rpt 0210
0220	Max Custody Management Rpt 0220
0230	Custody And Internal Risk Changes Rpt 0230
0270	Inmate Discipline Report Summ Rpt 0270
0290	Disciplinary Case Summary Rpt 0290
0300	Disciplinary Summary Report Rpt 0300
0320	Disciplinary Actions Rpt 0320
0340	Discipline Violation - Year To Date Statistical Summary Rpt 0340
0350	Discipline Forfeiture Log By Release Date Rpt 0350
0360	Statistical Summary - Inmates By Phase Level Rpt 0360
0370	This Weeks Incentive Phase Roster -Level By Location Rpt 0370
0410	This Weeks Incentive Phase Changes (By Phase) Rpt 0410
0420	Weekly Incentive Phase Changes C1A - C2A (By Name) Rpt 0420
0430	Inmates At Location Rpt 0430
0440	List Inmates By Citizenship/Suffix Code Rpt 0440
0450	Inmate Deaths Report Rpt 0450
0460	Print Di14 Reports Rpt 0460
0470	Housing Exceptions Report Rpt 0470
0480	All Foreign Born Mst Lst - Comment Section
0490	Death Row Report
0500	Inmate Count Sheet Rpt 0500
0560	Escape Flyer By Group Rpt 0560
0570	Releases By Date Report Rpt 0570
0600	Inmates By Counselor
0660	Murder/Escape List
0670	Inmates By Terminal Digit Rpt 0670
0690	Dnhw Report
0700	Prnt Duplicate Ssn/Sid/Fbi

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0710	Reported Inmates By Classification Data And Occupation Rpt 0710
0720	Print Di70 Reports Rpt 0720
0740	Print Medical Data (Snos) Rpt 0720
0760	Inmate Mental Health By Admin Region
0810	Dwi Commitments
0820	Inmates By Name In Fac. Rpt 0820
0860	No Fingerprint Id Rpt 0860
0880	Inmates With No Dna Dates Rpt0880
0900	Date Photo Taken Report Rpt 0900
0910	Emergency Contact Rpt Rpt 0910
0920	Inmate No Di85 Entries
0960	Caseload Per Officer
0970	Clients By Office
0990	Gain/Loss Summary
1030	Inmate Notice - Custody And/Or Internal Risk Reclassification
1060	Sonoran Report
1070	Undcmnted Criminal Aliens
1081	Prea Orientation Status Aims Report
1090	Monthly Prea Performance Overview 1 Rpt 1090
1110	Daily Prea Status Report
1140	Weekly Capacity Summary - Section I
1160	Daily Housing Changes Report
1170	Escape Report Rpt 1170
1180	Plan Managers Performance Results
1190	Sex Offender Treatment Aims Report - Section I
1200	Psycoeducational Programs Aims Report - Section I
1210	Substance Abuse Treatment Aims Report - Section I
1220	Post-Secondary Academic Education Performance Summary - Section I
1280	Protective Custody Report
1300	Escaped Absconded Report
1400	Discretionary Override With Discipline Violation
1440	Life Planning Report
1490	Cte Statistical Detail Rpt 1490
1500	Cte Performance Summary Rpt 1500
1510	504 Accomodation Aims Report Section I
1520	Di77 Status Report
1550	Employment Center Assigned And Released Report
1570	Sex Offender Releases To Probation
1580	Weekly Report To Kathy Waters From Rms For All Releases With A Probation Tail.
1600	Weekly List Of Inmates Housed By Race Declaration (Section I)
1610	Bed Assignment By Date
1630	Classification Overrides By Location
1640	Housing Screening Report
1670	Inmates Who Are Under 25 Years Of Age
1680	Inmates By Unit Not Meeting Literacy Standards

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1690	Inmate Program Record Stats Rpt 1690
1700	Work Program Hours Scheduled Per Week - Section I
1720	Weekly Programs Placement Report
1730	Monthly Pgms Placement And Release Recap Report
1740	Weekly Education Testing Status Report
1750	Monthly Education Testing Recap Report
1760	Daily Education Testing Status Report
1810	Corrections Plan Statistical Summary
1840	Aci Evaluation Sheet
1850	Tx Evaluation Sheet
1860	Literacy History Report
1870	Monthly Program Evaluation Overdue Report
1880	Literacy Standard Summary
1900	Inmate Education Level
1920	Minimum Qualification Discrepancy Report - Section I
1950	Summary Of Inmates Less Than Age 21 With No Ged/Hsd
1960	Ged Statistical Summary
1970	Academic Education Performance Summary Rpt 1970
1990	Ged Statistical Detail - I. Ged Enrollment Rpt 1990
2000	Function Literacy Statistical Detail
2010	Monthly Aci Evaluation Overdue Report
2040	Print Missing Hours Report
2041	Missing Hours Admin Report
2050	Daily Roster
2070	Inmate Religious Preference
2080	Inmates Probation Report
2100	Print Turn Out Schedules - Shift Commander Turn Outs Rpt 2100
2110	Work Capacity Detail
2130	Wipp Pay Detail Report
2131	Wipp Pay Detail Report - All
2140	Revised Wipp Time Sheet
2170	Print Medical Appointments
2190	Job Assign Change Notification
2210	Work Program Assgn Detail - Section I
2220	Inmate Skills Inventory
2230	Release List
2240	Parole Board Actions
2250	Parole Elig/Cert Review
2260	Parole Cert List
2280	Transition Release Report - Section Ia Thru Iv Rpt 2280-3
2290	Transition Program Review Ineligibility Report
2320	Case Number Search
2360	Print Gate Roster - Rpt 2360
2370	Stg Members By Loc/Stg
2430	Stg Members By Release Date
2440	Stg Members By Name/Release

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2460	Create Release Notice
2470	Visitors Annual Background Check
2480	Visitor Phone Matches
2490	Visitor List For Inmate
2500	Visitor List For Office
2510	Multiple Visits Reports Rpt 2510.
2520	Minor Visitors Currently 18
2530	Child Visitors 10 & Older
2560	Inmate Visit Report
2570	Current Visitors Report
2580	Visitation By Date
2590	Special Visit Report
2600	Visitors Suspended/Viol
2610	Visit Summary - Inmate
2620	Visit Summary - C,S,A Rpt 2620
2640	Level Of Supervision
2700	Offender Profile Report
2710	Life W/Sex Code Of A
2720	Inmate Pay Override Report Rpt 2720

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Spencer Scott; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Holly Greene
Subject:	Re: M&O Agreement and SLA
Date:	Monday, June 8, 2020 3:29:32 PM

Approved.

Charles - Please adjust the hyperlink reference to Appendix 7 in section 1.4.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jun 8, 2020 at 2:57 PM Sandy Wang <swang@azadc.gov> wrote:

> All, I have updated the Appendix 5 diagram.
>
> Here are the latest M&O Agreement (V5) and SLA attached.
>
> --
>
> Respectfully,
>
> Sandy Wang
>
> PMO Program Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St | Phoenix AZ 85007
>
> Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Dean Allen; Holly Greene
Cc:	Sandy Wang
Subject:	B&D ADCRR MNO AGREEMENT FINAL
Date:	Monday, June 8, 2020 3:29:16 PM
Attachments:	B&D ADCRR MNO AGREEMENT FINAL.docx image003.png

Dean and Holly,

Please find the attached MNO Agreement with Exhibit G inserted into the document. This is final and ready to be signed. Thank you very much.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not included within the Mi-Case Application. The Mi-Case Application consists of all modules, code, the Mi-Case Interface Server, Mi-Case AWS Environment and the Mi-Case Telerik Server.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 3 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, B&D agrees to provide a resolution within the time-period set forth in Exhibit G In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, mail or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Appendix 7. B&D will at, all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Exhibit G.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 5.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Exhibit G. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5. In the event that a response cannot be provided within the target response times set out in Exhibit G the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 6 for the implementation of the change. In order to progress on any such works

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thereafter, B&D would require a written agreement and authorization from ADCRR IT leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 5.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Exhibit G.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

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1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Guide detailed in Appendix 2.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication.

2.4 All support tickets for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

3.3 Following receipt of a change request or variation to the services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the services to be technically feasible. If so, any amendment or variation to the changes and /or services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an

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appropriate purchase order for the effort, in line with the time and materials rate card as noted in Appendix 6 for the implementation of the change.

3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the five (5) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Agreement, and for reporting to ADCRR.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify ADCRR IT leadership and stop working on the change.

3.11.1 ADCRR will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request, perhaps identifying a new change request with altered requirements. The expectation is that all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the change request (delays between stopping work and restarting will be reflected in a revised plan for the change request)

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 ADCRR will then test the change request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

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3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change has been successfully deployed and is ready for the ADCRR UAT process.

3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be final and any outstanding monies due for the change shall be invoiced and paid for by ADCRR when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment and accepted by ADCRR.

3.17 A standardized weekly report by email of all change requests will be provided by the B&D-CSH to the ADCRR IT leadership team. This report will show no less than:

3.17.4 All open change requests (for the entire time-period of the report).

3.17.5 All change requests closed during the entire time-period of the report.

3.17.6 The status (such as “in development”, “under investigation” or “waiting for CMRB”) for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Agreement shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

4.3 B&D Management

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A list of the B&D Directors, Managers will be provided to the ADCRR IT leadership upon initiation of this contract as Appendix 3 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Agreement to measure B&D's performance of the M&O service. These key metrics are detailed in Appendix 4 – Exhibit G.

6. Acceptance and Signatures

IN WITNESS WHEREOF the parties hereto have executed this Maintenance and operation Agreement to be effective for the term stated herein and do hereby attest to their acceptance of the terms and conditions of this Agreement by having caused this Agreement to be executed, sealed, and delivered the day and year first written below.

Arizona Department of Corrections, Rehabilitation and Reentry

By: _____

Role: _____

Date: _____

BUSINESS & DECISION, NORTH AMERICA (PA) INC.

By: _____

Role: _____

Date: _____

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Appendix 1 - THE SERVICES

The Software is used agency wide (ADCRR only). This is an ADCRR agency wide solution which is utilized in all complexes and facilities.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of support tickets
3. Determining the extent of any change required to deal with a support ticket
4. Progression, documentation and resolution of all support tickets
5. Impact analysis of requests for changes to the product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR
10. Agreement of acceptance criteria testing for software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the products and all associated documentation as produced by B&D
12. Assuring ADCRR has latest copies of all software included in the project and associated documentation
13. Maintenance of relevant documentation where applicable

Appendix 2 – ADCRR IT Service Desk Guide

ADCRR IT Service Desk Guide.pdf

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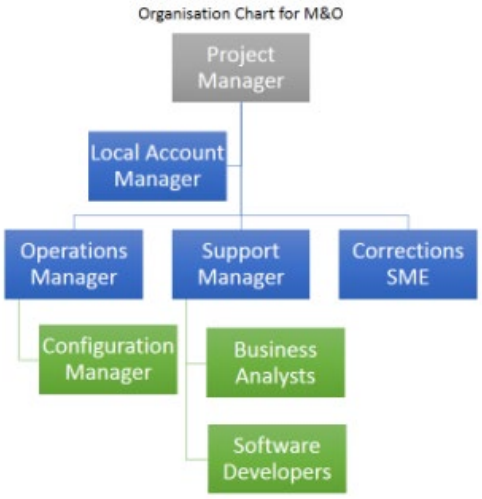
Appendix 3 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:



B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Thad Lowery

Local Account Manager: Charles Spannagel

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

Data Integrity Owner: Keith Francen

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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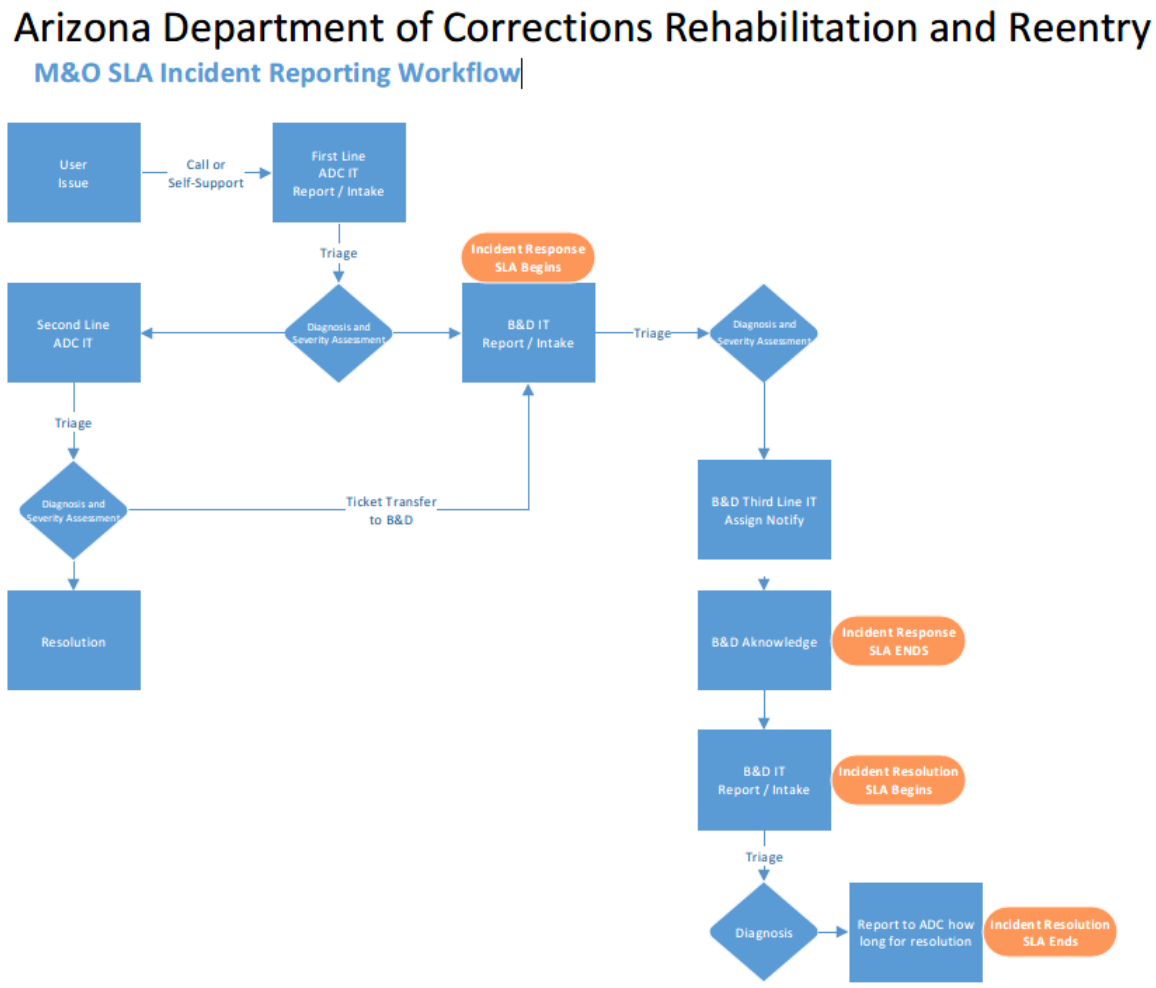
Appendix 4 – EXHIBIT G

Exhibit G Final.pdf

Appendix 5 – SLA INCIDENT REPORTING FLOW



Appendix 6 – TIME AND MATERIALS RATE CARD

All resources charged at the 'standard rate' $105 per hour as defined in the Cost Schedule C Modification Activities of the ADOC-14-00003350 / 14-025-23 'Request for Proposal'.

Overtime hours will be charged at 1.5 times the 'standard rate' Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the 'standard rate' B&D Holidays.

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B&D Holidays

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Day After Thanksgiving

Christmas Eve

Christmas Day

Appendix 7 – PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

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Go Live Report List

Report Number	Report Title
0110	Parole Board Agenda Units Rpt 0110
0120	Parole Board Agenda Rpt 0120
0130	Summary Of Events Rpt 0130
0140	Parole Board Proclamation Letter Rpt 0140
0150	C.S.R. Revocation Violation Hearing Results Rpt 0150
0160	Parole Board Dispositions Rpt 0160
0170	Parole Work-Sheet Rpt 0170
0180	Continuation Dispostion - Board Hearing Results Rpt 0180
0190	Modification Hearing Results Rpt 0190
0200	Pbs Revocation Agenda Rpt 0200
0210	Pbs Special Hearing Agenda Rpt 0210
0220	Max Custody Management Rpt 0220
0230	Custody And Internal Risk Changes Rpt 0230
0270	Inmate Discipline Report Summ Rpt 0270
0290	Disciplinary Case Summary Rpt 0290
0300	Disciplinary Summary Report Rpt 0300
0320	Disciplinary Actions Rpt 0320
0340	Discipline Violation - Year To Date Statistical Summary Rpt 0340
0350	Discipline Forfeiture Log By Release Date Rpt 0350
0360	Statistical Summary - Inmates By Phase Level Rpt 0360
0370	This Weeks Incentive Phase Roster -Level By Location Rpt 0370
0410	This Weeks Incentive Phase Changes (By Phase) Rpt 0410
0420	Weekly Incentive Phase Changes C1A - C2A (By Name) Rpt 0420
0430	Inmates At Location Rpt 0430
0440	List Inmates By Citizenship/Suffix Code Rpt 0440
0450	Inmate Deaths Report Rpt 0450
0460	Print Di14 Reports Rpt 0460
0470	Housing Exceptions Report Rpt 0470
0480	All Foreign Born Mst Lst - Comment Section
0490	Death Row Report
0500	Inmate Count Sheet Rpt 0500
0560	Escape Flyer By Group Rpt 0560
0570	Releases By Date Report Rpt 0570
0600	Inmates By Counselor
0660	Murder/Escape List
0670	Inmates By Terminal Digit Rpt 0670
0690	Dnhw Report
0700	Prnt Duplicate Ssn/Sid/Fbi

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0710	Reported Inmates By Classification Data And Occupation Rpt 0710
0720	Print Di70 Reports Rpt 0720
0740	Print Medical Data (Snos) Rpt 0720
0760	Inmate Mental Health By Admin Region
0810	Dwi Commitments
0820	Inmates By Name In Fac. Rpt 0820
0860	No Fingerprint Id Rpt 0860
0880	Inmates With No Dna Dates Rpt0880
0900	Date Photo Taken Report Rpt 0900
0910	Emergency Contact Rpt Rpt 0910
0920	Inmate No Di85 Entries
0960	Caseload Per Officer
0970	Clients By Office
0990	Gain/Loss Summary
1030	Inmate Notice - Custody And/Or Internal Risk Reclassification
1060	Sonoran Report
1070	Undcmnted Criminal Aliens
1081	Prea Orientation Status Aims Report
1090	Monthly Prea Performance Overview 1 Rpt 1090
1110	Daily Prea Status Report
1140	Weekly Capacity Summary - Section I
1160	Daily Housing Changes Report
1170	Escape Report Rpt 1170
1180	Plan Managers Performance Results
1190	Sex Offender Treatment Aims Report - Section I
1200	Psycoeducational Programs Aims Report - Section I
1210	Substance Abuse Treatment Aims Report - Section I
1220	Post-Secondary Academic Education Performance Summary - Section I
1280	Protective Custody Report
1300	Escaped Absconded Report
1400	Discretionary Override With Discipline Violation
1440	Life Planning Report
1490	Cte Statistical Detail Rpt 1490
1500	Cte Performance Summary Rpt 1500
1510	504 Accomodation Aims Report Section I
1520	Di77 Status Report
1550	Employment Center Assigned And Released Report
1570	Sex Offender Releases To Probation
1580	Weekly Report To Kathy Waters From Rms For All Releases With A Probation Tail.
1600	Weekly List Of Inmates Housed By Race Declaration (Section I)
1610	Bed Assignment By Date
1630	Classification Overrides By Location
1640	Housing Screening Report
1670	Inmates Who Are Under 25 Years Of Age
1680	Inmates By Unit Not Meeting Literacy Standards

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1690	Inmate Program Record Stats Rpt 1690
1700	Work Program Hours Scheduled Per Week - Section I
1720	Weekly Programs Placement Report
1730	Monthly Pgms Placement And Release Recap Report
1740	Weekly Education Testing Status Report
1750	Monthly Education Testing Recap Report
1760	Daily Education Testing Status Report
1810	Corrections Plan Statistical Summary
1840	Aci Evaluation Sheet
1850	Tx Evaluation Sheet
1860	Literacy History Report
1870	Monthly Program Evaluation Overdue Report
1880	Literacy Standard Summary
1900	Inmate Education Level
1920	Minimum Qualification Discrepancy Report - Section I
1950	Summary Of Inmates Less Than Age 21 With No Ged/Hsd
1960	Ged Statistical Summary
1970	Academic Education Performance Summary Rpt 1970
1990	Ged Statistical Detail - I. Ged Enrollment Rpt 1990
2000	Function Literacy Statistical Detail
2010	Monthly Aci Evaluation Overdue Report
2040	Print Missing Hours Report
2041	Missing Hours Admin Report
2050	Daily Roster
2070	Inmate Religious Preference
2080	Inmates Probation Report
2100	Print Turn Out Schedules - Shift Commander Turn Outs Rpt 2100
2110	Work Capacity Detail
2130	Wipp Pay Detail Report
2131	Wipp Pay Detail Report - All
2140	Revised Wipp Time Sheet
2170	Print Medical Appointments
2190	Job Assign Change Notification
2210	Work Program Assgn Detail - Section I
2220	Inmate Skills Inventory
2230	Release List
2240	Parole Board Actions
2250	Parole Elig/Cert Review
2260	Parole Cert List
2280	Transition Release Report - Section Ia Thru Iv Rpt 2280-3
2290	Transition Program Review Ineligibility Report
2320	Case Number Search
2360	Print Gate Roster - Rpt 2360
2370	Stg Members By Loc/Stg
2430	Stg Members By Release Date
2440	Stg Members By Name/Release

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2460	Create Release Notice
2470	Visitors Annual Background Check
2480	Visitor Phone Matches
2490	Visitor List For Inmate
2500	Visitor List For Office
2510	Multiple Visits Reports Rpt 2510.
2520	Minor Visitors Currently 18
2530	Child Visitors 10 & Older
2560	Inmate Visit Report
2570	Current Visitors Report
2580	Visitation By Date
2590	Special Visit Report
2600	Visitors Suspended/Viol
2610	Visit Summary - Inmate
2620	Visit Summary - C,S,A Rpt 2620
2640	Level Of Supervision
2700	Offender Profile Report
2710	Life W/Sex Code Of A
2720	Inmate Pay Override Report Rpt 2720

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Spencer Scott; Sandy Wang; Holly Greene; Joseph Nicoletti; Rusty Johnson
Subject: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx
Date: Monday, June 8, 2020 12:49:40 PM
Attachments: ADCRR-MiCase Governance ADCRR Review Request CS 06082020 Final Sign Off Requested .pptx

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JUNE 2020

DRAFT M&O GOVERNANCE PROCESS

ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
Empowering Digital Business

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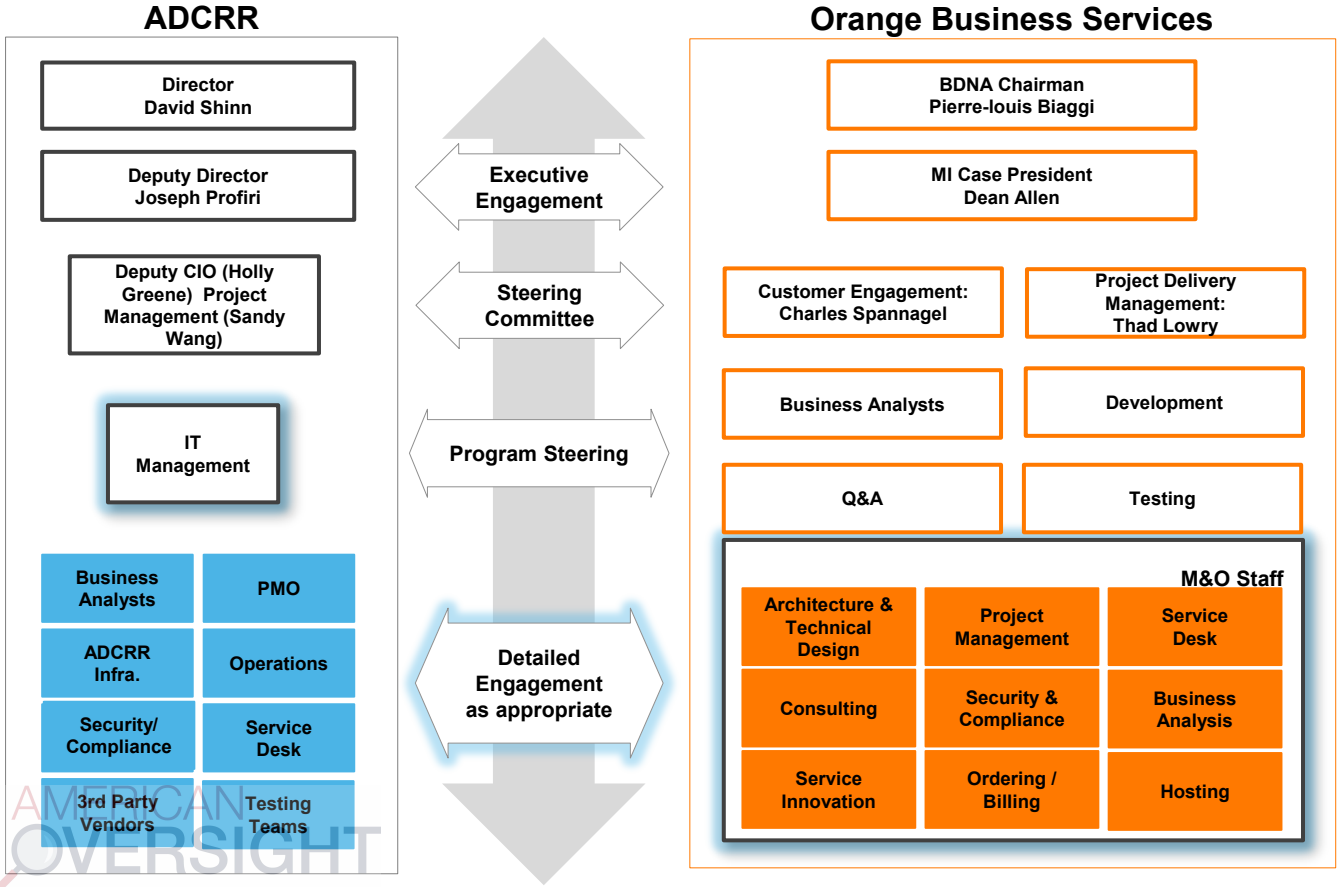
BDNA engagement method



Partnership principles:

- **High touch executive engagement** – Strategic decisions & arbitrations in coordination with ADCRR executives
- **Customer engagement**– throughout the life cycle of M&O, the BDNA customer engagement manager will own the commercial relationship and support customer business and IT strategy
- **Project management** – The project management organization will deliver maintenance as well as new developments of the solution

The engagement is driven by a customer centric philosophy, guided by the customer's business needs.

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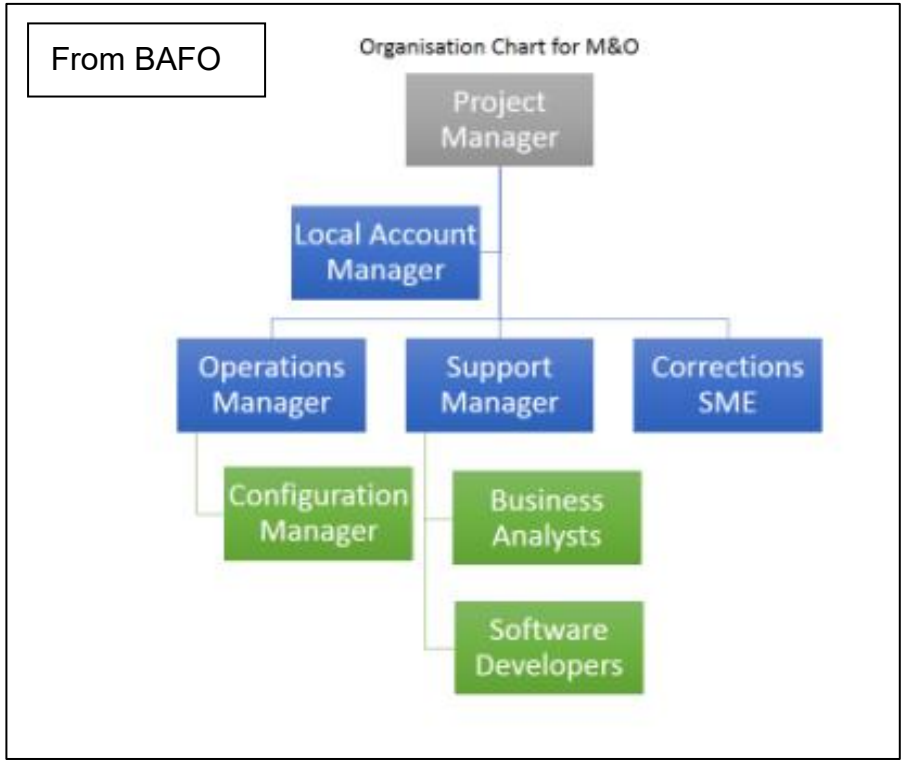
BDNA Client Business Unit

The Client Business Unit is organized to deliver:

- Maintenance of the solution (Bugs fixing), through a dedicated staff and capacity
- Development of new functionalities as part of the 10k hours envelope dedicated to it

From 05/01/2020 to 05/01/2021, This team will be supplemented by additional staff in order to deliver the additional remediation hours (10k hours) agreed in the last Amendment to the contract

From BAFO



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Customer Engagement Manager – Local Account Manager

CEM

The Customer Engagement Manager ensures accountability of the execution of the contract and steers a proactive partnership with ADCRR

- Coordinate a cross functional team in order to develop a partnership with the ADCRR with full accountability to achieve commitments in contractual agreement and delivering satisfaction and value to the ADCRR.
- Implement full contract customer facing governance incl. appropriate governance boards, steerco's, escalation path and contractual change management.
- Bring BDNA delivery team together into a coherent entity fine-tuned to interact with the ADCRR organization in an optimal and minimum impacting way.
- Significantly reduce the level of effort which ADCRR has to invest to ensure the desired contractual benefits are achieved.

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Project Delivery Manager – Charles Spannagel

PDM

The Project Delivery Manager is accountable to provide day-to-day coordinated delivery of agreed contractual solutions and services for ADCRR; has overall responsibility for the quality of service and customer satisfaction for all implemented BDNA services; with a view to optimizing workforce utilization

- Proactively identify and scope opportunities for service enhancement providing ADCRR's experience improvement and greater value generation; spread innovation for optimization and leverage of new or improved processes.
- Prepare and publish Program Plan (including Program Structure / Roadmap / Governance Matrix) of customer Service Strategy; ensure all stakeholders agree and understand roles and responsibilities
- Identify and mitigate risks (failure or delay); ensure appropriate levels of business contingency / continuity are in place.
- Implement full contract customer facing governance, incl. appropriate governance boards and steerco's, for escalation path and contractual change management
- Ensure full compliance of agreed solutions and services to meet customer needs; proactive monitoring of agreed SLAs in order to deliver exceptional service and acknowledged customer value.

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Communication Governance

Formal Sessions

Quarterly Business Review	Performance and spend, relationship health, continuous improvement, personnel updates, innovation and new business, contract activity.
Program Review Session	Performance, relationship health, continuous improvement …
Monthly Implementation and Operational Review Sessions	M&O and Contract Amendment Monthly Status Reports including SLA Dashboard Bi-Monthly Change Management Release Schedule

	Business	**Implementation**	**Operations**
Weekly Sessions	▪ Status Meeting with ADCRR IT PMO and Operational Leaders ▪ Identification of new development items	▪ M&O Manager and ADCRR IT Leadership Weekly Status Meeting ▪ Release Management Meeting	▪ Incident management ▪ SLA performance ▪ Problem management ▪ Continuous improvement

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Governance

Quarterly business review

Members	**ADCRR**	*Initially a small group (JP & HG)*
	BDNA	*Initially a small group (DA & CS)*
Agenda	- ADCRR Business objectives & roadmaps - BDNA business performance (Implementation, Operations, etc.) - INNOVATION: Market trends, technology roadmaps - Relationship health, customer survey results - Dashboard performance - Development Hours spend reviews - New business review	
Inputs	- Status of actions from previous meetings - Monthly performance for both build and run - Headline News - Survey feedback	
Outputs / Objectives	- Minutes and updated actions list - Program performance	
Frequency	Once per quarter ; maximum of two hours	

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Governance

Program review session

Members	**ADCRR**	*TBD*
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson & Dean Allen
Agenda	- Update on actions from previous session - Review of SLA dashboard performance - Review of exception logs - Process and/or procedure challenges; opportunities for improved way of working - Account relationship, End-user satisfaction survey programs, user group feedback or other avenues/methods to measure satisfaction with the ACIS system - Schedule reporting compliance - Continuous improvement initiatives and achievements	
Inputs	- Actions from previous meetings - Exceptions from billing, build and/or run - Governance dashboard - Headline News	
Outputs / Objectives	- Minutes and updated actions list - Maintain Governance for effective and continuous improvement program - Executive summary	
Frequency	Scheduled as calendars permit	

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Governance

Weekly Change Management Release Schedule

Members	**ADCRR**	George Martinez, Sandy Wang
	BDNA	Charles Spannagel, Thad Lowry, Chris Masson
Agenda	- Release roadmap - Separate meetings to discuss EUIL items and Bug statuses - Outstanding defects/bugs in the system - CAP completion - Any issue requiring escalation - Roundtable discussion with ADCRR	
Inputs	- Actions list from previous meetings - Minutes from weekly design review	
Outputs / Objectives	- Minutes and updated actions list	
Frequency	Bi-weekly	

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Governance

Monthly Maintenance and Operations Report

Members	**ADCRR**	Holly Greene, Joe Nicoletti, Rusty Johnson, Sandy Wang, Keith Barrier
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson (optional Dean Allen)
Agenda	- Update on actions from previous session - Steering committee (executive invited) review - SLA performance - End user satisfaction report - Continuous improvement initiatives and achievements	
Inputs	Actions list from previous meetings - Service management monthly report - SLA report - M&O Hours and EUIL delivery completion report	
Outputs / Objectives	- Minutes and updated actions list - Mutual agreement on monthly performance	
Frequency	Monthly – Held last Thursday of each month	

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Governance

Weekly Status Meeting with ADCRR IT PMO and Operational Leaders

Members	**ADCRR**	TBD
	BDNA	Charles Spannagel
Agenda	- Input from ADCRR operations on new items requests - End user satisfaction measurement	
Inputs	- Action list from previous meeting - New list of items - Satisfaction measurement	
Outputs / Objectives	- Minutes and updated actions list - New list of items	
Frequency	Weekly – Held every Friday or Monday am (TBD)	

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Governance

M&O Manager and ADCRR IT Leadership Weekly Status Meeting (DRAFT)

Members	**ADCRR**	Holly Greene, Joe Nicoletti, Rusty Johnson, Sandy Wang, Joe Profiri (optional)
	BDNA	Charles Spannagel
Agenda	- Review previous week items progression - Identify new items - Review service desk performance - Roundtable discussion	
Inputs	- Action list from previous meeting - Service Desk SLA review	
Outputs / Objectives	- Minutes and updated actions list - New items list	
Frequency	Weekly – Held every Friday	

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Initial Governance Timeline

- **July 2020**
  - 7/3/2020 – ADCRR IT and M&O Manager Weekly Status Report Meeting
  - **7/8/2020 – ADCRR and B&D Monthly Status Meeting**
  - 7/17/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 7/24/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 7/31/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
- **August 2020**
  - **8/7/2020 – ADCRR and B&D Monthly Status Meeting**
  - 8/14/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 8/21/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 8/28/2020 – ADCRR IT and M&O Manager Weekly Status Meeting

AZ-DOC-21-0315-A-001950

List of workstreams

- Parking lot – Exhibit 2 items – Capped at 1000 hours
- EUIL – capped at 9000 hours: Focused on Improved End-user experience
- M&O (10,000) Development hours: Focused on new Functionalities implementation
- Maintenance: Bugs fixing, following prioritization by ADCRR
  - CAP: All of the remaining bugs (115) at the time of M&O 4/30/2020 (Bug list provided by ADCRR IT)
  - SLAs: As per agreed SLA setup
  - Service desk: Effective as of June 5th , 2020
- Measurement of Success: To be agreed with ADCRR

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Principles of Effort Estimate, Validation & Approval

- M&O development hours:
  - As per ADCRR requests for development – list of items to be submitted by ADCRR
  - BDNA evaluation of Level of Efforts (LoEs)
  - ADCRR sign off on LoEs
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
- EUIL:
  - Parking lot Exhibit 2 items to be delivered consuming no more than 1000 hours
  - BDNA evaluation of Level of Efforts (LoEs)
  - ACRR sign off on LoEs (9,000)
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
  - **Measurement of success to evaluate positive impact of EUIL items onto end user satisfaction**

** For M&O development hours prior to May 18th: Validation requested by B&D to ADCRR IT management*

Amendment process

- 1st Business Day – M&O Monthly Report submitted by B&D
- 5th Business Day - Monthly M&O Status Meeting
- 10th Business Day (or prior) – ADCRR and B&D present a list of proposed EUIL items
- 15th Business Day (or prior) – B&D to provide estimate for proposed EUIL items, B&D to provide forecast of available FTE's
- 20th Business Day (or prior) – ADCRR selects items for the upcoming month

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SLAs

- **Service Level Agreement (SLA)**
  - Agreed to terms on May 15th , 2020
  - Utilizing multiple technologies and metrics to ensure SLA compliance
    - 3rd Party Systems that monitor System Response, System Availability, User Response
    - ServiceDesk Reports that monitor
      - Incident Response and Resolution Times
    - Additional Monthly Reports to be included in the M&O Monthly Status Meeting
      - Maintenance/Updates/Upgrades, Data Integrity and Destruction, Security, User Support and Contractor Staffing
  - B&D Weekly SLA Compliance and Risk Assessment Meeting to review all metrics
  - **Sign Off Needed**

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CAP

- The Corrective Action Plan consist of all medium and low bugs still active as of M&O start (4/30/2020)
- Bug list created

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Service desk

- **B&D Service Desk Implementation**
  - Soft Go Live Scheduled for 6/5/2020
  - Go Live Scheduled for 6/12/2020
  - B&D Internal Training on 5/21/2020
  - ADCRR Training the week of 6/1/2020
  - B&D Service Desk staffed Monday through Sunday 6am – 6pm
    - On call after hours support as negotiated with ADCRR
    - After hour technical support will be provided under a Time and Material basis

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Measurement of Satisfaction

- **Measure Current Sentiment**
  - Workstream with key ADCRR IT Staff and ADCRR Operational Users
  - Brainstorm different methodologies for End User satisfaction analysis
    - Online Surveys
    - Site Visits - Quarterly Site Visits to gauge user satisfaction (Initially every other month) possible August, most likely September
    - Focus Groups
    - Training Evaluation
    - Identified System Enhancements/Initiatives
- **Setup Ongoing Satisfaction Measurement**
  - Provided by monthly/quarterly survey scales measuring trends in adoption, ease of system use and overall feeling of the system
- **Set Targets and Expectations**
  - To be determined by initial survey findings with a work group consisting of ADCRR IT Leadership, ADCRR Operational Leadership and B&D Leadership setting future targets and expectations

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Jey Whitson1; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Spencer Scott; Stacey Crabtree
Subject: Re: On line
Date: Saturday, June 6, 2020 10:03:52 AM

Thank you for the update.

Have a great weekend.

-Holly

On Sat, Jun 6, 2020 at 10:02 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> We are online and Production is working. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Begin forwarded message:
>
> **From:** Phil Wussow <phil.wussow@bndna.com>
> **Date:** June 6, 2020 at 9:37:19 AM MST
> **To:** Charles Spannagel <charles.spannagel@bndna.com>
> **Cc:** Keith Francen <keith.francen@bndna.com>
> **Subject: RE: On line**
>
> Yes on the application side.
>
> **Phil Wussow**
> Consultant/ASP.NET Developer - eBusiness
>
> Business & Decision, North America
> M: +1 [redacted]
>
> O: +1 480.795.7220
>
> E: phil.wussow@bndna.com

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From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Saturday, June 6, 2020 9:34 AM
To: Phil Wussow <phil.wussow@bndna.com>
Cc: Keith Francen <keith.francen@bndna.com>
Subject: Re: On line

Ok, so I can notify ADC?

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

On Jun 6, 2020, at 9:31 AM, Phil Wussow <phil.wussow@bndna.com> wrote:

The application deployment to Prod and Train has completed successfully.

Phil Wussow
Consultant/ASP.NET Developer - eBusiness

Business & Decision, North America
M: +1 [redacted]

O: +1 480.795.7220

E: phil.wussow@bndna.com

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From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Saturday, June 6, 2020 9:26 AM
To: Keith Francen <keith.francen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: On line

How are we looking?

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image002.png>

From: Keith Francen <keith.francen@bndna.com>
Sent: Saturday, June 6, 2020 8:45 AM
To: Phil Wussow <phil.wussow@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: On line

Thank you...starting building of the scripts

Get Outlook for iOS

From: Phil Wussow <phil.wussow@bndna.com>
Sent: Saturday, June 6, 2020 8:44:18 AM

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To: Keith Francen <keith.francen@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: RE: On line

Merge complete, starting deploy now

Phil Wussow
Consultant/ASP.NET Developer - eBusiness

Business & Decision, North America
M: +1 [redacted]

O: +1 480.795.7220

E: phil.wussow@bndna.com

From: Keith Francen <keith.francen@bndna.com>
Sent: Saturday, June 6, 2020 8:29 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: On line

@Phil Wussow, please let me know when you start the build/merge.

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Saturday, June 6, 2020 8:26 AM
To: Keith Francen <keith.francen@bndna.com>
Subject: On line

Please let me know how it goes and when I can send the message to ADC.

Charles Spannagel

Project Manager
Business & Decision, North America

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15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image003.png>

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Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti
Subject: BND and ADCRR IT MO Agreement Charles 06052020
Date: Friday, June 5, 2020 4:27:18 PM
Attachments: BND and ADCRR IT MO Agreement Charles 06052020.docx

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MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not included within the Mi-Case Application. The Mi-Case Application consists of all modules, code, the Mi-Case Interface Server, Mi-Case AWS Environment and the Mi-Case Telerik Server.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 3 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, B&D agrees to provide a resolution within the time-period set forth in Exhibit G. In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, mail or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Appendix 7. B&D will at, all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Exhibit G.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 5.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Exhibit G. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5. In the event that a response cannot be provided within the target response times set out in Exhibit G the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 6 for the implementation of the change. In order to progress on any such works

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thereafter, B&D would require a written agreement and authorization from ADCRR IT leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 5.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Exhibit G.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

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1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Guide detailed in Appendix 2.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication.

2.4 All support tickets for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

3.3 Following receipt of a change request or variation to the services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the services to be technically feasible. If so, any amendment or variation to the changes and /or services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an

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appropriate purchase order for the effort, in line with the time and materials rate card as noted in Appendix 6 for the implementation of the change.

3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the five (5) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Agreement, and for reporting to ADCRR.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify ADCRR IT leadership and stop working on the change.

3.11.1 ADCRR will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request, perhaps identifying a new change request with altered requirements. The expectation is that all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the change request (delays between stopping work and restarting will be reflected in a revised plan for the change request)

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 ADCRR will then test the change request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

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3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change has been successfully deployed and is ready for the ADCRR UAT process.

3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be final and any outstanding monies due for the change shall be invoiced and paid for by ADCRR when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment and accepted by ADCRR.

3.17 A standardized weekly report by email of all change requests will be provided by the B&D-CSH to the ADCRR IT leadership team. This report will show no less than:

3.17.4 All open change requests (for the entire time-period of the report).

3.17.5 All change requests closed during the entire time-period of the report.

3.17.6 The status (such as “in development”, “under investigation” or “waiting for CMRB”) for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Agreement shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

4.3 B&D Management

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A list of the B&D Directors, Managers will be provided to the ADCRR IT leadership upon initiation of this contract as Appendix 3 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Agreement to measure B&D's performance of the M&O service. These key metrics are detailed in Appendix 4 – Exhibit G.

6. Acceptance and Signatures

IN WITNESS WHEREOF the parties hereto have executed this Maintenance and operation Agreement to be effective for the term stated herein and do hereby attest to their acceptance of the terms and conditions of this Agreement by having caused this Agreement to be executed, sealed, and delivered the day and year first written below.

Arizona Department of Corrections, Rehabilitation and Reentry

By: _____

Role: _____

Date: _____

BUSINESS & DECISION, NORTH AMERICA (PA) INC.

By: _____

Role: _____

Date: _____

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Appendix 1 - THE SERVICES

The Software is used agency wide (ADCRR only). This is an ADCRR agency wide solution which is utilized in all complexes and facilities.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of support tickets
3. Determining the extent of any change required to deal with a support ticket
4. Progression, documentation and resolution of all support tickets
5. Impact analysis of requests for changes to the product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR
10. Agreement of acceptance criteria testing for software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the products and all associated documentation as produced by B&D
12. Assuring ADCRR has latest copies of all software included in the project and associated documentation
13. Maintenance of relevant documentation where applicable

Appendix 2 – ADCRR IT Service Desk Guide

ADCRR IT Service Desk Guide.pdf

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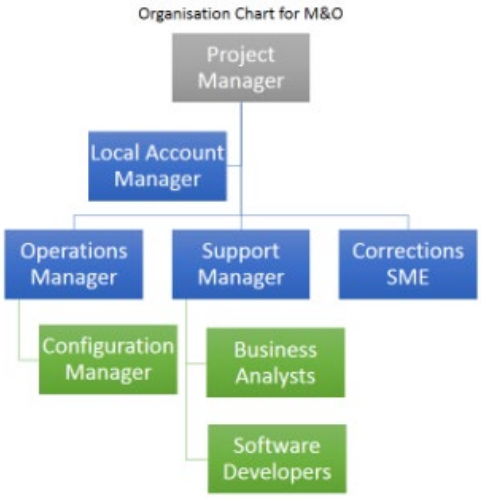
Appendix 3 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:



B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Thad Lowery

Local Account Manager: Charles Spannagel

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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Appendix 4 – EXHIBIT G

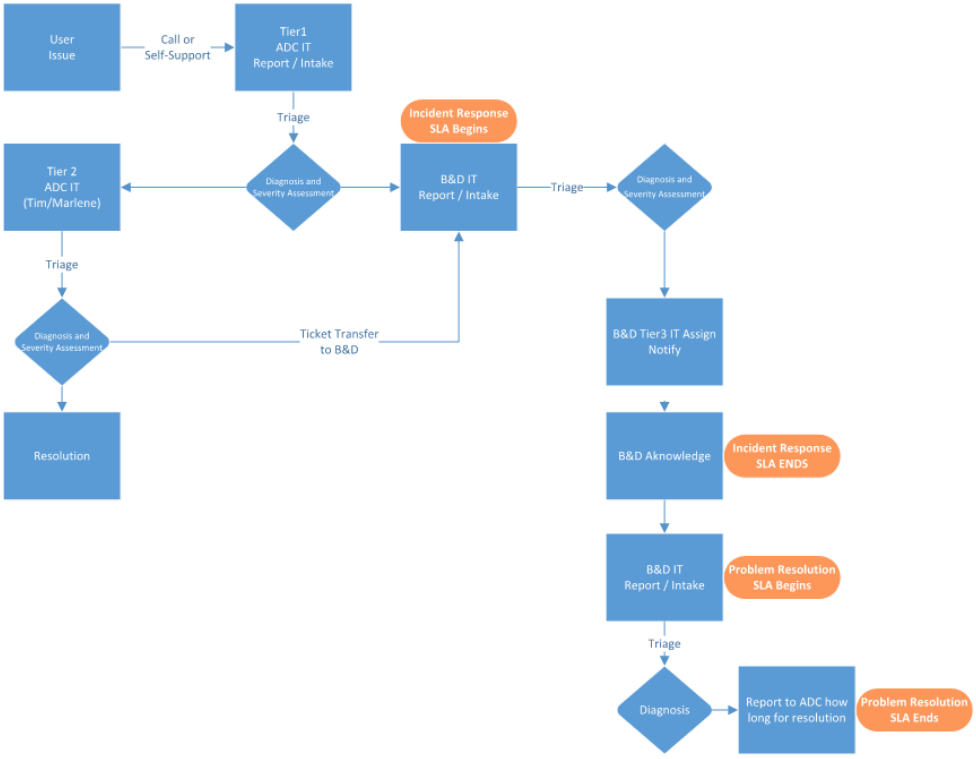
Exhibit G .pdf

Appendix 5 – SLA INCIDENT REPORTING FLOW

Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

Business Hours M-F, 6AM-6PM



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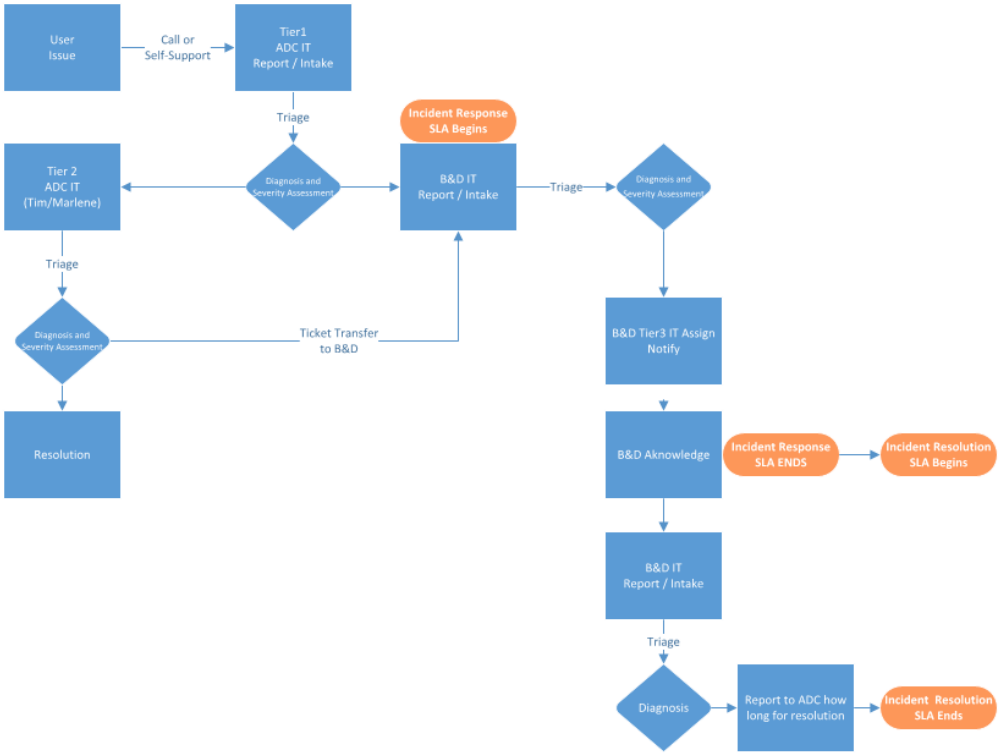
Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

After Hours, Weekends, Holidays and M-F 6PM-6AM



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Appendix 6 – TIME AND MATERIALS RATE CARD

All resources charged at the 'standard rate' $105 per hour as defined in the Cost Schedule C Modification Activities of the ADOC-14-00003350 / 14-025-23 'Request for Proposal'.

Overtime hours will be charged at 1.5 times the 'standard rate' Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the 'standard rate' B&D Holidays.

B&D Holidays

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Day After Thanksgiving

Christmas e

Christmas Day

Appendix 7 – PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3

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Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

Go Live Report List

Report Number	Report Title
0110	Parole Board Agenda Units Rpt 0110
0120	Parole Board Agenda Rpt 0120
0130	Summary Of Events Rpt 0130
0140	Parole Board Proclamation Letter Rpt 0140
0150	C.S.R. Revocation Violation Hearing Results Rpt 0150
0160	Parole Board Dispositions Rpt 0160
0170	Parole Work-Sheet Rpt 0170
0180	Continuation Dispostion - Board Hearing Results Rpt 0180
0190	Modification Hearing Results Rpt 0190
0200	Pbs Revocation Agenda Rpt 0200
0210	Pbs Special Hearing Agenda Rpt 0210
0220	Max Custody Management Rpt 0220
0230	Custody And Internal Risk Changes Rpt 0230
0270	Inmate Discipline Report Summ Rpt 0270
0290	Disciplinary Case Summary Rpt 0290
0300	Disciplinary Summary Report Rpt 0300
0320	Disciplinary Actions Rpt 0320
0340	Discipline Violation - Year To Date Statistical Summary Rpt 0340
0350	Discipline Forfeiture Log By Release Date Rpt 0350
0360	Statistical Summary - Inmates By Phase Level Rpt 0360
0370	This Weeks Incentive Phase Roster -Level By Location Rpt 0370
0410	This Weeks Incentive Phase Changes (By Phase) Rpt 0410
0420	Weekly Incentive Phase Changes C1A - C2A (By Name) Rpt 0420
0430	Inmates At Location Rpt 0430
0440	List Inmates By Citizenship/Suffix Code Rpt 0440
0450	Inmate Deaths Report Rpt 0450
0460	Print Di14 Reports Rpt 0460
0470	Housing Exceptions Report Rpt 0470
0480	All Foreign Born Mst Lst - Comment Section
0490	Death Row Report
0500	Inmate Count Sheet Rpt 0500

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0560	Escape Flyer By Group Rpt 0560
0570	Releases By Date Report Rpt 0570
0600	Inmates By Counselor
0660	Murder/Escape List
0670	Inmates By Terminal Digit Rpt 0670
0690	Dnhw Report
0700	Prnt Duplicate Ssn/Sid/Fbi
0710	Reported Inmates By Classification Data And Occupation Rpt 0710
0720	Print Di70 Reports Rpt 0720
0740	Print Medical Data (Snos) Rpt 0720
0760	Inmate Mental Health By Admin Region
0810	Dwi Commitments
0820	Inmates By Name In Fac. Rpt 0820
0860	No Fingerprint Id Rpt 0860
0880	Inmates With No Dna Dates Rpt0880
0900	Date Photo Taken Report Rpt 0900
0910	Emergency Contact Rpt Rpt 0910
0920	Inmate No Di85 Entries
0960	Caseload Per Officer
0970	Clients By Office
0990	Gain/Loss Summary
1030	Inmate Notice - Custody And/Or Internal Risk Reclassification
1060	Sonoran Report
1070	Undcmnted Criminal Aliens
1081	Prea Orientation Status Aims Report
1090	Monthly Prea Performance Overview 1 Rpt 1090
1110	Daily Prea Status Report
1140	Weekly Capacity Summary - Section I
1160	Daily Housing Changes Report
1170	Escape Report Rpt 1170
1180	Plan Managers Performance Results
1190	Sex Offender Treatment Aims Report - Section I
1200	Psycoeducational Programs Aims Report - Section I
1210	Substance Abuse Treatment Aims Report - Section I
1220	Post-Secondary Academic Education Performance Summary - Section I
1280	Protective Custody Report
1300	Escaped Absconded Report
1400	Discretionary Override With Discipline Violation
1440	Life Planning Report
1490	Cte Statistical Detail Rpt 1490
1500	Cte Performance Summary Rpt 1500
1510	504 Accomodation Aims Report Section I
1520	Di77 Status Report
1550	Employment Center Assigned And Released Report
1570	Sex Offender Releases To Probation
1580	Weekly Report To Kathy Waters From Rms For All Releases With A Probation

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	Tail.
1600	Weekly List Of Inmates Housed By Race Declaration (Section I)
1610	Bed Assignment By Date
1630	Classification Overrides By Location
1640	Housing Screening Report
1670	Inmates Who Are Under 25 Years Of Age
1680	Inmates By Unit Not Meeting Literacy Standards
1690	Inmate Program Record Stats Rpt 1690
1700	Work Program Hours Scheduled Per Week - Section I
1720	Weekly Programs Placement Report
1730	Monthly Pgms Placement And Release Recap Report
1740	Weekly Education Testing Status Report
1750	Monthly Education Testing Recap Report
1760	Daily Education Testing Status Report
1810	Corrections Plan Statistical Summary
1840	Aci Evaluation Sheet
1850	Tx Evaluation Sheet
1860	Literacy History Report
1870	Monthly Program Evaluation Overdue Report
1880	Literacy Standard Summary
1900	Inmate Education Level
1920	Minimum Qualification Discrepancy Report - Section I
1950	Summary Of Inmates Less Than Age 21 With No Ged/Hsd
1960	Ged Statistical Summary
1970	Academic Education Performance Summary Rpt 1970
1990	Ged Statistical Detail - I. Ged Enrollment Rpt 1990
2000	Function Literacy Statistical Detail
2010	Monthly Aci Evaluation Overdue Report
2040	Print Missing Hours Report
2041	Missing Hours Admin Report
2050	Daily Roster
2070	Inmate Religious Preference
2080	Inmates Probation Report
2100	Print Turn Out Schedules - Shift Commander Turn Outs Rpt 2100
2110	Work Capacity Detail
2130	Wipp Pay Detail Report
2131	Wipp Pay Detail Report - All
2140	Revised Wipp Time Sheet
2170	Print Medical Appointments
2190	Job Assign Change Notification
2210	Work Program Assgn Detail - Section I
2220	Inmate Skills Inventory
2230	Release List
2240	Parole Board Actions
2250	Parole Elig/Cert Review
2260	Parole Cert List

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2280	Transition Release Report - Section Ia Thru Iv Rpt 2280-3
2290	Transition Program Review Ineligibility Report
2320	Case Number Search
2360	Print Gate Roster - Rpt 2360
2370	Stg Members By Loc/Stg
2430	Stg Members By Release Date
2440	Stg Members By Name/Release
2460	Create Release Notice
2470	Visitors Annual Background Check
2480	Visitor Phone Matches
2490	Visitor List For Inmate
2500	Visitor List For Office
2510	Multiple Visits Reports Rpt 2510.
2520	Minor Visitors Currently 18
2530	Child Visitors 10 & Older
2560	Inmate Visit Report
2570	Current Visitors Report
2580	Visitation By Date
2590	Special Visit Report
2600	Visitors Suspended/Viol
2610	Visit Summary - Inmate
2620	Visit Summary - C,S,A Rpt 2620
2640	Level Of Supervision
2700	Offender Profile Report
2710	Life W/Sex Code Of A
2720	Inmate Pay Override Report Rpt 2720

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Sandy Wang
Cc: Joseph Nicoletti; Rusty Johnson
Subject: Verbiage
Date: Friday, June 5, 2020 4:18:43 PM

Appendix 2 - PRIORITY LEVELS[HG1]

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

Appendix 3 - TARGET RESPONSE AND RESOLUTION TIMES [HG2]

Priority	Target Response Time	Target Resolution Time
1	1 Clock Hour	5 Clock Hours
2	24 Clock Hours	48 Clock Hours
3	48 Business Hours	72 Business Hours
4	48 Business Hours	72 Business Hours

Target Response Time: is defined as the time, from the moment when ADCRR IT Service Desk or other designated support personnel notifies B&D of a support ticket (as defined in Section 1.1, Section 1.2, and Section 2), for B&D to begin working on the reported support ticket and to inform

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the Customer of this phase of the support ticket process.

Target Resolution Time: is defined as the targeted time, 24 clock hours, to resolve and initially close a support ticket as set out in Section 1.10. The targeted time to resolve a support ticket does not represent the reporting of the final closure as defined in Section 1.11.

There may be instances where a resolution cannot be achieved in the specified target time period. These situations are described in the paragraph below. When a resolution cannot be achieved in the specified target time period for any of the reasons described below, and it is mutually agreed that the circumstances do not constitute the need for escalation (as defined in Section 4), then no target resolution time will be entered in the standardized monthly **support ticket report** (as described in Section 1.12), and a comment that states "Target Resolution Time is on hold pending [*reason*]" will be added. The support ticket status of the *Target Resolution Time* for these instances will be revised once the issue preventing its resolution is settled.

Target Response and Resolution Exceptions:

Situations that may prevent a support ticket from meeting the *Target Response & Resolution Time*

1 Support tickets that require approval from ADCRR IT
2 Support tickets that represent a non-recurrence of an incident, or intermittent fault (as defined in Section 1.11.3)
3 Support tickets that require information and additional requested support from ADCRR (as defined in Sections 1.5 through 1.12).
4 ADCRR IT disagrees with the IRT's finding, and the support ticket cannot be closed (as defined in Section 1.10).
5 Any mutually agreed upon situation where ADCRR and B&D determine that the support ticket cannot be resolved in the specified Target Resolution Time.

Under the above circumstances, the Target Resolution Time may be recalculated by subtracting the time required by ADCRR to meet the requirements, requests or procedures that prevent the B&D IRT staff from resolving the support ticket as described in Sections 1.5 through 1.12. When these circumstances arise, B&D will not be liable for any failure to meet these targets.

[HG1]Remove from document as this should reference the SLA and/or Exhibit G document.

Recommend that B&D specify that this is for Service Desk tickets (not TFS).

[HG2]Recommend removal from document as this should reference SLA and/or Exhibit G document.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Subject:	Leadership Meeting Notes 6/5/2020
Date:	Friday, June 5, 2020 11:17:43 AM
Attachments:	image003.png

Please find the below notes and update accordingly.

ServiceDesk:

- Soft Go Live
- ADCRR has been added to ServiceDesk
- ADCRR IT will test their logins
- Charles, Joe Nicoletti and team to discuss early afternoon the parameters around the Soft Go Live
- Charles to provide phone numbers for ServiceDesk business hours and after hours

Downtime Notification

- ADCRR IT to send communication to the organization to indicate downtime
- Charles to notify ADCRR IT when the system is back up?
    - Who should Charles notify?
- Joe Nicoletti is escalation for ADCRR
- Charles is escalation for B&D

Exhibit G

- Meeting scheduled for this afternoon
- Exhibit G and MNO word document

JAR Sessions

- Need to get everyone in the room and committed to finishing the session to move forward
- Once in development, continued updates during the development
- Daily standups as part of this process?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Scott Schnyer
Cc:	Joseph Nicoletti; Rusty Johnson; Sandy Wang; Spencer Scott; Holly Greene
Subject:	RE: ServiceDesk Timeline
Date:	Friday, June 5, 2020 10:33:24 AM
Attachments:	image002.png image003.png

The accounts have been added. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Scott Schnyer <sschnyer@azadc.gov>
Sent: Friday, June 5, 2020 6:45 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ServiceDesk Timeline

Charles,

The following people will need accounts in your service desk ticketing system:

Chris Nelson
cnelson1@azadc.gov
602.542.4850

Brian Makris
bmakris@azadc.gov
602.542.4852

Michael Saltmarsh
msaltmarsh@azadc.gov
602.542.4889

German Rios
grios@azadc.gov
602.542.8999

Charles Grant

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cgrant@azadc.gov
602.542.0210

If you need additional details to create the accounts, please let me know.

On Fri, Jun 5, 2020, 5:51 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles-
>
> The list should come from Scott Schnyer or Joe Nicoletti.
>
> If your definition of a soft go-live is the same as mine, then I'm not opposed to doing so.
>
> However, regardless if it's go-live or a soft go-live, the directive is to do so starting today. If you roll with a soft GL, that shall last one week and no further.
>
> -Holly
>
> On Fri, Jun 5, 2020 at 12:18 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Holly,
> >
> > I think there has been a ton of commotion this week and I wanted to gauge your thoughts on the proposed Go Live for today. I have not received the list of ADCRR staff that need accounts and I want to make sure we are not just throwing this out there until we are both comfortably ready. Should we hold until next week? The on call staff is in place for B&D but maybe we should even schedule a "soft" go live and then ramp up for everyone? I apologize, we should have had this talk earlier but as we both know there are a lot of irons in the fire.
> >
> > Thank you for the collaboration and teamwork.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> >
> >

--

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Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; B&D Reporting Group
Cc: Jeff Woodward
Subject: Re: Promotion Request - ADC RPT 3480 Religious Activities
Date: Friday, June 5, 2020 10:11:38 AM

I approve this request.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Jun 5, 2020 at 10:10 AM Jeff Woodward <jwoodward@azadc.gov> wrote:

> Hi B&D,
>
> Please add ADC RPT 3480 Religious Activities to next week's ad hoc deployment.
>
> Telerik report - ADC RPT 3480
> Stored procedure - ADC_SP_RPT_3480_RELIGIOUS_ACTIVITIES
> Report category - Religious Services
>
> Thanks.
>
> --
> Jeff Woodward
> Ticketing System Administrator
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
>
> Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Scott Schnyer
Cc: Joseph Nicoletti; Rusty Johnson; Sandy Wang; Spencer Scott; Holly Greene
Subject: Re: ServiceDesk Timeline
Date: Friday, June 5, 2020 6:55:49 AM
Attachments: image003.png

Previously we had discussed "some" people from OPS having access as well. Is this still the case?

Holly, what would you prefer for the week long soft go live? I agree, no more than a week.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Jun 5, 2020, at 6:45 AM, Scott Schnyer <sschnyer@azadc.gov> wrote:
>
> Charles,
>
> The following people will need accounts in your service desk ticketing system:
>
> Chris Nelson
> cnelson1@azadc.gov
> 602.542.4850
>
> Brian Makris
> bmakris@azadc.gov
> 602.542.4852
>
> Michael Saltmarsh
> msaltmarsh@azadc.gov
> 602.542.4889
>
> German Rios
> grios@azadc.gov
> 602.542.8999
>
> Charles Grant
> cgrant@azadc.gov

AMERICAN OVERSIGHT

602.542.0210

If you need additional details to create the accounts, please let me know.

On Fri, Jun 5, 2020, 5:51 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles-
>
> The list should come from Scott Schnyer or Joe Nicoletti.
>
> If your definition of a soft go-live is the same as mine, then I'm not opposed to doing so.
>
> However, regardless if it's go-live or a soft go-live, the directive is to do so starting today. If you roll with a soft GL, that shall last one week and no further.
>
> -Holly
>
> On Fri, Jun 5, 2020 at 12:18 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Holly,
> >
> > I think there has been a ton of commotion this week and I wanted to gauge your thoughts on the proposed Go Live for today. I have not received the list of ADCRR staff that need accounts and I want to make sure we are not just throwing this out there until we are both comfortably ready. Should we hold until next week? The on call staff is in place for B&D but maybe we should even schedule a "soft" go live and then ramp up for everyone? I apologize, we should have had this talk earlier but as we both know there are a lot of irons in the fire.
> >
> > Thank you for the collaboration and teamwork.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> >
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> >
> > M: [redacted]
> >
> > E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: RE: QlikView License and Account/Registration Information
Date: Thursday, June 4, 2020 9:38:54 PM
Attachments: image002.png
image003.png

Holly,

I just wanted to follow up with you. Aaron is on PTO and I have escalated this issue up to management. I will be following up in the morning. Thank you for your patience. We will get your team support.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, June 3, 2020 8:27 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Hema Chennojwala <hchennoj@azadc.gov>; Zoya Fishman <zfishman@azadc.gov>
Subject: Re: QlikView License and Account/Registration Information

Hi Aaron-

Regardless of agreement, the software and licenses were purchased and therefore we should be able to, at minimum, obtain basic account, licensing and install support. We're not looking to have B&D support the software and this is certainly not part of other contract agreements.

Please be thoughtful to our need to meet the end of month deadline for the retirement of our system.

-Holly

On Wed, Jun 3, 2020 at 3:27 PM Hema Chennojwala <hchennoj@azadc.gov> wrote:

> Hello Aaron, Thanks for your response. Please keep the communication going.
>
> *Hema*
>
> Sincerely,
> Hema Chennojwala
> Apps Developer
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St. Suite 2107, MC 310 | Phoenix, AZ 85007
> Office: 602.542.4459 | hchennoj@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Wed, Jun 3, 2020 at 3:21 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > Hi Hema,
> >
> > Thanks for reaching out. QlikView and reporting are outside of my service line but I have some internal communication going to try and find out if we have support agreements in place for this and who might manage that.
> >
> > Thanks,
> > Aaron
> >
> > **From:** Hema Chennojwala <hchennoj@azadc.gov>
> > **Sent:** Wednesday, June 3, 2020 2:10 PM
> > **To:** Aaron Pratt <aaron.pratt@bndna.com>
> > **Cc:** Zoya Fishman <zfishman@azadc.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> > **Subject:** Fwd: QlikView License and Account/Registration Information
> >
> > Hello Aaron, As Holly mentioned below.., we need your assistance to have QlikView application running on our new upgraded machines.
> > We are looking for Qlikview licensing/registration information to install on our new machines. Or we will lose the ability to support the Community Corrections dashboard. Please let me know if you need more information.
> >
> > *Hema*
> >
> > Sincerely,
> > Hema Chennojwala
> > Apps Developer
> >
> > Arizona Department of Corrections, Rehabilitation & Reentry
> >
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St. Suite 2107, MC 310 | Phoenix, AZ 85007
> > Office: 602.542.4459 | hchennoj@azadc.gov
> >
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
> >
> > ---------- Forwarded message ---------
> > From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
> > Date: Tue, May 26, 2020 at 9:16 AM
> > Subject: RE: QlikView License and Account/Registration Information
> > To: Holly Greene <hgreene@azadc.gov>, Hema Chennojwala <hchennoj@azadc.gov>, Aaron Pratt <aaron.pratt@bndna.com>
> > Cc: Sandy Wang <swang@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>
> >
> > Holly,
> >
> > Thank you for the message. I have included Aaron Pratt on this email and we will meet to discuss. After we meet, I will get back to your team with our plan. Thank you.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]

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E: charles.spannagel@bndna.com

Business & Decision
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From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, May 26, 2020 9:05 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Hema Chennojwala <hchennoj@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: QlikView License and Account/Registration Information

Hello Charles-

ADCRR is in the process of upgrading our hardware OS. That said, we need support from B&D concerning the QlikView application licensing and account information/registration. We have it loaded on a machine which is running Windows 7. We will lose the information during the upgrade, so we need B&D's assistance.

Hema Chennojwala is the person to work with on the ADCRR side, but who can we speak to on the B&D side who can assist?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St. Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Spencer Scott; Sandy Wang; Holly Greene
Subject: JAR Session Agenda
Date: Thursday, June 4, 2020 3:46:48 PM
Attachments: image003.png

Good afternoon, this was submitted to me by the BA's for tomorrow's meeting. Thank you.

Business & Decision JAR Session Agenda

1. Attendance
2. Review ADCRR provided requirements
3. Review Use Cases to be modified or created
4. Review Screens to be modified or created
5. Review Roles or Permissions related to the change
6. B & D to prepare specification updates and provide a summary of the changes or;
7. B & D to prepare separate specification for the change only
8. ADCRR to review and sign off on said specification changes

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Sandy Wang; Spencer Scott
Subject: RE: ACIS JAR/FSD/lessons-learned
Date: Thursday, June 4, 2020 1:51:34 PM
Attachments: image001.png

Holly,

We completely understand at B&D and we are scheduling a meeting for tomorrow with your team to go over the process and do a QA to make sure everyone is on the same page and has the chance to ask questions and set forth a new methodology moving forward.

I am always open to your feedback and value your input. I am glad we are taking the time to put a system in place that will be a "win-win" for both sides.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, June 4, 2020 12:04 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ACIS JAR/FSD/lessons-learned

Hi Spencer and Sandy-

Thank you for including me on this communication. I will be bringing this to our Deputy Director's attention for awareness.

Hi Charles-

I support our customers in that the JAR sessions should not be a rushed process. If folks in the agency are getting that sense, I look to B&D to help calm that and provide a solution to ensure our customers are getting what they need out of their interactions and that what is delivered meets the needs they're trying desperately to articulate.

At this point, I feel daily standup calls are necessary with the techs to review what is being developed based on the outcome of the JARS and the forms. This will ensure

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that it's working as it should before it gets to UAT/QA for testing by Operations. Our teams would not be hands on in the development environment, but rather what is being targeted would be demoed out by the B&D developer to the 'lead Ops person' for that item (not a group). This agile action will provide assurance that what ADCRR is trying to articulate is interpreted correctly by B&D to produce the correct outcome.

Open communication is critical and the level of interaction noted above will solve many misunderstandings and build trust. What would the billing look like for an interactive concept like what I noted?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Jun 4, 2020 at 11:32 AM Spencer Scott <sscott3@azadc.gov> wrote:

> Charles, as discussed on the phone, here is an email that expresses the sentiment of many in the ADCRR Operations staff. I removed names but I doubt there's anyone in that group that wouldn't agree with its sentiments. As we craft future processes and procedures, we will need to be cognizant of their concerns to ensure we don't repeat the same problems. You and I had a very productive discussion about how to mitigate these concerns and ADCRR looks forward to continuing the implementation of a positive relationship in MNO.
>
> ---
> So now I am having flashbacks and PTSD from 5 years ago and I can feel my blood pressure going up.
>
> Please pass this on to Sandy and anyone else who will listen for me.
>
> This is the same "stuff" (I am using the word stuff to be PC but there is another word I would rather use) B&D pulled 5 years ago about making us rush signing off on the FSD's.
>
> 1. ADC did not hire any BA's in the beginning.
> 2. Chuck and I knew nothing about how this whole process worked and were going in blind.
> 3. We were told that B&D would work with us down the road and be flexible about any issues.

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4. Hurry, hurry, hurry, sign off on this 1200 page FSD within 3 days of receiving it. This happened continuously with all of the FSDs

Lessons learned

1. BA's are very crucial in this process and thankfully now we have them.
2. Now we know that B&D will hold us ABSOLUTELY to the letter of the FSD and if it does not explicitly say XYZ, even if it is common sense, we will not win.
3. See above. Also make sure EVERYTHING is explicitly talked about in the document, no matter how obvious, minute or mundane.
4. DO NOT ALLOW THEM TO RUSH US EVER. The FSD is good when we say it is good and not a minute before. Unless the contract says we have to deliver a signed FSD by X then we need to control the tempo.

If I have to meet with someone, brief someone, stand on someone's desk, I do not care how high in the chain they are, I will be happy to tell them about my experiences with this process when it was in its infancy. My supervisor and I are the only two left that have been here from the beginning and I feel our lessons can be a valuable teaching tool for those going forward.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Spencer Scott; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Subject: Re: Document Sign Off
Date: Thursday, June 4, 2020 12:44:18 PM
Attachments: image001.png
image002.png

Holly, I apologize for any misses. I thought I had correctly addressed all bullet points and will revisit and correct any typos.

I can make myself available for any time your team is available.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jun 4, 2020, at 12:24 PM, Holly Greene <hgreene@azadc.gov> wrote:

Charles-

I withdraw my preliminary approval. We need to work together to get this right.

With Exhibit G, right out of the gate, I see ADCRRRR. It should be ADCRR.

For system availability and reliability, the first bullet does not capture the updated verbiage.

The headers for the different types of SLAs are not consistent.

The user support section refers to a technical support group. And the holiday exceptions are different than what is in the M&O agreement.

Please schedule time with us (Sandy, me, you and Spencer) to review and actively revise as we go. Rusty and Joe can be optional.

Respectfully,

Holly Greene

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Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Jun 4, 2020 at 12:10 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Charles-
>
> I received some additional feedback from my team concerning these documents. I will review and get back to you.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Tue, Jun 2, 2020 at 7:16 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Charles-
>
> The immediate change we see is with Appendix 5 whereby the chart needs to be updated accordingly and any references to individuals (in this case, Tim & Marlene), need to be removed.
>
> I give my preliminary sign-off on these docs, but ask that Sandy and Spencer still provide their feedback accordingly.

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Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Tue, Jun 2, 2020 at 8:47 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Fantastic. Thank you very much. We did a final run through for the Service Desk training this morning and I am excited to see how it goes and what feedback we can generate for the session.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> <image001.png>
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, June 2, 2020 8:39 AM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
> **Subject:** Re: Document Sign Off

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Good morning Charles

You are absolutely 'NOT' a pain in the neck. Thank you for the gentle reminder. :)

I have reviewed and did see a couple of things I have asked my team to follow-up on.

All-in-all, they look good. Once I get feedback from my team today, I will respond to you with the verdict.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Tue, Jun 2, 2020 at 7:39 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning Holly,
>
> I am just following back up on the action items I need “sign off” or “acceptance” on.

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1: The M&O Word document sent Friday @ 6:35pm I have re-attached above

2: CAP Agreement to the 115 Bugs proposed by Spencer with a start date of 4/30/2020 and an end date of 4/30/2021. Spencer's list of bugs attached.

3: Governance Methodology. I realize this is still being finalized but I think both sides are good with the foundation and can proceed forward with the scheduling of meetings.

I don't meant to be a pain in the neck. I just have to report back to leadership on my side. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image002.png>

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Aaron Bailey; Harika Chikkala; Phil Wussow; Jeff Woodward; Holly Greene
Subject:	RE:
Date:	Thursday, June 4, 2020 9:06:32 AM
Attachments:	image003.png

Aaron,

I apologize for the delay. I assure you, BND is committed to getting you what you need from the environment in order to create and test your reports. I think we should start with a session and go from there. Harika and Phil are now the two AdHoc Developers you will be working directly with. Please send the time slot and I will make sure our team is available. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Tuesday, June 2, 2020 1:03 PM
To: Harika Chikkala <harika.chikkala@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; David Wrbelis <David.Wrbelis@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject:

The reports Jeff and I develop from ACIS have issues in our development environments

rpt.aims2 and rptdev.aims2

This email thread is on the way for B&D to schedule a screenshare to understand a problem Jeff reported. This problem is about our development environments and is also blocking parts of my work. We all have increased awareness of the value of everyone's ACIS time and the need to use it efficiently. I think both parties have committed sustained resources to keep our report development environments at a service level required for report development. These kinds of issues with the environment will continue as long as report development continues; Jeff and I push performance boundaries in development and we need communication with the people who can access our development environment's administration. Are there hours that this group (Jeff, Harika, Phil, me, others?) can have unscheduled real-time conversations or screen shares? Do we all agree this is foundational work that needs to be planned for and done?

--
Sincerely,

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Aaron Bailey

ACIS Reports Specialist
Cell: 480.268.5726
abailey1@azadc.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Stacey Crabtree; Jey Whitson1; Joseph Nicoletti; Rusty Johnson
Subject: PROD Downtime 6/6/2020 9am-10am Request
Date: Wednesday, June 3, 2020 4:00:59 PM
Attachments: image002.png

Good afternoon,

B&D needs to formally request a Production Downtime from 9am – 10am this Saturday 6/6/2020.

The downtime request has to do with the fact that this release has changed a significant number of stored procedures that need to be compiled manually after the deploy. B&D will need an hour to recompile these procedures and check to make sure that everything is running properly.

Please acknowledge receipt and approval for this request.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From: Justin Baker on behalf of Justin Baker <justin.baker@bndna.com>
To: Elizabeth Charif; Al Dubrowa; gmartinez1; Holly Greene; jduvall; Joseph Nicoletti; Rusty Johnson; Spencer Scott; Sandy Wang; Charles Spannagel
Subject: RE: B&D Service Desk Training @ Wed, Jun 3, 2020 9:00am – 11:00am (GMT-07)
Date: Wednesday, June 3, 2020 2:49:26 PM
Attachments: image001.png

Hi All,

Here is the video recording from the Service Desk training this morning. Video file was too large to email so I uploaded it to SharePoint under the "Training" Folder.
https://aims2.bndna.com/ADC%20AIMS2%20Project%20Documentation/7.%20Training/B_D%20Service%20Desk%20Training.mp4

Thank you,

--Justin

Justin Baker
QA Analyst
Business & Decision, North America
O: 480-795-7220
E: Justin.Baker@businessdecision.com
Business & Decision
Empowering Digital Business

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Wednesday, June 3, 2020 11:04 AM
To: Al Dubrowa <adubrowa@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Justin Baker <justin.baker@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: B&D Service Desk Training @ Wed, Jun 3, 2020 9:00am – 11:00am (GMT-07)

Hi All,

Here's the notes I took during the training this morning:

Service Desk Training

Wednesday, June 3, 2020
8:37 AM

Attendees: B&D: Justin Baker and Charles Spannagel
ADC: Holly Greene, Joe Nicoletti, Scott Schnyer, Sandy Wang, George Martinez, Spencer Scott, Elizabeth Charif, Al Dubrowa, Chris Nelson, Brian Makris

Account Setup

- You will receive an email to join the service desk
- https://servicedesk.bndna.com
- Home page - Just click the Business & Decisions box
- We're only going to be dealing with creating NEW requests (the green box).
- Click Request a new service
- There's only 3 required fields to enter
- Issue Severities:
  - Critical incident - Call B&D support line 6am - 6pm. Call B&D's after hours number from 6pm - 6am.
- Service desk is used for low, medium, and high issues. Critical issues need a phone call to B&D.
- A tip sheet will be provided after B&D gets some feedback on it.
- Even though something is technically a medium severity bug because of the legal definition category it falls into, it can still be moved up to the top of the queue to be worked on right away if it's escalated by management.
- Question: Is there a size limitation for the video attachments? Answer: Not sure, but Justin will look into it.

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Requests Tab:

- This is where you can view your requests (open, closed, resolved, etc.)
- There are search features that allow you to search with a key word

In Context of a Service Desk Ticket:

- Conversations tab - You can see the description of the issue and then conversations between the requestor and the technician
- Resolution tab - Mainly used by B&D technician to describe what was done to resolve the ticket
- History tab - Records every change to the ticket

No Service Ticket Needed when:

- Password changes
- Updating user roles
- Creating new accounts
- Training issues

Questions:

- Alerts - Question: Can we set up alerts? Answer: Justin to look into alerts. Charles believes each time an incident is updated an email is sent out. However, Justin will confirm.
- Excel - Question: Are you able to link the query to Excel? Answer: Not sure. The capabilities of Service Desk have not been fully explored.
- Automatically closing tickets - Question: Do tickets automatically close after the issue has been resolved? Answer: No, it doesn't do that. However, Scott would like the tickets to be automatically closed after a certain time period after the service desk has been notified of it working. However, the resolved tickets don't
- TFS will still be used for change requests and bugs. So once the service desk ticket is logged, if B&D determines it's a bug or a change request then a TFS ticket is logged. The TA's and BA's will still work on the issue in TFS to validate that it's working correctly.
- Queries - Question: Can you create queries? Answer: Not sure, Justin to look into it. However, the bugs will still be in TFS so we can search for the bugs in TFS and it's not really needed in Service Desk.
- Functionality Requests - Question: What can be changed? Answer: ADC needs to get a list together of what changes they would like to see in Service Desk. Which fields should be required? Which fields should be included so that B&D has enough information?
- TFS - Any TFS specific TFS questions we should keep for a separate call.
- Ticket number - Question: Will a ticket number be automatically assigned? Answer: Yes
- Follow up needed on the TFS and Service Desk cycle.

User Accounts:

- Charles needs to the list of users that need accounts from Spencer.

Thanks,

Elizabeth Charif

Business Analyst
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
1645 W. Jefferson St. | Phoenix, AZ 85007
Office: 602-542-4885

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Rusty Johnson; Joseph Nicoletti; Sandy Wang; Spencer Scott
Subject: Re: SLA Reports Clarification
Date: Wednesday, June 3, 2020 10:42:44 AM
Attachments: image003.png

Hello Charles-

For a more formal response, I agree that we have achieved our goal and met the deadline. This was communicated by me to Deputy Director Profiri.

As for the reporting piece, I did see that the verbiage was updated in the PDF itself. I approve the updated verbiage for the second bullet and appreciate the reference to the M&O Reports Appendix.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 29, 2020 at 9:21 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning,
>
> There is one outstanding question that popped in regards to the Reports Section that we have added back into the SLA. On the second bullet we need to clarify that the Ad Hoc team will support any bugs that are reported from the operational staff in the field. It can be interpreted that we are supporting development and maintenance of the Ad Hoc reports once they are in production which is not how we are operating today. Please respond and I will convert the document into PDF for final review.

AMERICAN OVERSIGHT

Holly, I think since the M&O Word Document is being updated we (you and I) need to indicate to Mr. Profiri and Dean that the SLA's have been agreed to and signed off on by the deadline and that the M&O word document will be finished and signed by early next week. Does that seem reasonable? Thank you.

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Reporting SLA:	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	1% The SLA is defined by the aggregate compliance of Reporting SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 1% Withholding percentage will be incurred by the Offeror

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: Re: I want you all to know...
Date: Tuesday, June 2, 2020 8:26:39 PM

Holly,

Those words make this grind all worth it. Thank you so much. I think working together we will build a brand new relationship that will be mutually beneficial for both teams. Keep safe and talk to you tomorrow.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Jun 2, 2020, at 7:12 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> ...just how much I appreciate every one of you.
>
> You all are amazing. You are all incredibly talented and intelligent people. I appreciate you and all that you do to elevate our bureau and the support we provide to the agency overall.
>
> The tasks we've been assigned for ACIS, as trying to our nerves as they may be, are tough, but necessary. I cannot express enough how much I appreciate all of the effort each of you have put into seeing our tasks to success or well on their way to it.
>
> You have my utmost respect and gratitude.
>
> Have an amazing evening. Stay safe and well.
>
> Most sincerely,
>
> Holly :)
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: M&O Agreement Updates Completed
Date: Tuesday, June 2, 2020 7:26:57 PM
Attachments: image003.png

To provide you with an official response to this email, I completely agree with your statement below. :)

Thank you for everything.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 29, 2020 at 6:35 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Hi Holly,
>
> I was able to work through the agreement with Dean and all changes and requests have been made to both Exhibit G and the M&O Word Document. There is one outstanding item for completion which is the insertion of the workflow diagram that Sandy was finishing. Dean and myself are available all weekend if there are any questions. Dean considers this finalized and is ready to sign.
>
> Thank you again for this week. We have really come together as two teams working on the same goal. Have a nice weekend.
>
> **Charles Spannagel**

AMERICAN OVERSIGHT

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Sandy Wang; Joseph Nicoletti; Rusty Johnson; Spencer Scott
Subject:	Re: ADCRR-MiCase Governance ADCRR Review Request CS EDITS.pptx
Date:	Tuesday, June 2, 2020 7:24:46 PM
Attachments:	image003.png

Hi Charles-

This looks great. We will continue to mature the document and the process. :)

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Jun 1, 2020 at 4:12 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I made the appropriate updates and left a couple of comments for the ADCRR team to look at and address. Please let me know if there are any questions. Thank you for a great and collaborative meeting today.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Charles Spannagel
Cc: Dean Allen; Holly Greene
Subject: Re: EUIL Work Items
Date: Tuesday, June 2, 2020 5:14:16 PM
Attachments: image003.png

Charles,

Thank you for your kind words. I appreciate everyone's hard work on this project. Mrs. Greene will communicate with you directly regarding EUIL.

As a side, I am extremely troubled by Project Management hours identified by BNDNA in the estimate provided. At this point in this project I'm uncertain as to what BNDNA believes there is to manage that will require such excessive hours.

Additionally, some PM hours are in excess of the actual total development and testing time.

This makes zero sense to me; a conversation for Dean and I, but I want the position of ADCRR regarding these excessive hours memorialized herein.

Joe

On Tue, Jun 2, 2020 at 8:46 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good Morning Deputy Director Profiri,
>
> I have been asked to follow up on receiving the initial EUIL list of items for B&D to begin work. I realize the month of May has been very fluid but I want to assure you all hiccups will be smoothed out for the month of June. Thank you very much and we truly appreciate your partnership and collaboration.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Spencer Scott; Charles Spannagel
Cc:	Rusty Johnson; Joseph Nicoletti; Stacey Crabtree; Holly Greene; Sandy Wang
Subject:	Fwd: ACTION: ADCRR Approved Changes - Formal Request
Date:	Tuesday, June 2, 2020 5:09:54 PM
Attachments:	2020 06 01 ADCRR Approved Changes.docx

Hello Spencer and Charles-

Please see the approval below from Deputy Director Profiri and the attached formal request. Please pass this along to Mr. Dean Allen as necessary.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Joseph Profiri** <jprofiri@azadc.gov>
Date: Tue, Jun 2, 2020 at 5:06 PM
Subject: Re: ACTION: ADCRR Approved Changes - Formal Request
To: Holly Greene <hgreene@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>

Holly,

Reviewed & Approved. Please communicate accordingly with the vendor.

Thank you,

Joe

On Tue, Jun 2, 2020 at 4:06 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Deputy Director-
>
> Just following up with you. Please review the attached formal approval request for work to be performed by B&D on the ACIS product.

AMERICAN OVERSIGHT

Please let me know if you have any questions.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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Arizona Department of Corrections Rehabilitation & Reentry

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
(602) 542-5497
corrections.az.gov

DOUGLAS A. DUCEY
GOVERNOR

DAVID SHINN
DIRECTOR

Dear Dean Allen,

I have met with my IT and Operations staff to review the estimates that your team provided. We are approving five of the estimates to begin work this month.

Please see the table below for details:

TFS ID#	PM	BA	DEV	QA	Total	What Specific Goal is Being Requested?
ACIS-28992	40	160	960	160	1,320	Request to correct the calculation of the Community Supervision End Date (CSED) for violators. Correction of this calculation will minimize errors and eliminate the need to 'manually lock' violators with the correct date. Currently it takes 30 min to 1-hr to manually lock a violator. There is a monthly average of 300 violators which need to be managed.
ACIS-40167	10	24	18	108	160	We are requesting to remove the Priority Ranking Report (PRR) section restriction rules, which are preventing lower priority inmates from being assigned to a cycle. Currently, staff have to select every inmate from the higher priority sections and save the screen, before they are able to assign an inmate from a lower section; doing this is very time-consuming. If this change is implemented, it will eliminate those tedious steps. As a reference, the Priority Ranking Report will still exist on the Priority Ranking Report Dashboard screen, when assigning inmates. This change will allow staff to assign inmates who are currently awaiting a major program in order to be released for SB1310.
ACIS-40629	10	1.5	9	7.5	28	Request to modify two label names in the Mental Health screen to more accurately reflect the true meaning of the IDs. This has no impact on reports, workflow or current procedures.
ACIS-33168	10	18	44	60	132	Request to have the Inmate Banner display the last release date and type of an inmate who is past the last release date. Currently it displays 'N/A'. This adjustment will provide accuracy when managing an inmate.
ACIS-42233	10	16	60	40	126	Request to display the earliest eligible release date in the RMS Home Plan Action queue. By adding this release date it would give staff the ability to prioritize their workload based on the earliest eligible release date. Benefits would result in: 1) Additional bed day savings and 2) More timely release of inmates. This action would eliminate each staff member having to open individual actions to determine the priority of their workflow.
	80	**219.5**	**1,091**	**375.5**	**1,766**	

If you have any questions about this list or its details, please let us know.

Sincerely,

Joseph Profiri
ADCRR Deputy Director

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang
Cc:	Justin Baker; Steven Williams
Subject:	ADCRR ACIS Service desk Training Materials
Date:	Tuesday, June 2, 2020 4:46:16 PM
Attachments:	ADCRR Service Desk Training V4.pptx ACIS Service Desk - Requester v2.docx image001.png

---

Good afternoon,

Please find the attached training materials for tomorrow. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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ACIS Service Desk - Requester

Overview 1

First Time Setup 1

After an invite has been sent, you must accept the invite to access applications in the Business & Decision, North America organization 1

Create Service Desk Account 2

Success - BNDNA Service Desk Portal 3

Login for returning requestors 4

Create a Request 5

Viewing Request List 9

Filtering 9

Close or Reopen a request 10

Overview

Using the BNDNA Service Desk web application tied to the BNDNA Azure Active Directory.

Address: https://servicedesk.bndna.com
Login: Office 365 account & password

First Time Setup

1. After an invite has been sent, you must accept the invite to access applications in the Business & Decision, North America organization
    a. Click "**Join Organization**"

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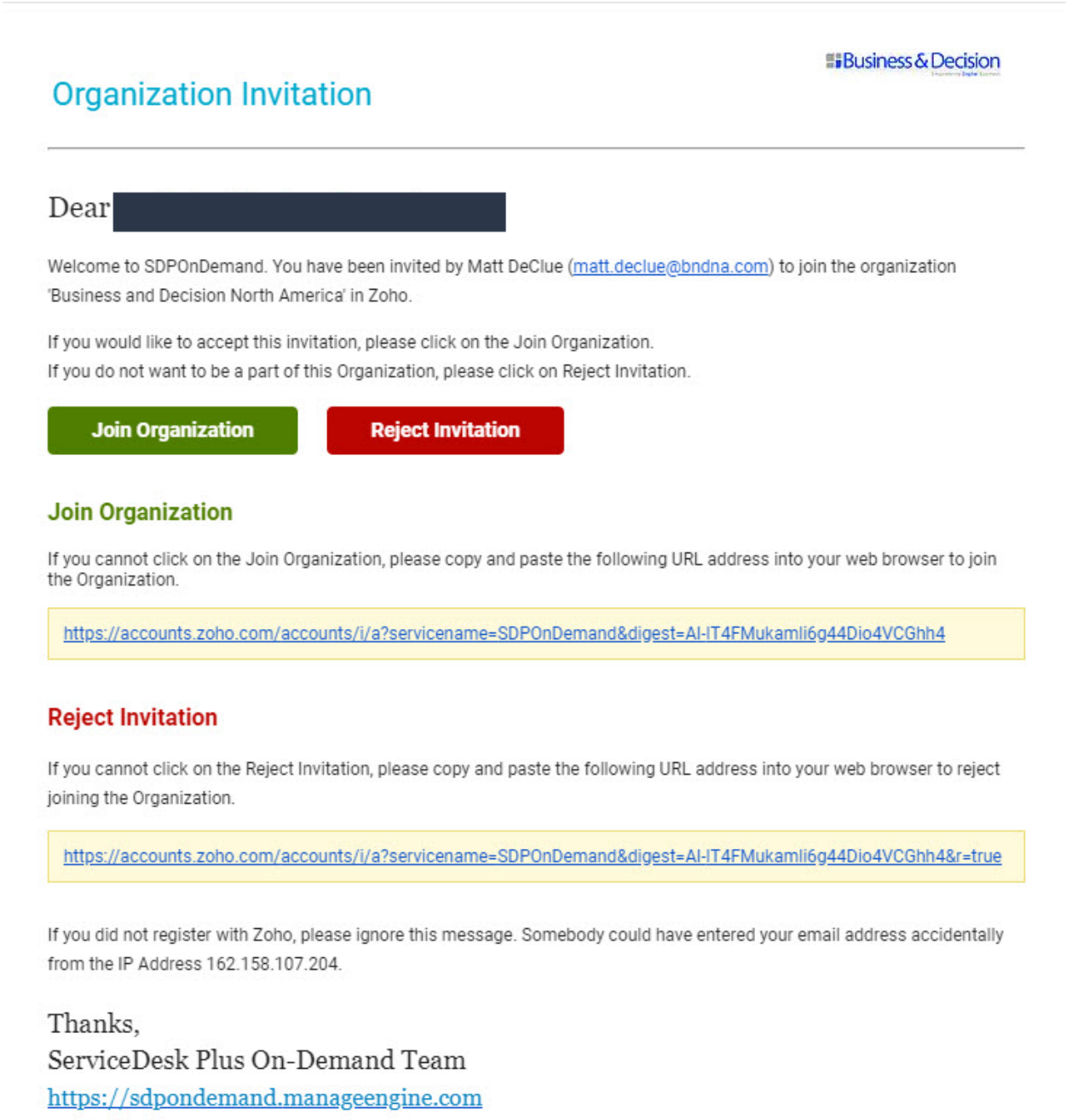

Business & Decision

Organization Invitation

Dear [redacted]

Welcome to SDPOnDemand. You have been invited by Matt DeClue (matt.declue@bndna.com) to join the organization 'Business and Decision North America' in Zoho.

If you would like to accept this invitation, please click on the Join Organization.
If you do not want to be a part of this Organization, please click on Reject Invitation.

Join Organization | Reject Invitation

Join Organization

If you cannot click on the Join Organization, please copy and paste the following URL address into your web browser to join the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4

Reject Invitation

If you cannot click on the Reject Invitation, please copy and paste the following URL address into your web browser to reject joining the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4&r=true

If you did not register with Zoho, please ignore this message. Somebody could have entered your email address accidentally from the IP Address 162.158.107.204.

Thanks,
ServiceDesk Plus On-Demand Team
https://sdpondemand.manageengine.com

2. Create Service Desk Account

a. If you already have an account and don't recall the password click "forgot password"

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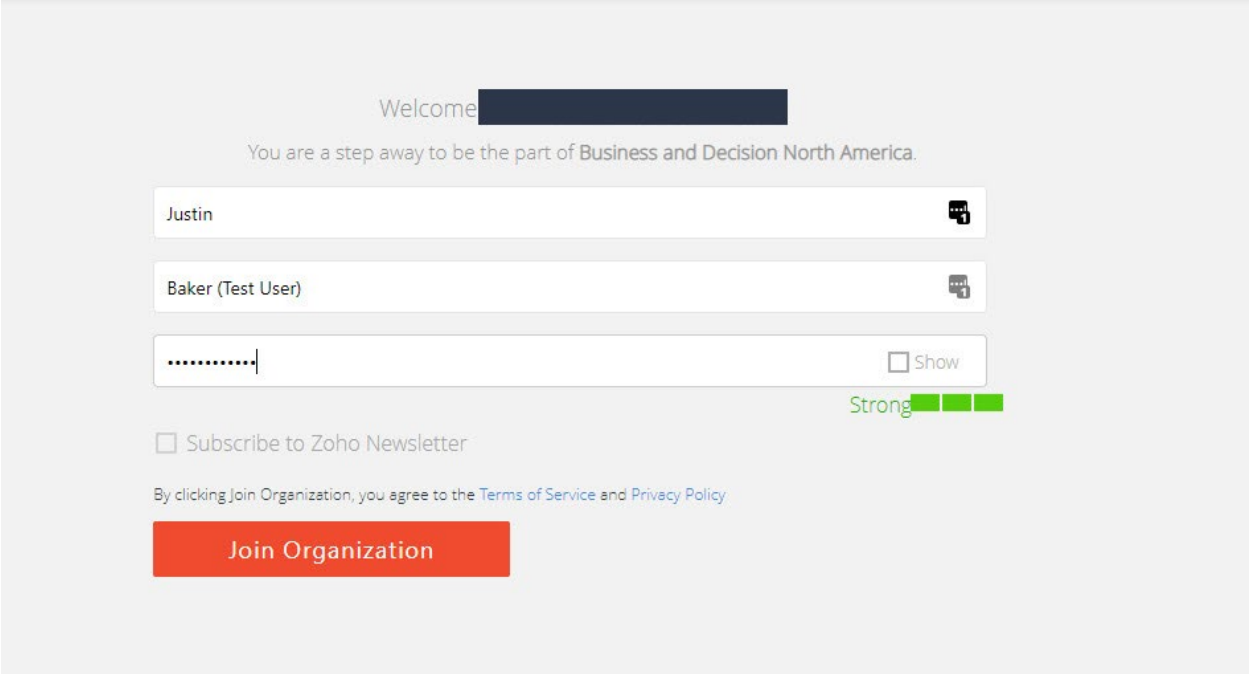
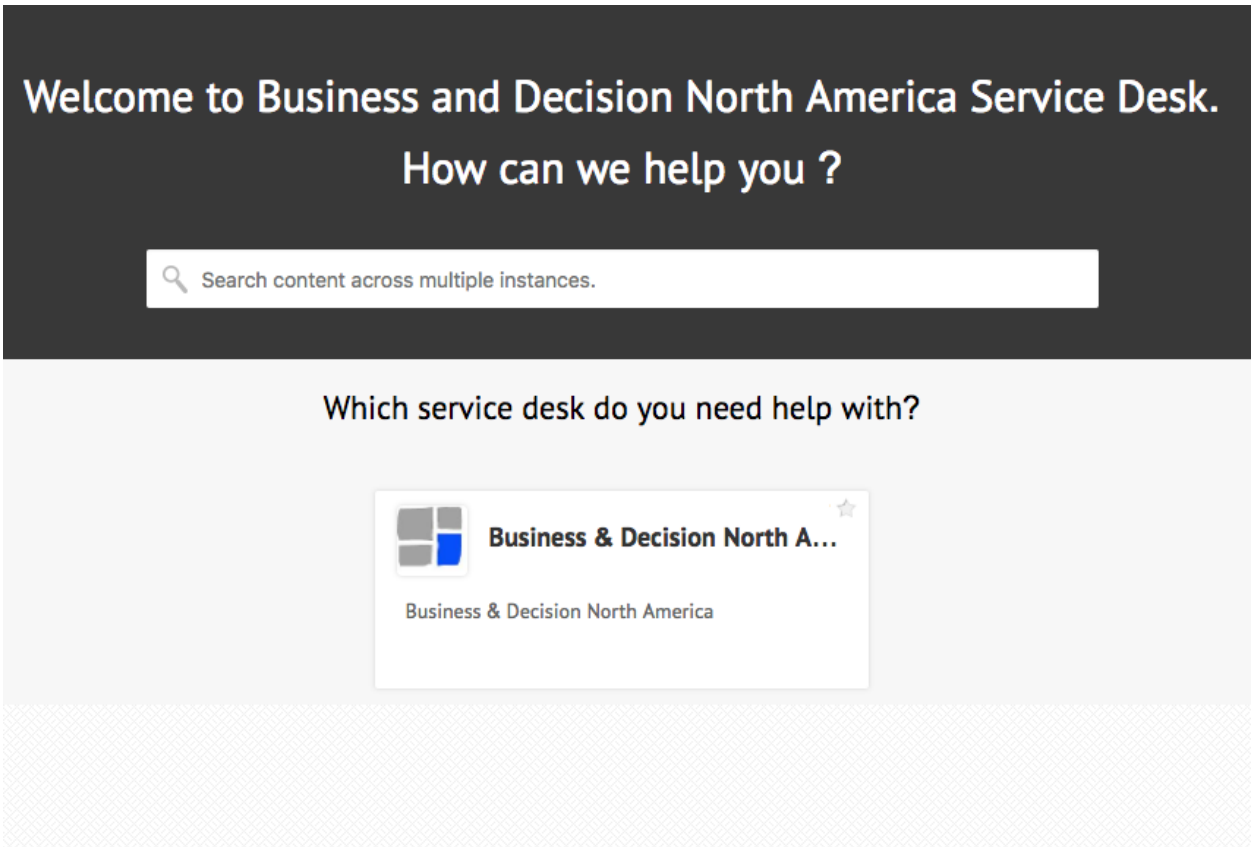


3. Success - BNDNA Service Desk Portal



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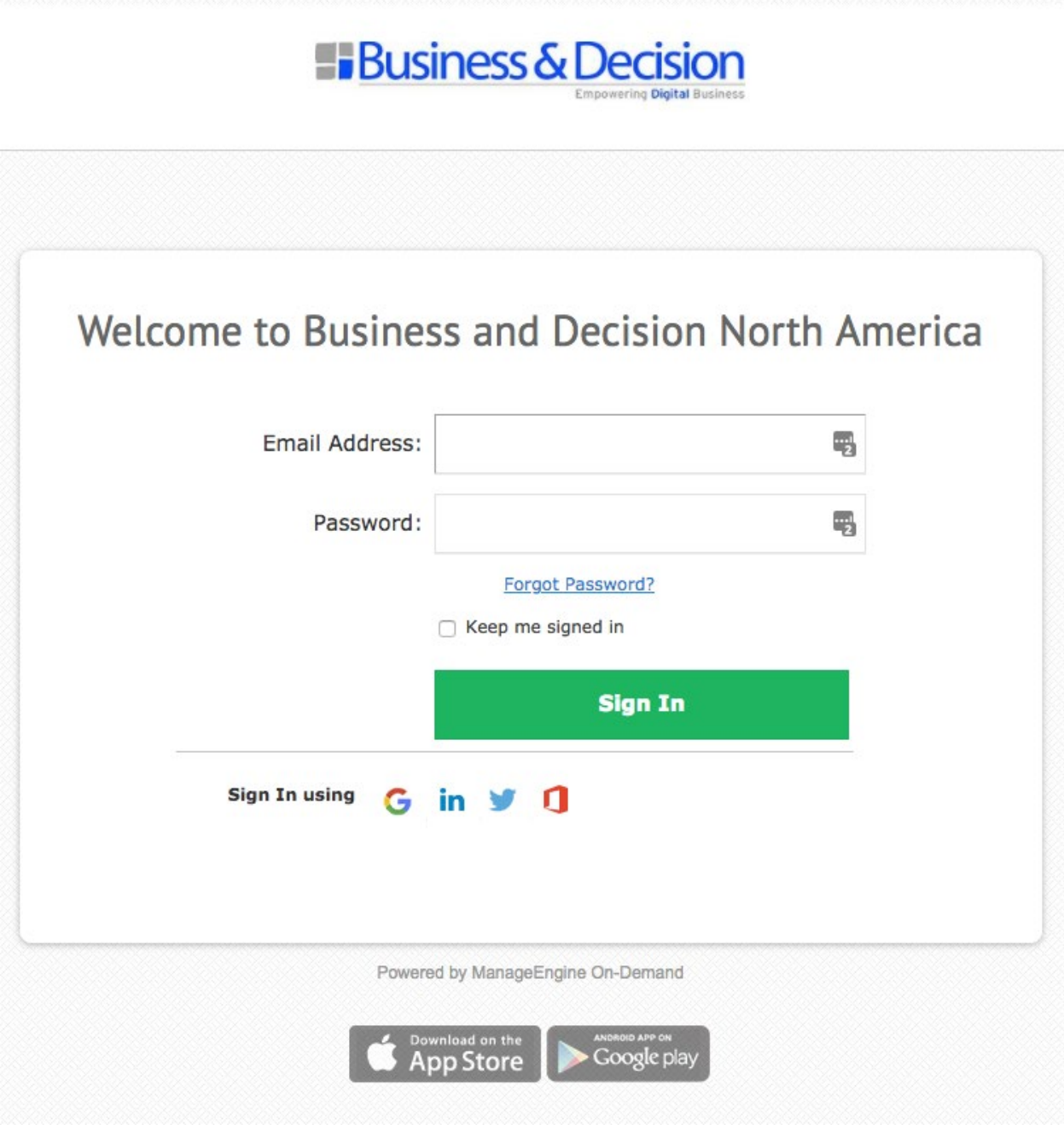
Login for returning requestors

1. Visit https://servicedesk.bndna.com

2. Click the Orange Square in the bottom right of the Sign In using line.
3. Login using your ADCRR email address and Office 365 password. If you don't recall the password click the forgot password link.



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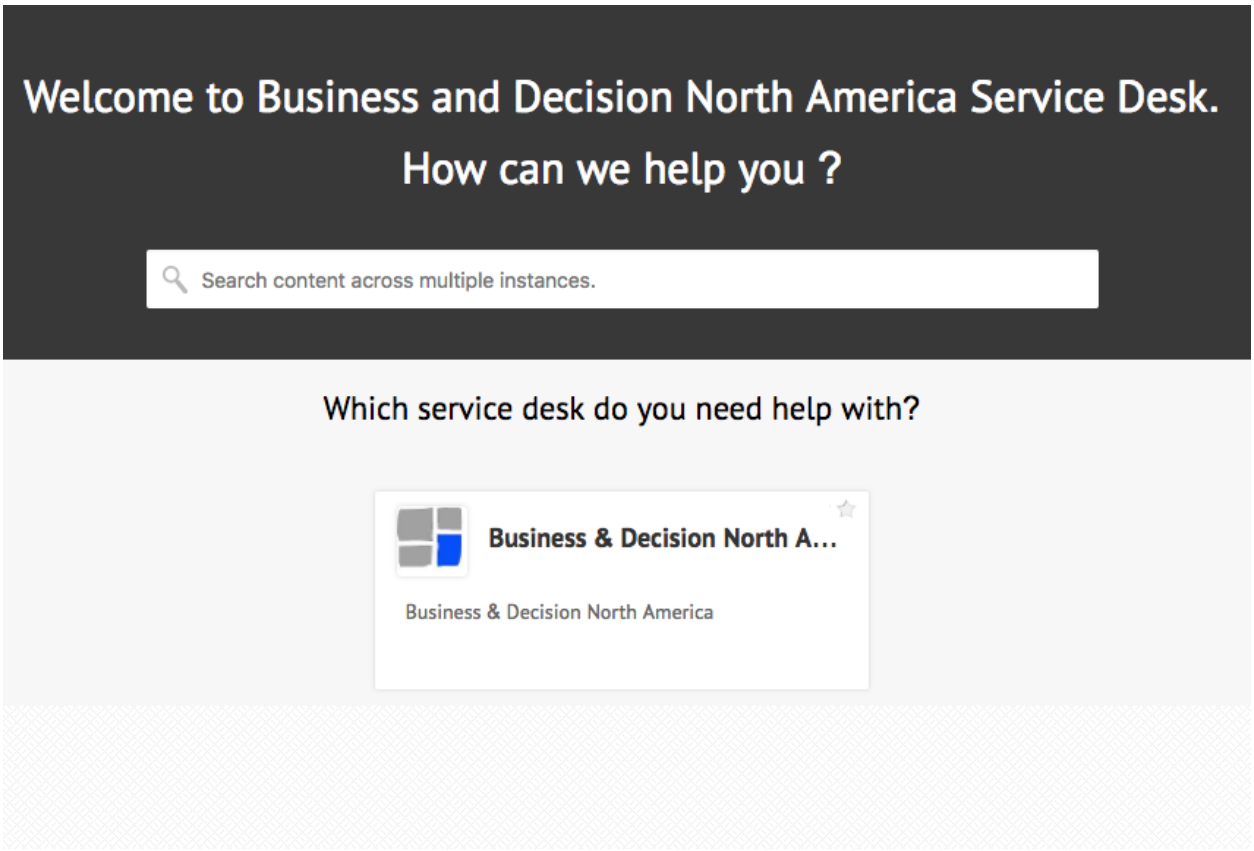
2. Select the Business & Decision Service Desk



3.
4. You are now logged in

Create a Request

1. Click “New Request a Service”

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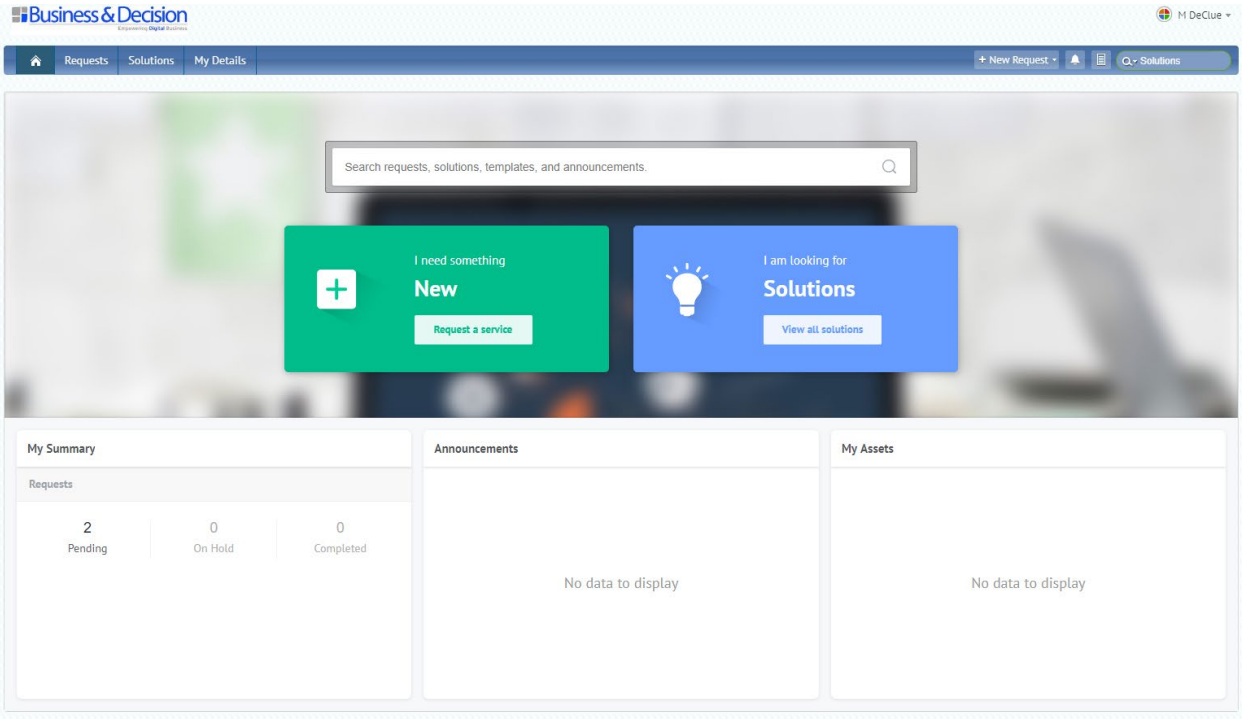
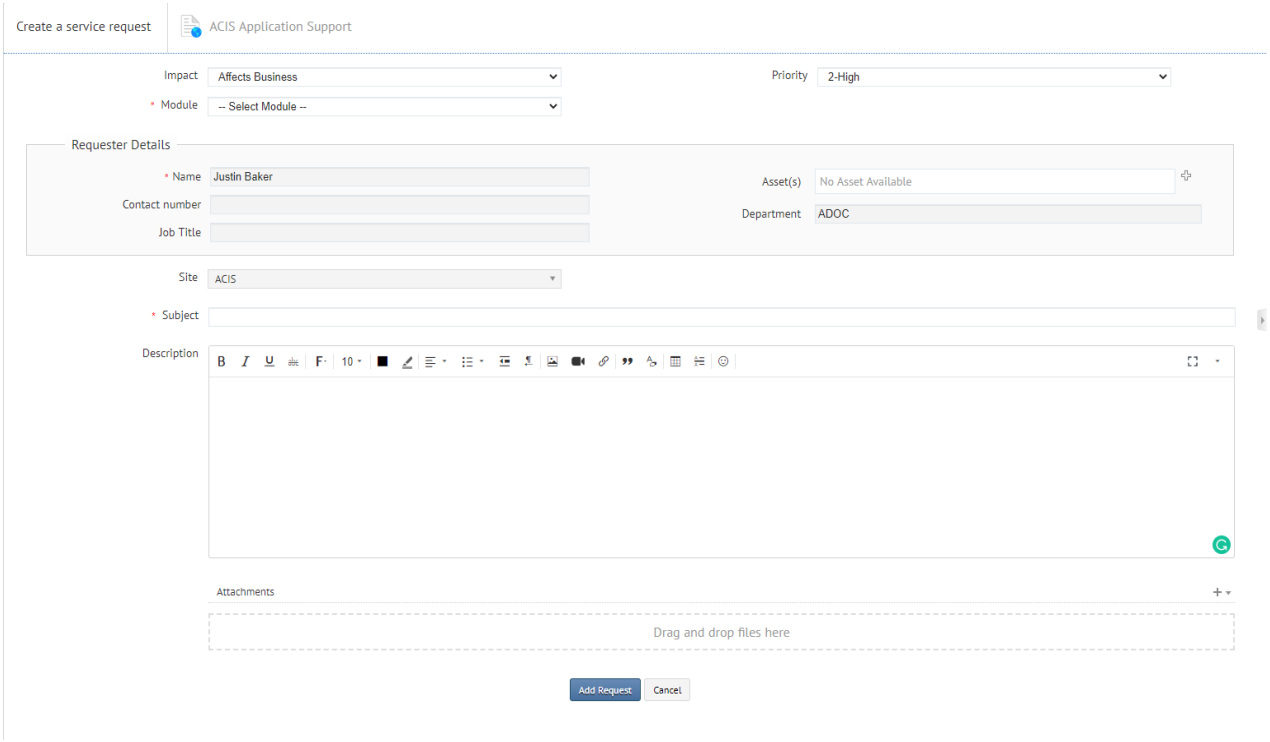


2. Enter ticket information, Impact, Module, Subject, Description, Priority and Attachments.



3. Success - Request added successfully

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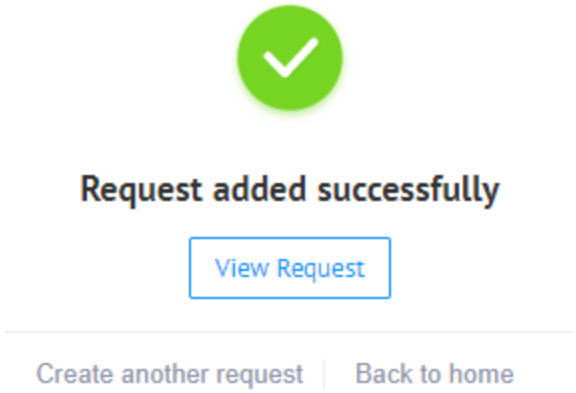
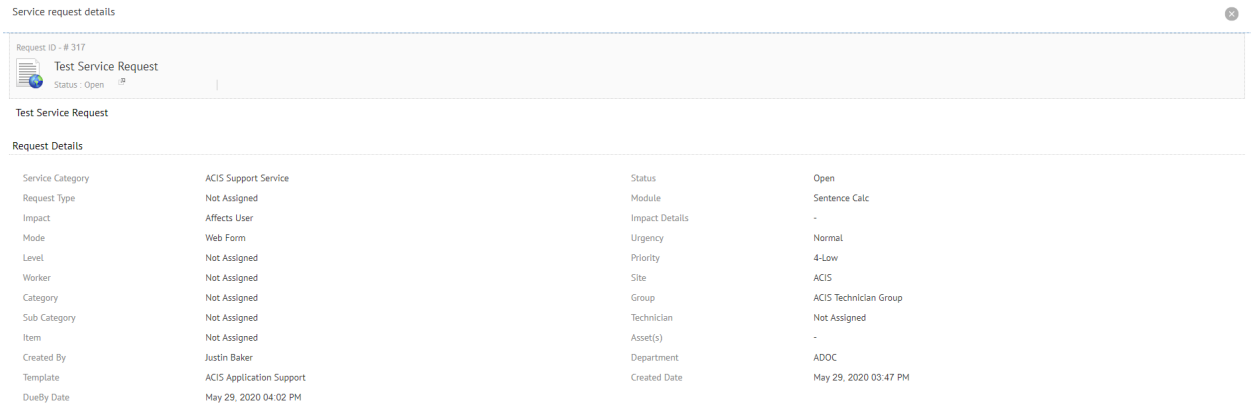
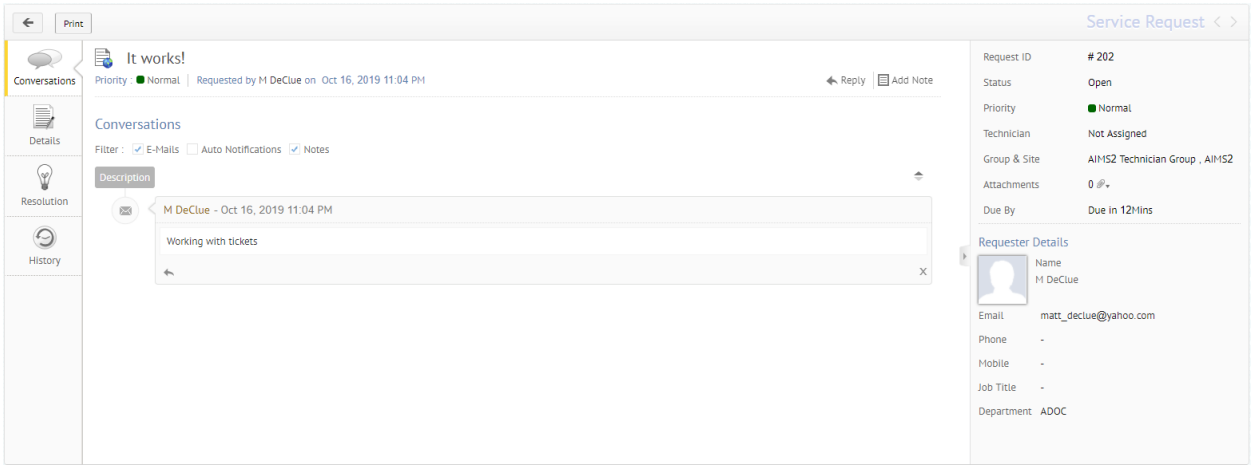


4. Ticket confirmation - click the X to close the window returning to the ticket list or click the icon to view the ticket details.



5. Ticket Details Screen
    a. Conversations - chat between the technician/assignee and the requester.



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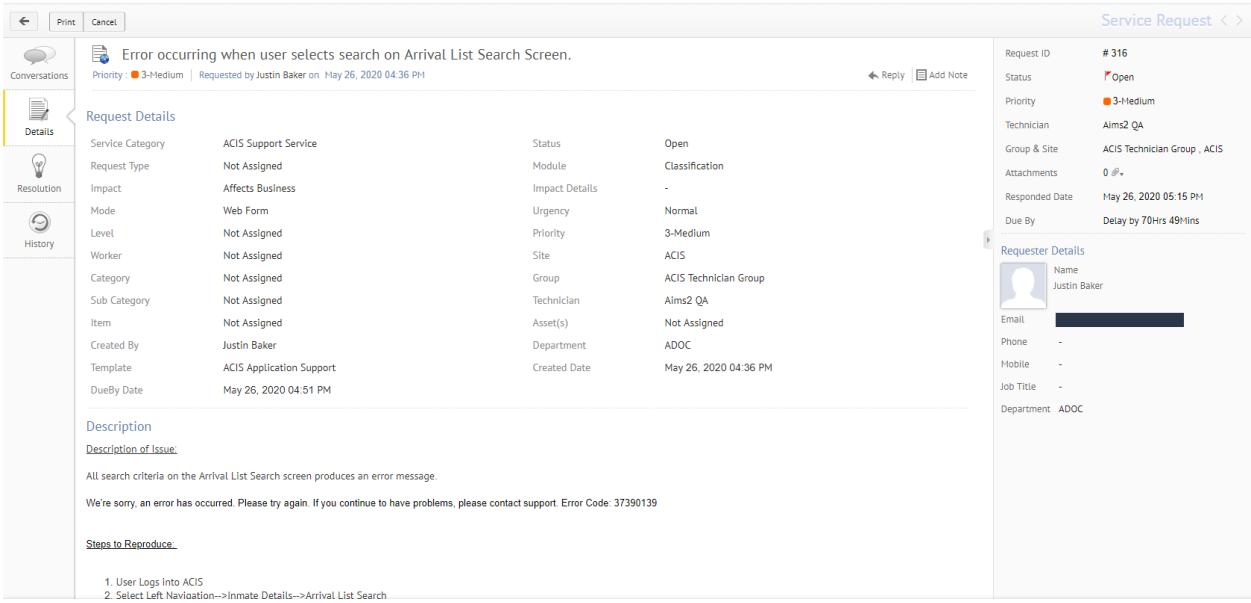
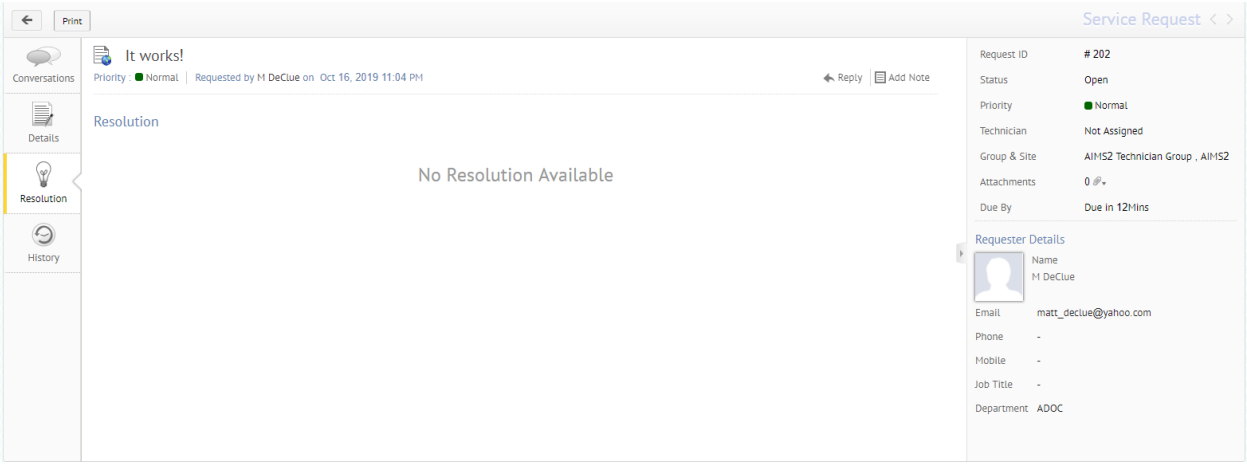
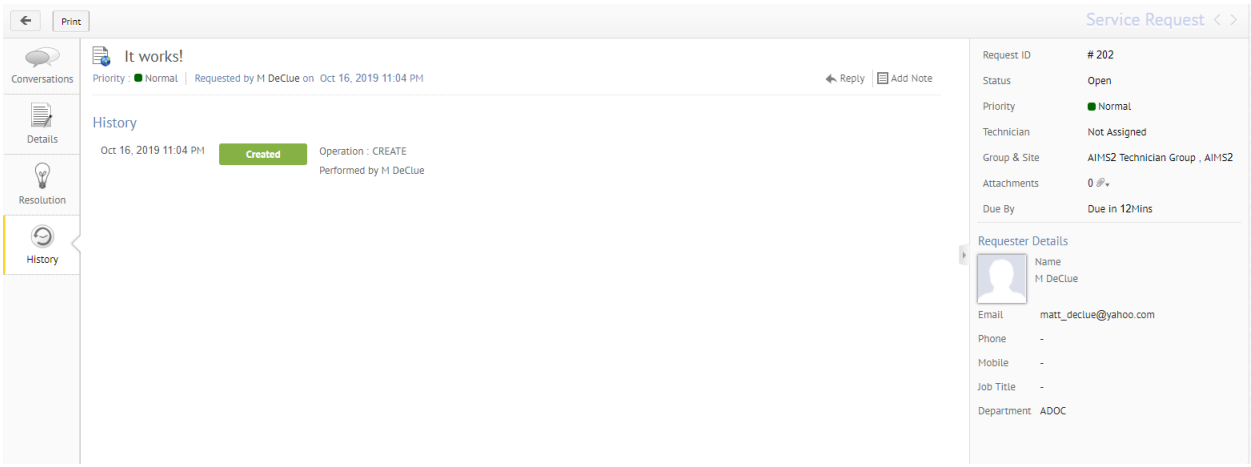
b. Details - Status of the ticket



c. Resolution - Notes about the resolution



d. History - running history of the status changes of the ticket



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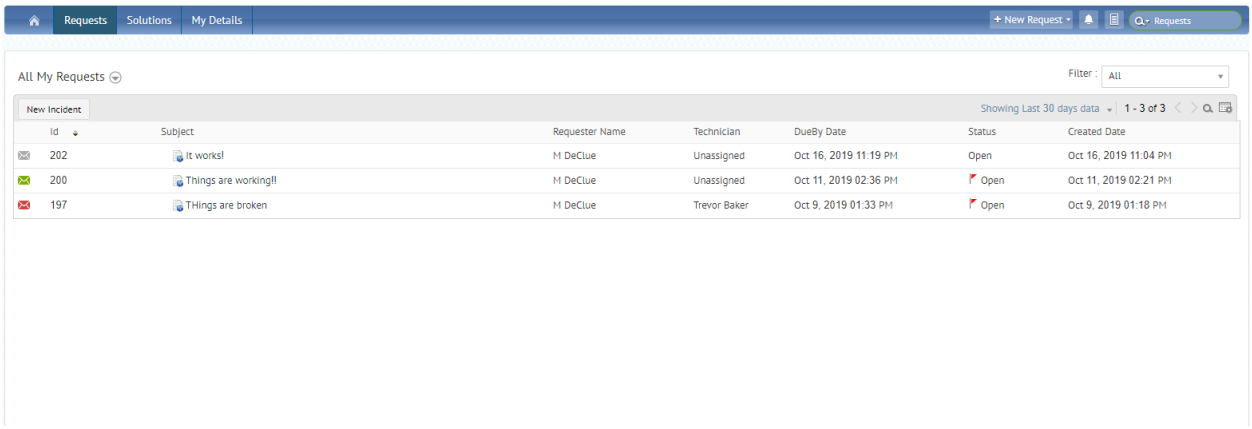
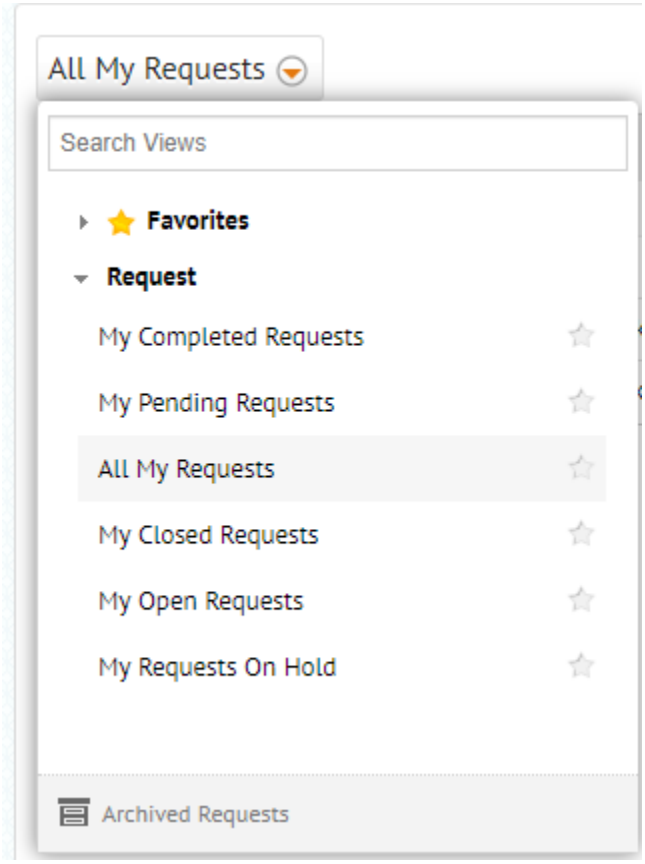
Viewing Request List



Filtering

Select the down arrow “ All My Requests ” to change the filter view of the requests list
All My Requests/My Completed Requests/My Pending Requests/My Closed Requests/My Open Requests/My Requests On Hold



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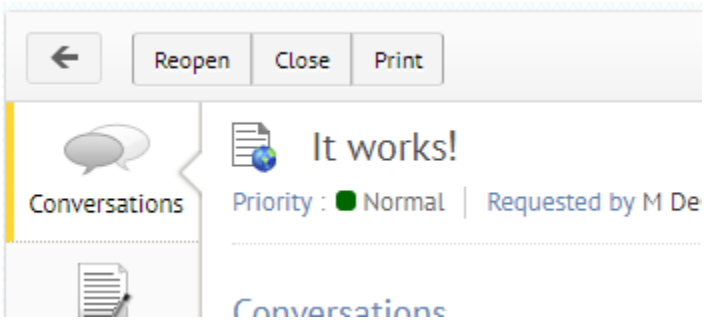
Close or Reopen a request

Once a request is completed by a technician or assignee the status is changed to resolved. The requester may either mark the ticket as “Close” or “Reopen” if the request is not complete.



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mi-case.com

Service Desk Training

Using the BNDNA Service Desk

May 2020

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Agenda

- Account Set-up
- Logging into Service Desk
- Submitting a Service Ticket
- Severity Definitions
- Closing/Re-opening resolved tickets
- Examples of Service Desk Tickets
- When to Enter a Ticket

mi-case.com

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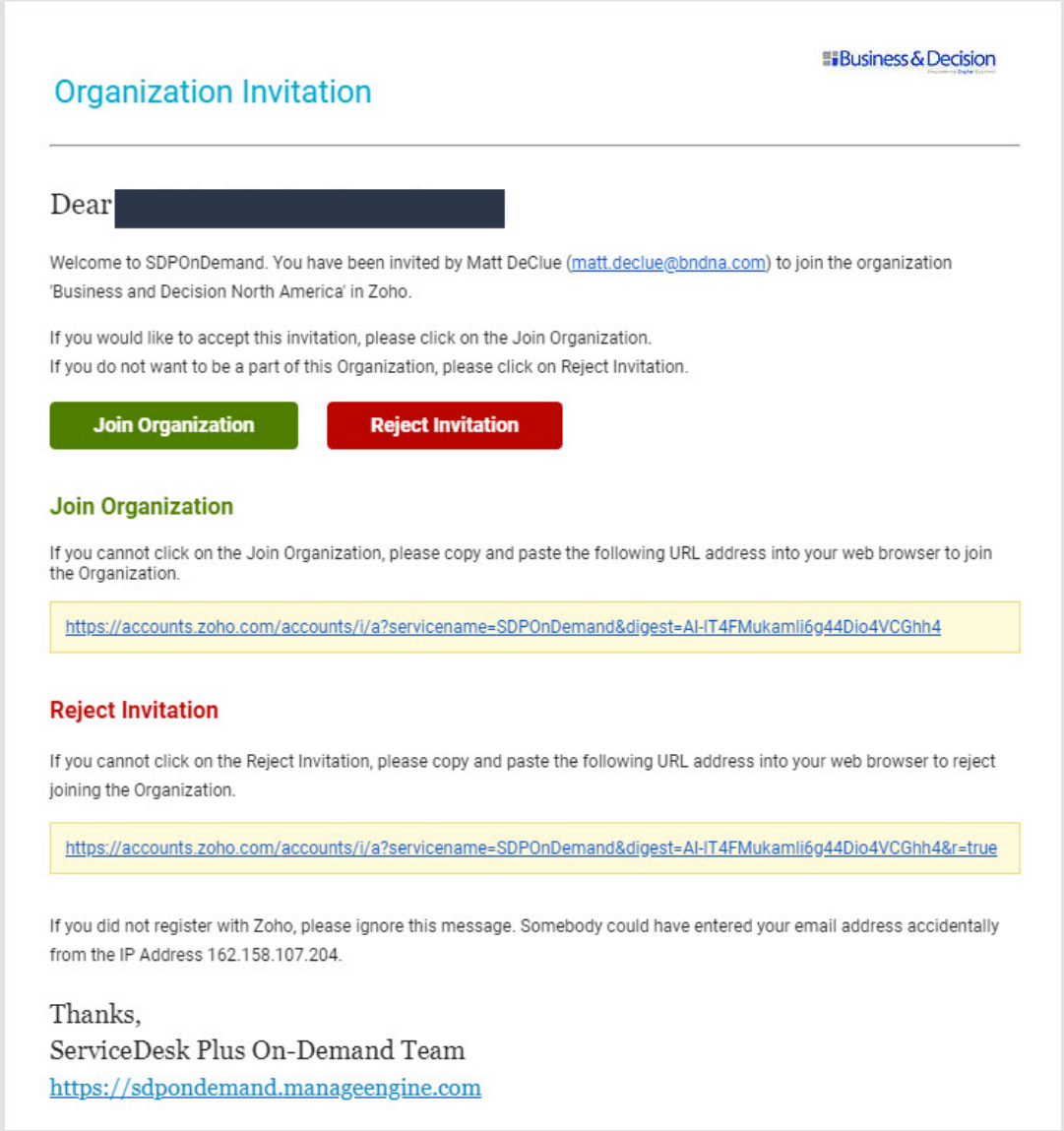
First Time Set Up



Business & Decision

Organization Invitation

Dear [redacted]

Welcome to SDPOnDemand. You have been invited by Matt DeClue (matt.declue@bndna.com) to join the organization 'Business and Decision North America' in Zoho.

If you would like to accept this invitation, please click on the Join Organization.
If you do not want to be a part of this Organization, please click on Reject Invitation.

Join Organization **Reject Invitation**

Join Organization

If you cannot click on the Join Organization, please copy and paste the following URL address into your web browser to join the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4

Reject Invitation

If you cannot click on the Reject Invitation, please copy and paste the following URL address into your web browser to reject joining the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4&r=true

If you did not register with Zoho, please ignore this message. Somebody could have entered your email address accidentally from the IP Address 162.158.107.204.

Thanks,
ServiceDesk Plus On-Demand Team
https://sdpondemand.manageengine.com

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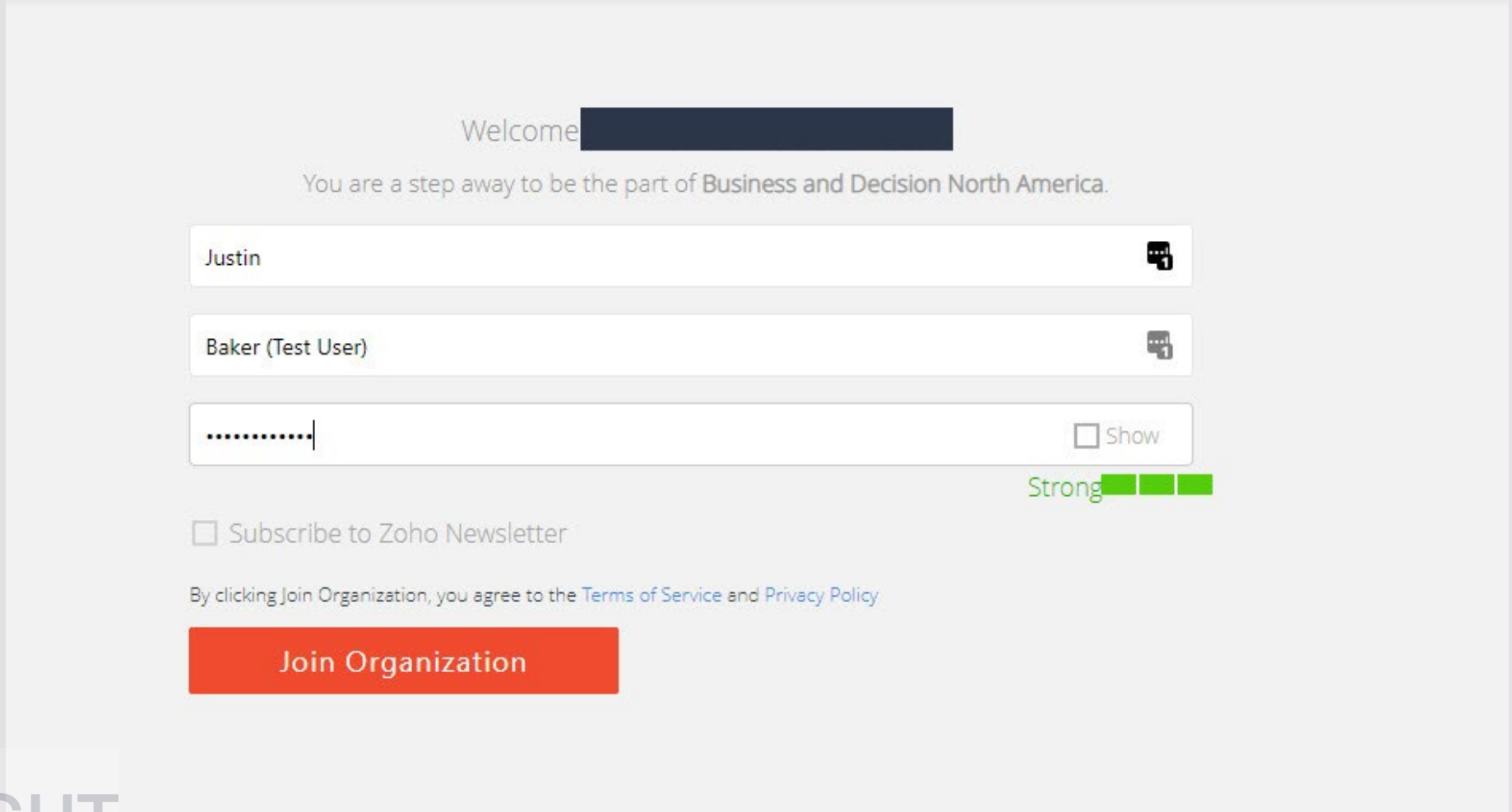
First Time Set Up



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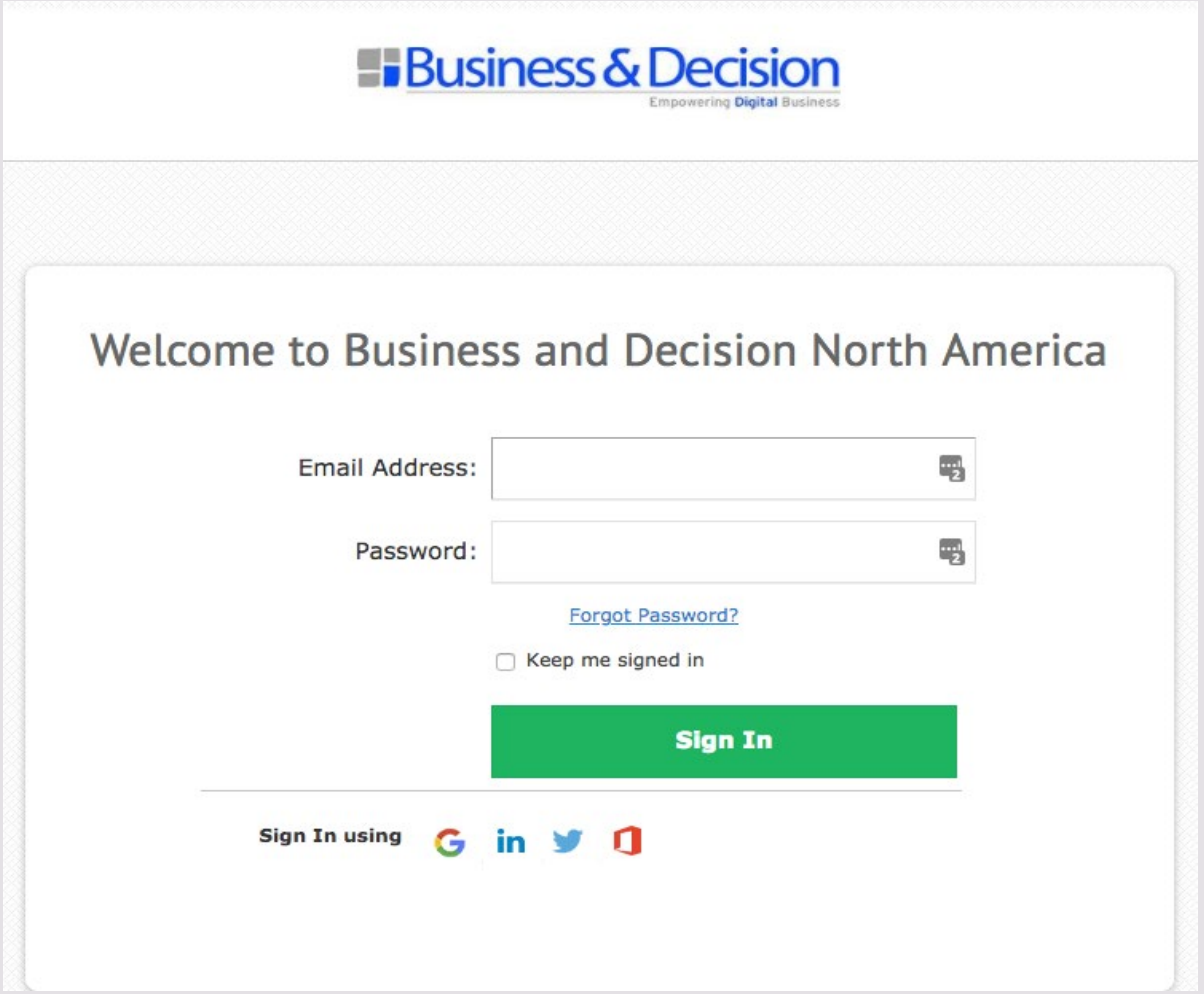
Logging into Service Desk

- Visit https://servicedesk.bndna.com



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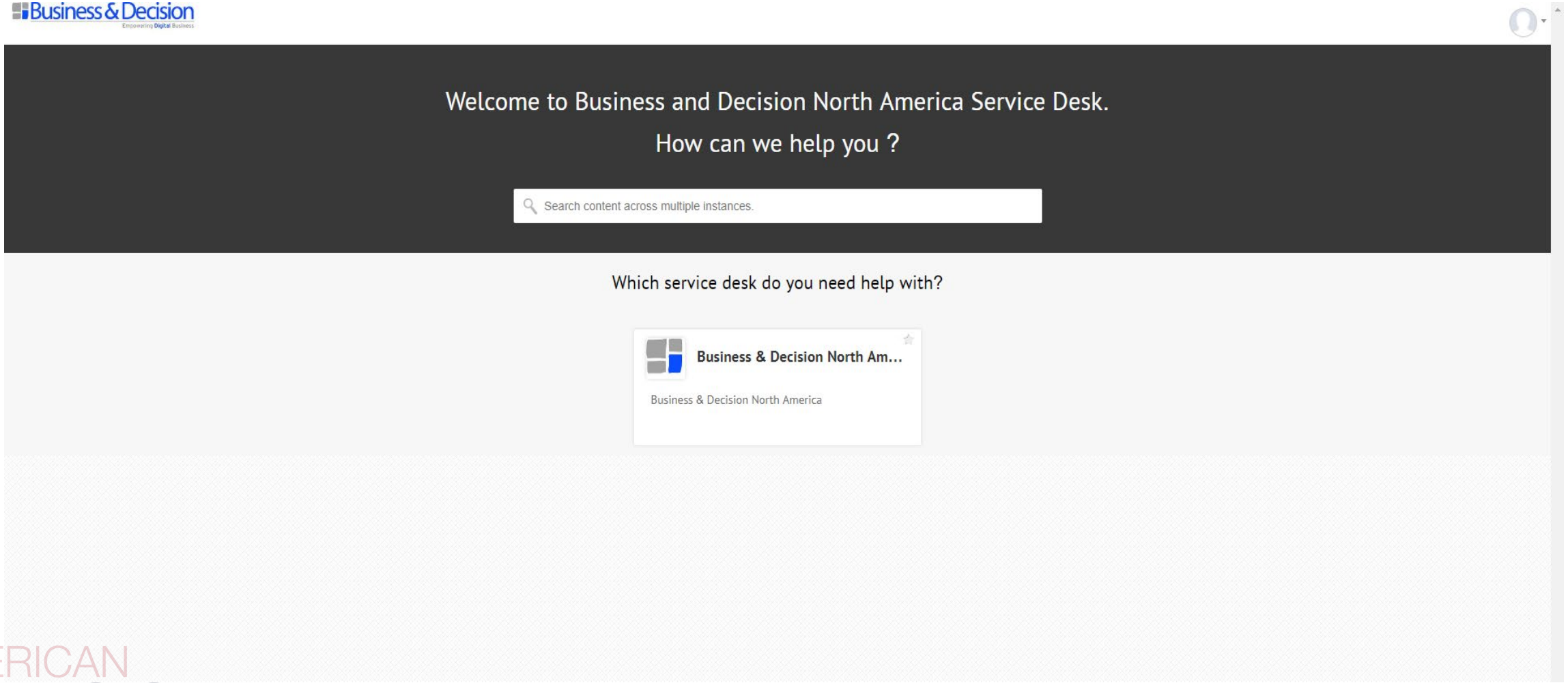
Service Desk Homepage



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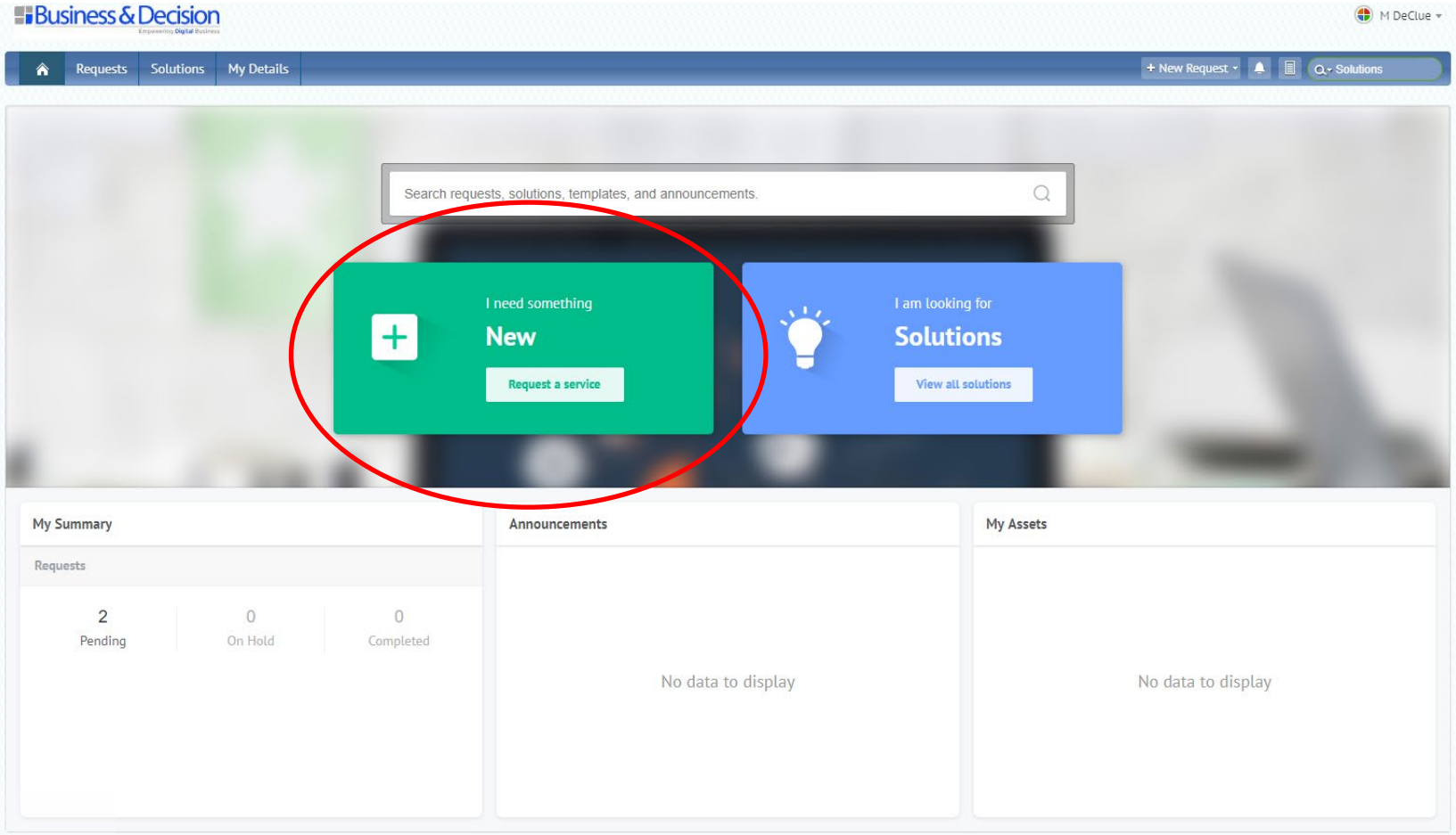
Select New Service Request



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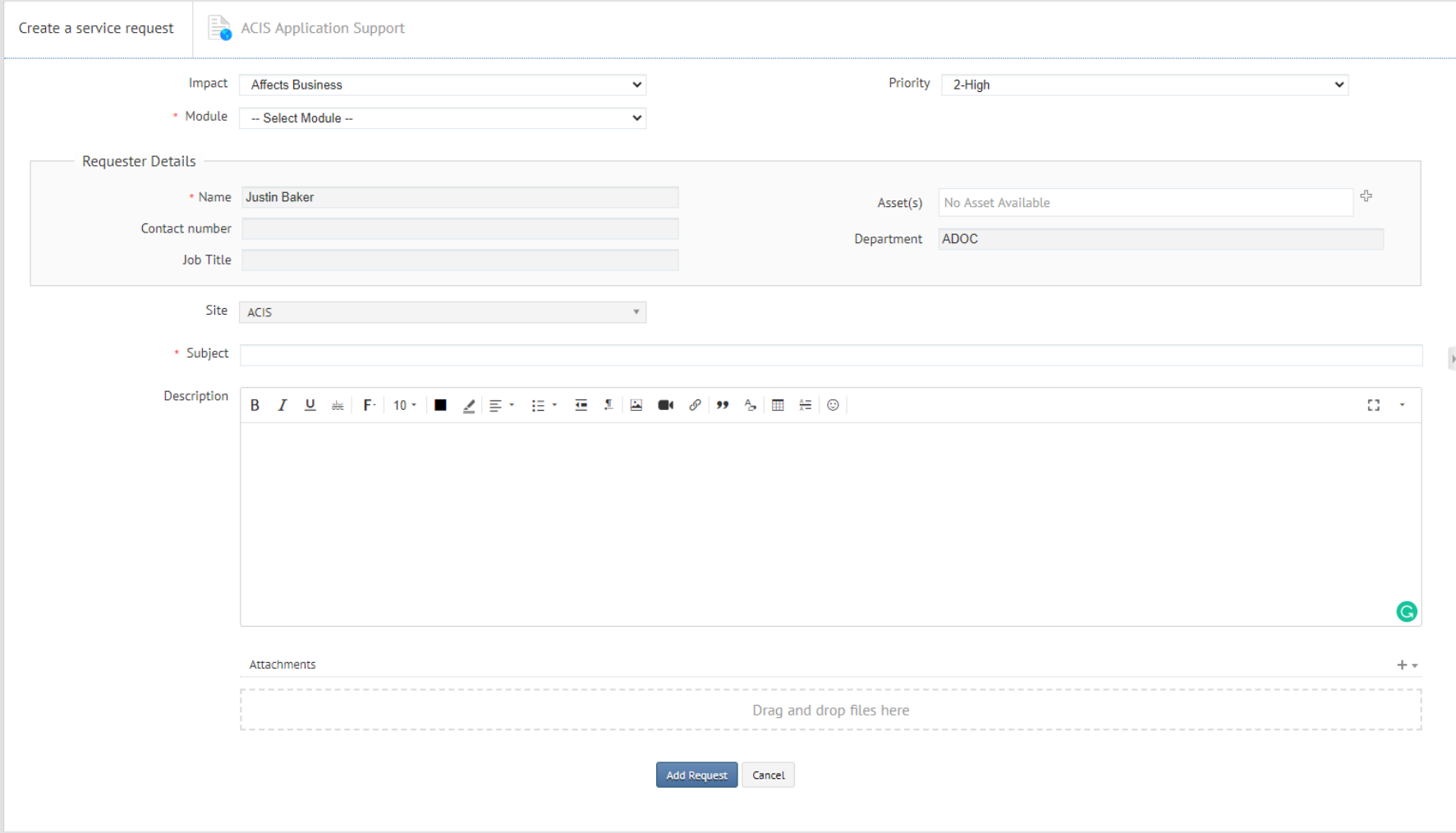
Service Request Form

- Impact
  - Affects Business
  - Affects Department
  - Affects Group
  - Affects User
- Module
  - 40 modules
- Priority
  - Critical
  - High
  - Medium
  - Low



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Severity Definitions

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

- 6am-6pm: Please call BND support Line to be provided by Charles.
- 6pm-6am: BND will provide a support line for ADCRR to contact BNDNA after Business hours.

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Example

* Subject: Error occurring when user selects search on Arrival List Search Screen.

Description

Description of Issue:

All search criteria on the Arrival List Search screen produces an error message.

We're sorry, an error has occurred. Please try again. If you continue to have problems, please contact support. Error Code: 37390139

Steps to Reproduce:

1. User Logs into ACIS
2. Select Left Navigation-->Inmate Details-->Arrival List Search
3. Enter in any search criteria and select search
4. Error Code appears

Attachments [1]

AA service desk bug.jpg (210 kb)

Drag and drop files here

Add Request | Cancel

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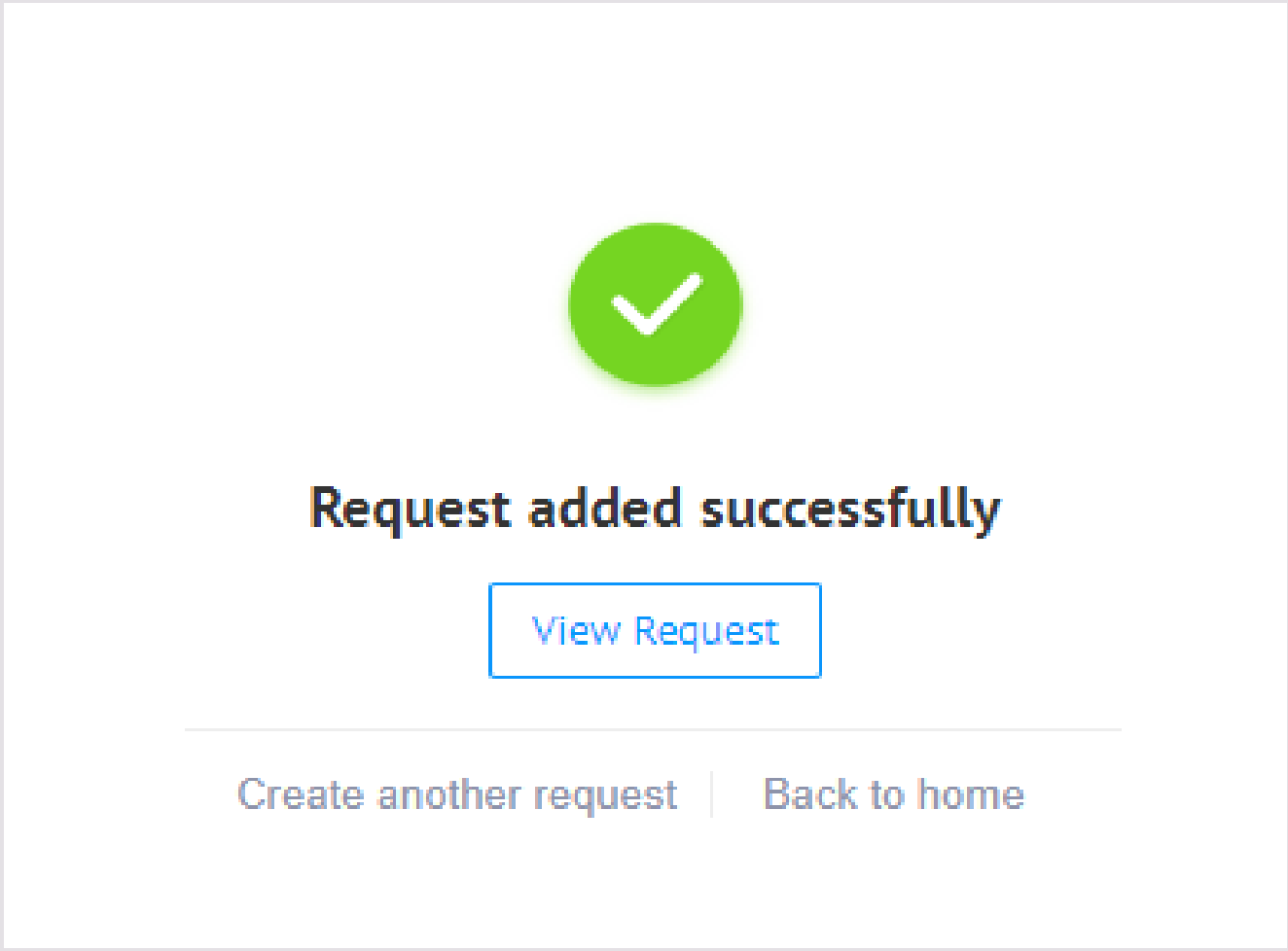
Select Add request



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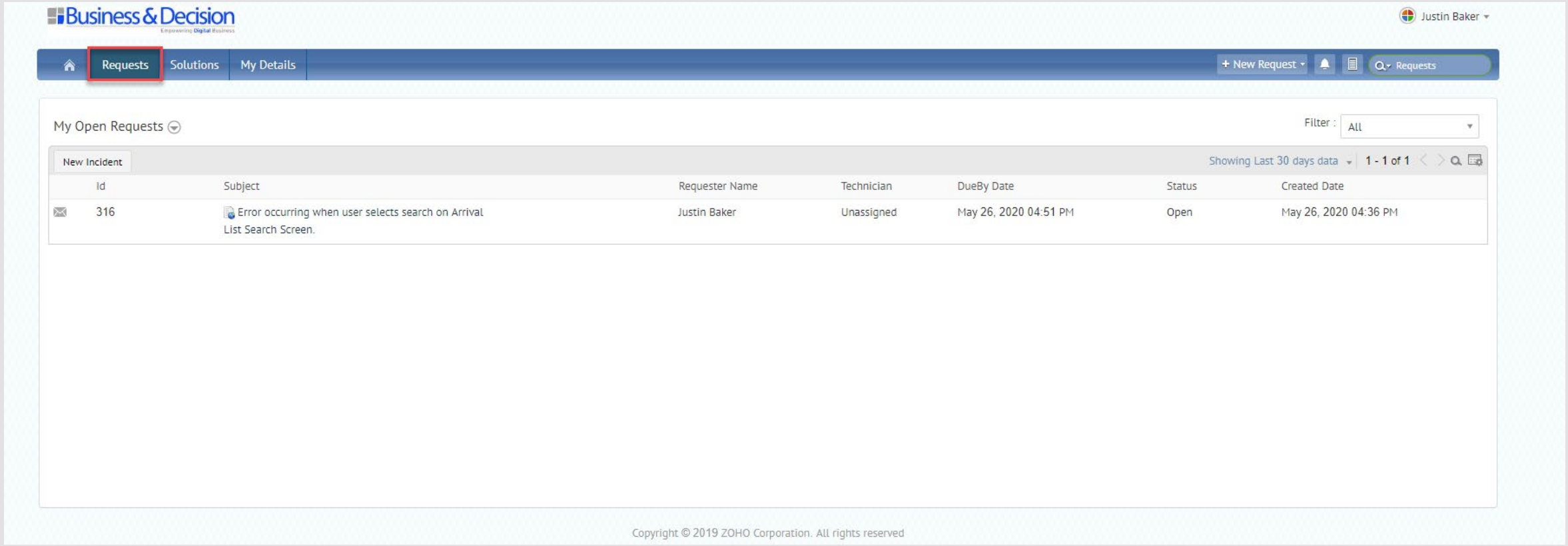
View All Requests



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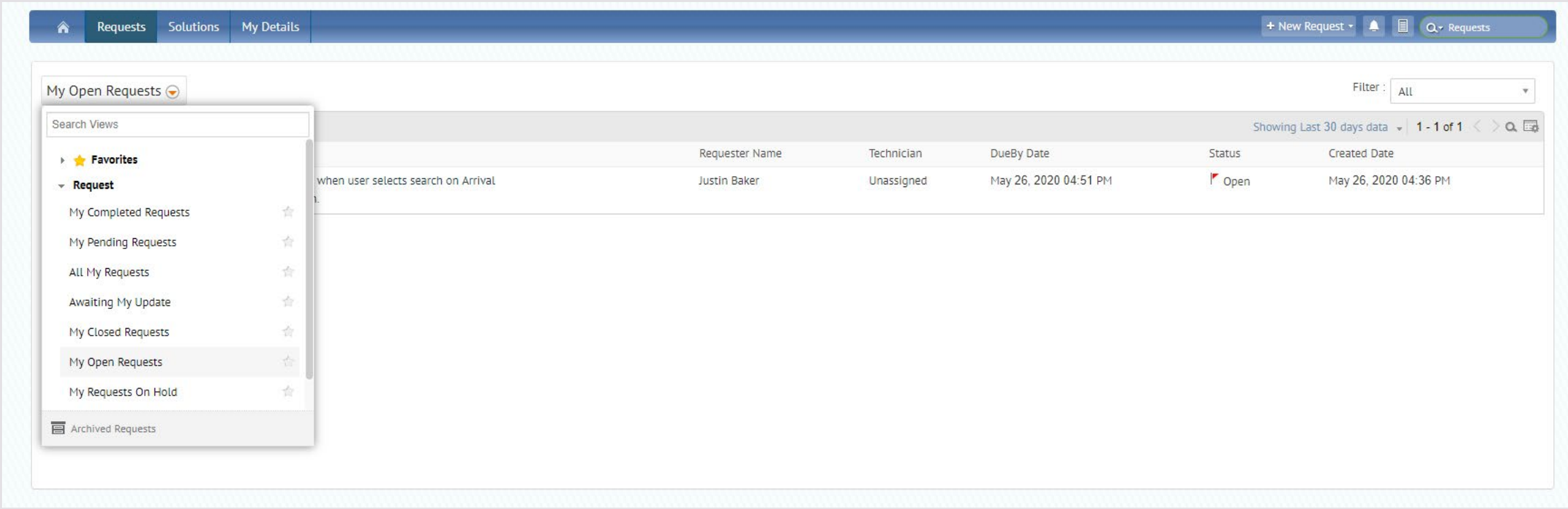
Filter Requests



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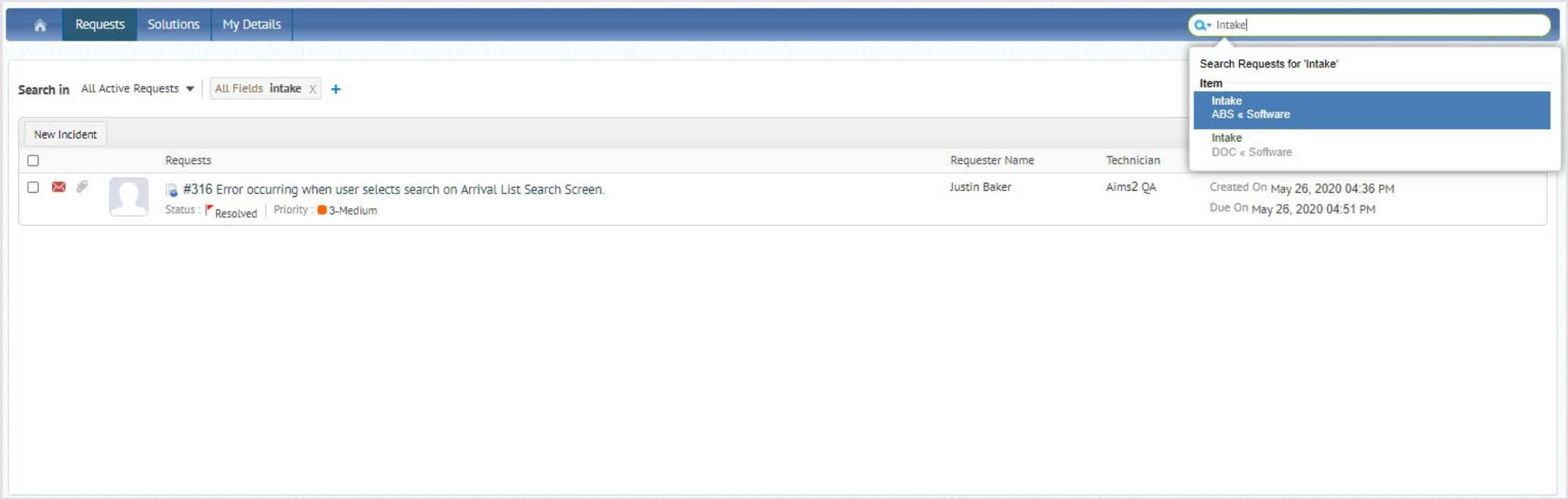
Search

- Search for service tickets anywhere in the application with key words in the upper right corner of the screen.



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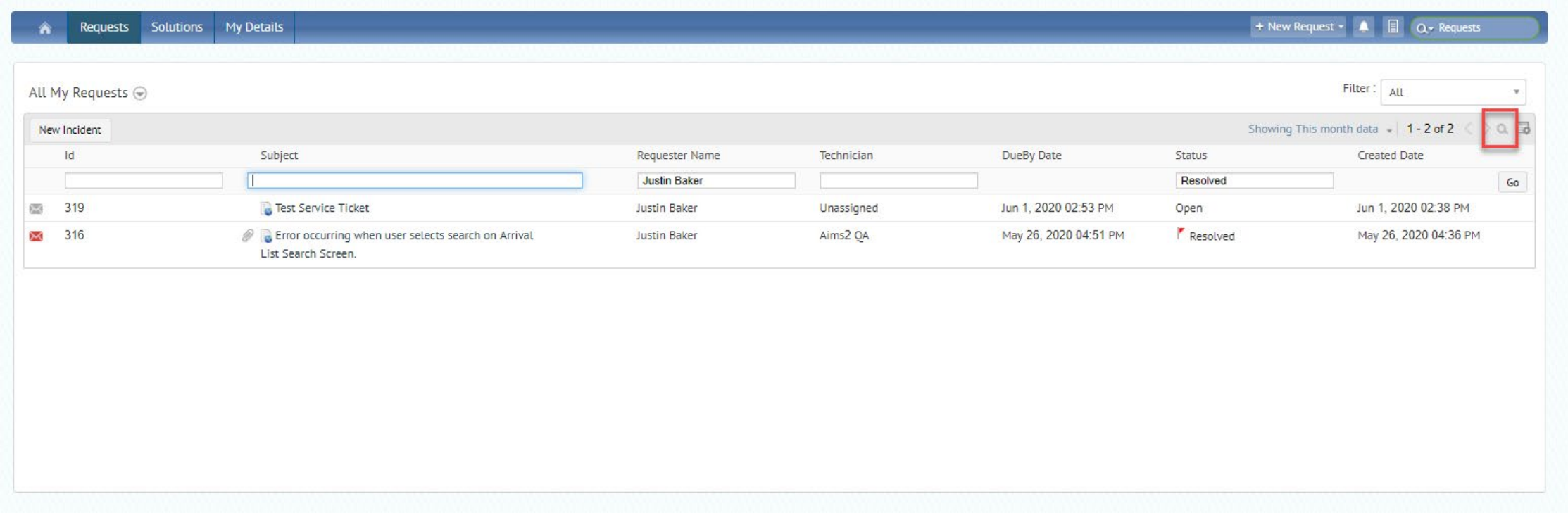
Search

- Filter a list of service tickets by selecting gray the search icon on the requests screen



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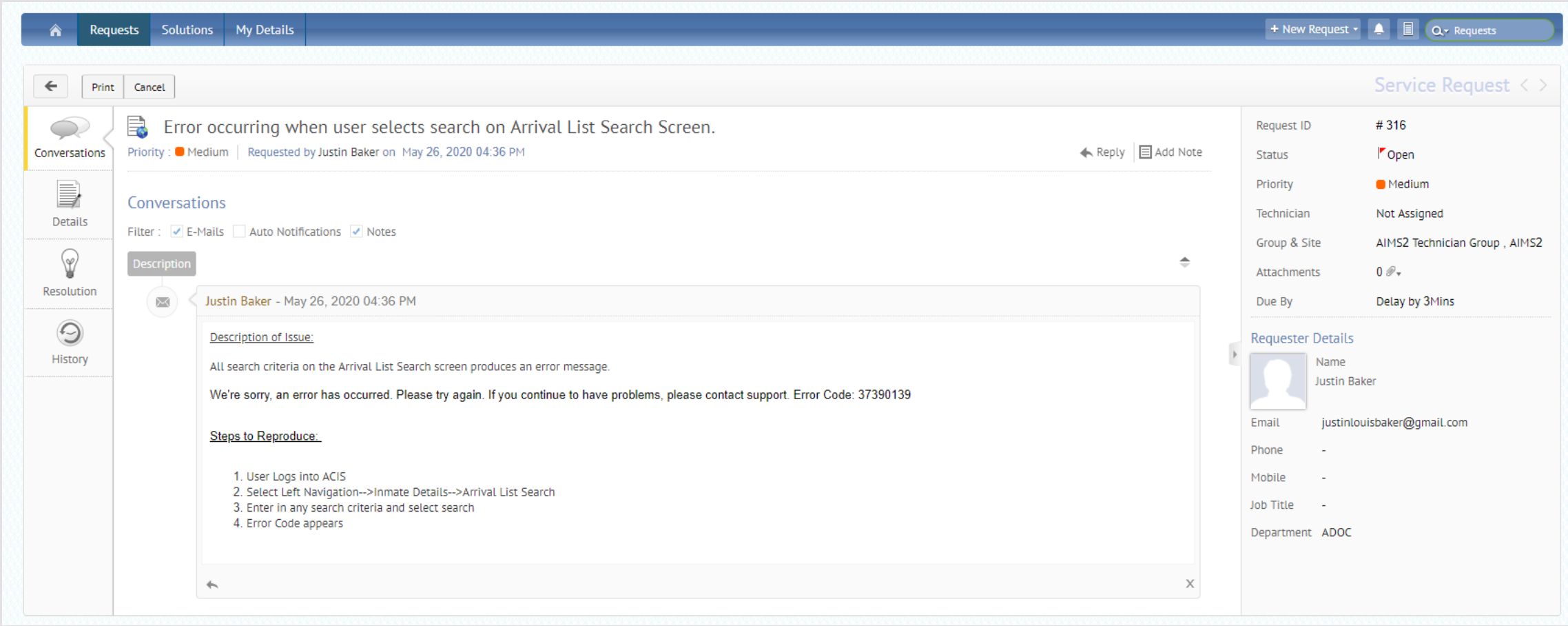
Conversation



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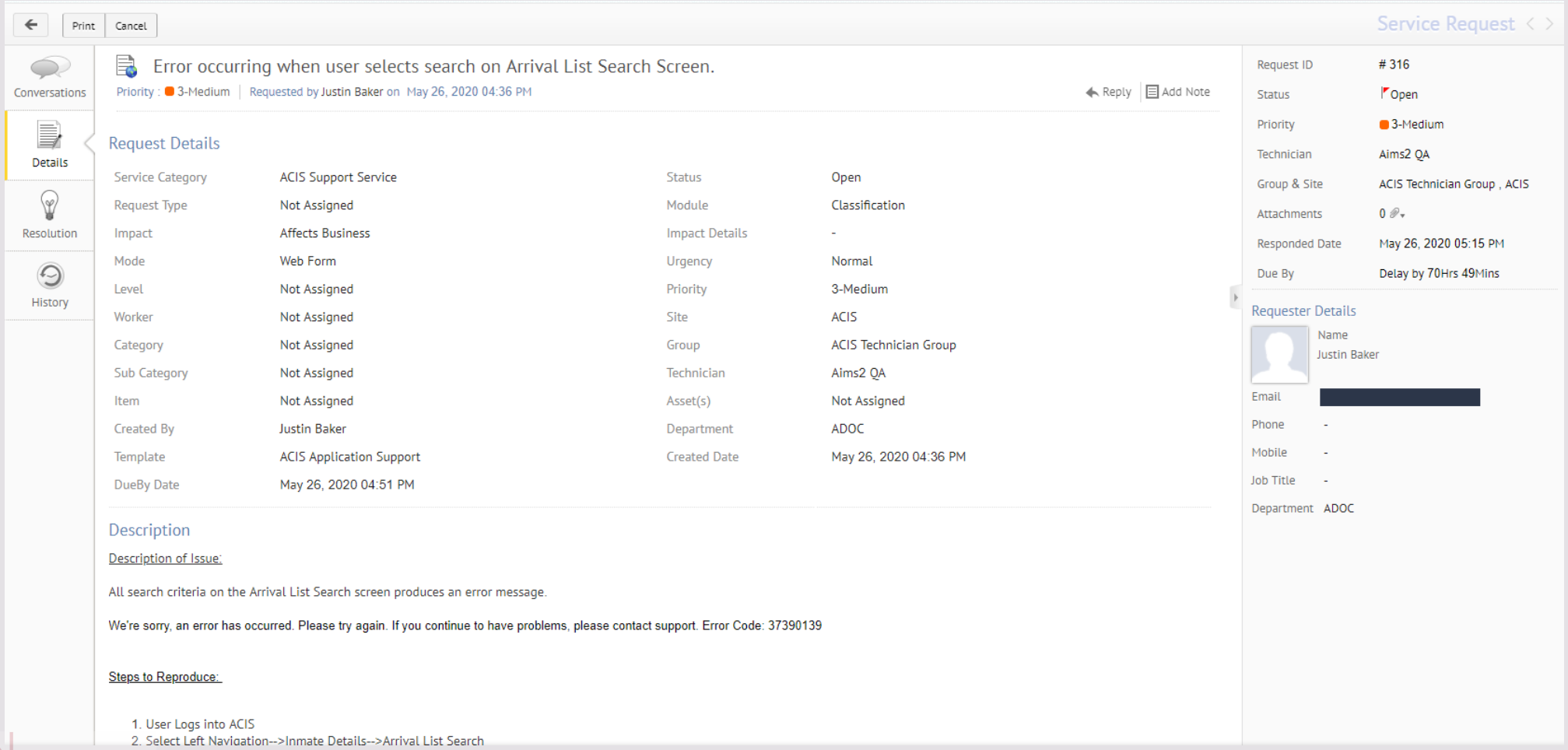
Details



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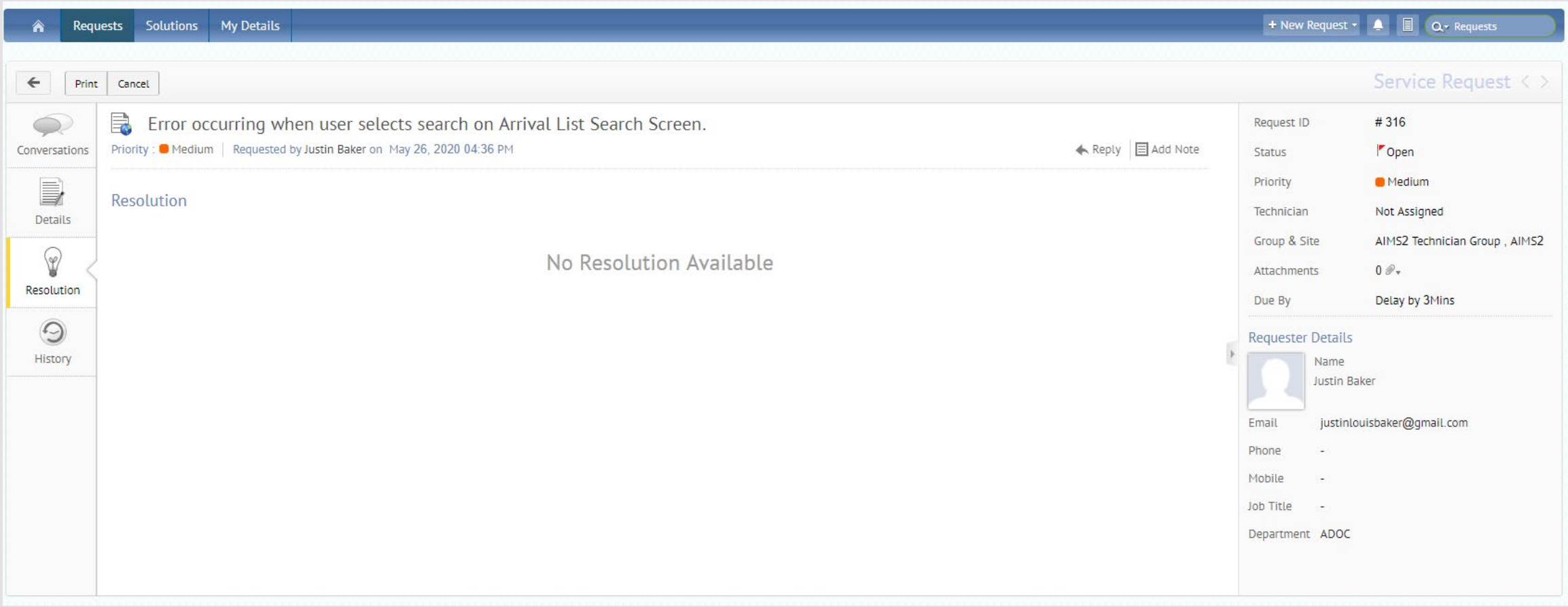
Resolution



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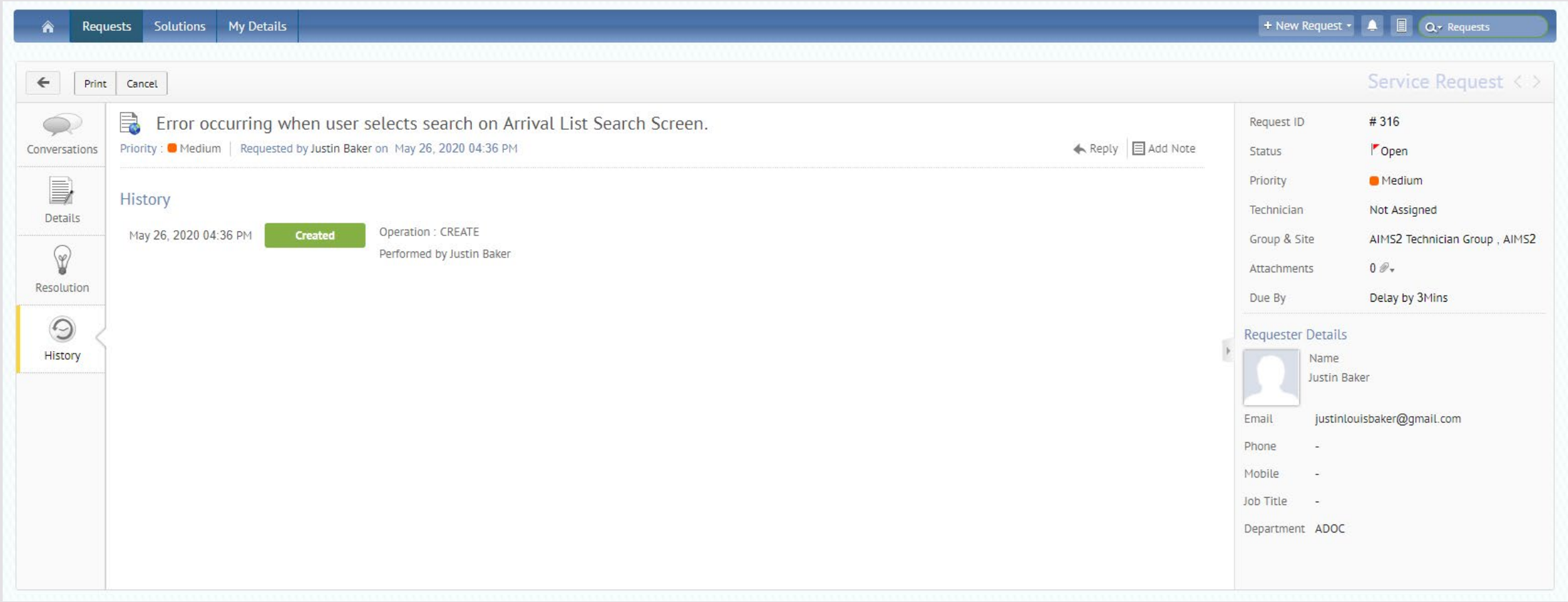
History



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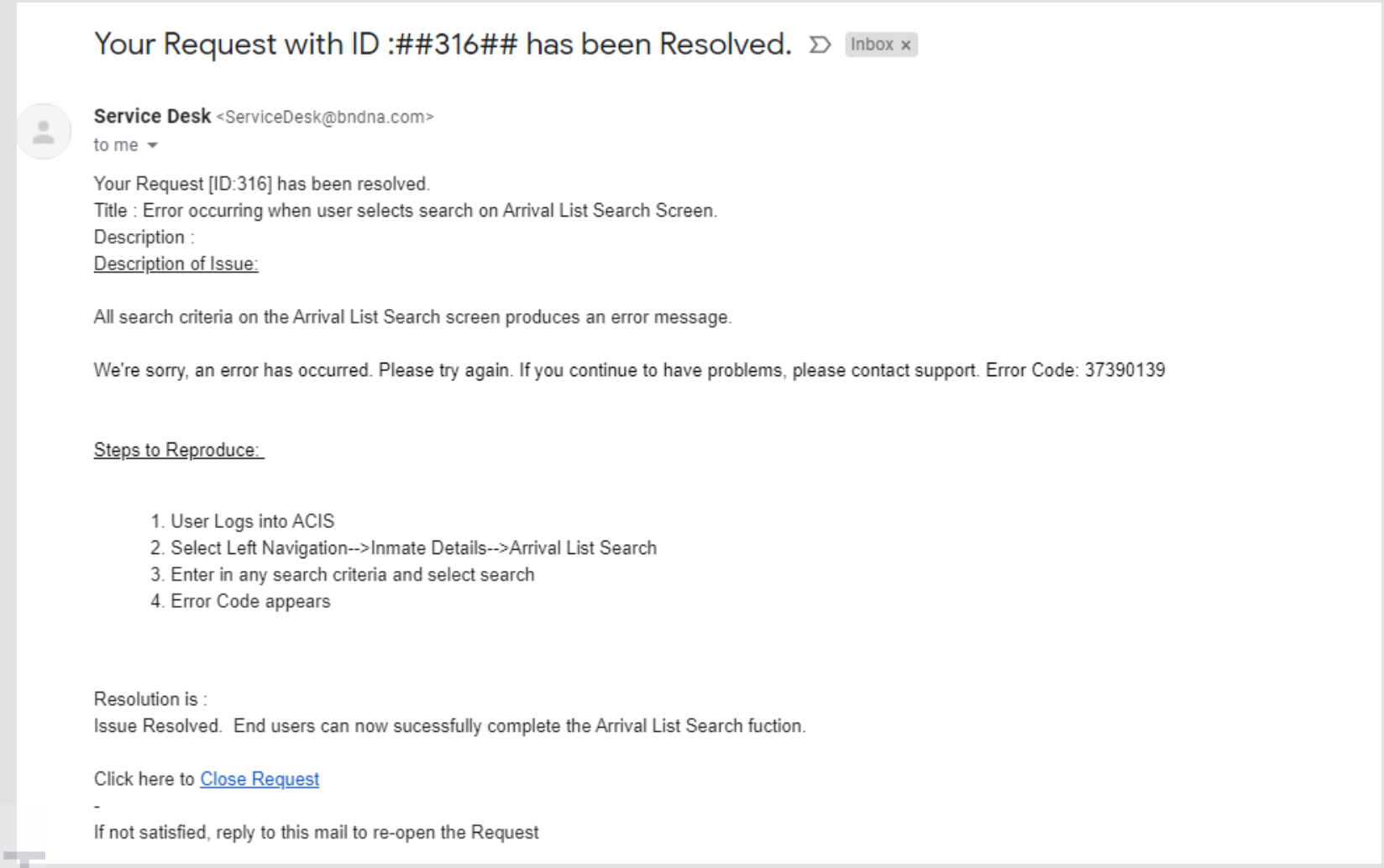
Closing/Re-opening a Resolved Ticket



Your Request with ID :##316## has been Resolved. Inbox ×

Service Desk <ServiceDesk@bndna.com>
to me

Your Request [ID:316] has been resolved.
Title : Error occurring when user selects search on Arrival List Search Screen.
Description :
Description of Issue:

All search criteria on the Arrival List Search screen produces an error message.

We're sorry, an error has occurred. Please try again. If you continue to have problems, please contact support. Error Code: 37390139

Steps to Reproduce:

1. User Logs into ACIS
2. Select Left Navigation-->Inmate Details-->Arrival List Search
3. Enter in any search criteria and select search
4. Error Code appears

Resolution is :
Issue Resolved. End users can now sucessfully complete the Arrival List Search fuction.

Click here to Close Request
-
If not satisfied, reply to this mail to re-open the Request

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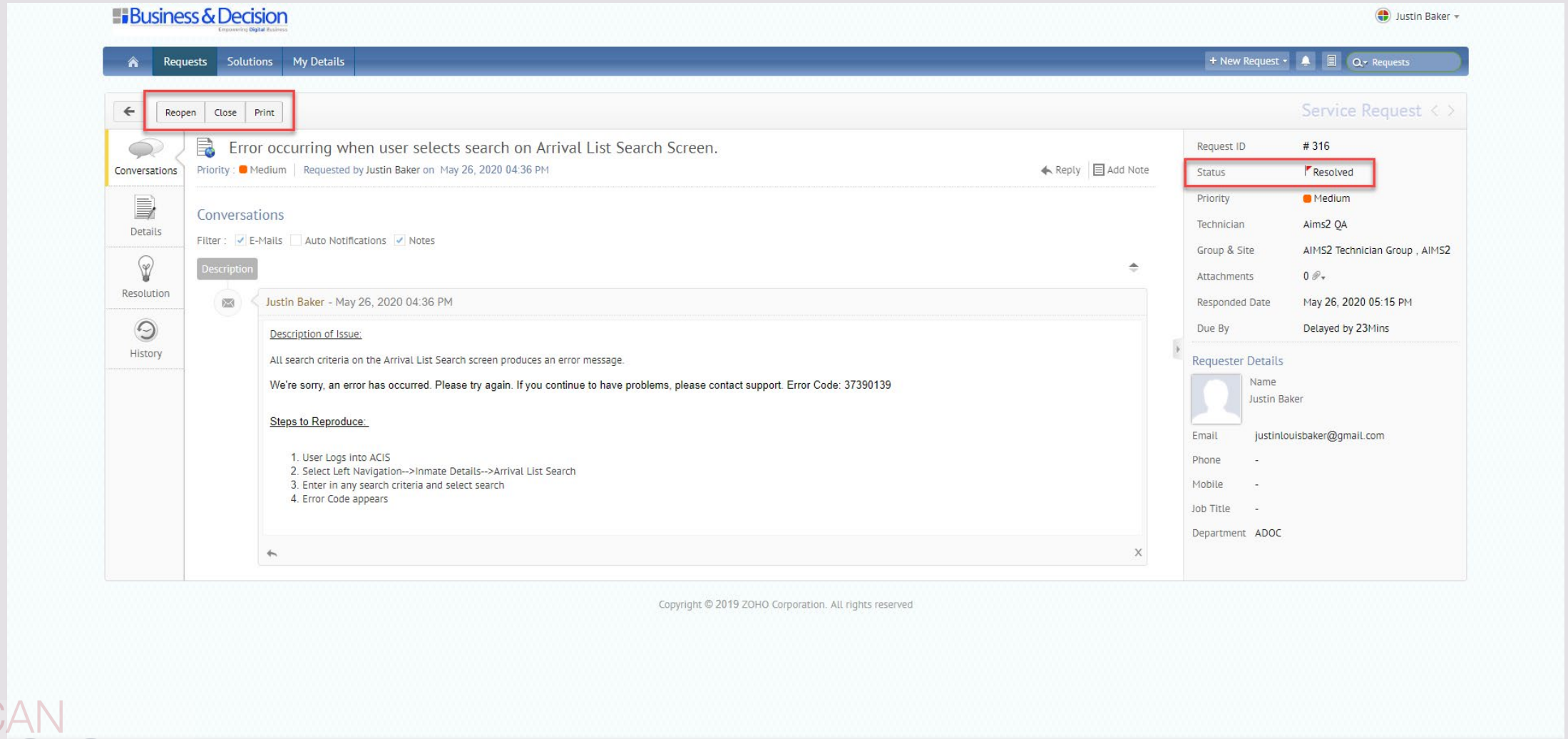
Closing/Re-opening a Resolved Ticket



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1st Line and 2nd Line help support (No Service Ticket)

- Password Changes
- Updating User Roles
- Creating new User Accounts
- Training Issues
  - Uploading a document
  - Validation Errors

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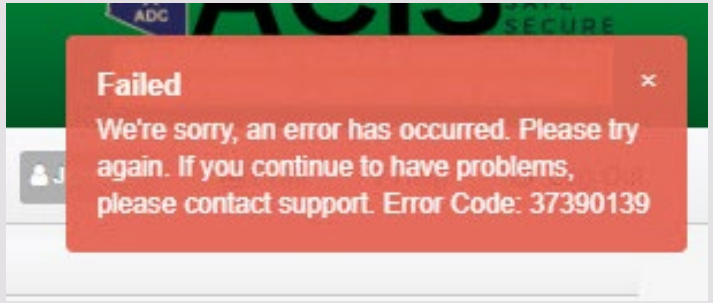
When to Enter a Ticket

- Error Codes
- Functional Error
  - Application does not perform as expected
    - Action Queues
      - Not triggering
      - Not clearing
    - Screens follow expected flows
    - Modules are operating correctly
- Calculations
- Typos/Misspellings



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Questions

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri; Rick Davis
Subject: Introduction - Rick Davis
Date: Tuesday, June 2, 2020 1:11:51 PM
Attachments: image002.png

Hi Joe,

I just wanted to make a quick introduction to Rick Davis. Rick joined B&D last year after a long and successful career as the Virginia DOC Chief Information Officer. Rick is hugely respected, by not just me, but the whole Corrections Technology field. He sits on a number of technology council boards and is one of the most knowledgeable technologists I have met. Rick can give you a more complete account of his achievements!

Rick and I wanted to make the connection to you, to offer support and guidance, there is not much in Corrections technology that Rick has not seen or done, and we feel that he could be a great help to you and ADCRR. No agenda, or cost involved here, just part of the value that we want to bring to you under the spirit of our working relationship. Think of him as a sounding board for you…

If you have time it would be good for you and Rick to connect on a call, it would be better in person, but this upside down world at the moment wont allow that!

I can join the call to, but will lean on Rick for his experience.

Just let me know if you would welcome this help…

Thanks

Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Spencer Scott
Cc: Sandy Wang; gmartinez1; Holly Greene
Subject: Re: UAT Testing - EUIL Items
Date: Tuesday, June 2, 2020 12:22:59 PM

6/5 would work for us. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jun 2, 2020, at 11:43 AM, Spencer Scott <sscott3@azadc.gov> wrote:

Charles,

I am writing to let you know that the three EUIL Bug fixes that were promoted into the UAT environment have all passed in that environment. This means we are now ready to schedule the push from UAT to PROD for Release 22. I will work with ADCRR Operations staff to determine when would be acceptable, but I plan to propose 6/2 or 6/5. If either of those dates won't work for B&D, please let me know.

To be clear, this is not a formal acceptance of the three EUIL items as indicated in Amendment 9.

BUG

31028

37161

40553

Warm Regards,

Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry

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(ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Sun, May 31, 2020 at 3:28 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

Bringing in the B&D Team.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On May 31, 2020, at 3:19 PM, Alexandria Bailey <ABAILEY@azadc.gov> wrote:

Soooo what do I do with this? Either my permissions have to be adjusted or someone else has to respond to it- I cannot even reassign it to someone else.
<image.png>

Respectfully,

Alexandria Bailey

Arizona Department of Corrections

Rehabilitation & Reentry

ACIS Administrator

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(602)542-0312 | abailey@azadc.gov

On Fri, May 29, 2020 at 12:24 AM Spencer Scott <sscott3@azadc.gov> wrote:

> Charles,
>
> We need to plan out how we will roll out changes in the future. I am not aware of any approval for these having been deployed into UAT. With that being said, I'm sure we will smooth all of this out in short order.
>
> I've included the three testers on this email to ask that they test as soon as possible. But please note that Michele and Alex aren't scheduled to work again until Sunday.
>
> | BUG | CR | STATUS |
> |---|---|---|
> | 31028 | 31493 | Complete - With ADC (UAT) Al |
> | 37161 | 37369 | Complete - With ADC (UAT) Michele |
> | 40553 | 40631 | Complete - With ADC (UAT) Alex |
>
> Warm Regards,
>
> Spencer Scott, PMP
>
> IT Project Manager
> **Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
> Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> ---------- Forwarded message ---------
> From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
> Date: Thu, May 28, 2020 at 1:01 PM
> Subject: UAT Testing - EUIL Items
> To: Spencer Scott <sscott3@azadc.gov>, Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>, Trevor Baker

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<trevor.baker@bndna.com>, Steven Williams <Steven.Williams@bndna.com>

Spencer,

Can you please make sure the following items from the EUIL list are tested.

31028	31493	Complete - With ADC (UAT)
37161	37369	Complete - With ADC (UAT)
40553	40631	Complete - With ADC (UAT)

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image003.png>

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang
Cc:	Holly Greene; Spencer Scott
Subject:	RE: Request to Delay Push to Prod
Date:	Tuesday, June 2, 2020 9:38:24 AM
Attachments:	image003.png image004.png

I sent a meeting invite for right now which I realize may not work.

I was emailing you as you sent your email.

The reason we had the emergency Dev meeting was as they looked into pulling the items it became very apparent this would cause more damage and delay than good, so to speak. I was asked to get back with you all and see if we could push forward.

When I reviewed the TFS items it showed that 2 have passed.

Again, I feel this is an isolated incident. But, could really use some help here.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, June 2, 2020 9:31 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Request to Delay Push to Prod

Charles, I feel like I must have missed a couple of emails in-between. I was going by your email you sent on Fri, May 29, 2020 at 12:19 PM, not aware of any challenges or change of direction until I learned that one of the business users was still doing UAT this morning during our PMO daily call. Situation like this definitely warrants a direct communication with ADCRR IT leadership as soon as possible.
Please set up a quick call for us to discuss this.

On Tue, Jun 2, 2020 at 9:22 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Sandy,
>
> The more we have been able to look into it the more it's going to too hard we feel to pull out and

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re-build the package. I really could use some help on this from ADCRR's side. Again, I accept the responsibility for how we got into this "mess".

From TFS, I can see that two of the items have passed testing and the third item is in testing with the TA. As of now, pulling the items would cause more damage than good.

We pulled together an emergency meeting yesterday to discuss our environment strategy in order to ensure this does not happen in the future.

I really think if we can handle this as a one time error it would be greatly appreciated. I know we need some give and take during this process and moving forward and I could really use some grace on this issue.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, June 2, 2020 9:12 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Request to Delay Push to Prod

Charles, has B&D rebuilt the new package (without the three EUILs) and ready to deploy to production? Can you provide an update?

My understanding is that the new production push will not include the three EUILs, therefore, ADCRR is not performing UAT on these three. Please confirm my understanding.

On Fri, May 29, 2020 at 12:19 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I am requesting that we delay our push to production. We are working on removing the EUIL items but it will require putting together a new package and we would feel more comfortable to put together that new package and ensure it does not affect any of the other build that would be going.
>
> The three items have three change sets for new code and the package was tested in its entirety. I would feel more comfortable for the new package to be put together and retested prior to the push.

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In the past we have delayed the push to PROD and received approval from Stacey Crabtree. Spencer can speak further to that.

Again, I apologize for the error and lack of communication.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Subject: Document Sign Off
Date: Tuesday, June 2, 2020 7:41:03 AM
Attachments: BND and ADCRR IT M&O Agreement.docx
CAP Open Bugs.xlsx
image003.png

Good morning Holly,

I am just following back up on the action items I need "sign off" or "acceptance" on.

1: The M&O Word document sent Friday @ 6:35pm I have re-attached above

2: CAP Agreement to the 115 Bugs proposed by Spencer with a start date of 4/30/2020 and an end date of 4/30/2021. Spencer's list of bugs attached.

3: Governance Methodology. I realize this is still being finalized but I think both sides are good with the foundation and can proceed forward with the scheduling of meetings.

I don't meant to be a pain in the neck. I just have to report back to leadership on my side. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not included within the Mi-Case Application. The Mi-Case Application consists of the Mi-Case Interface Server, Mi-Case AWS Environment and the Mi-Case Telerik Server.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 3 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, B&D agrees to provide a resolution within the time-period set forth in Exhibit G In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, mail or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Exhibit G. B&D will at, all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Exhibit G.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 5.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Exhibit G. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5. In the event that a response cannot be provided within the target response times set out in Exhibit G the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 6 for the implementation of the change. In order to progress on any such works

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thereafter, B&D would require a written agreement and authorization from ADCRR IT leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 5.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Exhibit G.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

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1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Guide detailed in Appendix 2.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication. All emails for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

3.3 Following receipt of a change request or variation to the services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the services to be technically feasible. If so, any amendment or variation to the changes and /or services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an

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appropriate purchase order for the effort, in line with the time and materials rate card as noted in Appendix 6 for the implementation of the change.

3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the five (5) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Agreement, and for reporting to ADCRR.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify ADCRR IT leadership and stop working on the change.

3.11.1 ADCRR will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request, perhaps identifying a new change request with altered requirements. The expectation is that all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the change request (delays between stopping work and restarting will be reflected in a revised plan for the change request)

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 ADCRR will then test the change request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

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3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change has been successfully deployed and is ready for the ADCRR UAT process.

3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be final and any outstanding monies due for the change shall be invoiced and paid for by ADCRR when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment and accepted by ADCRR.

3.17 A standardized weekly report by email of all change requests will be provided by the B&D-CSH to the ADCRR IT leadership team. This report will show no less than:

3.17.4 All open change requests (for the entire time-period of the report).

3.17.5 All change requests closed during the entire time-period of the report.

3.17.6 The status (such as “in development”, “under investigation” or “waiting for CMRB”) for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Agreement shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

4.3 B&D Management

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A list of the B&D Directors, Managers will be provided to the ADCRR IT leadership upon initiation of this contract as Appendix 3 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Agreement to measure B&D's performance of the M&O service. These key metrics are detailed in Appendix 4 – Exhibit G.

6. Acceptance and Signatures

IN WITNESS WHEREOF the parties hereto have executed this Maintenance and operation Agreement to be effective for the term stated herein and do hereby attest to their acceptance of the terms and conditions of this Agreement by having caused this Agreement to be executed, sealed, and delivered the day and year first written below.

Arizona Department of Corrections, Rehabilitation and Reentry

By: _____

Role: _____

Date: _____

BUSINESS & DECISION, NORTH AMERICA (PA) INC.

By: _____

Role: _____

Date: _____

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Appendix 1 - THE SERVICES

The Software is used agency wide (ADCRR only). This is an ADCRR agency wide solution which is utilized in all complexes and facilities.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of support tickets
3. Determining the extent of any change required to deal with a support ticket
4. Progression, documentation and resolution of all support tickets
5. Impact analysis of requests for changes to the product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR
10. Agreement of acceptance criteria testing for software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the products and all associated documentation as produced by B&D
12. Assuring ADCRR has latest copies of all software included in the project and associated documentation
13. Maintenance of relevant documentation where applicable

Appendix 2 – ADCRR IT Service Desk Guide

ADCRR IT Service Desk Guide.pdf

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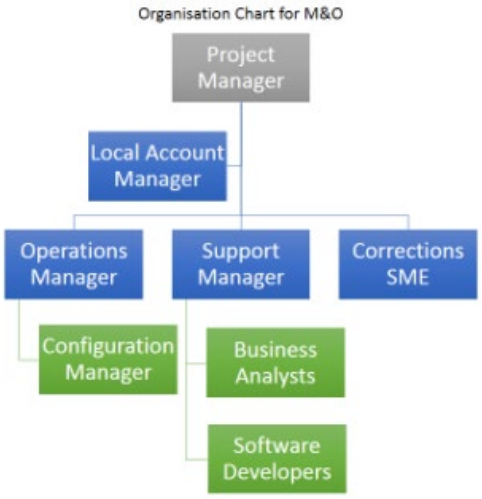
Appendix 3 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:



B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Thad Lowery

Local Account Manager: Charles Spannagel

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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Appendix 4 – EXHIBIT G

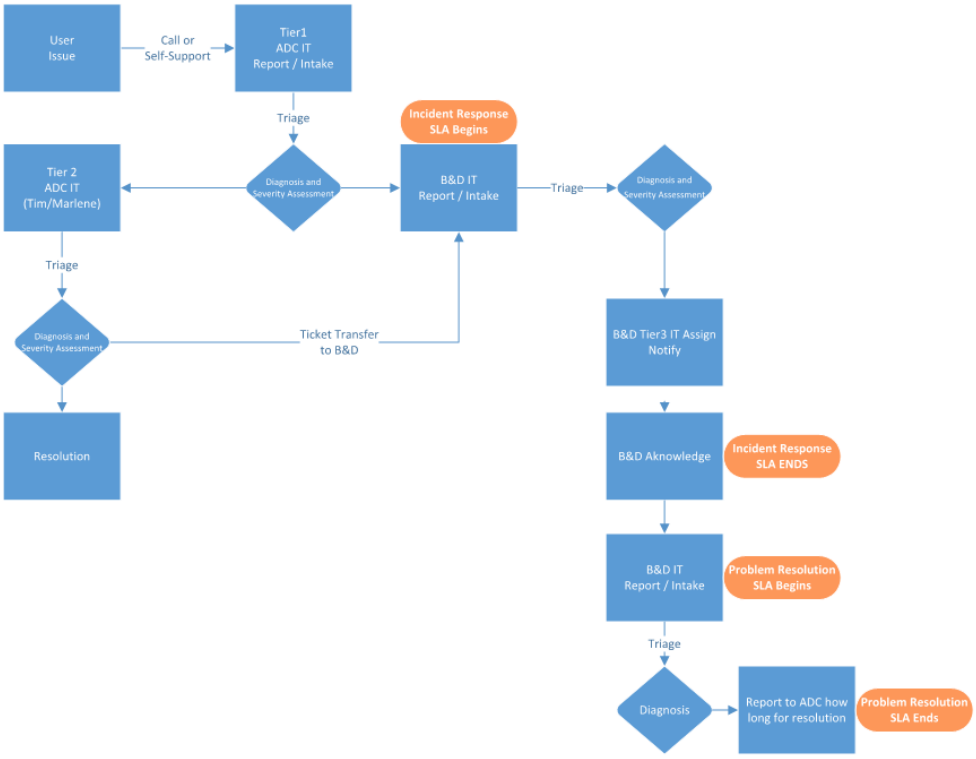
Exhibit G .pdf

Appendix 5 – SLA INCIDENT REPORTING FLOW

Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

Business Hours M-F, 6AM-6PM



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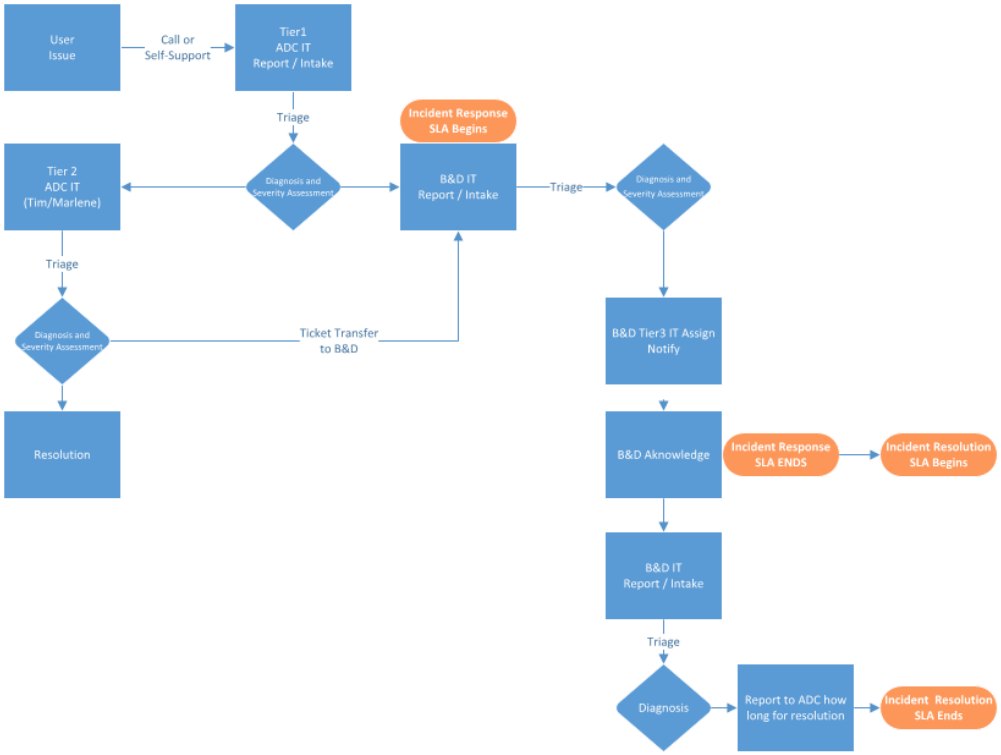
Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

After Hours, Weekends, Holidays and M-F 6PM-6AM



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Appendix 6 – TIME AND MATERIALS RATE CARD

All resources charged at the 'standard rate' $105 per hour as defined in the Cost Schedule C Modification Activities of the ADOC-14-00003350 / 14-025-23 'Request for Proposal'.

Overtime hours will be charged at 1.5 times the 'standard rate' Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the 'standard rate' B&D Holidays.

B&D Holidays

New Year's Day – January 1, 2020 (Wednesday)

Memorial Day - May 25, 2020 (Monday)

Independence Day - July 3, 2020 (Friday, Independence Day observed)

Labor Day - September 7, 2020 (Monday)

Thanksgiving - November 26, 2020 (Thursday)

Day After Thanksgiving - November 27, 2020 (Friday)

Year End Holiday Eve - December 24, 2020 (Thursday)

Year End Holiday - December 25, 2020 (Friday)

Go Live Report List

Report Number	Report Title
0110	Parole Board Agenda Units Rpt 0110
0120	Parole Board Agenda Rpt 0120
0130	Summary Of Events Rpt 0130
0140	Parole Board Proclamation Letter Rpt 0140
0150	C.S.R. Revocation Violation Hearing Results Rpt 0150
0160	Parole Board Dispositions Rpt 0160
0170	Parole Work-Sheet Rpt 0170
0180	Continuation Dispostion - Board Hearing Results Rpt 0180
0190	Modification Hearing Results Rpt 0190
0200	Pbs Revocation Agenda Rpt 0200
0210	Pbs Special Hearing Agenda Rpt 0210
0220	Max Custody Management Rpt 0220
0230	Custody And Internal Risk Changes Rpt 0230
0270	Inmate Discipline Report Summ Rpt 0270
0290	Disciplinary Case Summary Rpt 0290

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0300	Disciplinary Summary Report Rpt 0300
0320	Disciplinary Actions Rpt 0320
0340	Discipline Violation - Year To Date Statistical Summary Rpt 0340
0350	Discipline Forfeiture Log By Release Date Rpt 0350
0360	Statistical Summary - Inmates By Phase Level Rpt 0360
0370	This Weeks Incentive Phase Roster -Level By Location Rpt 0370
0410	This Weeks Incentive Phase Changes (By Phase) Rpt 0410
0420	Weekly Incentive Phase Changes C1A - C2A (By Name) Rpt 0420
0430	Inmates At Location Rpt 0430
0440	List Inmates By Citizenship/Suffix Code Rpt 0440
0450	Inmate Deaths Report Rpt 0450
0460	Print Di14 Reports Rpt 0460
0470	Housing Exceptions Report Rpt 0470
0480	All Foreign Born Mst Lst - Comment Section
0490	Death Row Report
0500	Inmate Count Sheet Rpt 0500
0560	Escape Flyer By Group Rpt 0560
0570	Releases By Date Report Rpt 0570
0600	Inmates By Counselor
0660	Murder/Escape List
0670	Inmates By Terminal Digit Rpt 0670
0690	Dnhw Report
0700	Prnt Duplicate Ssn/Sid/Fbi
0710	Reported Inmates By Classification Data And Occupation Rpt 0710
0720	Print Di70 Reports Rpt 0720
0740	Print Medical Data (Snos) Rpt 0720
0760	Inmate Mental Health By Admin Region
0810	Dwi Commitments
0820	Inmates By Name In Fac. Rpt 0820
0860	No Fingerprint Id Rpt 0860
0880	Inmates With No Dna Dates Rpt0880
0900	Date Photo Taken Report Rpt 0900
0910	Emergency Contact Rpt Rpt 0910
0920	Inmate No Di85 Entries
0960	Caseload Per Officer
0970	Clients By Office
0990	Gain/Loss Summary
1030	Inmate Notice - Custody And/Or Internal Risk Reclassification
1060	Sonoran Report
1070	Undcmnted Criminal Aliens
1081	Prea Orientation Status Aims Report
1090	Monthly Prea Performance Overview 1 Rpt 1090
1110	Daily Prea Status Report
1140	Weekly Capacity Summary - Section I
1160	Daily Housing Changes Report
1170	Escape Report Rpt 1170

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1180	Plan Managers Performance Results
1190	Sex Offender Treatment Aims Report - Section I
1200	Psycoeducational Programs Aims Report - Section I
1210	Substance Abuse Treatment Aims Report - Section I
1220	Post-Secondary Academic Education Performance Summary - Section I
1280	Protective Custody Report
1300	Escaped Absconded Report
1400	Discretionary Override With Discipline Violation
1440	Life Planning Report
1490	Cte Statistical Detail Rpt 1490
1500	Cte Performance Summary Rpt 1500
1510	504 Accomodation Aims Report Section I
1520	Di77 Status Report
1550	Employment Center Assigned And Released Report
1570	Sex Offender Releases To Probation
1580	Weekly Report To Kathy Waters From Rms For All Releases With A Probation Tail.
1600	Weekly List Of Inmates Housed By Race Declaration (Section I)
1610	Bed Assignment By Date
1630	Classification Overrides By Location
1640	Housing Screening Report
1670	Inmates Who Are Under 25 Years Of Age
1680	Inmates By Unit Not Meeting Literacy Standards
1690	Inmate Program Record Stats Rpt 1690
1700	Work Program Hours Scheduled Per Week - Section I
1720	Weekly Programs Placement Report
1730	Monthly Pgms Placement And Release Recap Report
1740	Weekly Education Testing Status Report
1750	Monthly Education Testing Recap Report
1760	Daily Education Testing Status Report
1810	Corrections Plan Statistical Summary
1840	Aci Evaluation Sheet
1850	Tx Evaluation Sheet
1860	Literacy History Report
1870	Monthly Program Evaluation Overdue Report
1880	Literacy Standard Summary
1900	Inmate Education Level
1920	Minimum Qualification Discrepancy Report - Section I
1950	Summary Of Inmates Less Than Age 21 With No Ged/Hsd
1960	Ged Statistical Summary
1970	Academic Education Performance Summary Rpt 1970
1990	Ged Statistical Detail - I. Ged Enrollment Rpt 1990
2000	Function Literacy Statistical Detail
2010	Monthly Aci Evaluation Overdue Report
2040	Print Missing Hours Report
2041	Missing Hours Admin Report

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2050	Daily Roster
2070	Inmate Religious Preference
2080	Inmates Probation Report
2100	Print Turn Out Schedules - Shift Commander Turn Outs Rpt 2100
2110	Work Capacity Detail
2130	Wipp Pay Detail Report
2131	Wipp Pay Detail Report - All
2140	Revised Wipp Time Sheet
2170	Print Medical Appointments
2190	Job Assign Change Notification
2210	Work Program Assgn Detail - Section I
2220	Inmate Skills Inventory
2230	Release List
2240	Parole Board Actions
2250	Parole Elig/Cert Review
2260	Parole Cert List
2280	Transition Release Report - Section Ia Thru Iv Rpt 2280-3
2290	Transition Program Review Ineligibility Report
2320	Case Number Search
2360	Print Gate Roster - Rpt 2360
2370	Stg Members By Loc/Stg
2430	Stg Members By Release Date
2440	Stg Members By Name/Release
2460	Create Release Notice
2470	Visitors Annual Background Check
2480	Visitor Phone Matches
2490	Visitor List For Inmate
2500	Visitor List For Office
2510	Multiple Visits Reports Rpt 2510.
2520	Minor Visitors Currently 18
2530	Child Visitors 10 & Older
2560	Inmate Visit Report
2570	Current Visitors Report
2580	Visitation By Date
2590	Special Visit Report
2600	Visitors Suspended/Viol
2610	Visit Summary - Inmate
2620	Visit Summary - C,S,A Rpt 2620
2640	Level Of Supervision
2700	Offender Profile Report
2710	Life W/Sex Code Of A
2720	Inmate Pay Override Report Rpt 2720

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ID	Assigned To	Priority	Area Path	Created Date	Severity
36901	Alaeddine Bensalah	2	\Production Environment	5/20/2019	3 - Medium
37224	David Wrbelis	2	\20-Reports	6/18/2019	3 - Medium
37732	Josh Connolly	3	\20-Interfaces	7/25/2019	3 - Medium
38852	Jacob Whitson	2	\01 Intake	8/26/2019	4 - Low
39250	Samy Hammami	2	\00 Global\Action Queue	9/20/2019	4 - Low
40263	Shalini Makam	10	\20-Interfaces	11/6/2019	3 - Medium
40518	Spencer Scott	2	\20-Reports	11/25/2019	3 - Medium
40519	Spencer Scott	2	\20-Reports	11/25/2019	4 - Low
40696	Thomas Bowling	1	\06-Population Mgmt	12/4/2019	3 - Medium
40725	Michele Simmons	2	\07-Programs	12/5/2019	2 - High
40739	Samy Hammami	1	\10-Visitation	12/5/2019	3 - Medium
40806	Elianna Jacobs	2	\02-Classification	12/9/2019	3 - Medium
40968	Alexandria Bailey	2	\06-Population Mgmt\Cell Screening	12/17/2019	3 - Medium
40998	Phil Wussow	3	\02-Classification	12/18/2019	4 - Low
41042	Shalini Makam	2	\20-Interfaces	12/20/2019	3 - Medium
41043	Samy Hammami	2	\10-Visitation	12/20/2019	4 - Low
41076	Michele Simmons	2	\09-Scheduling	12/24/2019	4 - Low
41103	Hassen Bengamra	1	\06-Population Mgmt\Protective Custody	12/26/2019	3 - Medium
41117	Samy Hammami	2	\10-Visitation	12/27/2019	3 - Medium
41145	Michele Simmons	2	\09-Scheduling	12/31/2019	3 - Medium
41200	Michele Simmons	2	\12-EIP	1/6/2020	3 - Medium
41201	Thomas Bowling	2	\00 Global\Work Levels	1/6/2020	4 - Low
41260	Hagay Hazan	1	\20-Reports	1/9/2020	3 - Medium
41286	Hagay Hazan	2	\20-Reports	1/13/2020	3 - Medium
41289	Alexandria Bailey	1	\10-Visitation	1/13/2020	3 - Medium
41305	Samy Hammami	2	\10-Visitation	1/14/2020	3 - Medium
41440	Samy Hammami	2	\10-Visitation	1/24/2020	3 - Medium
41441	Alexandria Bailey	2	\10-Visitation	1/24/2020	4 - Low
41445	Phil Wussow	2	\02-Classification	1/24/2020	3 - Medium
41452	Samy Hammami	2	\10-Visitation	1/27/2020	4 - Low
41456	Brittany Cassiano	2	\03-Sentence Calc	1/27/2020	3 - Medium
41459	Samy Hammami	2	\10-Visitation	1/27/2020	3 - Medium
41463	Samy Hammami	2	\10-Visitation	1/27/2020	4 - Low
41485	David Wrbelis	2	\02-Classification	1/28/2020	3 - Medium
41488	David Wrbelis	3	\02-Classification	1/29/2020	3 - Medium
41520	Michele Simmons	2	\16-Grievance	1/30/2020	4 - Low
41521	Michele Simmons	2	\16-Grievance	1/30/2020	4 - Low
41527	David Wrbelis	10	\20-Reports	1/30/2020	3 - Medium
41548	Alaeddine Bensalah	10	\10-Visitation	1/31/2020	4 - Low
41549	David Wrbelis	10	\20-Reports	1/31/2020	4 - Low
41550	David Wrbelis	10	\20-Reports	1/31/2020	4 - Low
41561	Samy Hammami	10	\10-Visitation	2/3/2020	4 - Low
41565	Samy Hammami	10	\10-Visitation	2/3/2020	3 - Medium
41575	David Wrbelis	1	\20-Reports	2/4/2020	3 - Medium
41588	Ons Jannene	2	\06-Population Mgmt\Protective Custody	2/4/2020	3 - Medium
41593	Michele Simmons	2	\11-Community Corrections\RMS	2/5/2020	3 - Medium

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41605	Samy Hammami	1	\10-Visitation	2/5/2020	3 - Medium
41617	David Wrbelis	5	\02-Classification	2/7/2020	3 - Medium
41633	Raj Gopal	2	\06-Population Mgmt\Transportation	2/9/2020	3 - Medium
41642	Luis Blazquez	4	\14-Warrants and Detainers\Warrants	2/10/2020	4 - Low
41645	Samy Hammami	10	\10-Visitation	2/10/2020	4 - Low
41657	Samy Hammami	1	\03-Sentence Calc	2/11/2020	3 - Medium
41659	Alaeddine Bensalah	10	\10-Visitation	2/11/2020	3 - Medium
41673	Samy Hammami	10	\10-Visitation	2/12/2020	4 - Low
41677	Samy Hammami	10	\10-Visitation	2/12/2020	3 - Medium
41688	Luis Blazquez	10	\14-Warrants and Detainers\Detainers	2/13/2020	3 - Medium
41689	Hagay Hazan	1	\20-Reports	2/13/2020	3 - Medium
41690	Luis Blazquez	1	\07-Programs	2/13/2020	3 - Medium
41702	Alaeddine Bensalah	10	\10-Visitation	2/14/2020	3 - Medium
41714	Harika Chikkala	10	\20-Reports	2/18/2020	4 - Low
41715	Harika Chikkala	10	\20-Reports	2/18/2020	4 - Low
41733	Michele Simmons	10	\11-Community Corrections\RMS	2/18/2020	4 - Low
41756	David Wrbelis	10	\20-Reports	2/20/2020	3 - Medium
41772	Samy Hammami	1	\10-Visitation	2/24/2020	3 - Medium
41783	Ons Jannene	10	\11-Community Corrections\RMS	2/24/2020	3 - Medium
41787	Michele Simmons	2	\00 Global\Work Levels	2/24/2020	4 - Low
41794	Alaeddine Bensalah	10	\10-Visitation	2/25/2020	4 - Low
41813	Alaeddine Bensalah	10	\10-Visitation	2/25/2020	4 - Low
41819	Phil Wussow	3	\02-Classification	2/26/2020	3 - Medium
41837	Michele Simmons	2	\20-Reports	2/28/2020	3 - Medium
41839	Mike Newsome	10	\11-Community Corrections\RMS	2/28/2020	3 - Medium
41849	David Wrbelis	2	\20-Reports	3/2/2020	3 - Medium
41858	Alaeddine Bensalah	10	\10-Visitation	3/2/2020	4 - Low
41864	Chris Masson	10	\06-Population Mgmt\Cell Screening	3/3/2020	3 - Medium
41866	Alaeddine Bensalah	10	\10-Visitation	3/4/2020	4 - Low
41868	Janet Duvall	1	\05-STG	3/4/2020	3 - Medium
41896	Samy Hammami	6	\10-Visitation	3/9/2020	3 - Medium
41897	Stacy Paul	1	\20-Reports	3/9/2020	3 - Medium
41911	Phil Wussow	2	\02-Classification	3/10/2020	3 - Medium
41930	Raj Gopal	1	\10-Visitation	3/12/2020	3 - Medium
41945	Marlene Coffey	3	\06-Population Mgmt\Protective Custody	3/16/2020	3 - Medium
41953	Jacob Whitson	3	\20-Reports	3/17/2020	3 - Medium
41963	Samy Hammami	1	\10-Visitation	3/18/2020	3 - Medium
41988	Samy Hammami	10	\10-Visitation	3/23/2020	3 - Medium
42022	Steven Williams	10	\11-Community Corrections\RMS	3/25/2020	3 - Medium
42031	Jacob Whitson	1	\00 Global	3/26/2020	3 - Medium
42046	Harika Chikkala	10	\20-Reports	3/27/2020	4 - Low
42047	Harika Chikkala	10	\20-Reports	3/27/2020	4 - Low
42048	David Wrbelis	10	\20-Reports	3/27/2020	4 - Low
42049	David Wrbelis	10	\20-Reports	3/27/2020	4 - Low
42050	David Wrbelis	10	\20-Reports	3/27/2020	4 - Low
42051	David Wrbelis	10	\20-Reports	3/27/2020	4 - Low
42055	Luis Blazquez	2	\14-Warrants and Detainers	3/30/2020	3 - Medium

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42089	Samy Hammami	2	\10-Visitation	4/3/2020	3 - Medium
42090	Alaeddine Bensalah	2	\10-Visitation	4/3/2020	3 - Medium
42092	Samy Hammami	2	\10-Visitation	4/3/2020	3 - Medium
42096	Trevor Baker	10	\11-Community Corrections\RMS	4/6/2020	3 - Medium
42097	Samy Hammami	4	\10-Visitation	4/6/2020	3 - Medium
42101	Chris Masson	1	\03-Sentence Calc	4/7/2020	3 - Medium
42124	David Wrbelis	1	\20-Reports	4/8/2020	4 - Low
42131	David Wrbelis	1	\20-Reports	4/9/2020	3 - Medium
42149	Steven Williams	1	\06-Population Mgmt\Cell Screening	4/13/2020	4 - Low
42152	Samy Hammami	10	\10-Visitation	4/13/2020	4 - Low
42188	Samy Hammami	10	\10-Visitation	4/16/2020	4 - Low
42191	Mike Newsome	10	\11-Community Corrections\OMS	4/17/2020	3 - Medium
42194	Mike Newsome	10	\11-Community Corrections\RMS	4/17/2020	3 - Medium
42202	Luis Blazquez	1	\00 Global	4/20/2020	3 - Medium
42215	Phil Wussow	1	\07-Programs	4/20/2020	4 - Low
42276	Shalini Makam	2	\20-Interfaces	4/23/2020	3 - Medium
42305	Josh Connolly	10	\20-Interfaces	4/27/2020	3 - Medium
42311	David Wrbelis	10	\20-Reports	4/27/2020	4 - Low
42341	Luis Blazquez	1	\14-Warrants and Detainers	4/29/2020	3 - Medium
42354	Mike Newsome	10	\11-Community Corrections\RMS	4/30/2020	3 - Medium
42358	Tina Luft	10	\11-Community Corrections\RMS	4/30/2020	3 - Medium
42359	Trevor Baker	10	\11-Community Corrections\RMS	4/30/2020	3 - Medium

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson; Spencer Scott
Subject:	ADCRR-MiCase Governance ADCRR Review Request CS EDITS.pptx
Date:	Monday, June 1, 2020 4:13:48 PM
Attachments:	ADCRR-MiCase Governance ADCRR Review Request CS EDITS.pptx image003.png

Good afternoon,

I made the appropriate updates and left a couple of comments for the ADCRR team to look at and address. Please let me know if there are any questions. Thank you for a great and collaborative meeting today.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

MAY 2020

DRAFT M&O GOVERNANCE PROCESS

ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
Empowering Digital Business

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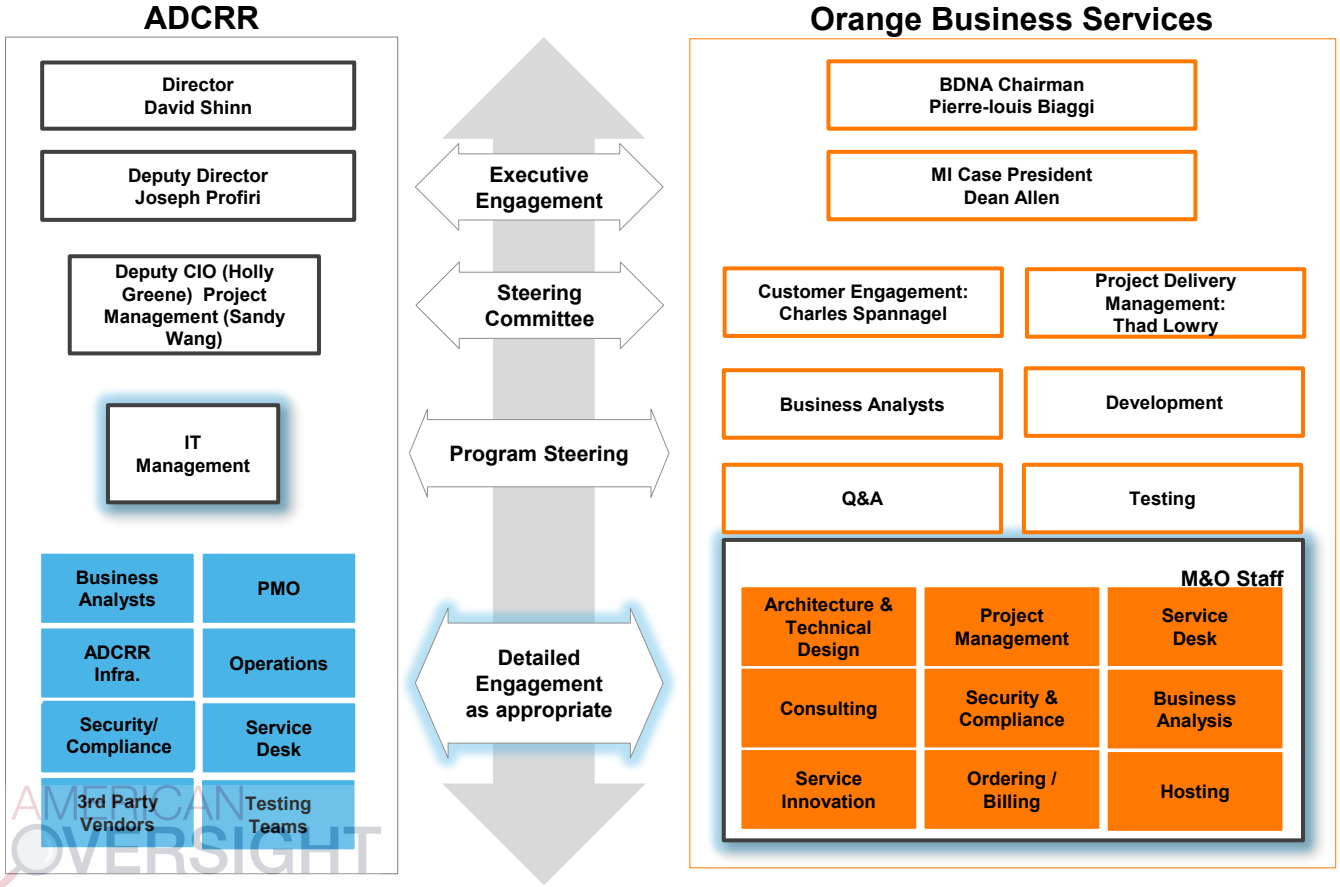
BDNA engagement method



Partnership principles:

- **High touch executive engagement** – Strategic decisions & arbitrations in coordination with ADCRR executives
- **Customer engagement**– throughout the life cycle of M&O, the BDNA customer engagement manager will own the commercial relationship and support customer business and IT strategy
- **Project management** – The project management organization will deliver maintenance as well as new developments of the solution

The engagement is driven by a customer centric philosophy, guided by the customer's business needs.

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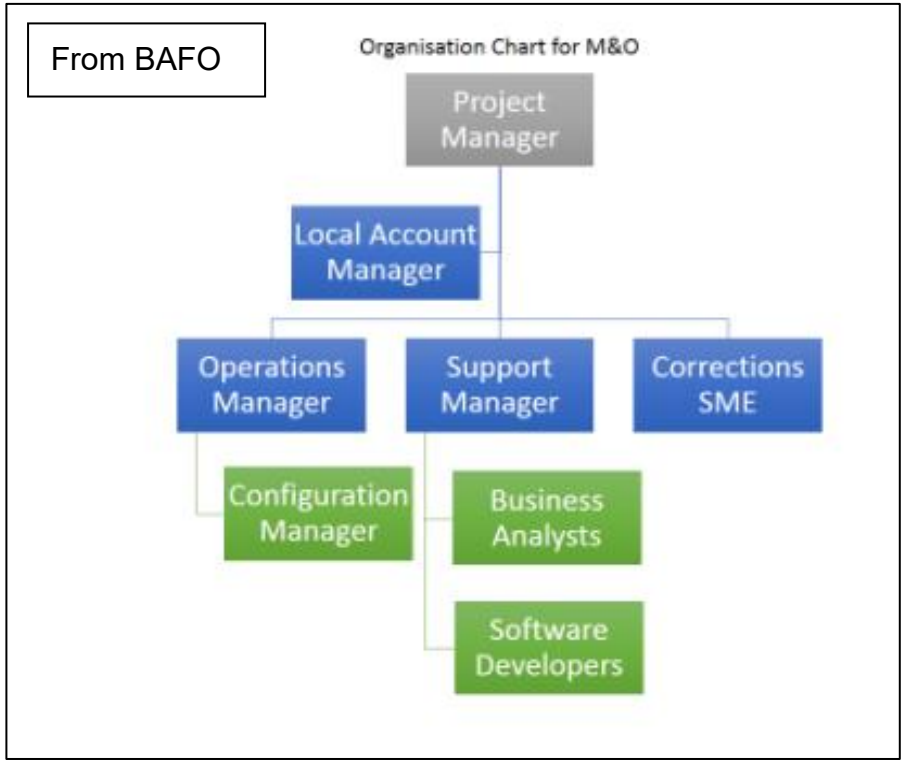
BDNA Client Business Unit

The Client Business Unit is organized to deliver:

- Maintenance of the solution (Bugs fixing), through a dedicated staff and capacity
- Development of new functionalities as part of the 10k hours envelope dedicated to it

From 05/01/2020 to 05/01/2021, This team will be supplemented by additional staff in order to deliver the additional remediation hours (10k hours) agreed in the last Amendment to the contract

From BAFO



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Customer Engagement Manager – Local Account Manager

CEM

The Customer Engagement Manager ensures accountability of the execution of the contract and steers a proactive partnership with ADCRR

- Coordinate a cross functional team in order to develop a partnership with the ADCRR with full accountability to achieve commitments in contractual agreement and delivering satisfaction and value to the ADCRR.
- Implement full contract customer facing governance incl. appropriate governance boards, steerco's, escalation path and contractual change management.
- Bring BDNA delivery team together into a coherent entity fine-tuned to interact with the ADCRR organization in an optimal and minimum impacting way.
- Significantly reduce the level of effort which ADCRR has to invest to ensure the desired contractual benefits are achieved.

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Project Delivery Manager – Charles Spannagel

PDM

The Project Delivery Manager is accountable to provide day-to-day coordinated delivery of agreed contractual solutions and services for ADCRR; has overall responsibility for the quality of service and customer satisfaction for all implemented BDNA services; with a view to optimizing workforce utilization

- Proactively identify and scope opportunities for service enhancement providing ADCRR's experience improvement and greater value generation; spread innovation for optimization and leverage of new or improved processes.
- Prepare and publish Program Plan (including Program Structure / Roadmap / Governance Matrix) of customer Service Strategy; ensure all stakeholders agree and understand roles and responsibilities
- Identify and mitigate risks (failure or delay); ensure appropriate levels of business contingency / continuity are in place.
- Implement full contract customer facing governance, incl. appropriate governance boards and steerco's, for escalation path and contractual change management
- Ensure full compliance of agreed solutions and services to meet customer needs; proactive monitoring of agreed SLAs in order to deliver exceptional service and acknowledged customer value.

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Communication Governance

Formal Sessions

Quarterly Business Review	Performance and spend, relationship health, continuous improvement, personnel updates, innovation and new business, contract activity.		
Program Review Session	Performance, relationship health, continuous improvement …		
Monthly Implementation and Operational Review Sessions	M&O and Contract Amendment Monthly Status Reports including SLA Dashboard Bi-Monthly Change Management Release Schedule		
Weekly Sessions	▪ Status Meeting with ADCRR IT PMO and Operational Leaders ▪ Identification of new development items	▪ M&O Manager and ADCRR IT Leadership Weekly Status Meeting ▪ Release Management Meeting	▪ Incident management ▪ SLA performance ▪ Problem management ▪ Continuous improvement
	Business	**Implementation**	**Operations**

AMERICAN OVERSIGHT

Governance

Quarterly business review (DRAFT)

Members	**ADCRR**	*Initially a small group (JP & HG)*
	BDNA	*Initially a small group (DA & CS)*
Agenda	- ADCRR Business objectives & roadmaps - BDNA business performance (Implementation, Operations, etc.) - INNOVATION: Market trends, technology roadmaps - Relationship health, customer survey results - Dashboard performance - Development Hours spend reviews - New business review	
Inputs	- Status of actions from previous meetings - Monthly performance for both build and run - Headline News - Survey feedback	
Outputs / Objectives	- Minutes and updated actions list - Program performance	
Frequency	Once per quarter ; maximum of two hours	

AMERICAN OVERSIGHT

Governance

Program review session (DRAFT)

Members	**ADCRR**	*TBD*
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson & Dean Allen
Agenda	- Update on actions from previous session - Review of SLA dashboard performance - Review of exception logs - Process and/or procedure challenges; opportunities for improved way of working - Account relationship, End-user satisfaction survey programs, user group feedback or other avenues/methods to measure satisfaction with the ACIS system - Schedule reporting compliance - Continuous improvement initiatives and achievements	
Inputs	- Actions from previous meetings - Exceptions from billing, build and/or run - Governance dashboard - Headline News	
Outputs / Objectives	- Minutes and updated actions list - Maintain Governance for effective and continuous improvement program - Executive summary	
Frequency	Scheduled as calendars permit	

AMERICAN OVERSIGHT

Governance

Weekly Change Management Release Schedule (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel, Thad Lowry, Chris Masson
Agenda	- Release roadmap - Separate meetings to discuss EUIL items and Bug statuses - Outstanding defects/bugs in the system - CAP completion - Any issue requiring escalation - Roundtable discussion with ADCRR	
Inputs	- Actions list from previous meetings - Minutes from weekly design review	
Outputs / Objectives	- Minutes and updated actions list	
Frequency	Bi-weekly	

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Governance

Monthly operational and implementation review session (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson (optional Dean Allen)
Agenda	- Update on actions from previous session - Steering committee (executive invited) review - SLA performance - End user satisfaction report - Continuous improvement initiatives and achievements	
Inputs	Actions list from previous meetings - Service management monthly report - SLA report - M&O Hours and EUIL delivery completion report	
Outputs / Objectives	- Minutes and updated actions list - Mutual agreement on monthly performance	
Frequency	Monthly – Held last Thursday of each month	

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Governance

Weekly Status Meeting with ADCRR IT PMO and Operational Leaders (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel
Agenda	- Input from ADCRR operations on new items requests - End user satisfaction measurement	
Inputs	- Action list from previous meeting - New list of items - Satisfaction measurement	
Outputs / Objectives	- Minutes and updated actions list - New list of items	
Frequency	Weekly – Held every Friday or Monday am (TBD)	

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Governance

M&O Manager and ADCRR IT Leadership Weekly Status Meeting (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel
Agenda	- Review previous week items progression - Identify new items - Review service desk performance - Roundtable discussion	
Inputs	- Action list from previous meeting - Service Desk SLA review	
Outputs / Objectives	- Minutes and updated actions list - New items list	
Frequency	Weekly – Held every Friday	

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Initial Governance Timeline

- **July 2020**
  - 7/3/2020 – ADCRR IT and M&O Manager Weekly Status Report Meeting
  - **7/8/2020 – ADCRR and B&D Monthly Status Meeting**
  - 7/17/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 7/24/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 7/31/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
- **August 2020**
  - **8/7/2020 – ADCRR and B&D Monthly Status Meeting**
  - 8/14/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 8/21/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
  - 8/28/2020 – ADCRR IT and M&O Manager Weekly Status Meeting

List of workstreams

- Parking lot – Exhibit 2 items – Capped at 1000 hours
- EUIL – capped at 9000 hours: Focused on Improved End-user experience
- M&O (10,000) Development hours: Focused on new Functionalities implementation
- Maintenance: Bugs fixing, following prioritization by ADCRR
  - CAP: All of the remaining bugs (115) at the time of M&O 4/30/2020
  - SLAs: As per agreed SLA setup
  - Service desk: Effective as of June 5th , 2020
- Measurement of Success: To be agreed with ADCRR

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Principles of Effort Estimate, Validation & Approval

- For M&O development hours prior to May 18th: Validation requested by ADCRR management
- M&O development hours:
  - As per ADCRR requests for development – list of items to be submitted by ADCRR
  - BDNA evaluation of Level of Efforts (LoEs)
  - ADCRR sign off on LoEs
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
- EUIL:
  - Parking lot Exhibit 2 items to be delivered consuming no more than 1000 hours
  - BDNA evaluation of Level of Efforts (LoEs)
  - ACRR sign off on LoEs (9,000)
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
  - **Measurement of success to evaluate positive impact of EUIL items onto end user satisfaction**

Amendment process

- 1st Business Day – M&O Monthly Report submitted by B&D
- 5th Business Day - Monthly M&O Status Meeting
- 10th Business Day (or prior) – ADCRR and B&D present a list of proposed EUIL items
- 15th Business Day (or prior) – B&D to provide estimate for proposed EUIL items, B&D to provide forecast of available FTE's
- 20th Business Day (or prior) – ADCRR selects items for the upcoming month

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SLAs

- **Service Level Agreement (SLA)**
  - Agreed to terms on May 15th , 2020
  - Utilizing multiple technologies and metrics to ensure SLA compliance
    - 3rd Party Systems that monitor System Response, System Availability, User Response
    - ServiceDesk Reports that monitor
      - Incident Response and Resolution Times
    - Additional Monthly Reports to be included in the M&O Monthly Status Meeting
      - Maintenance/Updates/Upgrades, Data Integrity and Destruction, Security, User Support and Contractor Staffing
  - B&D Weekly SLA Compliance and Risk Assessment Meeting to review all metrics
  - **Sign Off Needed**

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CAP

- The Corrective Action Plan consist of all medium and low bugs still active as of M&O start (4/30/2020)

- Bug list attached from ADCRR IT

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Service desk

- **B&D Service Desk Implementation**
  - Scheduled to Go Live on 6/5/2020
  - B&D Internal Training on 5/21/2020
  - ADCRR Training the week of 6/1/2020
  - B&D Service Desk staffed Monday through Sunday 6am – 6pm
    - On call after hours support as negotiated with ADCRR
    - After hour technical support will be provided under a Time and Material basis

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Measurement of Satisfaction

- **Measure Current Sentiment**
  - Workstream with key ADCRR IT Staff and ADCRR Operational Users
  - Brainstorm different methodologies for End User satisfaction analysis
    - Online Surveys
    - Site Visits - Quarterly Site Visits to gauge user satisfaction (Initially every other month) possible August, most likely September
    - Focus Groups
    - Training Evaluation
    - Identified System Enhancements/Initiatives
- **Setup Ongoing Satisfaction Measurement**
  - Provided by monthly/quarterly survey scales measuring trends in adoption, ease of system use and overall feeling of the system
- **Set Targets and Expectations**
  - To be determined by initial survey findings with a work group consisting of ADCRR IT Leadership, ADCRR Operational Leadership and B&D Leadership setting future targets and expectations

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Spencer Scott
Cc: Holly Greene; Sandy Wang
Subject: Re: CR 42463 Estimate
Date: Monday, June 1, 2020 2:26:35 PM
Attachments: image001.png

Ok, we will need to get those questions answered below. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Jun 1, 2020, at 2:01 PM, Spencer Scott <sscott3@azadc.gov> wrote:
>
> It was not on our short list. You can prepare the estimate for this one in next month's list.
>
> On Mon, Jun 1, 2020 at 1:51 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> Holly and Team,
>
> Please find the message below from Cindy. I missed it in my inbox last week. If this is an item that was picked then we will have to have a quick discussion. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>
>
> Begin forwarded message:

AMERICAN OVERSIGHT

From: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Date: May 28, 2020 at 4:52:38 PM MST
To: Charles Spannagel <charles.spannagel@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>, Dean Allen <dean.allen@bndna.com>, Trevor Baker <trevor.baker@bndna.com>
Subject: CR 42463 Estimate

Charles,

Can you please mention to ADC that what is shown below is not included in the estimate and find out if we are supposed to be making changes to the other modules listed. There were no requirements or expected results for these items. If they are expecting these to be updated the estimate will increase significantly.

1. **Please identify any additional ACIS modules which may be potentially affected by this change request:**

   Classification, Do Not House With, Intake, Protective Custody, Transportation, and Cell Screening.

Thank you,

Cindy Hyser-Crauwels

Sr. Business Analyst

Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com

m. [redacted]

o. 480-795-7220

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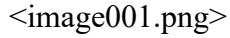

Please consider the environment before printing this email.

--

Warm Regards,

Spencer Scott, PMP

IT Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Spencer Scott; Sandy Wang; Holly Greene
Subject: Fwd: CR 42463 Estimate
Date: Monday, June 1, 2020 1:51:09 PM
Attachments: image001.png

Holly and Team,

Please find the message below from Cindy. I missed it in my inbox last week. If this is an item that was picked then we will have to have a quick discussion. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Mi-Case

Begin forwarded message:

From: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Date: May 28, 2020 at 4:52:38 PM MST
To: Charles Spannagel <charles.spannagel@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>, Dean Allen <dean.allen@bndna.com>, Trevor Baker <trevor.baker@bndna.com>
Subject: CR 42463 Estimate

Charles,

Can you please mention to ADC that what is shown below is not included in the estimate and find out if we are supposed to be making changes to the other modules listed. There were no requirements or expected results for these items. If they are expecting these to be updated the estimate will increase significantly.

1. **Please identify any additional ACIS modules which may be potentially affected by this change request:**

   Classification, Do Not House With, Intake, Protective Custody, Transportation, and Cell Screening.

AMERICAN OVERSIGHT

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Mi-Case

Please consider the environment before printing this email.

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti; Spencer Scott; Sandy Wang
Subject: ADCRR-MiCase Governance ADCRR Review Request CS EDITS.pptx
Date: Monday, June 1, 2020 11:05:15 AM
Attachments: ADCRR-MiCase Governance ADCRR Review Request CS EDITS.pptx

---

AMERICAN OVERSIGHT

MAY 2020

DRAFT M&O GOVERNANCE PROCESS

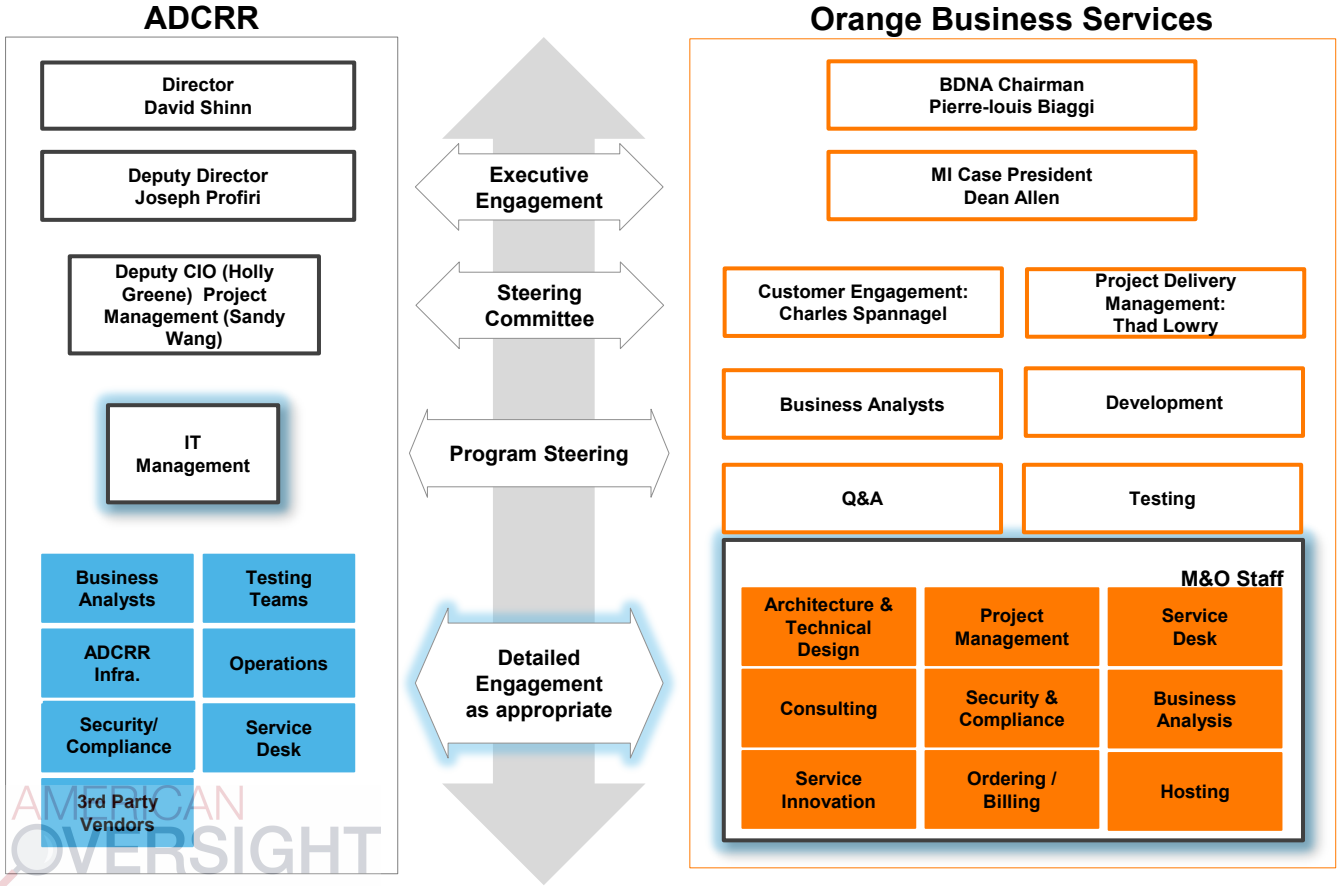
ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

BDNA engagement method



Partnership principles:

- **High touch executive engagement** – Strategic decisions & arbitrations in coordination with ADCRR executives
- **Customer engagement**– throughout the life cycle of M&O, the BDNA customer engagement manager will own the commercial relationship and support customer business and IT strategy
- **Project management** – The project management organization will deliver maintenance as well as new developments of the solution

The engagement is driven by a customer centric philosophy, guided by the customer's business needs.

AMERICAN OVERSIGHT

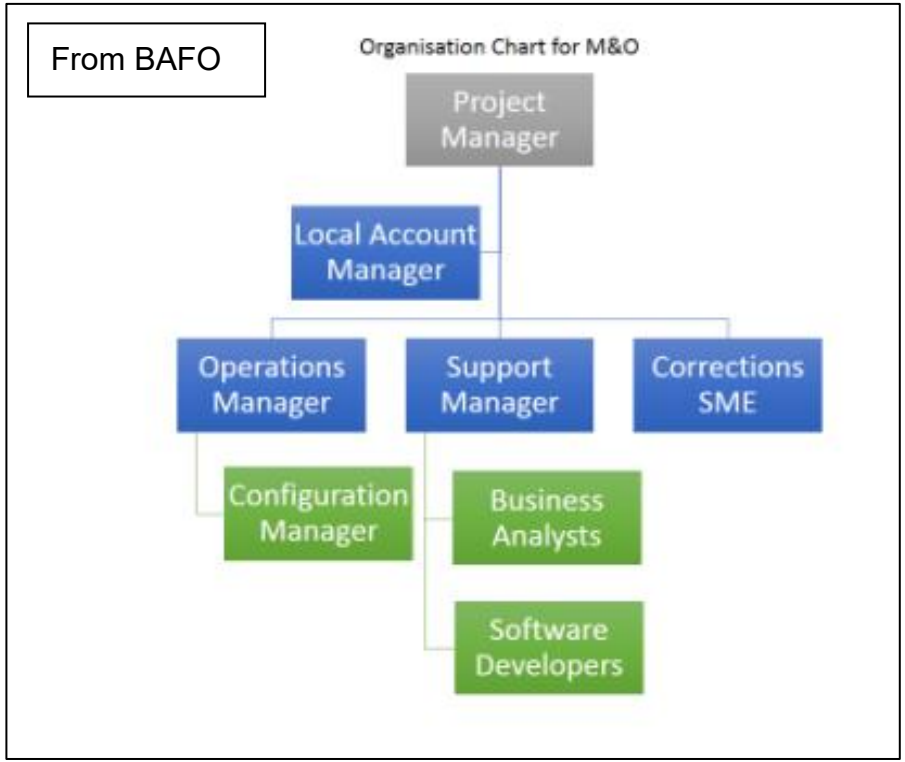
BDNA Client Business Unit

The Client Business Unit is organized to deliver:

- Maintenance of the solution (Bugs fixing), through a dedicated staff and capacity
- Development of new functionalities as part of the 10k hours envelope dedicated to it

From 05/01/2020 to 05/01/2021, This team will be supplemented by additional staff in order to deliver the additional remediation hours (10k hours) agreed in the last Amendment to the contract

From BAFO



AMERICAN OVERSIGHT

Customer Engagement Manager

CEM

The Customer Engagement Manager ensures accountability of the execution of the contract and steers a proactive partnership with ADCRR

- Coordinate a cross functional team in order to develop a partnership with the ADCRR with full accountability to achieve commitments in contractual agreement and delivering satisfaction and value to the ADCRR.
- Implement full contract customer facing governance incl. appropriate governance boards, steerco's, escalation path and contractual change management.
- Bring BDNA delivery team together into a coherent entity fine-tuned to interact with the ADCRR organization in an optimal and minimum impacting way.
- Significantly reduce the level of effort which ADCRR has to invest to ensure the desired contractual benefits are achieved.

AMERICAN OVERSIGHT

Project Delivery Manager

PDM

The Project Delivery Manager is accountable to provide day-to-day coordinated delivery of agreed contractual solutions and services for ADCRR; has overall responsibility for the quality of service and customer satisfaction for all implemented BDNA services; with a view to optimizing workforce utilization

- Proactively identify and scope opportunities for service enhancement providing ADCRR's experience improvement and greater value generation; spread innovation for optimization and leverage of new or improved processes.
- Prepare and publish Program Plan (including Program Structure / Roadmap / Governance Matrix) of customer Service Strategy; ensure all stakeholders agree and understand roles and responsibilities
- Identify and mitigate risks (failure or delay); ensure appropriate levels of business contingency / continuity are in place.
- Implement full contract customer facing governance, incl. appropriate governance boards and steerco's, for escalation path and contractual change management
- Ensure full compliance of agreed solutions and services to meet customer needs; proactive monitoring of agreed SLAs in order to deliver exceptional service and acknowledged customer value.

AMERICAN OVERSIGHT

Communication Governance

Formal Sessions

Quarterly Business Review	Performance and spend, relationship health, continuous improvement, personnel updates, innovation and new business, contract activity.		
Program Review Session	Performance, relationship health, continuous improvement …		
Monthly Implementation and Operational Review Sessions	M&O and Contract Amendment Monthly Status Reports including SLA Dashboard Bi-Monthly Change Management Release Schedule		
Weekly Sessions	▪ Status Meeting with ADCRR IT PMO and Operational Leaders ▪ Identification of new development items	▪ M&O Manager and ADCRR IT Leadership Weekly Status Meeting ▪ Items delivery implementations	▪ Incident management ▪ SLA performance ▪ Problem management ▪ Continuous improvement
	Business	**Implementation**	**Operations**

AMERICAN OVERSIGHT

Governance

Quarterly business review (DRAFT)

Members	**ADCRR**	*Initially a small group (JP & HG)*
	BDNA	*Initially a small group (DA & CS)*
Agenda	- ADCRR Business objectives & roadmaps - BDNA business performance (Implementation, Operations, etc.) - INNOVATION: Market trends, technology roadmaps - Relationship health, customer survey results - Dashboard performance - Development Hours spend reviews - New business review	
Inputs	- Status of actions from previous meetings - Monthly performance for both build and run - Headline News - Survey feedback	
Outputs / Objectives	- Minutes and updated actions list - Program performance	
Frequency	Once per quarter ; maximum of two hours	

AMERICAN OVERSIGHT

Governance

Program review session (DRAFT)

Members	**ADCRR**	*TBD*
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson & Dean Allen
Agenda	- Update on actions from previous session - Review of SLA dashboard performance - Review of exception logs - Process and/or procedure challenges; opportunities for improved way of working - Account relationship, End-user satisfaction survey programs - Schedule reporting compliance - Continuous improvement initiatives and achievements	
Inputs	- Actions from previous meetings - Exceptions from billing, build and/or run - Governance dashboard - Headline News	
Outputs / Objectives	- Minutes and updated actions list - Maintain Governance for effective and continuous improvement program - Executive summary	
Frequency	Scheduled as calendars permit	

AMERICAN OVERSIGHT

Governance

Bi-Weekly Change Management Release Schedule (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel, Thad Lowry, Chris Masson
Agenda	- Release roadmap - Outstanding defects/bugs in the system - CAP completion - Any issue requiring escalation - Roundtable discussion with ADCRR	
Inputs	- Actions list from previous meetings - Minutes from weekly design review	
Outputs / Objectives	- Minutes and updated actions list	
Frequency	Bi-weekly	

AMERICAN OVERSIGHT

Governance

Monthly operational and implementation review session (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson (optional Dean Allen)
Agenda	- Update on actions from previous session - Steering committee (executive invited) review - SLA performance - End user satisfaction report - Continuous improvement initiatives and achievements	
Inputs	Actions list from previous meetings - Service management monthly report - SLA report - M&O Hours and EUIL delivery completion report	
Outputs / Objectives	- Minutes and updated actions list - Mutual agreement on monthly performance	
Frequency	Monthly – Held last Thursday of each month	

AMERICAN OVERSIGHT

Governance

Weekly Status Meeting with ADCRR IT PMO and Operational Leaders (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel
Agenda	- Input from ADCRR operations on new items requests - End user satisfaction measurement	
Inputs	- Action list from previous meeting - New list of items - Satisfaction measurement	
Outputs / Objectives	- Minutes and updated actions list - New list of items	
Frequency	Weekly – Held every Friday or Monday am (TBD)	

AMERICAN OVERSIGHT

Governance

M&O Manager and ADCRR IT Leadership Weekly Status Meeting (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel
Agenda	- Review previous week items progression - Identify new items - Review service desk performance - Roundtable discussion	
Inputs	- Action list from previous meeting - Serviced desk SLA view	
Outputs / Objectives	- Minutes and updated actions list - New items list	
Frequency	Weekly – Held every Thursday	

AMERICAN OVERSIGHT

AZ-DOC-21-0315-A-002124

Initial Governance Timeline

- **June 2020**
  - **6/5/2020 – ADCRR and B&D Monthly Status Meeting**
    - 6/11/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 6/18/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 6/25/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
- **July 2020**
  - 7/2/2020 – ADCRR IT and M&O Manager Weekly Status Report Meeting
  - **7/7/2020 – ADCRR and B&D Monthly Status Meeting**
    - 7/16/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 7/23/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - Meeting
    - 7/30/2020 – ADCRR IT and M&O Manager Weekly Status Meeting

AMERICAN OVERSIGHT

Business & Decision

List of workstreams

- Parking lot – Exhibit 2 items – Capped at 1000 hours
- EUIL – capped at 9000 hours: Focused on Improved End-user experience
- M&O (10,000) Development hours: Focused on new Functionalities implementation
- Maintenance: Bugs fixing, following prioritization by ADCRR
  - CAP: All remaining Medium & Low Bugs at the time of M&O start
  - SLAs: As per agreed SLA setup
  - Service desk: Effective as of June 5th , 2020
- Measurement of Success: To be agreed with ADCRR

AMERICAN OVERSIGHT

Principles of Effort Estimate, Validation & Approval

- For M&O development hours prior to May 18th: Validation requested by ADCRR management
- M&O development hours:
  - As per ADCRR requests for development – list of items to be submitted by ADCRR
  - BDNA evaluation of Level of Efforts (LoEs)
  - ADCRR sign off on LoEs
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
- EUIL:
  - Parking lot Exhibit 2 items to be delivered consuming no more than 1000 hours
  - BDNA evaluation of Level of Efforts (LoEs)
  - ACRR sign off on LoEs (9,000)
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
  - **Measurement of success to evaluate positive impact of EUIL items onto end user satisfaction**

Amendment process

- 1st Business Day – M&O Monthly Report submitted by B&D
- 5th Business Day - Monthly M&O Status Meeting
- 10th Business Day (or prior) – ADCRR and B&D present a list of proposed EUIL items
- 15th Business Day (or prior) – B&D to provide estimate for proposed EUIL items, B&D to provide forecast of available FTE's
- 20th Business Day (or prior) – ADCRR selects items for the upcoming month

AMERICAN OVERSIGHT

SLAs

- **Service Level Agreement (SLA)**
  - Agreed to terms on May 15th , 2020
  - Utilizing multiple technologies and metrics to ensure SLA compliance
    - 3rd Party Systems that monitor System Response, System Availability, User Response
    - ServiceDesk Reports that monitor
      - Incident Response and Resolution Times
    - Additional Monthly Reports to be included in the M&O Monthly Status Meeting
      - Maintenance/Updates/Upgrades, Data Integrity and Destruction, Security, User Support and Contractor Staffing
  - B&D Weekly SLA Compliance and Risk Assessment Meeting to review all metrics
  - **Sign Off Needed**

AMERICAN OVERSIGHT

CAP

- The Corrective Action Plan consist of all medium and low bugs still active as of M&O start (Feb. 21st)

- Listed in attached document.

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Service desk

- **B&D Service Desk Implementation**
  - Scheduled to Go Live on 6/5/2020
  - B&D Internal Training on 5/21/2020
  - ADCRR Training the week of 6/1/2020
  - B&D Service Desk staffed Monday through Sunday 6am – 6pm
    - On call after hours support as negotiated with ADCRR
    - After hour technical support will be provided under a Time and Material basis

AMERICAN OVERSIGHT

Measurement of Satisfaction

- **Measure Current Sentiment**
  - Workstream with key ADCRR IT Staff and ADCRR Operational Users
  - Brainstorm different methodologies for End User satisfaction analysis
    - Online Surveys
    - Site Visits - Quarterly Site Visits to gauge user satisfaction?
    - Super User Panel
    - Training Evaluation
    - Product Board…
- **Setup Ongoing Satisfaction Measurement**
- **Set Targets and Expectations**

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Jeff Woodward; Phil Wussow
Cc: Harika Chikkala; Holly Greene; Aaron Bailey; Al Dubrowa; Elizabeth Charif; Sandy Wang; Michael Dolny; Joseph Nicoletti; Spencer Scott; jduvall; gmartinez1; Rusty Johnson; Joshua Connolly
Subject: RE: Telerik RPTDEV Issues
Date: Monday, June 1, 2020 8:33:21 AM
Attachments: image003.png
image006.png
image007.png
image008.png
image009.png

Jeff,

I will get with Harika and Phil to schedule the call. For future reference we will be working with Harika and Phil mainly for Ad Hoc support in an effort to mainstream the support. If you have any questions please let me know.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Monday, June 1, 2020 8:30 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: Telerik RPTDEV Issues

Charles,

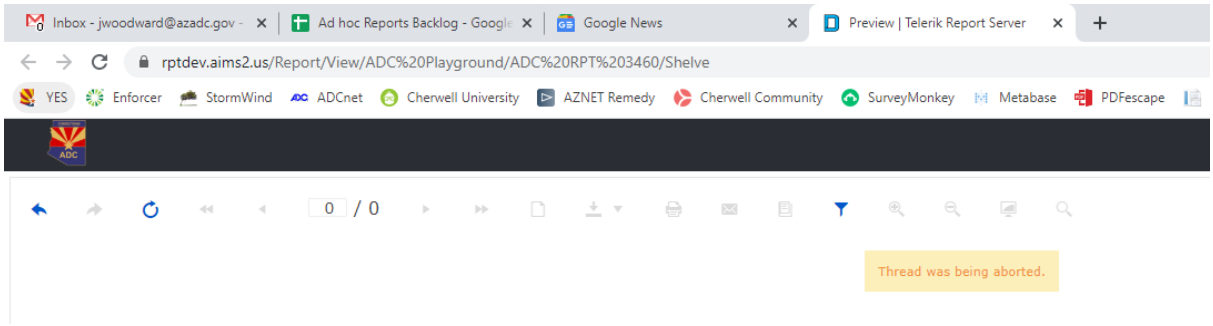
Holly approves, so please let me know when we can schedule this call. Just FYI, I've been testing RPTDEV this morning and still experiencing the same intermittent issues.

Thanks.

On Fri, May 29, 2020 at 4:41 PM Jeff Woodward <jwoodward@azadc.gov> wrote:

> Charles,
>
> Assuming Holly approves -- you can schedule it for any time between 8am - 5pm on Monday. I'm available all day.
>
> Thanks.
>
> On Fri, May 29, 2020 at 4:22 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Jeff,
> >
> > Let's set up a call with you and Harika. Please let us know when you are available and we will get the meeting scheduled.
> >
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > Business & Decision
> > Empowering Digital Business
> >
> >
> > **From:** Jeff Woodward <jwoodward@azadc.gov>
> > **Sent:** Friday, May 29, 2020 4:09 PM
> > **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> > **Cc:** Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> > **Subject:** Re: Telerik RPTDEV Issues
> >
> > Charles,
> >
> > I was just testing ADC RPT 3460 again, and I'm intermittently receiving this "Thread was being aborted" error that I mentioned in my initial email yesterday. This error will randomly appear if you just keep running the same report (again, it doesn't seem to matter which one) a few times in a row with the same parameters chosen.

AMERICAN OVERSIGHT



Thanks.

On Fri, May 29, 2020 at 3:51 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Harika,
>
> Can you please see Jeff's response below and let us know what your thoughts are. We may need to schedule the screen share like Jeff suggests below. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Friday, May 29, 2020 3:21 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> **Subject:** Re: Telerik RPTDEV Issues
>
> Charles,
>
> The link you provided there seems to be unrelated to the issues that I reported. That specifically mentions blank pages being rendered in "print preview" mode. I'm not in print preview mode, and I am not getting blank pages rendered.
>
> I assume you're referring to RPT 3520? As I mentioned previously, these issues are happening with multiple reports, so I can't see changing a formatting setting in one report fixing issues with other, unrelated reports.
>
> If you'd like me to do a screen sharing session and reproduce these problems for you, we can definitely do that. You may be right that it's not a system/resource issue, but the solution you've provided doesn't seem related to what's happening and further investigation is needed, as this is greatly hindering ad hoc report development at the moment.
>
> Thanks!
>
> On Fri, May 29, 2020 at 3:07 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good afternoon,
> >
> > The analysis is that this is not a system / resource issue
> >
> > The Report has been created with an attribute on the Telerik report that is causing the error
> >
> > The ADHOC developer needs to edit the Telerik report and set the "Keep together" property to false
> >
> > They should refer to: (https://www.telerik.com/support/kb/reporting/details/problem-telerik-reporting-renders-blank-pages)
> >
> > For more information
> >
> > Jeff, please let me know if this helps. Again, apologies for the delay.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > Business & Decision
> > Empowering Digital Business
> >
> > **From:** Holly Greene <hgreene@azadc.gov>
> > **Sent:** Friday, May 29, 2020 1:43 PM

AMERICAN OVERSIGHT

To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: Telerik RPTDEV Issues

Hello Charles-

Do you have an update concerning this performance issue?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 29, 2020 at 12:12 PM Jeff Woodward <jwoodward@azadc.gov> wrote:

> Charles,
>
> Any updates on this? Still experiencing the exact same behavior in Telerik RPTDEV.
>
> Thanks.
>
> On Thu, May 28, 2020 at 5:43 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Understood. We are looking into it.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > On May 28, 2020, at 4:37 PM, Holly Greene <hgreene@azadc.gov> wrote:
> >
> > Hi Charles-
> >
> > I authorized Jeff's reach out because it's performance related.
> >
> > Respectfully,
> >
> > Holly Greene
> > Deputy CIO | ADCRR IT Bureau
> > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> > Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > On Thu, May 28, 2020 at 4:32 PM Jeff Woodward <jwoodward@azadc.gov> wrote:
> >
> > > Charles,
> > >
> > > Telerik RPTDEV seems to have having intermittent issues again, very similar to the issues from 2-3 weeks ago. I'm trying multiple reports, and sometimes they will finish in a normal timeframe, sometimes they will never load and just sit at "0 pages loaded...", or sometimes I'm getting the same "thread was being aborted" error message.
> > >
> > > Just like before, you may not see the issue if you just go in, run one report and it looks fine. If you re-run the same report with the same parameters 2-4 times in a row you'll likely experience it.
> > >
> > > An example you can use for testing, though it's happening with several different reports on our end, is ADC RPT 3520, with 5/1/20 and 5/31/20 as the start and end date parameters.
> > >
> > > Thanks.
> > >
> > > --
> > > Jeff Woodward
> > > Ticketing System Administrator
> > > **Arizona Department of Corrections**
> > > Administrative Services Division, Information Technology
> > > 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
> > >
> > > Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov

AMERICAN OVERSIGHT

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Rusty Johnson; Joseph Nicoletti; Sandy Wang
Subject:	RE: Estimates - Specifically PM
Date:	Sunday, May 31, 2020 9:36:13 PM
Attachments:	image003.png image004.png

Holly,

I think this is a very important question to ask and I appreciate you asking it. As it pertains to B&D's SDLC best practice approach, the role of the PM, mainly me, is to:

- Provide consistency of success with regard to Time, Cost, and Quality objectives
- Ensure ADCRR expectations are met
- Provide a Governance methodology ensuring a decision framework is instituted that meets the needs of ADCRR IT and ADCRR Operations.
- Reduce Risks associated with the EUIL lifecycle
- Treat each EUIL item as an individual project

I am taking responsibility for each individual EUIL item that has been authorized by ADCRR. Project Management is critical to the success of the EUIL process. In order for us to maintain our best practice approach we need the PM directly involved and taking responsibility for B&D's output.

I hope this provides some clarity.

Thank you,

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, May 29, 2020 1:48 PM

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To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: Estimates - Specifically PM

Charles-

Just a quick question....why a PM? We're not performing project management any longer. I can understand the use of a BA, but not a PM at this stage.

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 29, 2020 at 1:23 PM Holly Greene <hgreene@azadc.gov> wrote:

> Thank you, Charles. I will share this with our Deputy Director and Stacey.
>
> **Sandy**- Please share this information with your PMO team.
>
> Respectfully,
>
> Holly Greene
> Deputy CIO | ADCRR IT Bureau
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, May 29, 2020 at 11:43 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Holly,
> >
> > First, I really want to thank you and the team for being so collaborative and understanding during these early days of M&O. I am committed to ensuring a positive and transparent

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relationship with you and your team. In regards to the PM hours in the estimate we discussed (40629). Please find the explanation below.

1: 10 hours is the standard allotment for estimates unless it is a much bigger and more complex item

a. Project Plan maintenance for entire EUIL effort
b. Time tracking for team
c. Managing resources
d. Status meetings internally and externally
e. Managing issues and escalations if they arise

This methodology has been used during the duration of B&D's engagement with ADCRR.

I hope this helps in regards to this specific estimate and hopefully provides some insight into the overall estimation process. B&D accounts for every situation that may arise during the SDLC process.

I welcome any further discussion on this matter.

Thank you again.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: M&O Agreement Updates Completed
Date: Friday, May 29, 2020 6:36:27 PM
Attachments: BND and ADCRR IT M&O Agreement.docx
image003.png

Hi Holly,

I was able to work through the agreement with Dean and all changes and requests have been made to both Exhibit G and the M&O Word Document. There is one outstanding item for completion which is the insertion of the workflow diagram that Sandy was finishing. Dean and myself are available all weekend if there are any questions. Dean considers this finalized and is ready to sign.

Thank you again for this week. We have really come together as two teams working on the same goal. Have a nice weekend.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

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MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not included within the Mi-Case Application. The Mi-Case Application consists of the Mi-Case Interface Server, Mi-Case AWS Environment and the Mi-Case Telerik Server.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 3 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, B&D agrees to provide a resolution within the time-period set forth in Exhibit G In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, mail or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Exhibit G. B&D will at, all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Exhibit G.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 5.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Exhibit G. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5. In the event that a response cannot be provided within the target response times set out in Exhibit G the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 5

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 6 for the implementation of the change. In order to progress on any such works

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thereafter, B&D would require a written agreement and authorization from ADCRR IT leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 5.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Exhibit G.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

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1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Guide detailed in Appendix 2.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication. All emails for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

3.3 Following receipt of a change request or variation to the services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the services to be technically feasible. If so, any amendment or variation to the changes and /or services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an

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appropriate purchase order for the effort, in line with the time and materials rate card as noted in Appendix 6 for the implementation of the change.

3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the five (5) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Agreement, and for reporting to ADCRR.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify ADCRR IT leadership and stop working on the change.

3.11.1 ADCRR will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request, perhaps identifying a new change request with altered requirements. The expectation is that all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the change request (delays between stopping work and restarting will be reflected in a revised plan for the change request)

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 ADCRR will then test the change request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

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3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change has been successfully deployed and is ready for the ADCRR UAT process.

3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be final and any outstanding monies due for the change shall be invoiced and paid for by ADCRR when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment and accepted by ADCRR.

3.17 A standardized weekly report by email of all change requests will be provided by the B&D-CSH to the ADCRR IT leadership team. This report will show no less than:

3.17.4 All open change requests (for the entire time-period of the report).

3.17.5 All change requests closed during the entire time-period of the report.

3.17.6 The status (such as “in development”, “under investigation” or “waiting for CMRB”) for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Agreement shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

4.3 B&D Management

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A list of the B&D Directors, Managers will be provided to the ADCRR IT leadership upon initiation of this contract as Appendix 3 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Agreement to measure B&D's performance of the M&O service. These key metrics are detailed in Appendix 4 – Exhibit G.

6. Acceptance and Signatures

IN WITNESS WHEREOF the parties hereto have executed this Maintenance and operation Agreement to be effective for the term stated herein and do hereby attest to their acceptance of the terms and conditions of this Agreement by having caused this Agreement to be executed, sealed, and delivered the day and year first written below.

Arizona Department of Corrections, Rehabilitation and Reentry	**BUSINESS & DECISION, NORTH AMERICA (PA) INC.**
By: _____	By: _____
Role: _____	Role: _____
Date: _____	Date: _____

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Appendix 1 - THE SERVICES

The Software is used agency wide (ADCRR only). This is an ADCRR agency wide solution which is utilized in all complexes and facilities.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of support tickets
3. Determining the extent of any change required to deal with a support ticket
4. Progression, documentation and resolution of all support tickets
5. Impact analysis of requests for changes to the product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR
10. Agreement of acceptance criteria testing for software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the products and all associated documentation as produced by B&D
12. Assuring ADCRR has latest copies of all software included in the project and associated documentation
13. Maintenance of relevant documentation where applicable

Appendix 2 – ADCRR IT Service Desk Guide

ADCRR IT Service Desk Guide.pdf

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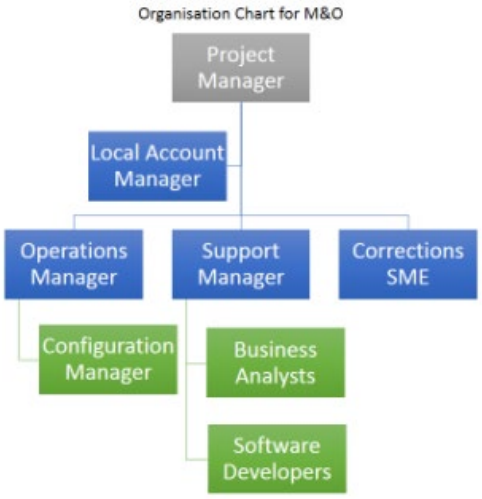
Appendix 3 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:



B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Thad Lowery

Local Account Manager: Charles Spannagel

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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Appendix 4 – EXHIBIT G

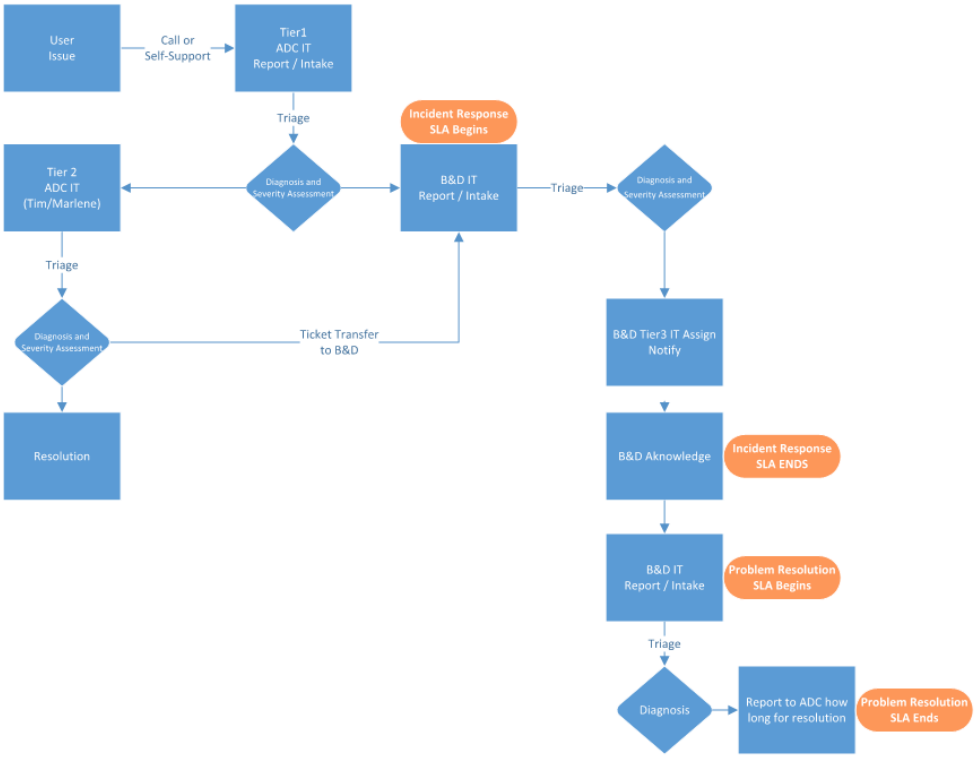
Exhibit G .pdf

Appendix 5 – SLA INCIDENT REPORTING FLOW

Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

Business Hours M-F, 6AM-6PM



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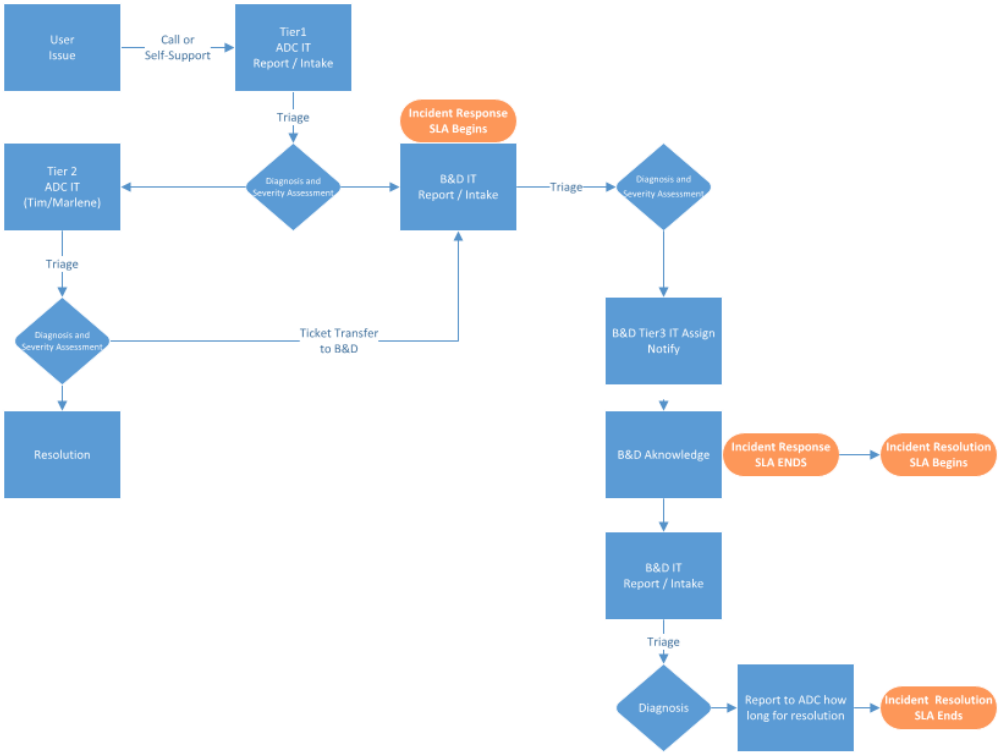
Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

After Hours, Weekends, Holidays and M-F 6PM-6AM



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Appendix 6 – TIME AND MATERIALS RATE CARD

All resources charged at the 'standard rate' $105 per hour as defined in the Cost Schedule C Modification Activities of the ADOC-14-00003350 / 14-025-23 'Request for Proposal'.

Overtime hours will be charged at 1.5 times the 'standard rate' Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the 'standard rate' B&D Holidays.

B&D Holidays

New Year's Day – January 1, 2020 (Wednesday)

Memorial Day - May 25, 2020 (Monday)

Independence Day - July 3, 2020 (Friday, Independence Day observed)

Labor Day - September 7, 2020 (Monday)

Thanksgiving - November 26, 2020 (Thursday)

Day After Thanksgiving - November 27, 2020 (Friday)

Year End Holiday Eve - December 24, 2020 (Thursday)

Year End Holiday - December 25, 2020 (Friday)

Go Live Report List

Report Number	Report Title
0110	Parole Board Agenda Units Rpt 0110
0120	Parole Board Agenda Rpt 0120
0130	Summary Of Events Rpt 0130
0140	Parole Board Proclamation Letter Rpt 0140
0150	C.S.R. Revocation Violation Hearing Results Rpt 0150
0160	Parole Board Dispositions Rpt 0160
0170	Parole Work-Sheet Rpt 0170
0180	Continuation Dispostion - Board Hearing Results Rpt 0180
0190	Modification Hearing Results Rpt 0190
0200	Pbs Revocation Agenda Rpt 0200
0210	Pbs Special Hearing Agenda Rpt 0210
0220	Max Custody Management Rpt 0220
0230	Custody And Internal Risk Changes Rpt 0230
0270	Inmate Discipline Report Summ Rpt 0270
0290	Disciplinary Case Summary Rpt 0290

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0300	Disciplinary Summary Report Rpt 0300
0320	Disciplinary Actions Rpt 0320
0340	Discipline Violation - Year To Date Statistical Summary Rpt 0340
0350	Discipline Forfeiture Log By Release Date Rpt 0350
0360	Statistical Summary - Inmates By Phase Level Rpt 0360
0370	This Weeks Incentive Phase Roster -Level By Location Rpt 0370
0410	This Weeks Incentive Phase Changes (By Phase) Rpt 0410
0420	Weekly Incentive Phase Changes C1A - C2A (By Name) Rpt 0420
0430	Inmates At Location Rpt 0430
0440	List Inmates By Citizenship/Suffix Code Rpt 0440
0450	Inmate Deaths Report Rpt 0450
0460	Print Di14 Reports Rpt 0460
0470	Housing Exceptions Report Rpt 0470
0480	All Foreign Born Mst Lst - Comment Section
0490	Death Row Report
0500	Inmate Count Sheet Rpt 0500
0560	Escape Flyer By Group Rpt 0560
0570	Releases By Date Report Rpt 0570
0600	Inmates By Counselor
0660	Murder/Escape List
0670	Inmates By Terminal Digit Rpt 0670
0690	Dnhw Report
0700	Prnt Duplicate Ssn/Sid/Fbi
0710	Reported Inmates By Classification Data And Occupation Rpt 0710
0720	Print Di70 Reports Rpt 0720
0740	Print Medical Data (Snos) Rpt 0720
0760	Inmate Mental Health By Admin Region
0810	Dwi Commitments
0820	Inmates By Name In Fac. Rpt 0820
0860	No Fingerprint Id Rpt 0860
0880	Inmates With No Dna Dates Rpt0880
0900	Date Photo Taken Report Rpt 0900
0910	Emergency Contact Rpt Rpt 0910
0920	Inmate No Di85 Entries
0960	Caseload Per Officer
0970	Clients By Office
0990	Gain/Loss Summary
1030	Inmate Notice - Custody And/Or Internal Risk Reclassification
1060	Sonoran Report
1070	Undcmnted Criminal Aliens
1081	Prea Orientation Status Aims Report
1090	Monthly Prea Performance Overview 1 Rpt 1090
1110	Daily Prea Status Report
1140	Weekly Capacity Summary - Section I
1160	Daily Housing Changes Report
1170	Escape Report Rpt 1170

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1180	Plan Managers Performance Results
1190	Sex Offender Treatment Aims Report - Section I
1200	Psycoeducational Programs Aims Report - Section I
1210	Substance Abuse Treatment Aims Report - Section I
1220	Post-Secondary Academic Education Performance Summary - Section I
1280	Protective Custody Report
1300	Escaped Absconded Report
1400	Discretionary Override With Discipline Violation
1440	Life Planning Report
1490	Cte Statistical Detail Rpt 1490
1500	Cte Performance Summary Rpt 1500
1510	504 Accomodation Aims Report Section I
1520	Di77 Status Report
1550	Employment Center Assigned And Released Report
1570	Sex Offender Releases To Probation
1580	Weekly Report To Kathy Waters From Rms For All Releases With A Probation Tail.
1600	Weekly List Of Inmates Housed By Race Declaration (Section I)
1610	Bed Assignment By Date
1630	Classification Overrides By Location
1640	Housing Screening Report
1670	Inmates Who Are Under 25 Years Of Age
1680	Inmates By Unit Not Meeting Literacy Standards
1690	Inmate Program Record Stats Rpt 1690
1700	Work Program Hours Scheduled Per Week - Section I
1720	Weekly Programs Placement Report
1730	Monthly Pgms Placement And Release Recap Report
1740	Weekly Education Testing Status Report
1750	Monthly Education Testing Recap Report
1760	Daily Education Testing Status Report
1810	Corrections Plan Statistical Summary
1840	Aci Evaluation Sheet
1850	Tx Evaluation Sheet
1860	Literacy History Report
1870	Monthly Program Evaluation Overdue Report
1880	Literacy Standard Summary
1900	Inmate Education Level
1920	Minimum Qualification Discrepancy Report - Section I
1950	Summary Of Inmates Less Than Age 21 With No Ged/Hsd
1960	Ged Statistical Summary
1970	Academic Education Performance Summary Rpt 1970
1990	Ged Statistical Detail - I. Ged Enrollment Rpt 1990
2000	Function Literacy Statistical Detail
2010	Monthly Aci Evaluation Overdue Report
2040	Print Missing Hours Report
2041	Missing Hours Admin Report

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2050	Daily Roster
2070	Inmate Religious Preference
2080	Inmates Probation Report
2100	Print Turn Out Schedules - Shift Commander Turn Outs Rpt 2100
2110	Work Capacity Detail
2130	Wipp Pay Detail Report
2131	Wipp Pay Detail Report - All
2140	Revised Wipp Time Sheet
2170	Print Medical Appointments
2190	Job Assign Change Notification
2210	Work Program Assgn Detail - Section I
2220	Inmate Skills Inventory
2230	Release List
2240	Parole Board Actions
2250	Parole Elig/Cert Review
2260	Parole Cert List
2280	Transition Release Report - Section Ia Thru Iv Rpt 2280-3
2290	Transition Program Review Ineligibility Report
2320	Case Number Search
2360	Print Gate Roster - Rpt 2360
2370	Stg Members By Loc/Stg
2430	Stg Members By Release Date
2440	Stg Members By Name/Release
2460	Create Release Notice
2470	Visitors Annual Background Check
2480	Visitor Phone Matches
2490	Visitor List For Inmate
2500	Visitor List For Office
2510	Multiple Visits Reports Rpt 2510.
2520	Minor Visitors Currently 18
2530	Child Visitors 10 & Older
2560	Inmate Visit Report
2570	Current Visitors Report
2580	Visitation By Date
2590	Special Visit Report
2600	Visitors Suspended/Viol
2610	Visit Summary - Inmate
2620	Visit Summary - C,S,A Rpt 2620
2640	Level Of Supervision
2700	Offender Profile Report
2710	Life W/Sex Code Of A
2720	Inmate Pay Override Report Rpt 2720

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From:	Justin Baker on behalf of Justin Baker <justin.baker@bndna.com>
To:	Sandy Wang; Charles Spannagel
Cc:	Holly Greene; Joseph Nicoletti; Rusty Johnson; Spencer Scott; George Martinez; Steven Williams
Subject:	RE: B&D Service Desk Training Materials
Date:	Friday, May 29, 2020 3:56:47 PM
Attachments:	ADCRR Service Desk Training V2.pptx ACIS Service Desk - Requester v2.docx image005.png image001.png image002.png

---

Hi Sandy,

I've replaced the screen capture in the Word document for the ticket confirmation screen after successfully entering a completed ticket. I replaced the screen capture for ticket details in both the PowerPoint and the Word document.

Let us know if you have any more feedback or suggestions.

Thank you,

--Justin

Justin Baker
QA Analyst
Business & Decision, North America
O: 480-795-7220
E: Justin.Baker@businessdecision.com

From: Sandy Wang <swang@azadc.gov>
Sent: Friday, May 29, 2020 3:21 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Justin Baker <justin.baker@bndna.com>; Steven Williams <Steven.Williams@bndna.com>
Subject: Re: B&D Service Desk Training Materials

Charles, I have noticed that throughout the training materials that AIMS2 is still referenced. Can we make sure that all the references are up-to-date in the Service Desk system and the documentations?
I am attaching one of the screens here for reference - AIMS2 is used all over and our agency is

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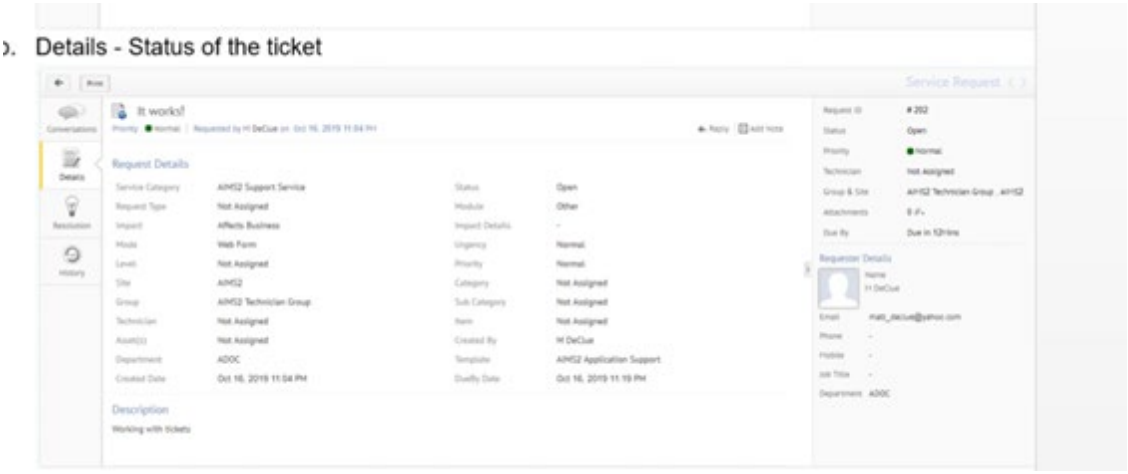
"ADCRR" since January of this year.



On Fri, May 29, 2020 at 9:13 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> ADCRR,
>
> Good morning and happy Friday!!! Please find the initial training materials for your review, feedback and suggestions. The power point will be used for training purposes and the user guide for reference. We are requesting your feedback and suggestions on these two documents. We want to ensure you that we are delivering materials that are adequate and meet your needs.
>
> I would also like to introduce you to Justin Baker who prepared these documents and will serve as your point of contact for Service Desk related queries and suggestions. Justin is an expert with the ACIS solution and will serve as a fantastic trainer and support to your team.
>
> I will always remain involved in all discussions and serve as an escalation point as well.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

--
Respectfully,
Sandy Wang

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PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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ACIS Service Desk - Requester

Overview 1

First Time Setup 1

After an invite has been sent, you must accept the invite to access applications in the Business & Decision, North America organization 1

Create Service Desk Account 2

Success - BNDNA Service Desk Portal 3

Login for returning requestors 4

Create a Request 5

Viewing Request List 9

Filtering 9

Close or Reopen a request 10

Overview

Using the BNDNA Service Desk web application tied to the BNDNA Azure Active Directory.

Address: https://servicedesk.bndna.com
Login: Office 365 account & password

First Time Setup

1. After an invite has been sent, you must accept the invite to access applications in the Business & Decision, North America organization
    a. Click "**Join Organization**"

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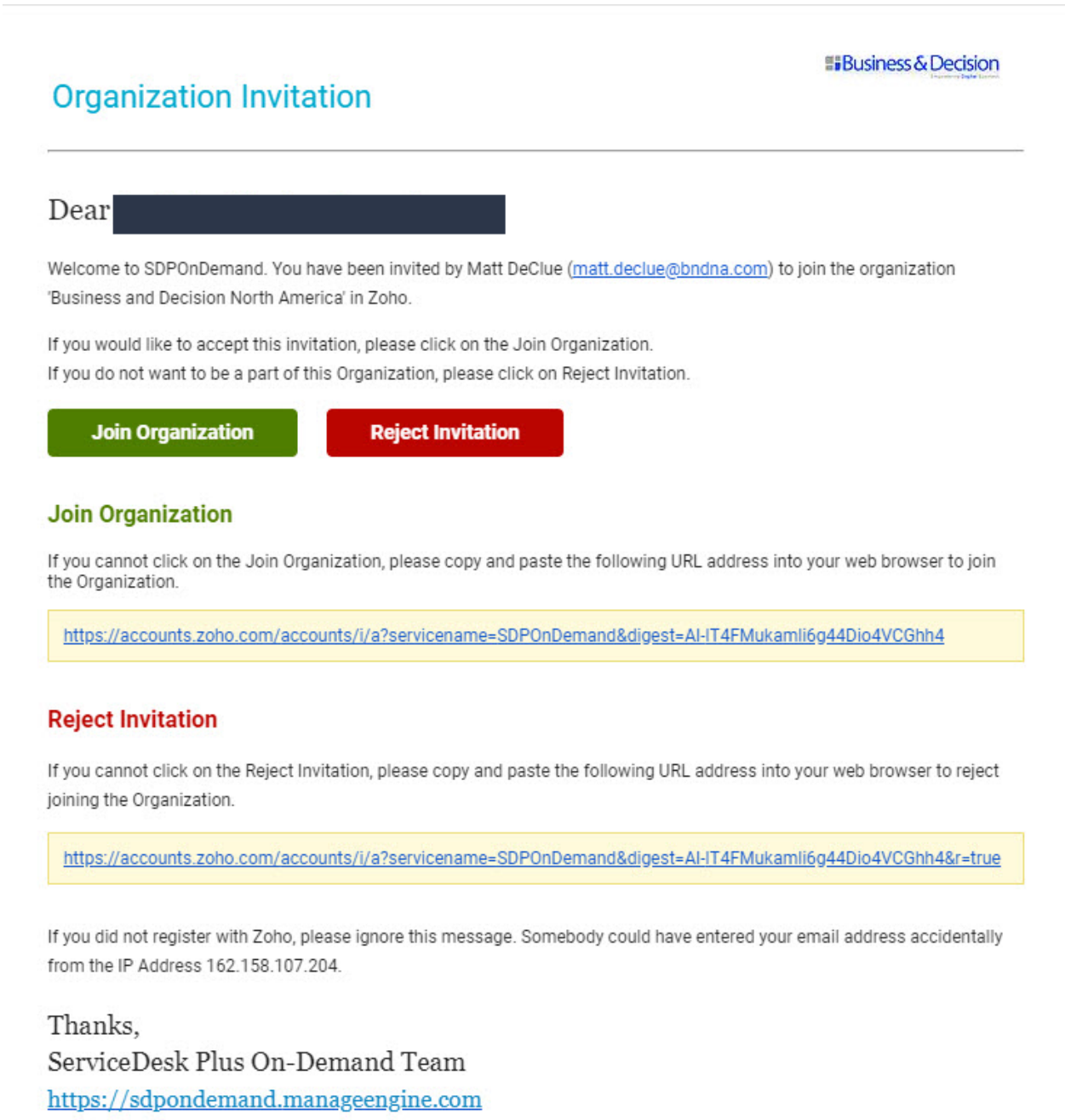

Business & Decision

Organization Invitation

Dear [redacted]

Welcome to SDPOnDemand. You have been invited by Matt DeClue (matt.declue@bndna.com) to join the organization 'Business and Decision North America' in Zoho.

If you would like to accept this invitation, please click on the Join Organization.
If you do not want to be a part of this Organization, please click on Reject Invitation.

Join Organization | Reject Invitation

Join Organization

If you cannot click on the Join Organization, please copy and paste the following URL address into your web browser to join the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4

Reject Invitation

If you cannot click on the Reject Invitation, please copy and paste the following URL address into your web browser to reject joining the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4&r=true

If you did not register with Zoho, please ignore this message. Somebody could have entered your email address accidentally from the IP Address 162.158.107.204.

Thanks,
ServiceDesk Plus On-Demand Team
https://sdpondemand.manageengine.com

2. Create Service Desk Account

a. If you already have an account and don't recall the password click "forgot password"

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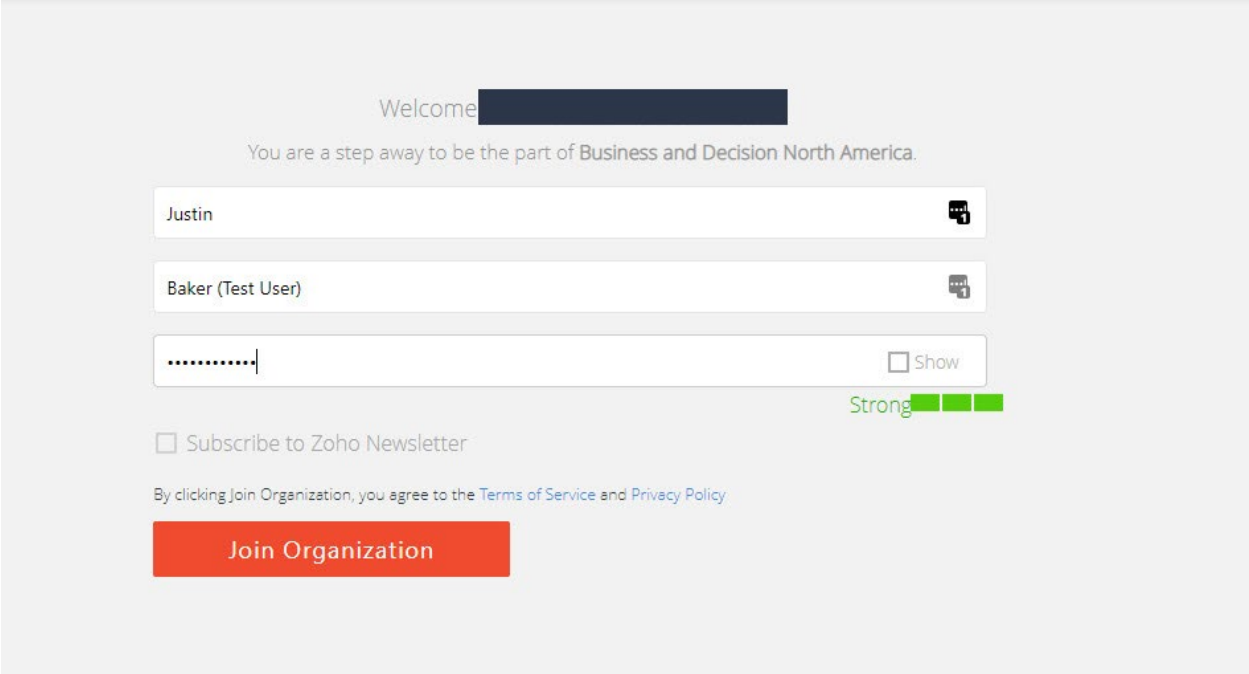
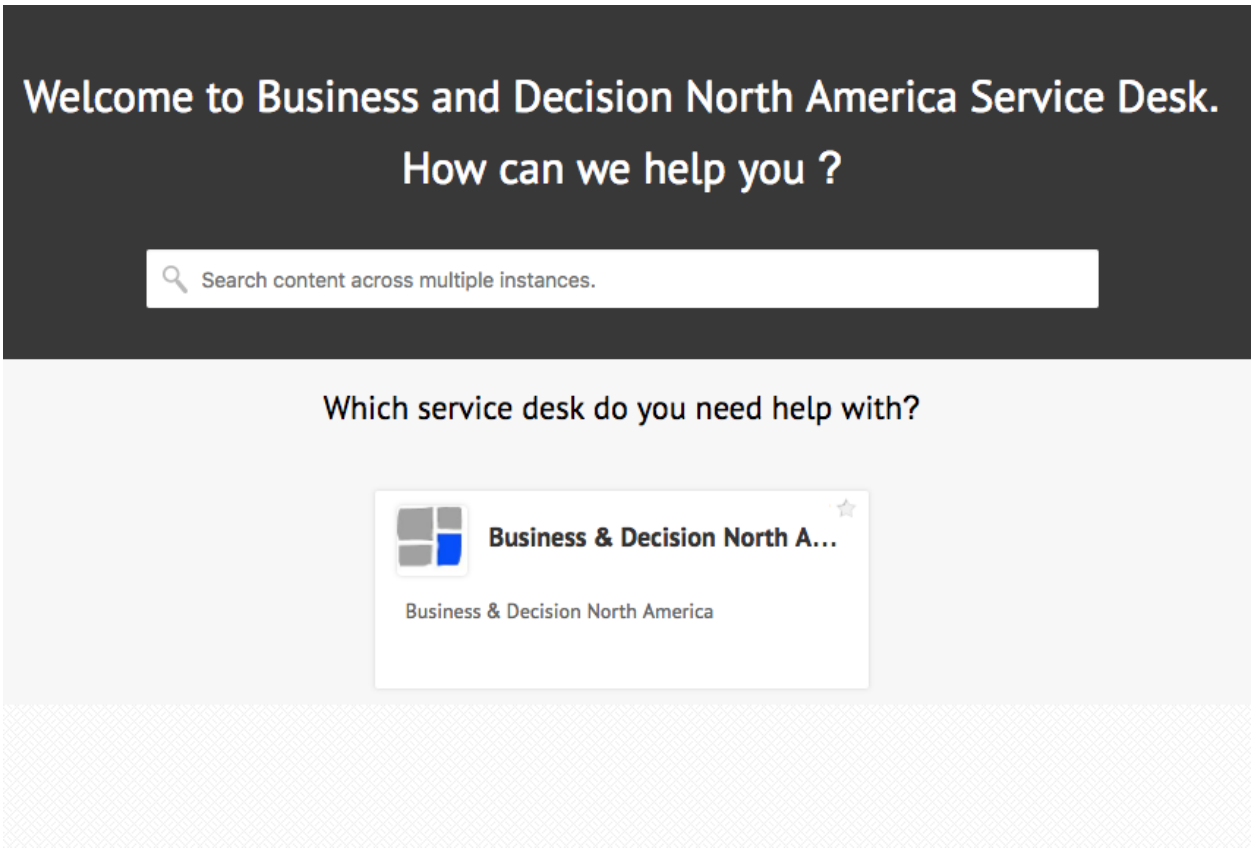


3. Success - BNDNA Service Desk Portal



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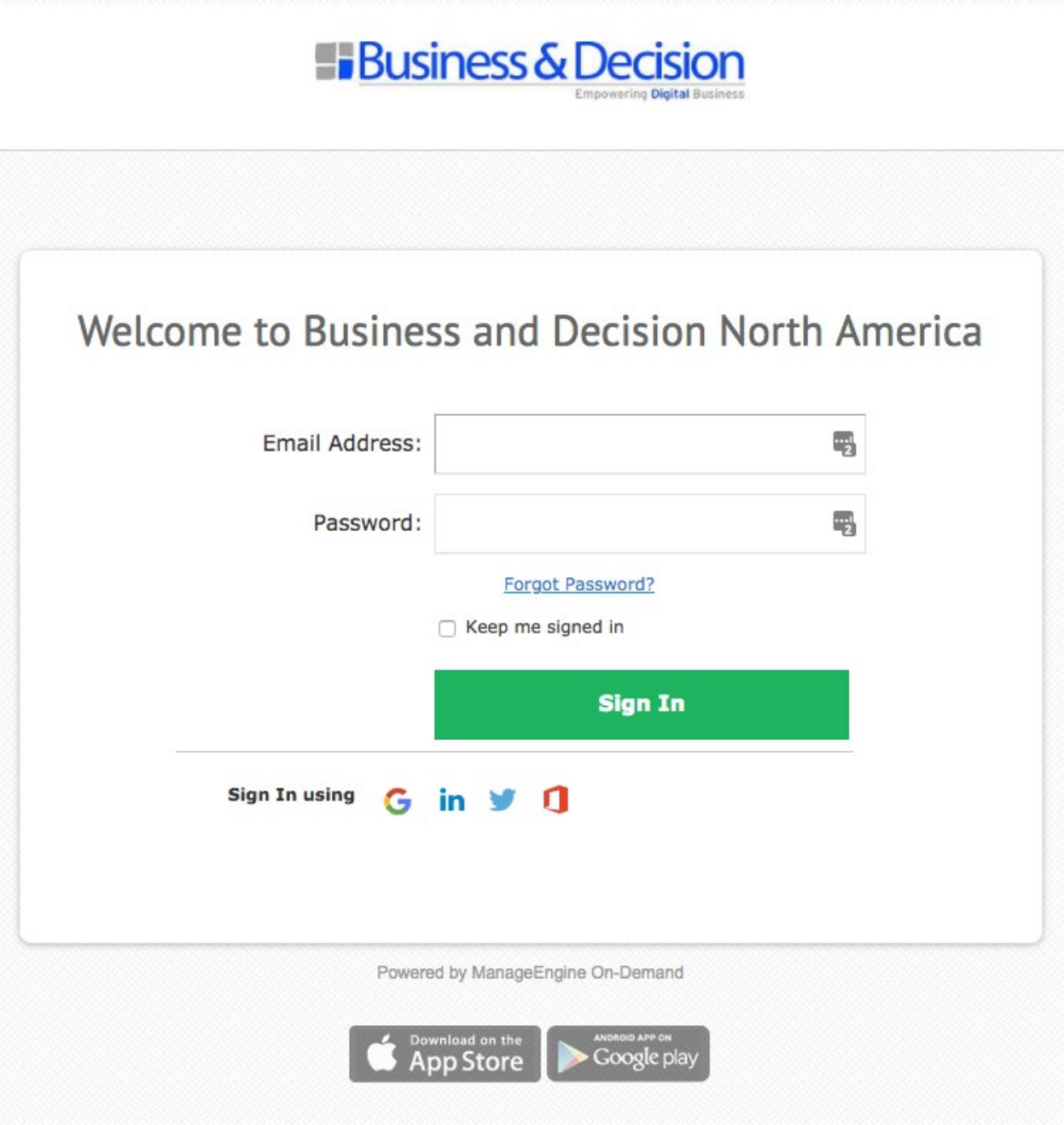
Login for returning requestors

1. Visit https://servicedesk.bndna.com

2. Click the Orange Square in the bottom right of the Sign In using line.
3. Login using your ADCRR email address and Office 365 password. If you don't recall the password click the forgot password link.



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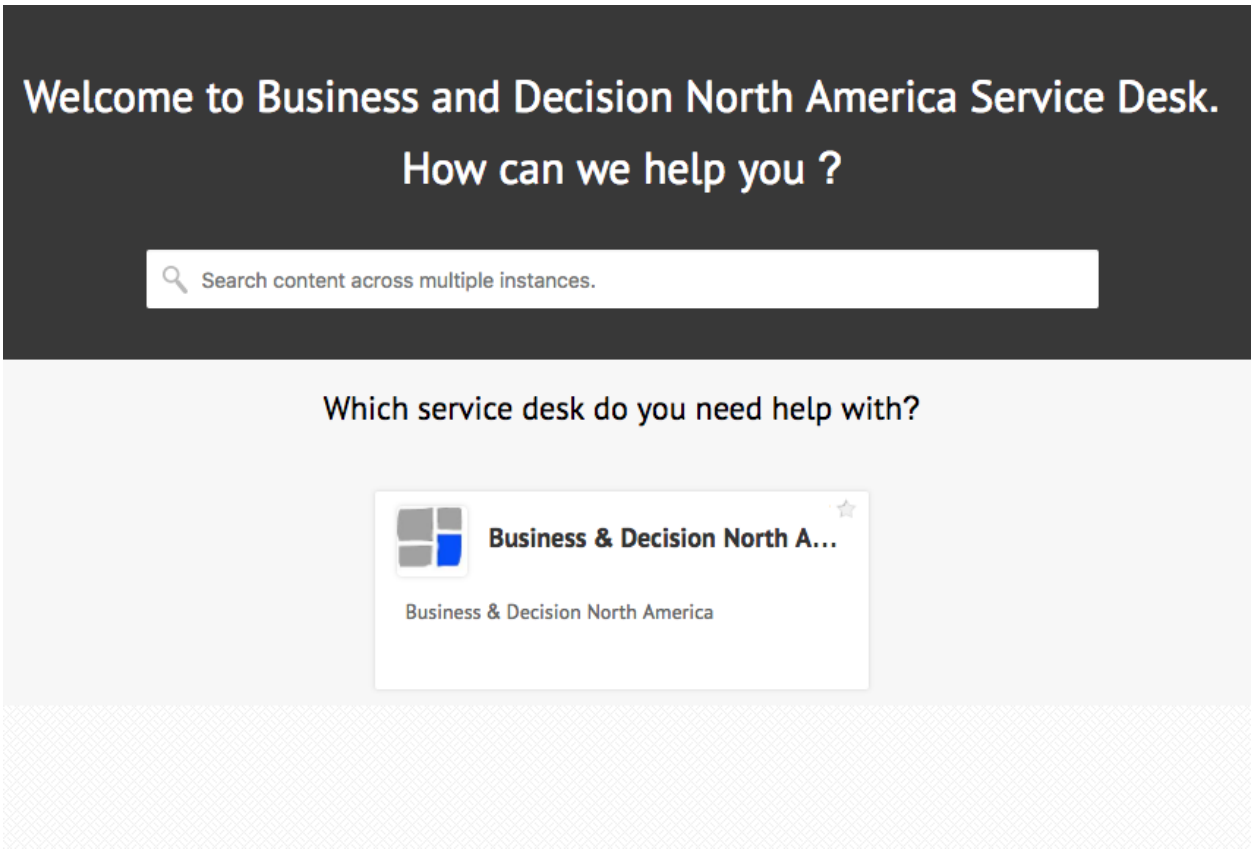
2. Select the Business & Decision Service Desk



3.
4. You are now logged in

Create a Request

1. Click “New Request a Service”

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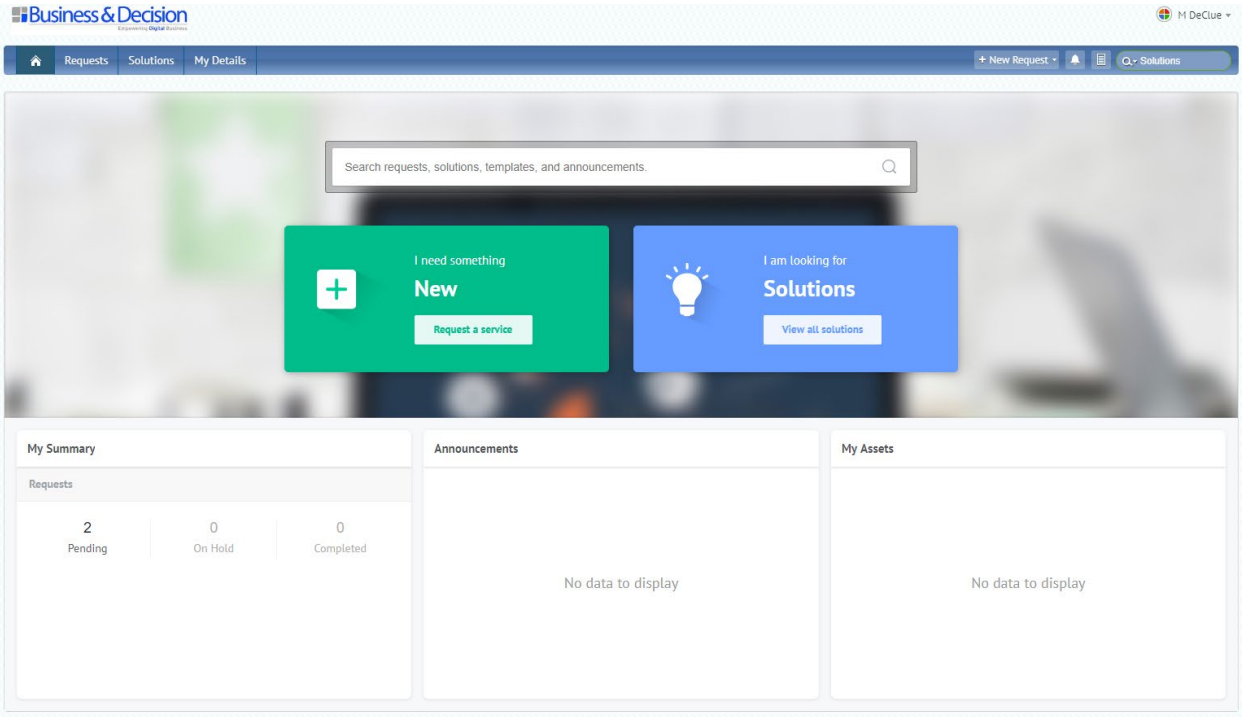
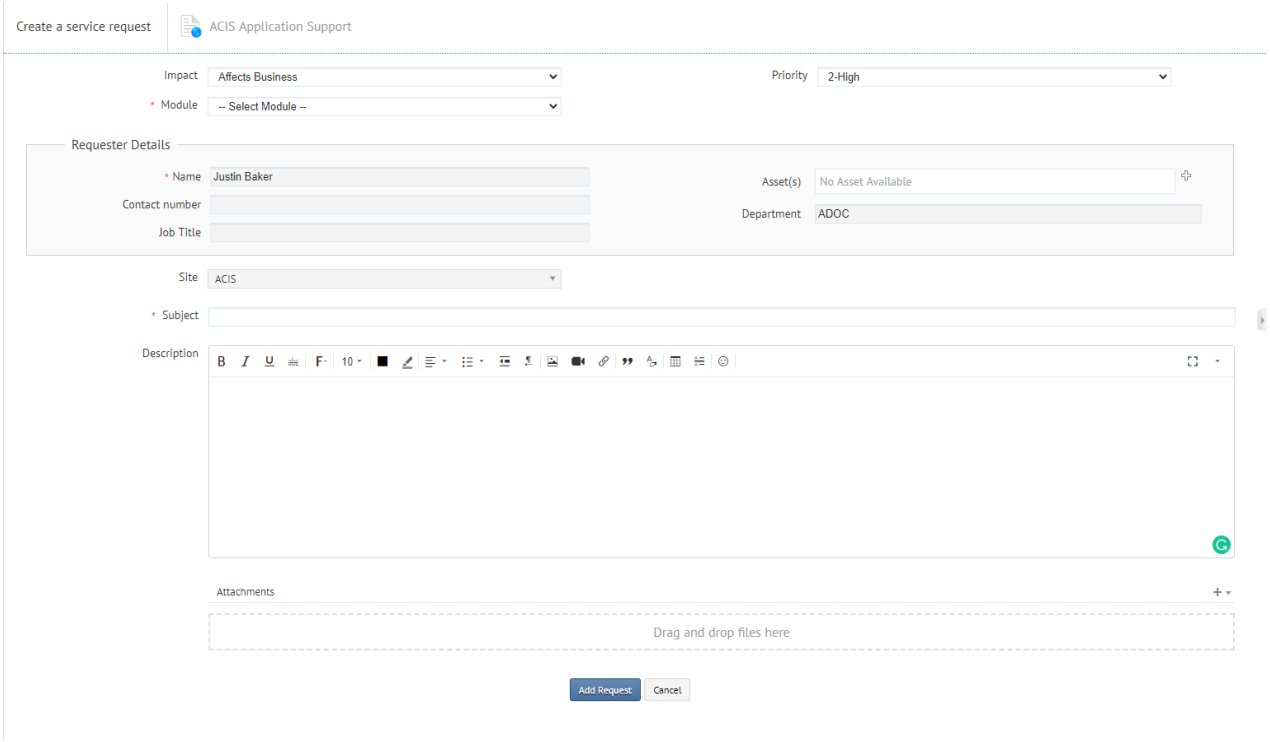


2. Enter ticket information, Impact, Module, Subject, Description, Priority and Attachments.



3. Success - Request added successfully

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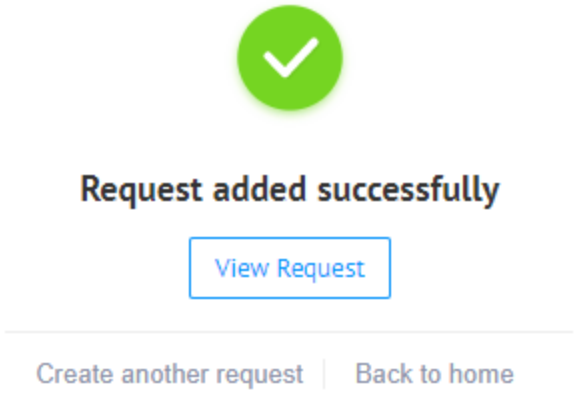
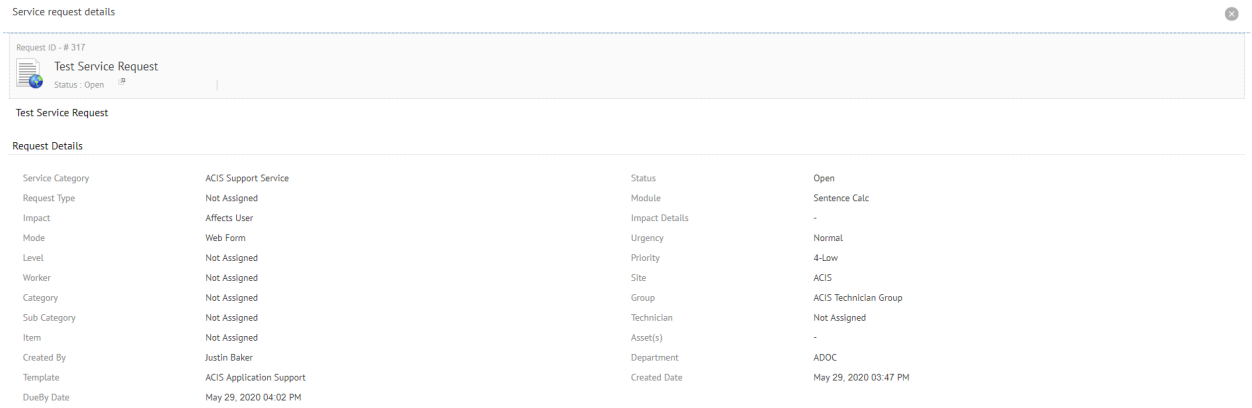
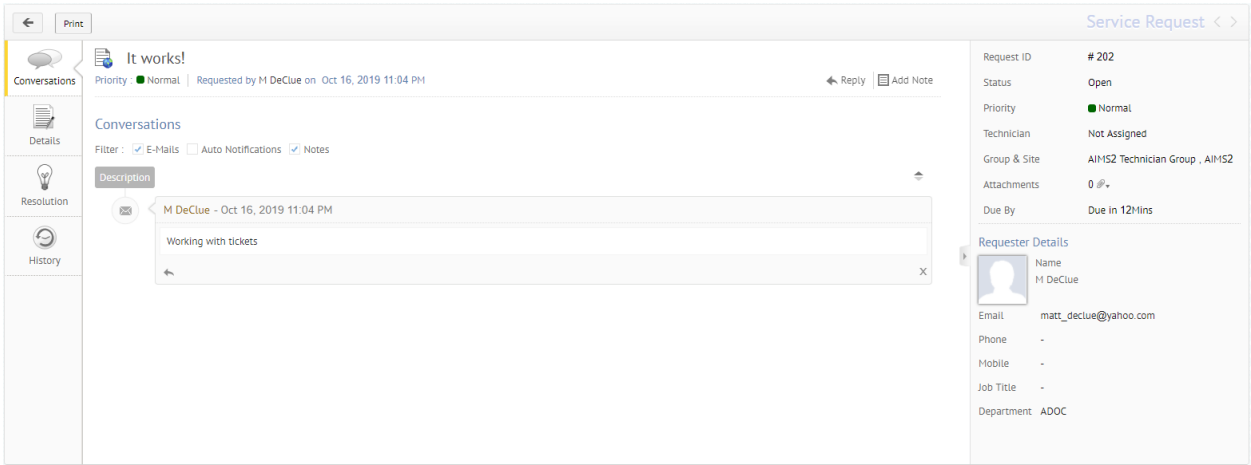


4. Ticket confirmation - click the X to close the window returning to the ticket list or click the icon to view the ticket details.



5. Ticket Details Screen
    a. Conversations - chat between the technician/assignee and the requester.



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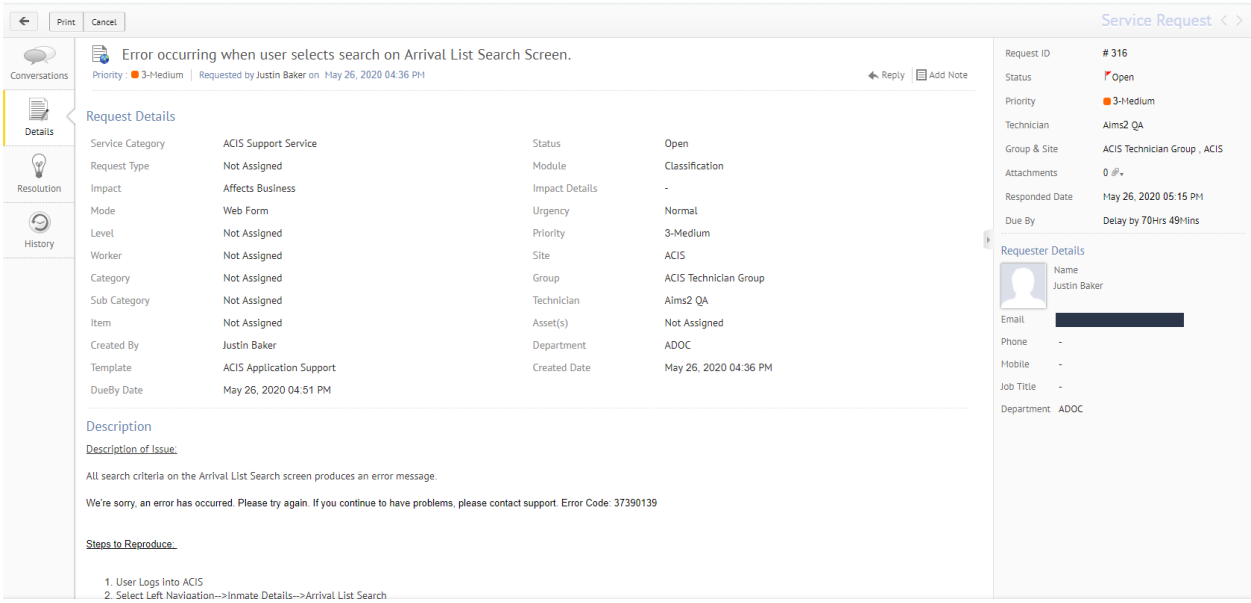
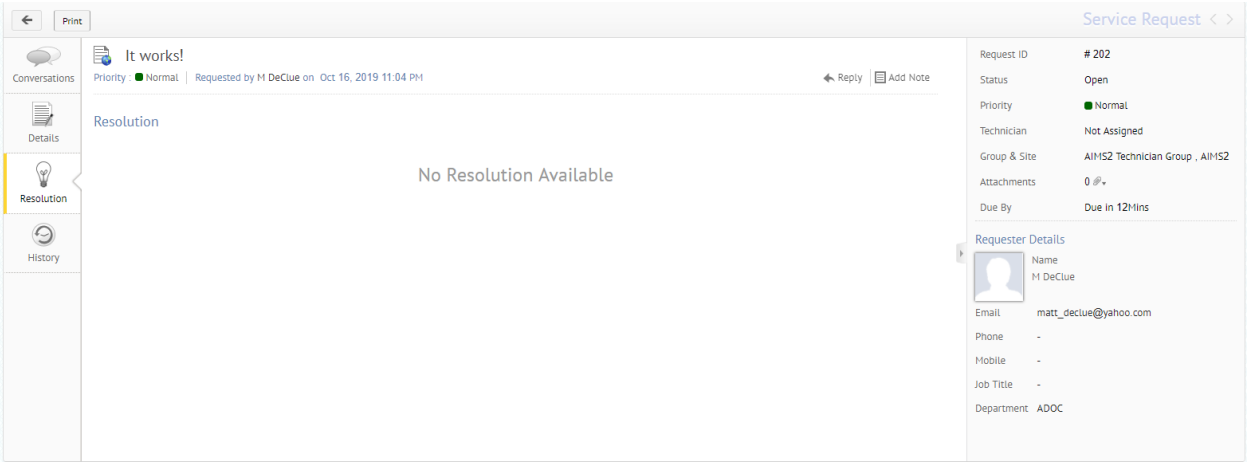
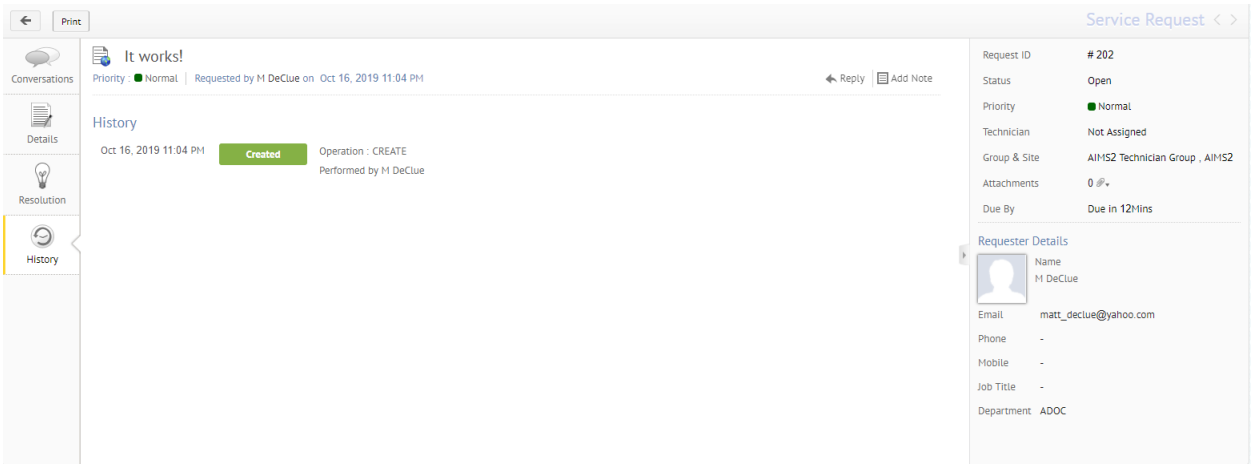
b. Details - Status of the ticket



c. Resolution - Notes about the resolution



d. History - running history of the status changes of the ticket



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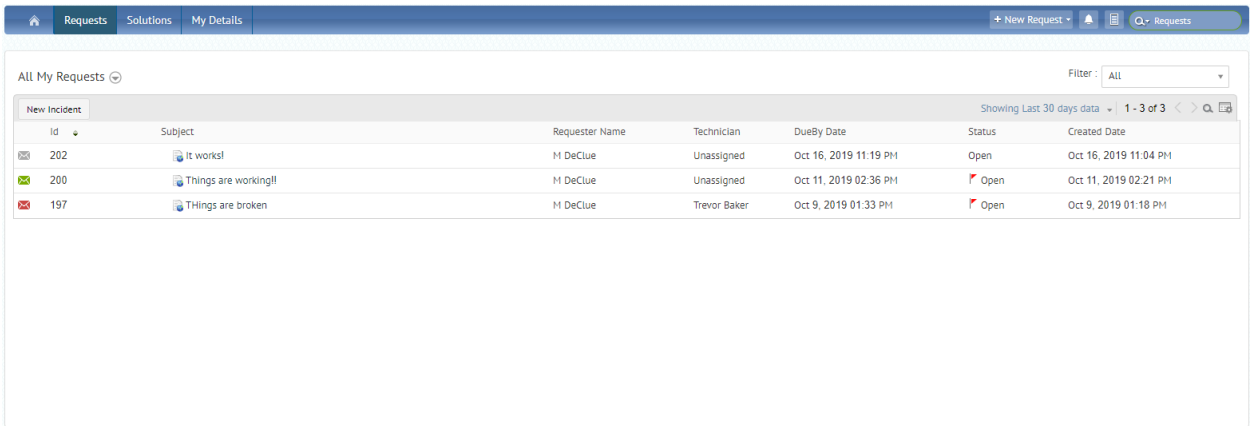
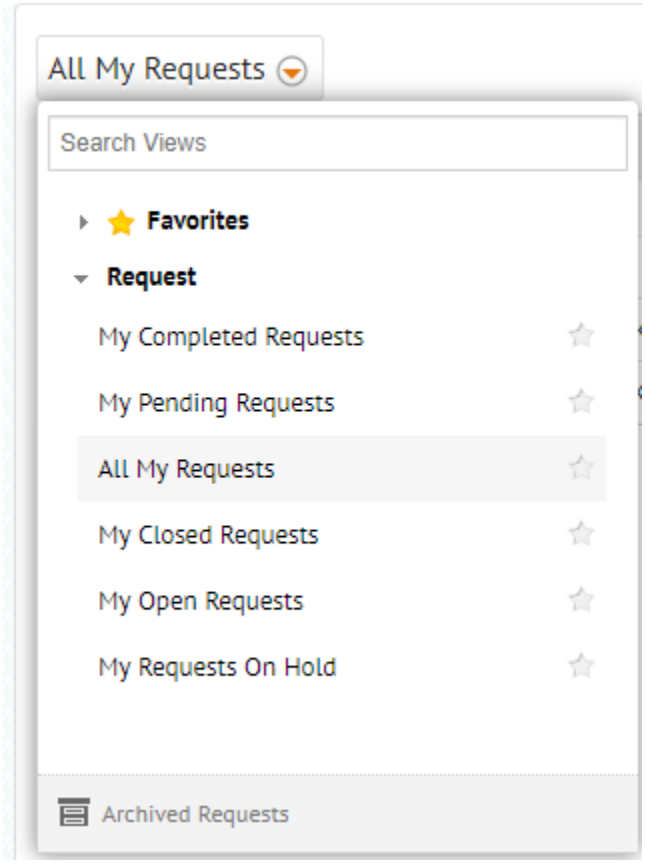
Viewing Request List



Filtering

Select the down arrow “ All My Requests ” to change the filter view of the requests list
All My Requests/My Completed Requests/My Pending Requests/My Closed Requests/My Open Requests/My Requests On Hold



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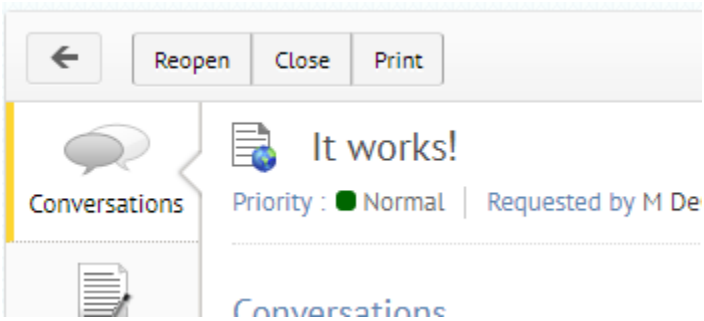
Close or Reopen a request

Once a request is completed by a technician or assignee the status is changed to resolved. The requester may either mark the ticket as “Close” or “Reopen” if the request is not complete.



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Service Desk Training

Using the BNDNA Service Desk

May 2020

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Agenda

- Account Set-up
- Logging into Service Desk
- Submitting a Service Ticket
- Severity Definitions
- Closing/Re-opening resolved tickets
- Examples of Service Desk Tickets
- When to Enter a Ticket

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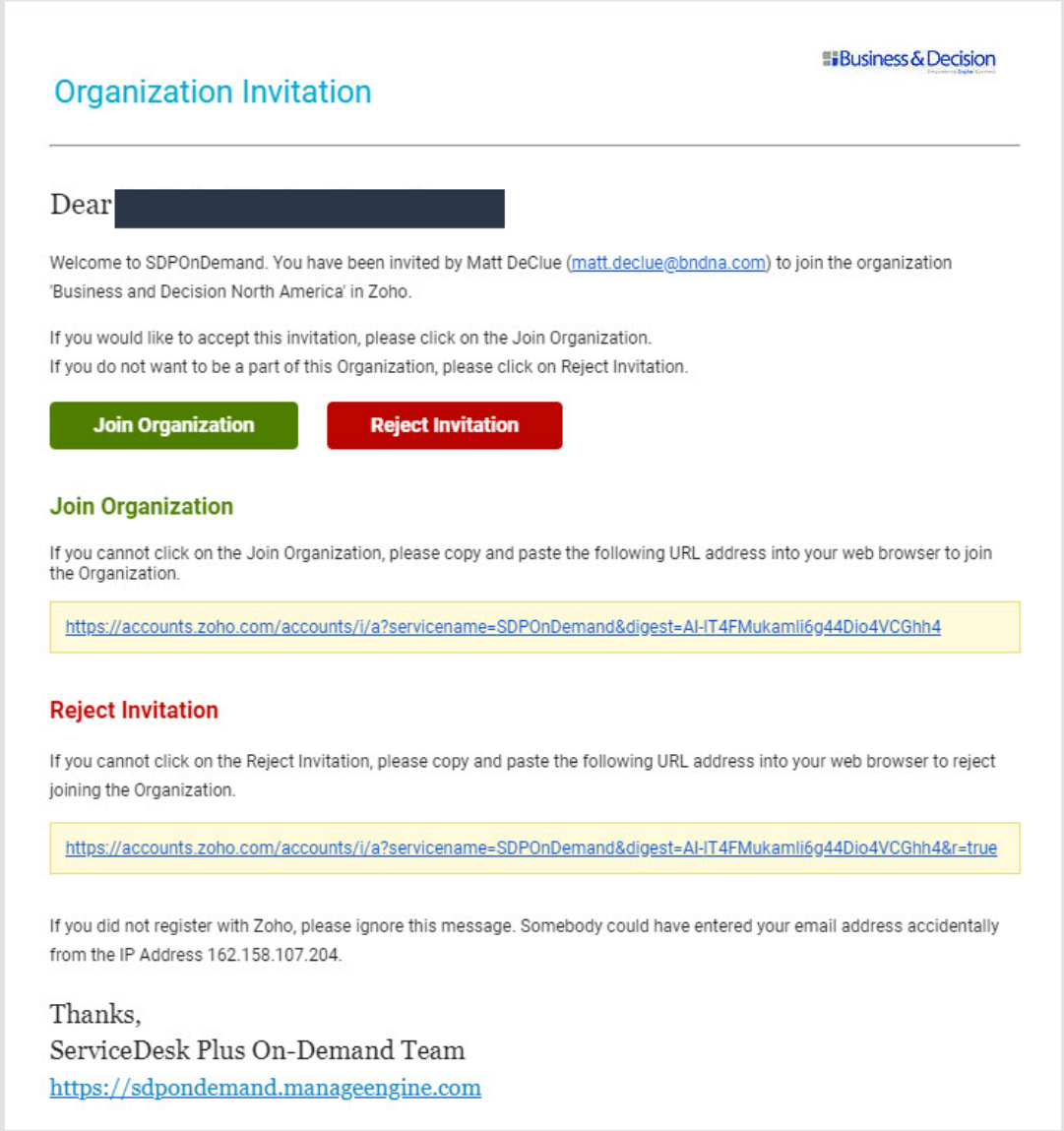
First Time Set Up



Business & Decision

Organization Invitation

Dear [redacted]

Welcome to SDPOnDemand. You have been invited by Matt DeClue (matt.declue@bndna.com) to join the organization 'Business and Decision North America' in Zoho.

If you would like to accept this invitation, please click on the Join Organization.
If you do not want to be a part of this Organization, please click on Reject Invitation.

Join Organization **Reject Invitation**

Join Organization

If you cannot click on the Join Organization, please copy and paste the following URL address into your web browser to join the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4

Reject Invitation

If you cannot click on the Reject Invitation, please copy and paste the following URL address into your web browser to reject joining the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4&r=true

If you did not register with Zoho, please ignore this message. Somebody could have entered your email address accidentally from the IP Address 162.158.107.204.

Thanks,
ServiceDesk Plus On-Demand Team
https://sdpondemand.manageengine.com

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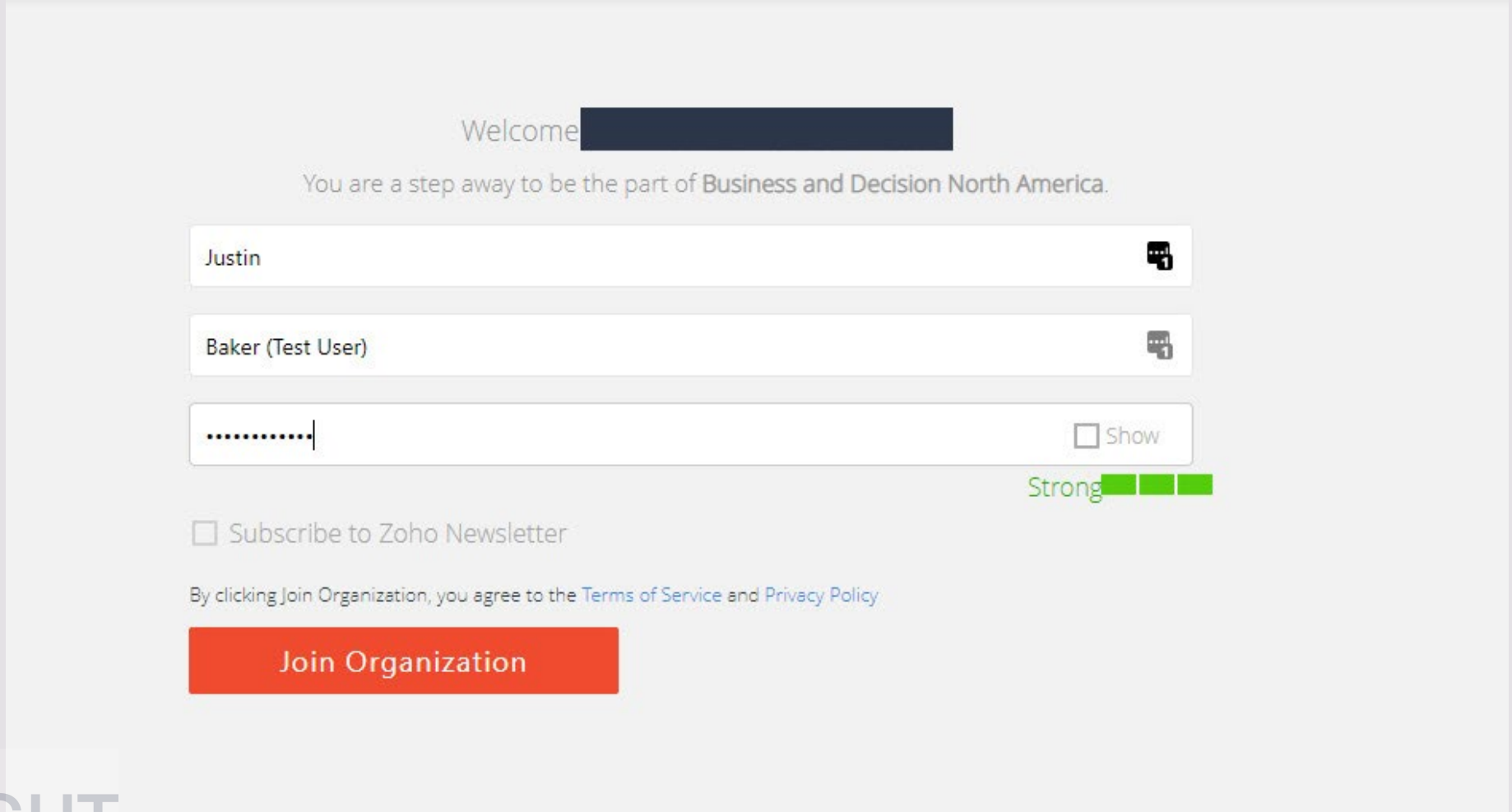
First Time Set Up



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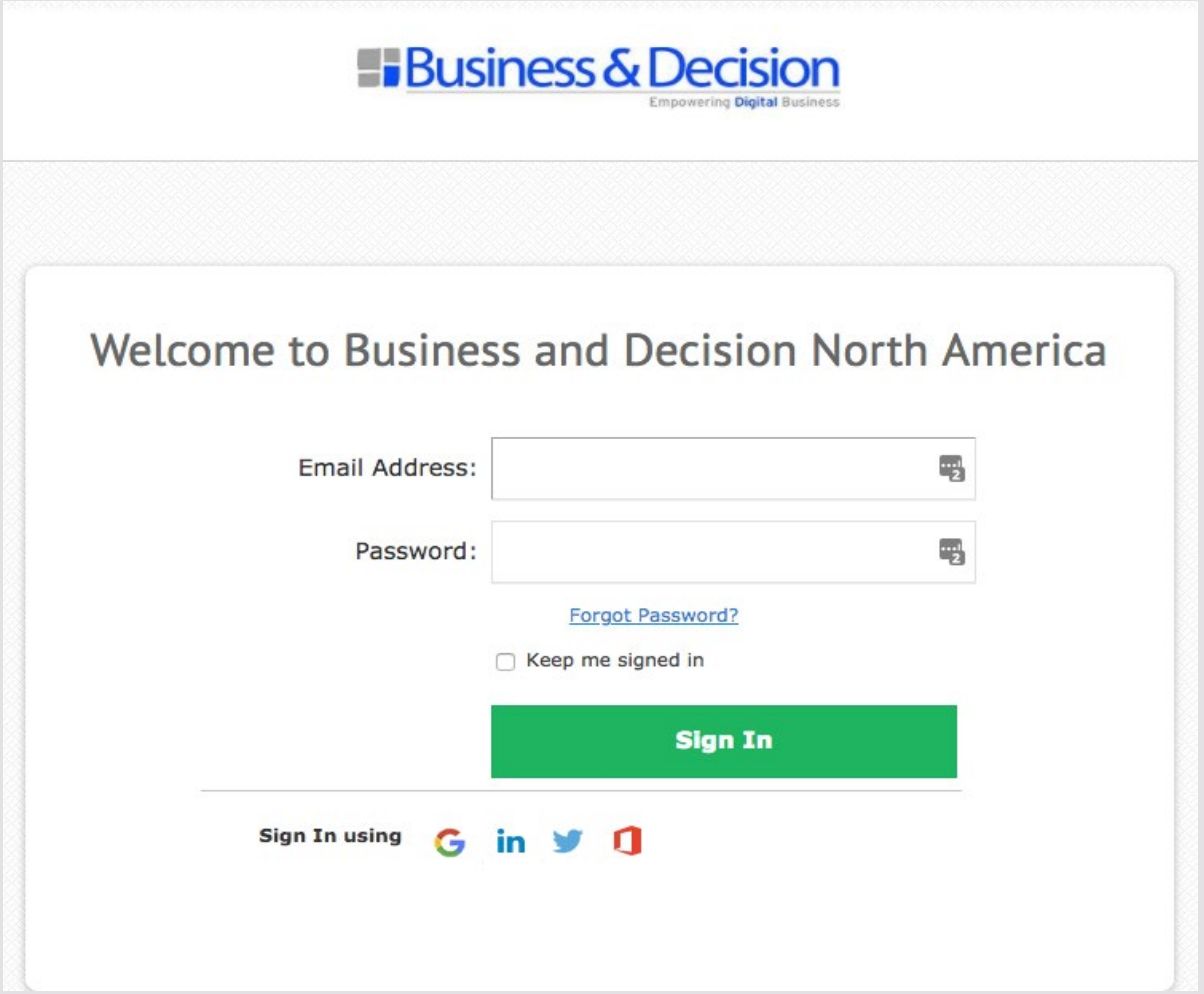
Logging into Service Desk

- Visit https://servicedesk.bndna.com



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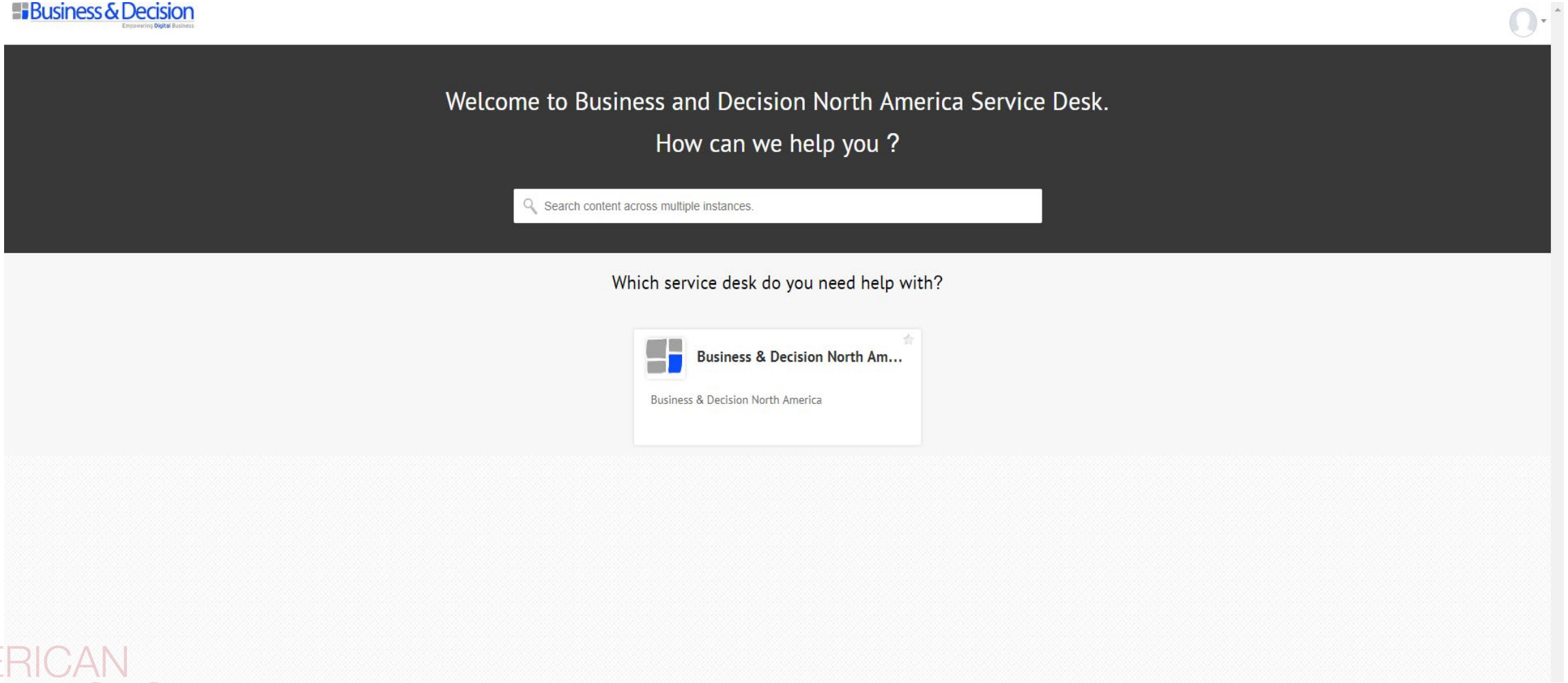
Service Desk Homepage



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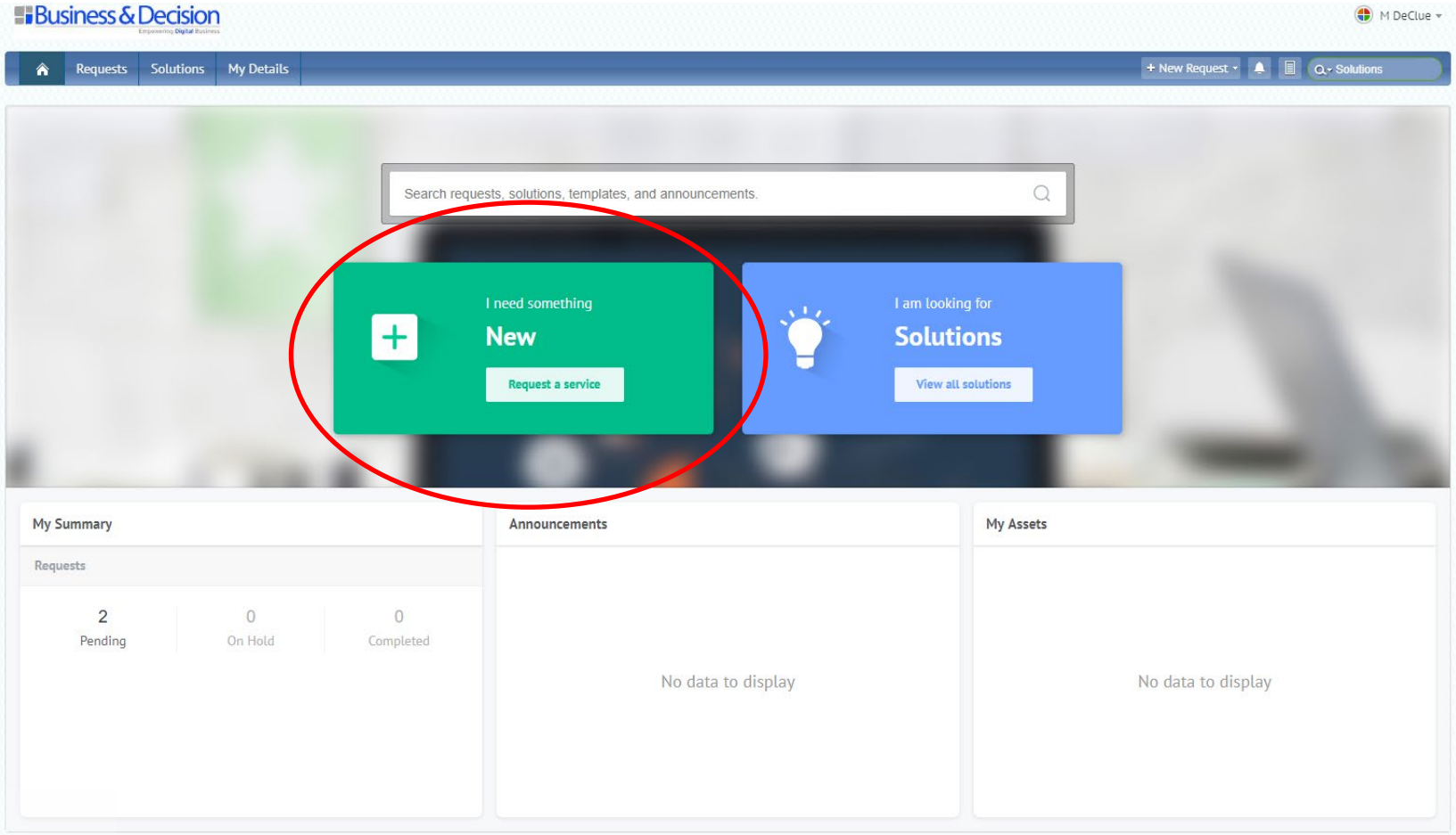
Select New Service Request



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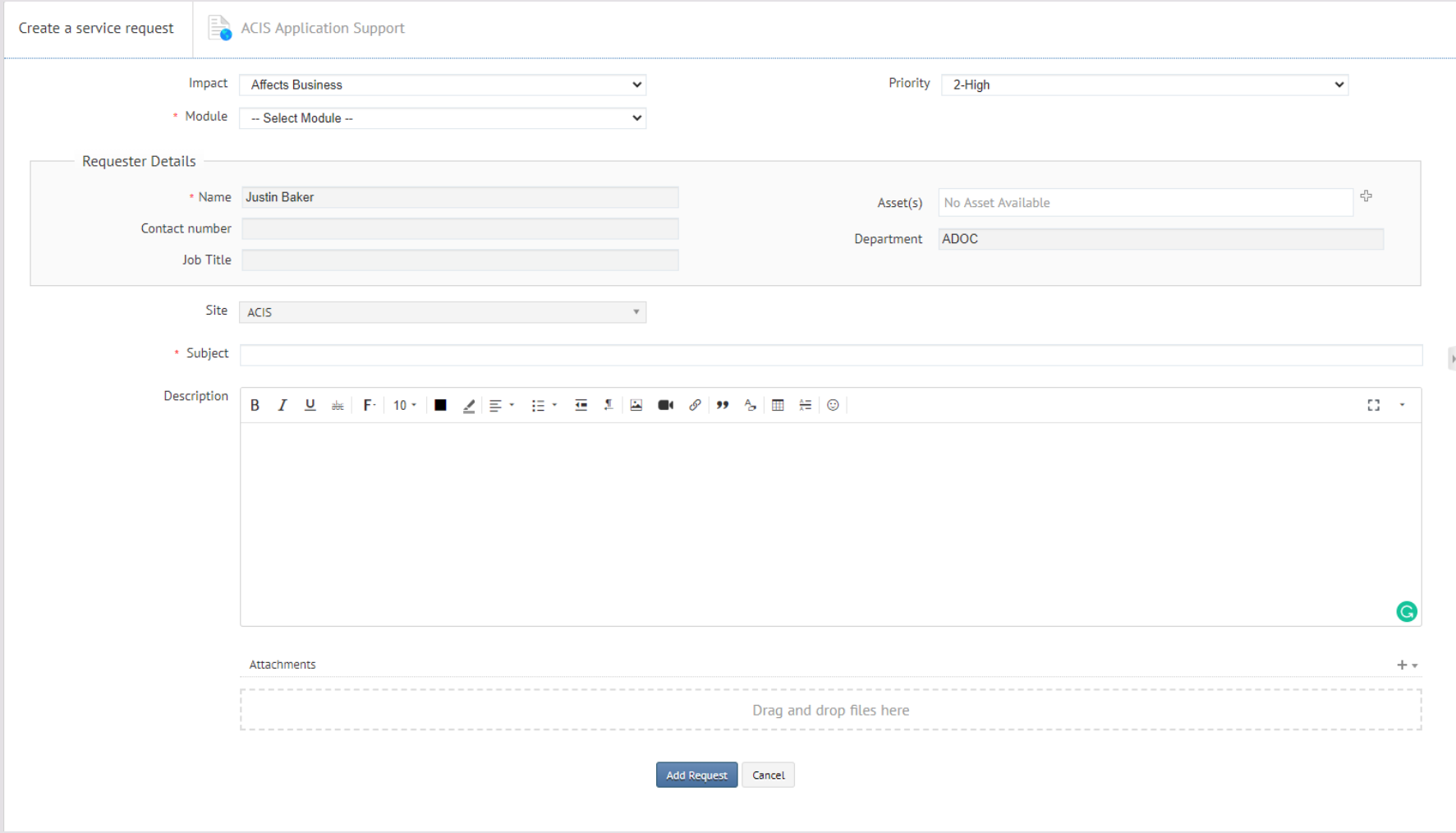
Service Request Form

- Impact
  - Affects Business
  - Affects Department
  - Affects Group
  - Affects User
- Module
  - 40 modules
- Priority
  - Critical
  - High
  - Medium
  - Low



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Severity Definitions

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

- For Critical Issues please submit a ticket and call the service desk number

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Example

* Subject: Error occurring when user selects search on Arrival List Search Screen.

Description

Description of Issue:

All search criteria on the Arrival List Search screen produces an error message.

We're sorry, an error has occurred. Please try again. If you continue to have problems, please contact support. Error Code: 37390139

Steps to Reproduce:

1. User Logs into ACIS
2. Select Left Navigation-->Inmate Details-->Arrival List Search
3. Enter in any search criteria and select search
4. Error Code appears

Attachments [1]

AA service desk bug.jpg (210 kb)

Drag and drop files here

Add Request | Cancel

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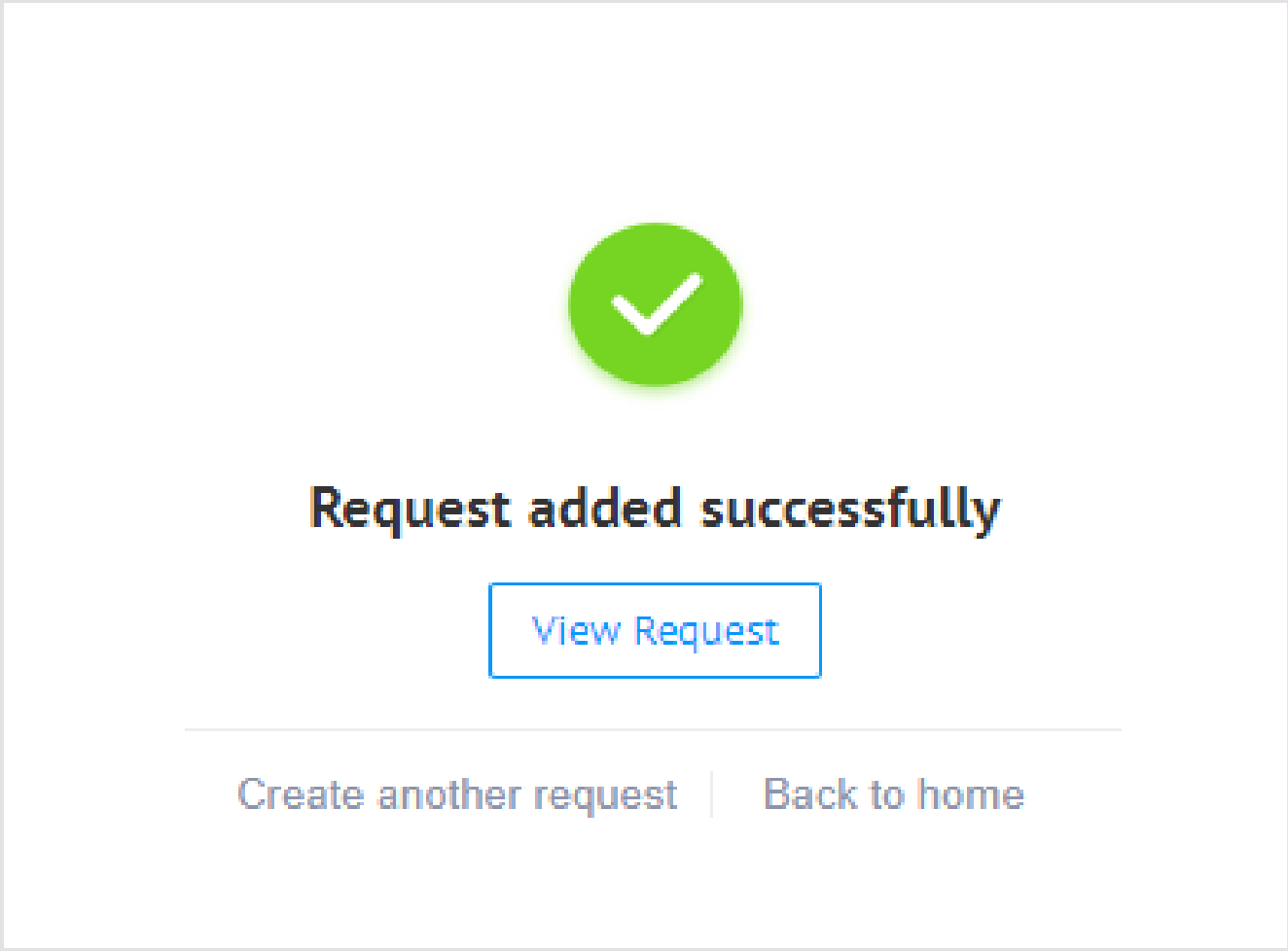
Select Add request



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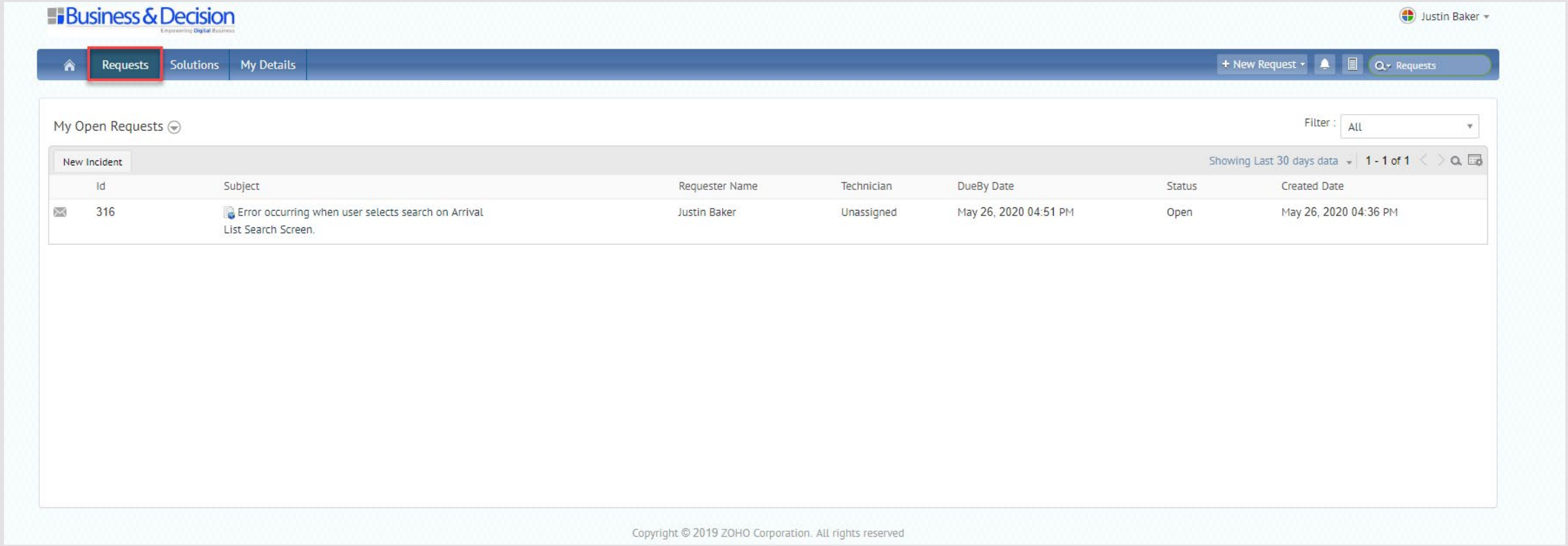
View All Requests



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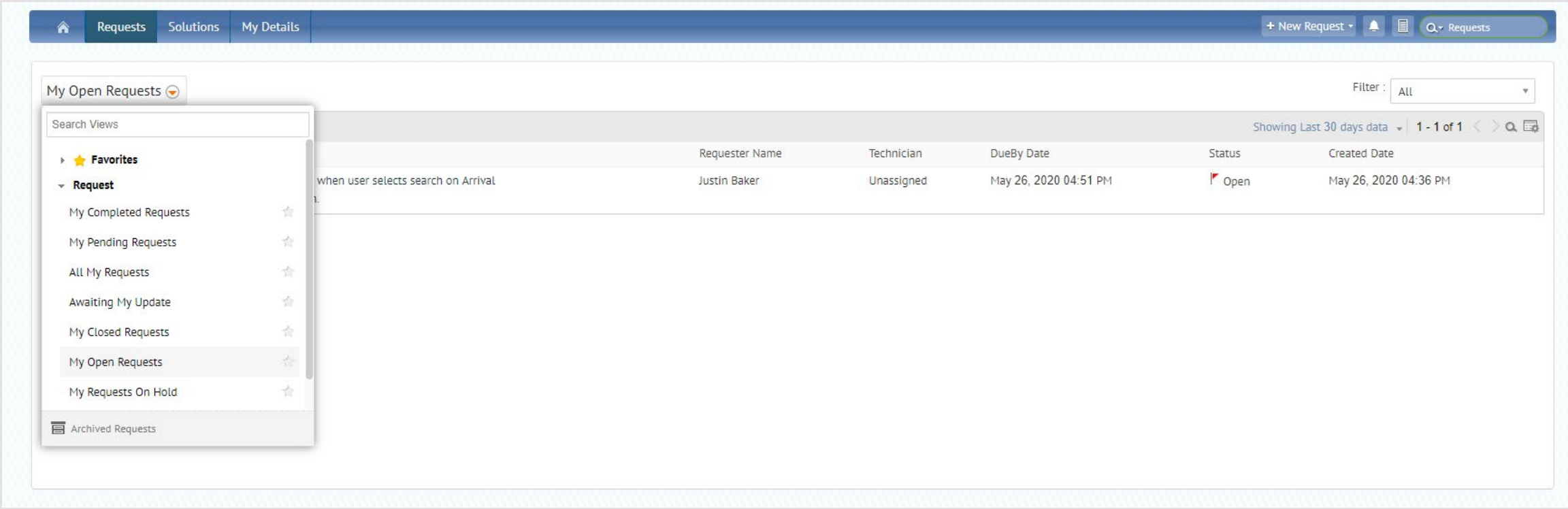
Filter Requests



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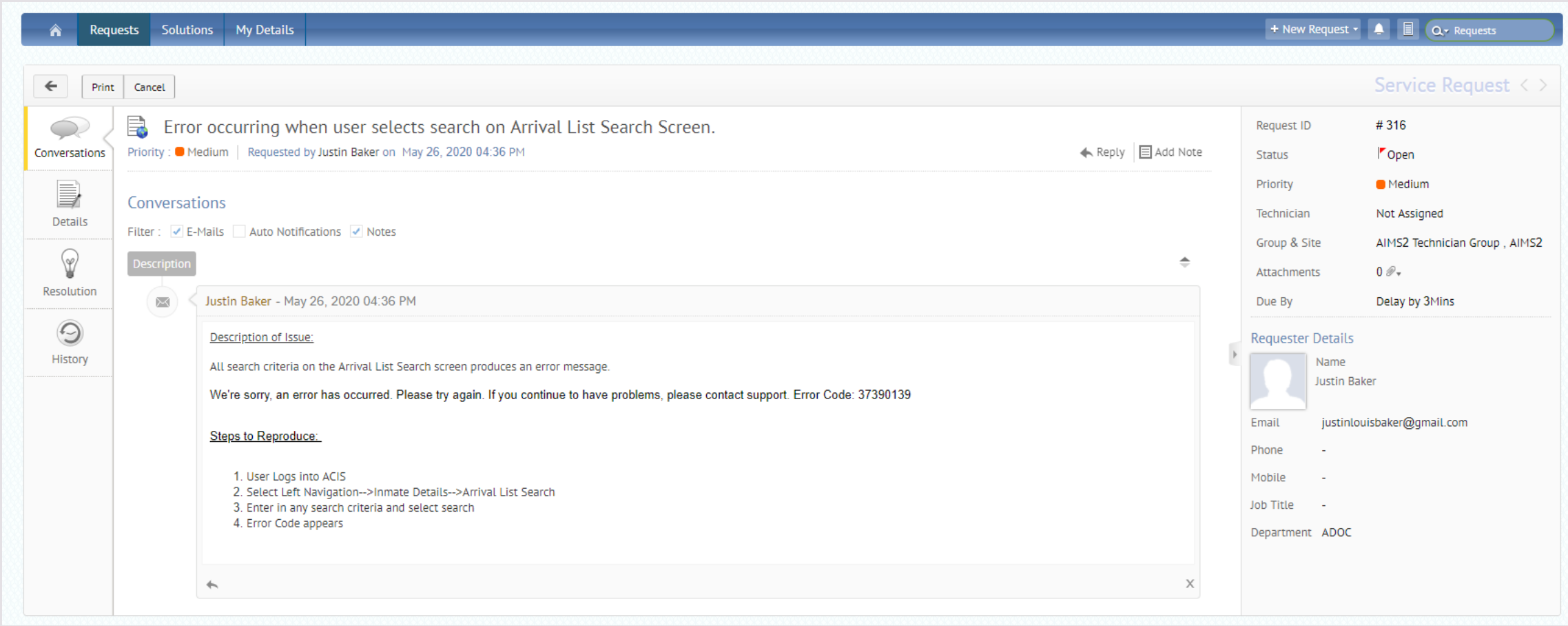
Conversation



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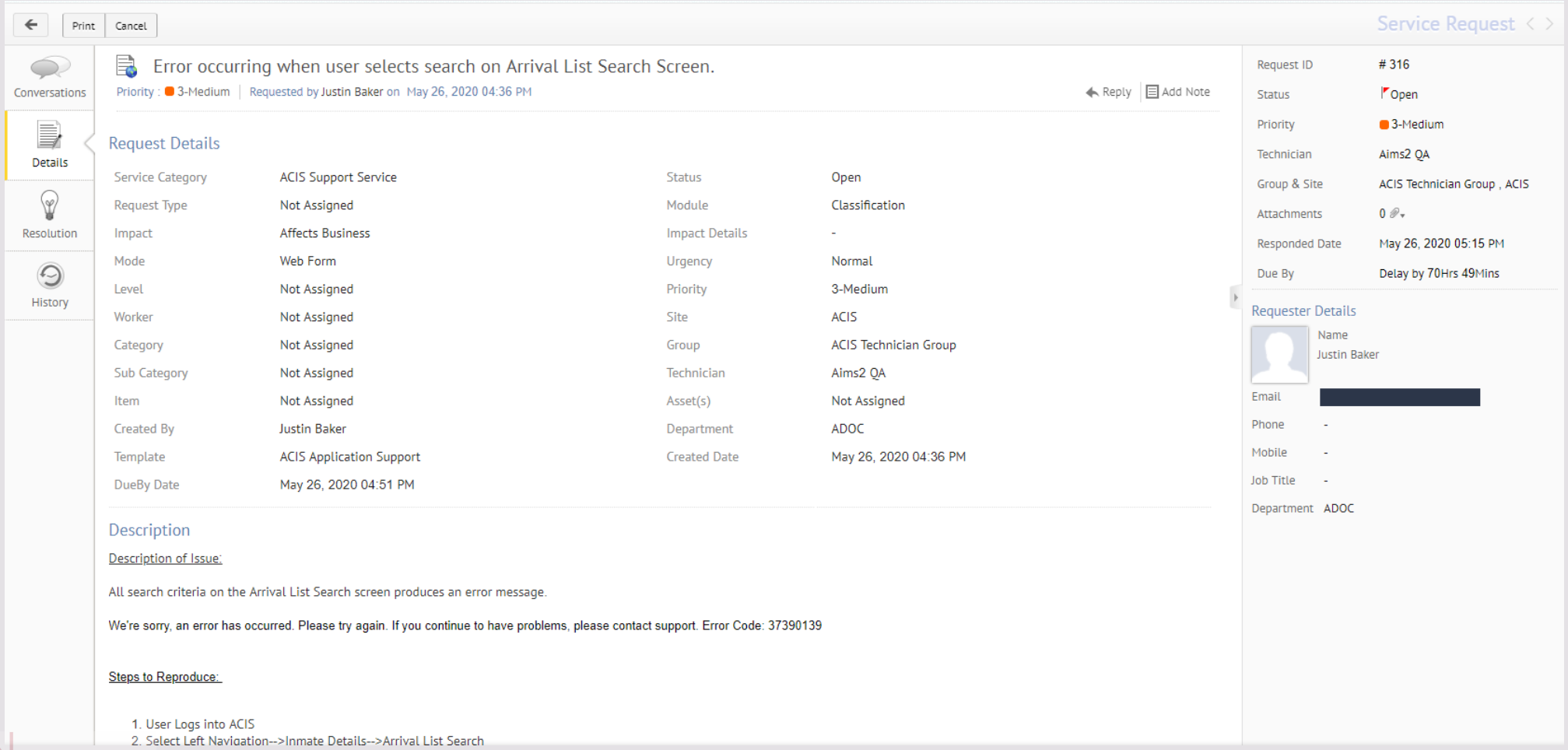
Details



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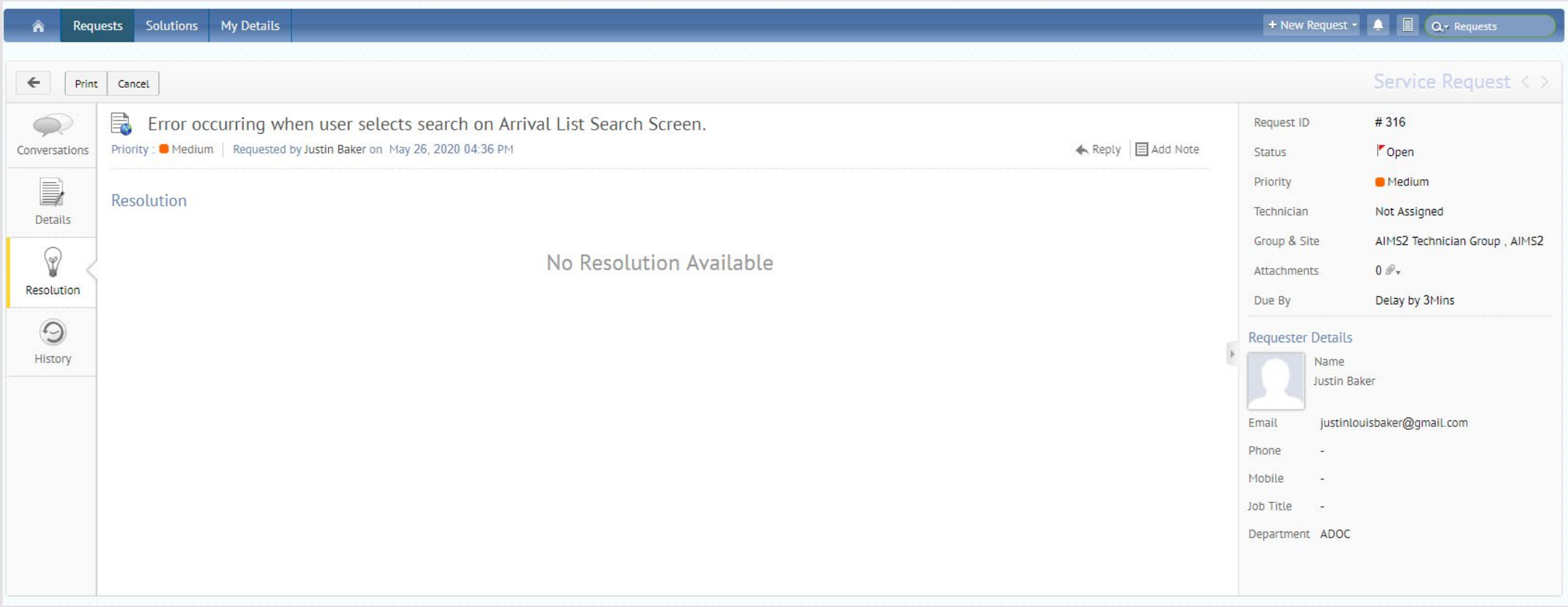
Resolution



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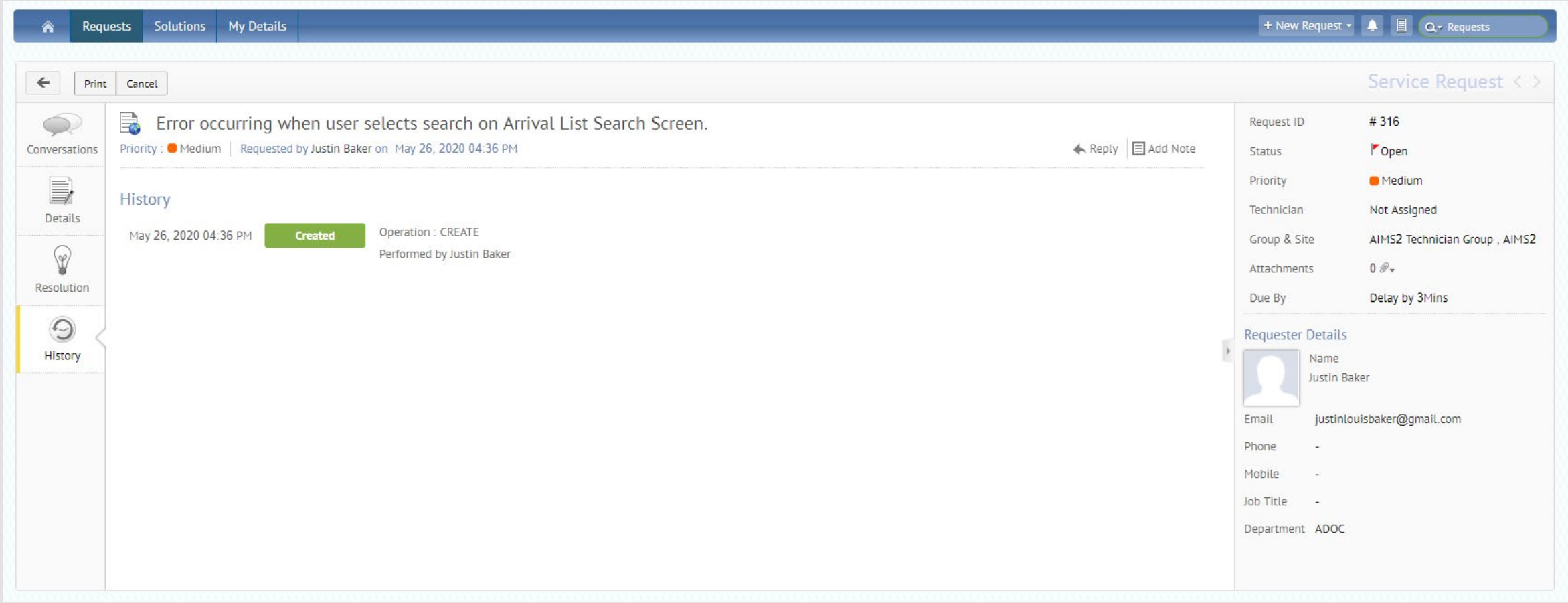
History



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Closing/Re-opening a Resolved Ticket

Your Request with ID :##316## has been Resolved. Inbox ×

Service Desk <ServiceDesk@bndna.com>
to me

Your Request [ID:316] has been resolved.
Title : Error occurring when user selects search on Arrival List Search Screen.
Description :
Description of Issue:

All search criteria on the Arrival List Search screen produces an error message.

We're sorry, an error has occurred. Please try again. If you continue to have problems, please contact support. Error Code: 37390139

Steps to Reproduce:

1. User Logs into ACIS
2. Select Left Navigation-->Inmate Details-->Arrival List Search
3. Enter in any search criteria and select search
4. Error Code appears

Resolution is :
Issue Resolved. End users can now sucessfully complete the Arrival List Search fuction.

Click here to Close Request
-
If not satisfied, reply to this mail to re-open the Request

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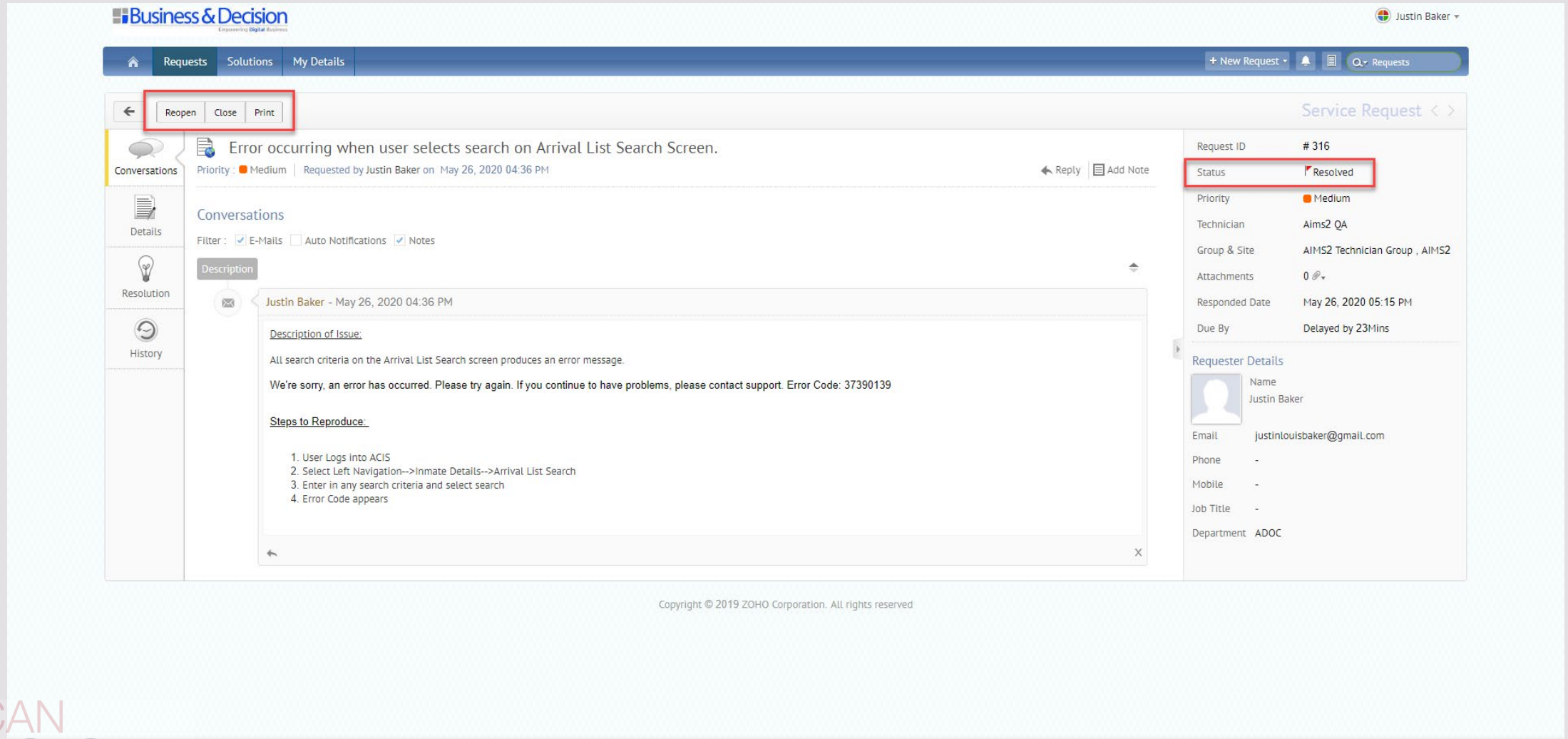
Closing/Re-opening a Resolved Ticket



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1st Line and 2nd Line help support (No Service Ticket)

- Password Changes
- Updating User Roles
- Creating new User Accounts
- Training Issues
  - Uploading a document
  - Validation Errors

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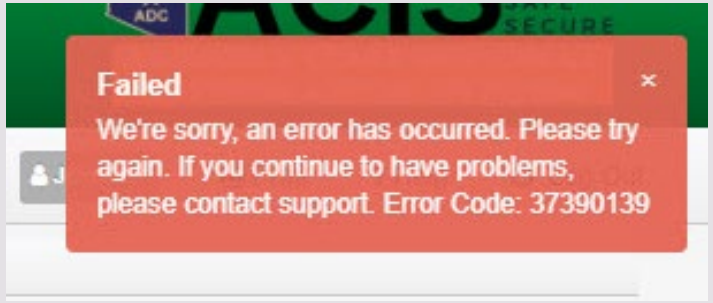
When to Enter a Ticket

- Error Codes
- Functional Error
  - Application does not perform as expected
    - Action Queues
      - Not triggering
      - Not clearing
    - Screens follow expected flows
    - Modules are operating correctly
- Calculations
- Typos/Misspellings



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Questions

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Jeff Woodward; Harika Chikkala
Cc:	Holly Greene; Aaron Bailey; Al Dubrowa; Elizabeth Charif; Sandy Wang; Michael Dolny; Joseph Nicoletti; Spencer Scott; jduvall; gmartinez1; Rusty Johnson; Joshua Connolly
Subject:	RE: Telerik RPTDEV Issues
Date:	Friday, May 29, 2020 3:51:10 PM
Attachments:	image003.png image004.png

Harika,

Can you please see Jeff's response below and let us know what your thoughts are. We may need to schedule the screen share like Jeff suggests below. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, May 29, 2020 3:21 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: Telerik RPTDEV Issues

Charles,

The link you provided there seems to be unrelated to the issues that I reported. That specifically mentions blank pages being rendered in "print preview" mode. I'm not in print preview mode, and I am not getting blank pages rendered.

I assume you're referring to RPT 3520? As I mentioned previously, these issues are happening with multiple reports, so I can't see changing a formatting setting in one report fixing issues with other, unrelated reports.

If you'd like me to do a screen sharing session and reproduce these problems for you, we can definitely do that. You may be right that it's not a system/resource issue, but the solution you've provided doesn't seem related to what's happening and further investigation is needed, as this is greatly hindering ad hoc report development at the moment.

AMERICAN OVERSIGHT

Thanks!

On Fri, May 29, 2020 at 3:07 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> The analysis is that this is not a system / resource issue
>
> The Report has been created with an attribute on the Telerik report that is causing the error
>
> The ADHOC developer needs to edit the Telerik report and set the "Keep together" property to false
>
> They should refer to: (https://www.telerik.com/support/kb/reporting/details/problem-telerik-reporting-renders-blank-pages)
>
> For more information
>
> Jeff, please let me know if this helps. Again, apologies for the delay.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, May 29, 2020 1:43 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> **Subject:** Re: Telerik RPTDEV Issues
>
> Hello Charles-

AMERICAN OVERSIGHT

Do you have an update concerning this performance issue?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 29, 2020 at 12:12 PM Jeff Woodward <jwoodward@azadc.gov> wrote:

> Charles,
>
> Any updates on this? Still experiencing the exact same behavior in Telerik RPTDEV.
>
> Thanks.
>
> On Thu, May 28, 2020 at 5:43 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Understood. We are looking into it.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > On May 28, 2020, at 4:37 PM, Holly Greene <hgreene@azadc.gov> wrote:
> >
> > Hi Charles-
> >
> > I authorized Jeff's reach out because it's performance related.
> >
> > Respectfully,
> >
> > Holly Greene
> > Deputy CIO | ADCRR IT Bureau

AMERICAN OVERSIGHT

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Thu, May 28, 2020 at 4:32 PM Jeff Woodward <jwoodward@azadc.gov> wrote:

> Charles,
>
> Telerik RPTDEV seems to have having intermittent issues again, very similar to the issues from 2-3 weeks ago. I'm trying multiple reports, and sometimes they will finish in a normal timeframe, sometimes they will never load and just sit at "0 pages loaded...", or sometimes I'm getting the same "thread was being aborted" error message.
>
> Just like before, you may not see the issue if you just go in, run one report and it looks fine. If you re-run the same report with the same parameters 2-4 times in a row you'll likely experience it.
>
> An example you can use for testing, though it's happening with several different reports on our end, is ADC RPT 3520, with 5/1/20 and 5/31/20 as the start and end date parameters.
>
> Thanks.
>
> --
> Jeff Woodward
> Ticketing System Administrator
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
>
> Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Aaron Bailey; Jeff Woodward; Al Dubrowa; Elizabeth Charif; Sandy Wang; Michael Dolny; Joseph Nicoletti; Spencer Scott; jduvall; gmartinez1; Rusty Johnson; Joshua Connolly
Subject:	RE: Telerik RPTDEV Issues
Date:	Friday, May 29, 2020 2:53:29 PM
Attachments:	image001.png

Holly,

The team is still trouble shooting at this point. I am staying on top of them. As soon as I know more I will report back. I apologize for the delay.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, May 29, 2020 1:43 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: Telerik RPTDEV Issues

Hello Charles-

Do you have an update concerning this performance issue?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 29, 2020 at 12:12 PM Jeff Woodward <jwoodward@azadc.gov> wrote:

AMERICAN OVERSIGHT

Charles,

Any updates on this? Still experiencing the exact same behavior in Telerik RPTDEV.

Thanks.

On Thu, May 28, 2020 at 5:43 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Understood. We are looking into it.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On May 28, 2020, at 4:37 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Hi Charles-
>
> I authorized Jeff's reach out because it's performance related.
>
> Respectfully,
>
> Holly Greene
> Deputy CIO | ADCRR IT Bureau
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Thu, May 28, 2020 at 4:32 PM Jeff Woodward <jwoodward@azadc.gov> wrote:
>
> > Charles,

AMERICAN OVERSIGHT

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Just like before, you may not see the issue if you just go in, run one report and it looks fine. If you re-run the same report with the same parameters 2-4 times in a row you'll likely experience it.

An example you can use for testing, though it's happening with several different reports on our end, is ADC RPT 3520, with 5/1/20 and 5/31/20 as the start and end date parameters.

Thanks.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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> addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Holly Greene
Subject: FW: Estimate discrepancies
Date: Friday, May 29, 2020 2:36:10 PM
Attachments: image001.png
image004.png

Sandy,

Please see below. I am sorry this has taken a little bit to get to you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Sent: Friday, May 29, 2020 2:12 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Estimate discrepancies

There were originally 23 estimates requested. However, we never received the ADCRR document for 32023 with the requirements, per an email from Sandy Wang, this was not listed in their PP Slides. CR 40631 was a duplication of an item in the 9 amendment items that we already agreed to fix.

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Mi-Case

Please consider the environment before printing this email.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Spencer Scott
Subject: Re: Request to Delay Push to Prod
Date: Friday, May 29, 2020 1:27:47 PM

I approve.

Spencer sought and received approval from Operations as well.

Please halt the work for now and come back to us with your deployment plan.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 29, 2020 at 12:19 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I am requesting that we delay our push to production. We are working on removing the EUIL items but it will require putting together a new package and we would feel more comfortable to put together that new package and ensure it does not affect any of the other build that would be going.
>
> The three items have three change sets for new code and the package was tested in its entirety. I would feel more comfortable for the new package to be put together and retested prior to the push.
> In the past we have delayed the push to PROD and received approval from Stacey Crabtree. Spencer can speak further to that.
>
> Again, I apologize for the error and lack of communication.
>
> **Charles Spannagel**
>
> Project Manager

AMERICAN OVERSIGHT

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Rusty Johnson; Joseph Nicoletti
Subject: Estimates - Specifically PM
Date: Friday, May 29, 2020 11:43:13 AM
Attachments: image003.png

Holly,

First, I really want to thank you and the team for being so collaborative and understanding during these early days of M&O. I am committed to ensuring a positive and transparent relationship with you and your team. In regards to the PM hours in the estimate we discussed (40629). Please find the explanation below.

1: 10 hours is the standard allotment for estimates unless it is a much bigger and more complex item

a. Project Plan maintenance for entire EUIL effort
b. Time tracking for team
c. Managing resources
d. Status meetings internally and externally
e. Managing issues and escalations if they arise

This methodology has been used during the duration of B&D's engagement with ADCRR.

I hope this helps in regards to this specific estimate and hopefully provides some insight into the overall estimation process. B&D accounts for every situation that may arise during the SDLC process.

I welcome any further discussion on this matter.

Thank you again.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang; Spencer Scott
Subject: SLA Reports Clarification
Date: Friday, May 29, 2020 9:21:43 AM
Attachments: image003.png

Good morning,

There is one outstanding question that popped in regards to the Reports Section that we have added back into the SLA. On the second bullet we need to clarify that the Ad Hoc team will support any bugs that are reported from the operational staff in the field. It can be interpreted that we are supporting development and maintenance of the Ad Hoc reports once they are in production which is not how we are operating today. Please respond and I will convert the document into PDF for final review.

Holly, I think since the M&O Word Document is being updated we (you and I) need to indicate to Mr. Profiri and Dean that the SLA's have been agreed to and signed off on by the deadline and that the M&O word document will be finished and signed by early next week. Does that seem reasonable? Thank you.

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Reporting SLA:	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	1% The SLA is defined by the aggregate compliance of Reporting SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 1% Withholding percentage will be incurred by the Offeror

Charles Spannagel

Project Manager

AMERICAN OVERSIGHT

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Spencer Scott; George Martinez
Cc:	Justin Baker; Steven Williams
Subject:	B&D Service Desk Training Materials
Date:	Friday, May 29, 2020 9:14:57 AM
Attachments:	ADCRR Service Desk Training.pptx ACIS Service Desk - Requester v1.docx image003.png

---

ADCRR,

Good morning and happy Friday!!! Please find the initial training materials for your review, feedback and suggestions. The power point will be used for training purposes and the user guide for reference. We are requesting your feedback and suggestions on these two documents. We want to ensure you that we are delivering materials that are adequate and meet your needs.

I would also like to introduce you to Justin Baker who prepared these documents and will serve as your point of contact for Service Desk related queries and suggestions. Justin is an expert with the ACIS solution and will serve as a fantastic trainer and support to your team.

I will always remain involved in all discussions and serve as an escalation point as well.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

ACIS Service Desk - Requester

Overview 1

First Time Setup 1

After an invite has been sent, you must accept the invite to access applications in the Business & Decision, North America organization 1

Create Service Desk Account 2

Success - BNDNA Service Desk Portal 3

Login for returning requestors 4

Create a Request 5

Viewing Request List 9

Filtering 9

Close or Reopen a request 10

Overview

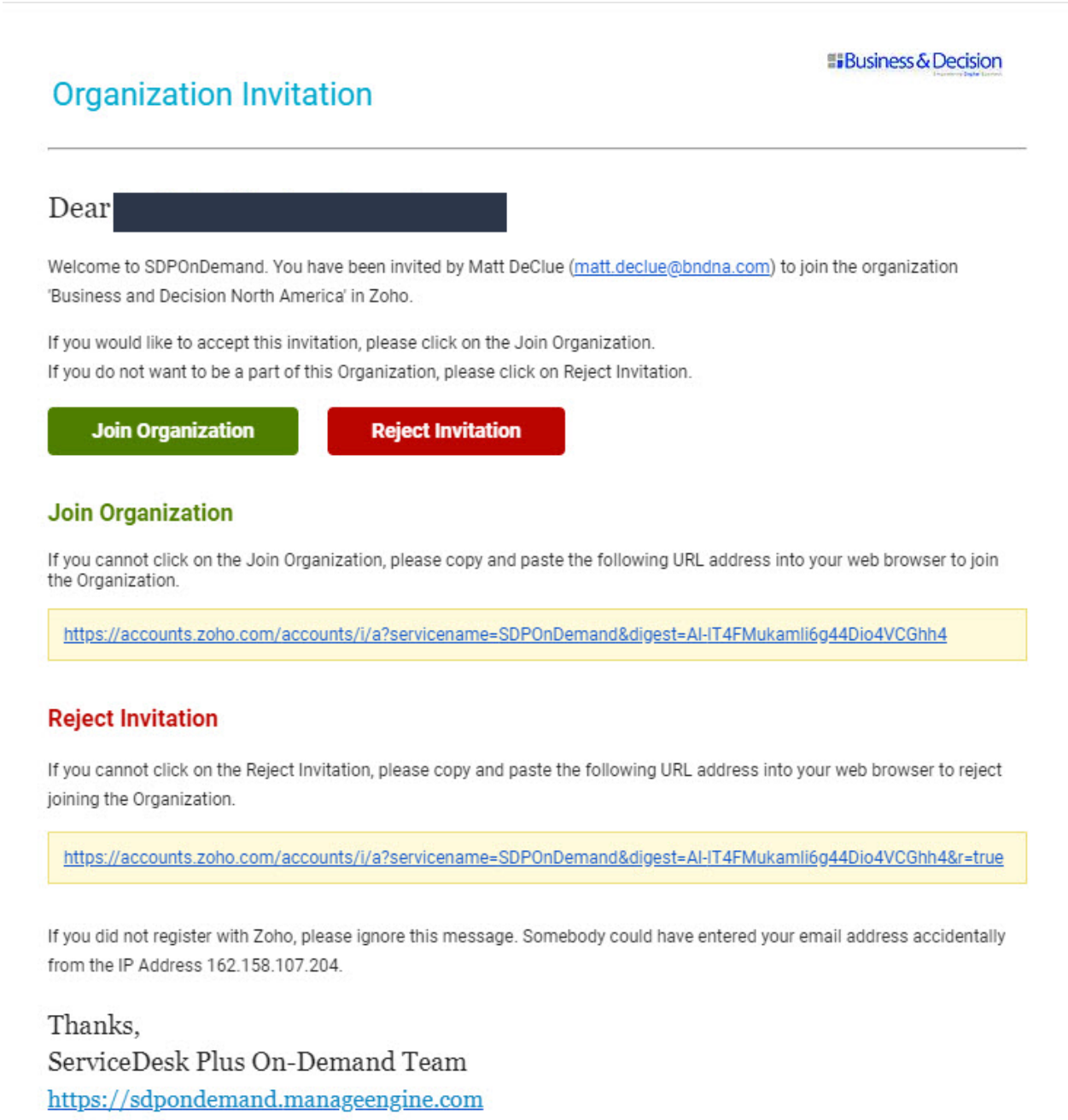
Using the BNDNA Service Desk web application tied to the BNDNA Azure Active Directory.

Address: https://servicedesk.bndna.com
Login: Office 365 account & password

First Time Setup

1. After an invite has been sent, you must accept the invite to access applications in the Business & Decision, North America organization
    a. Click "**Join Organization**"

AMERICAN OVERSIGHT



Business & Decision

Organization Invitation

Dear [redacted]

Welcome to SDPOnDemand. You have been invited by Matt DeClue (matt.declue@bndna.com) to join the organization 'Business and Decision North America' in Zoho.

If you would like to accept this invitation, please click on the Join Organization.
If you do not want to be a part of this Organization, please click on Reject Invitation.

Join Organization | Reject Invitation

Join Organization

If you cannot click on the Join Organization, please copy and paste the following URL address into your web browser to join the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4

Reject Invitation

If you cannot click on the Reject Invitation, please copy and paste the following URL address into your web browser to reject joining the Organization.

https://accounts.zoho.com/accounts/i/a?servicename=SDPOnDemand&digest=AI-IT4FMukamli6g44Dio4VCGhh4&r=true

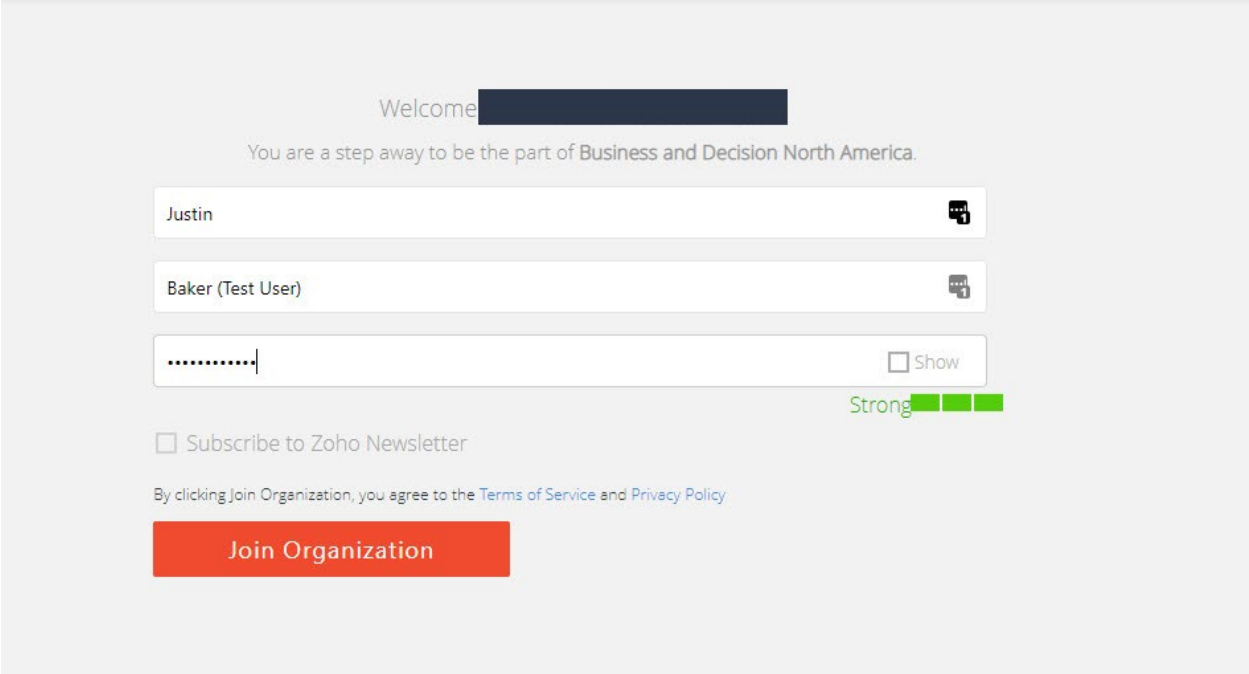
If you did not register with Zoho, please ignore this message. Somebody could have entered your email address accidentally from the IP Address 162.158.107.204.

Thanks,
ServiceDesk Plus On-Demand Team
https://sdpondemand.manageengine.com

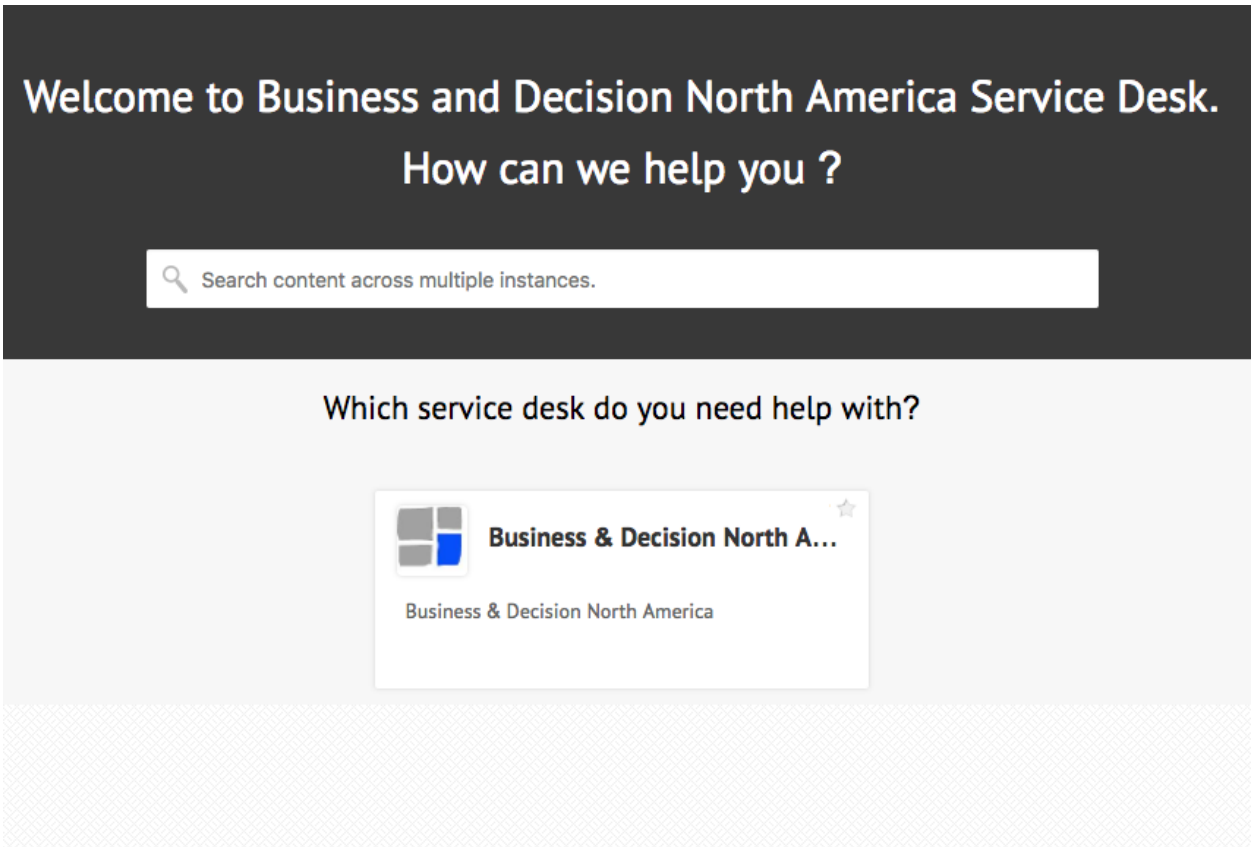
2. Create Service Desk Account

a. If you already have an account and don't recall the password click "forgot password"

AMERICAN OVERSIGHT



3. Success - BNDNA Service Desk Portal



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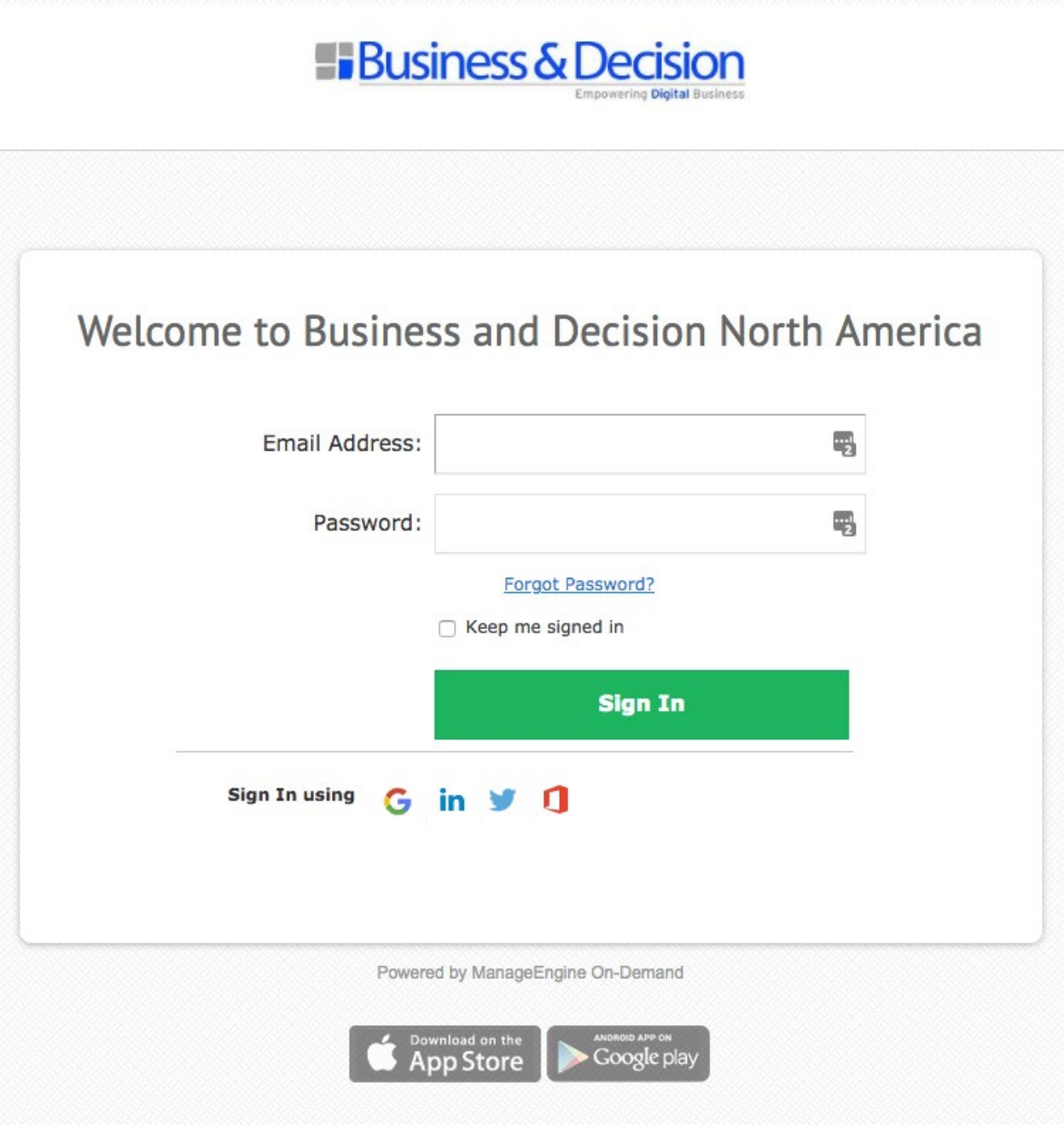
Login for returning requestors

1. Visit https://servicedesk.bndna.com

2. Click the Orange Square in the bottom right of the Sign In using line.
3. Login using your ADCRR email address and Office 365 password. If you don't recall the password click the forgot password link.



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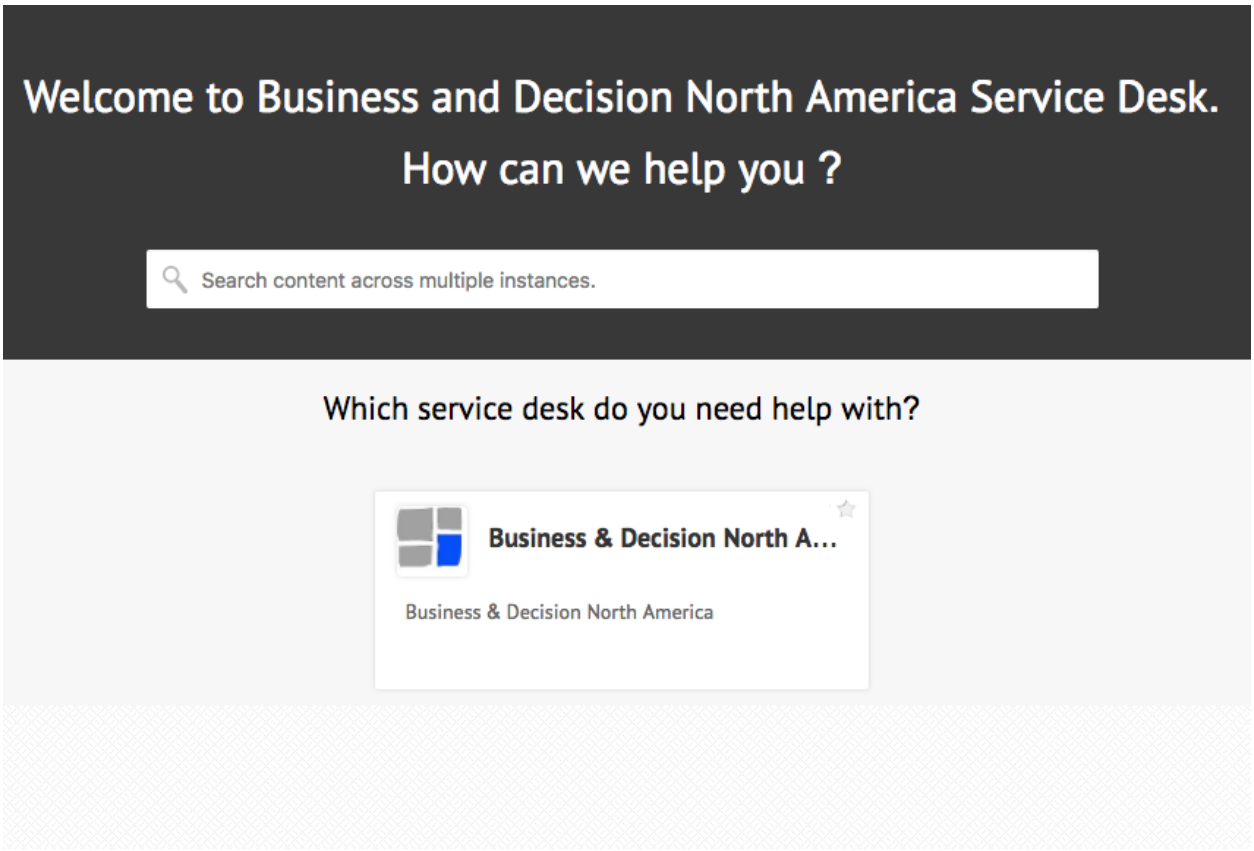
2. Select the Business & Decision Service Desk



3.
4. You are now logged in

Create a Request

1. Click “New Request a Service”

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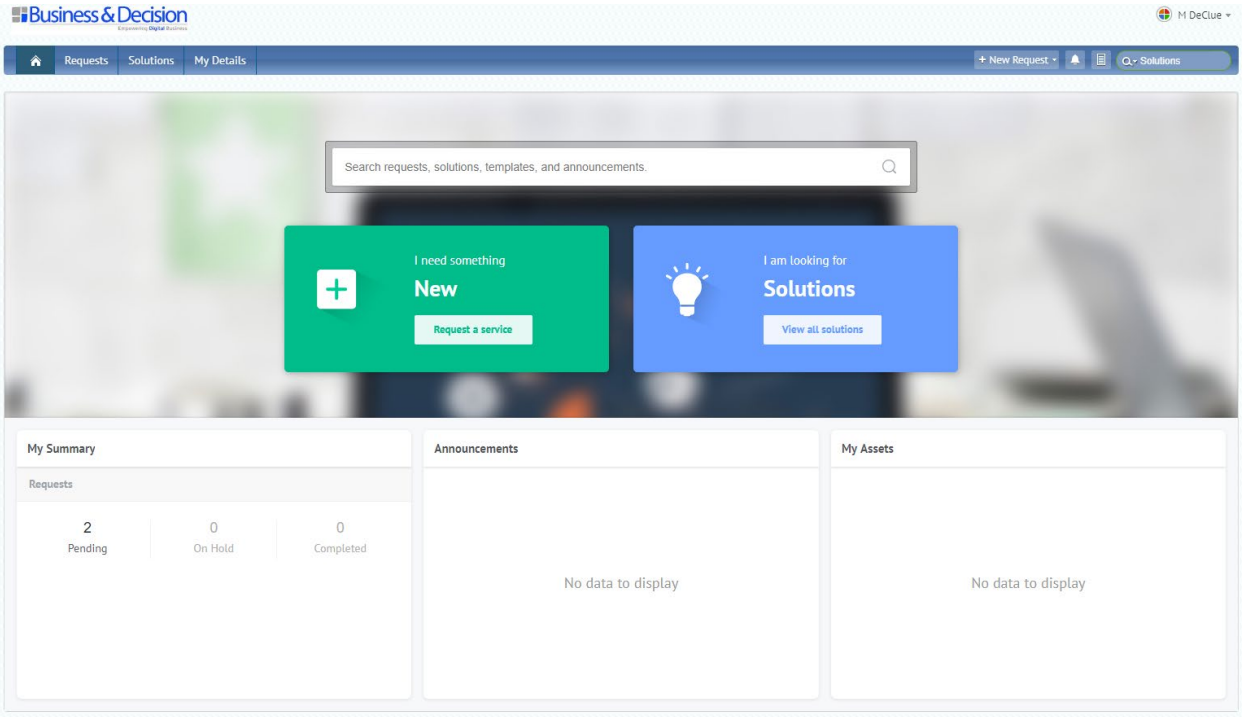
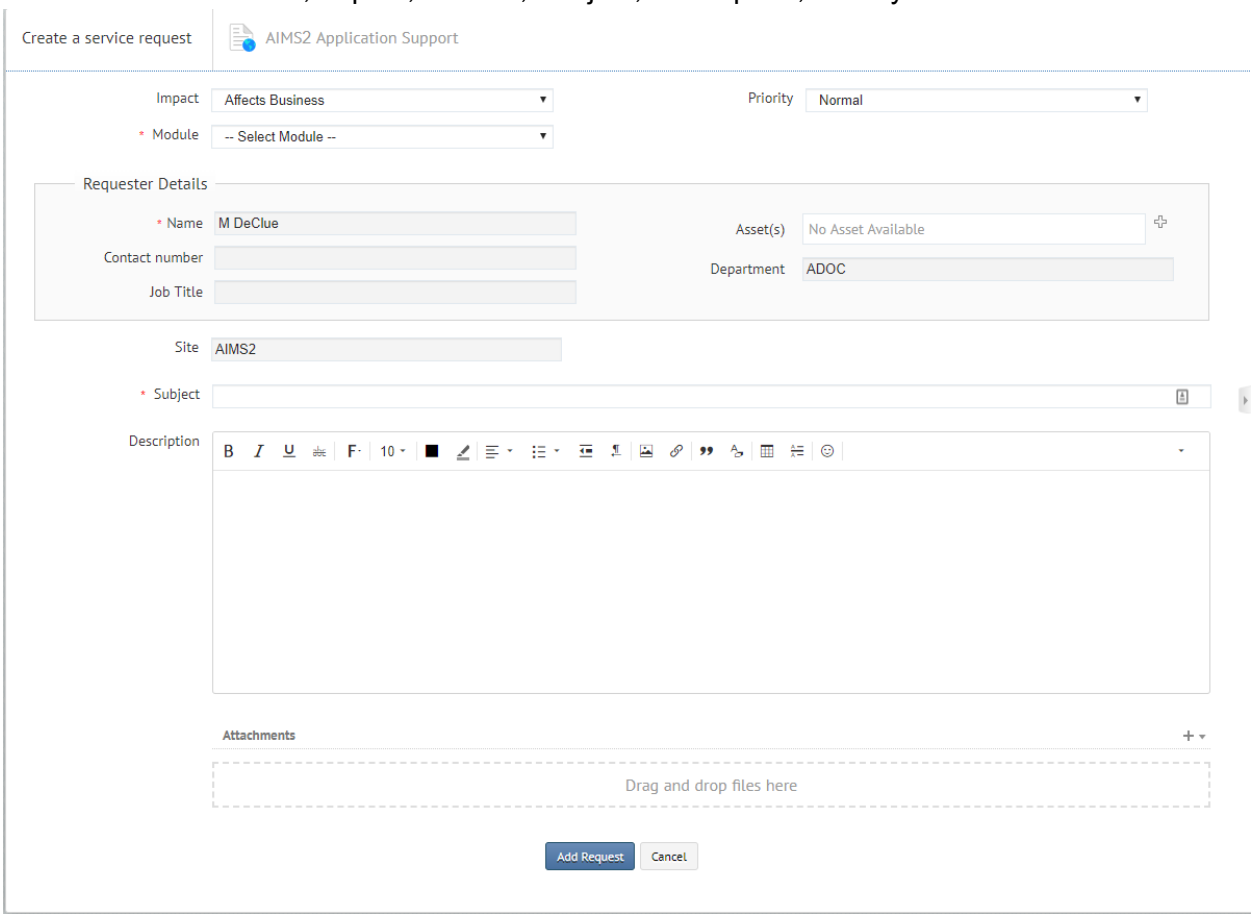


2. Enter ticket information, Impact, Module, Subject, Description, Priority and Attachments.



3. Success - Request added successfully

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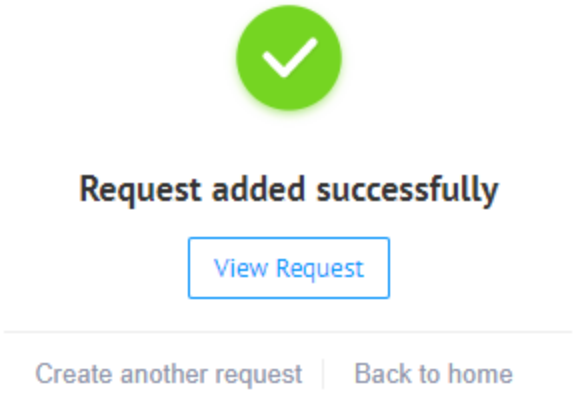
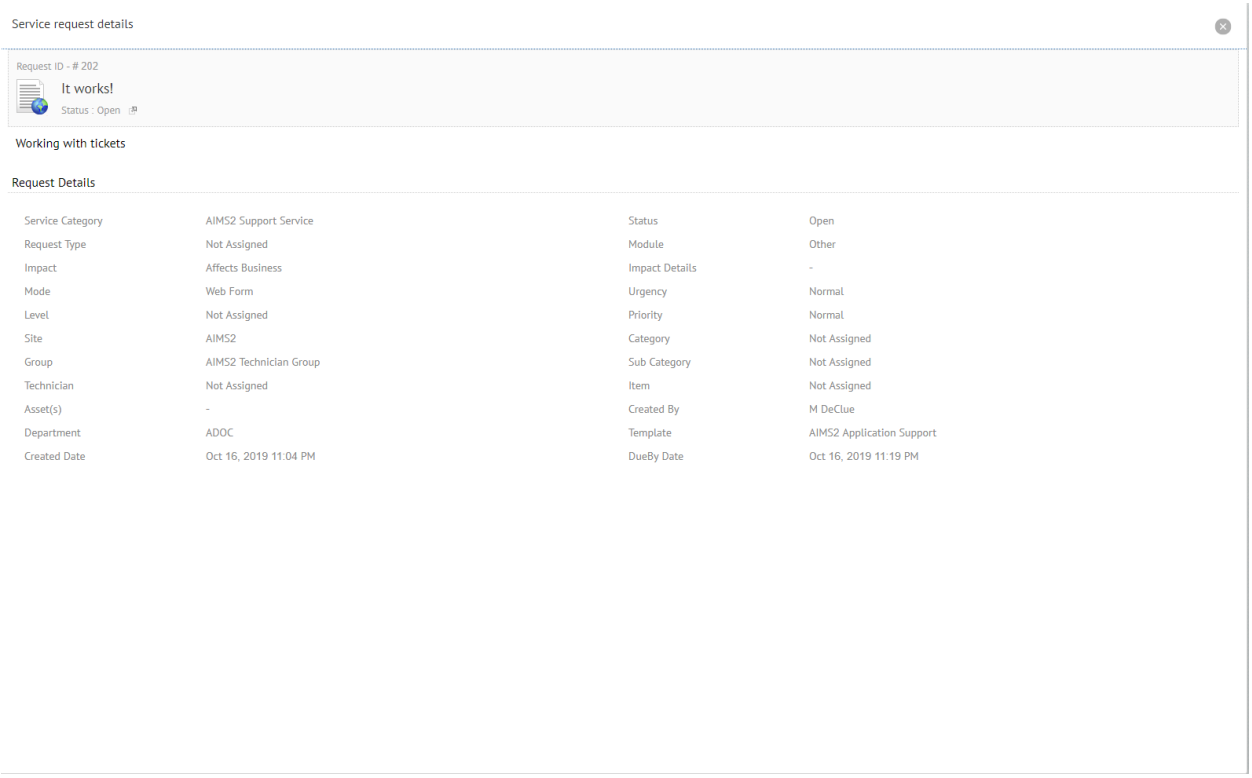


4. Ticket confirmation - click the X to close the window returning to the ticket list or click the icon to view the ticket details.



5. Ticket Details Screen
    a. Conversations - chat between the technician/assignee and the requester.

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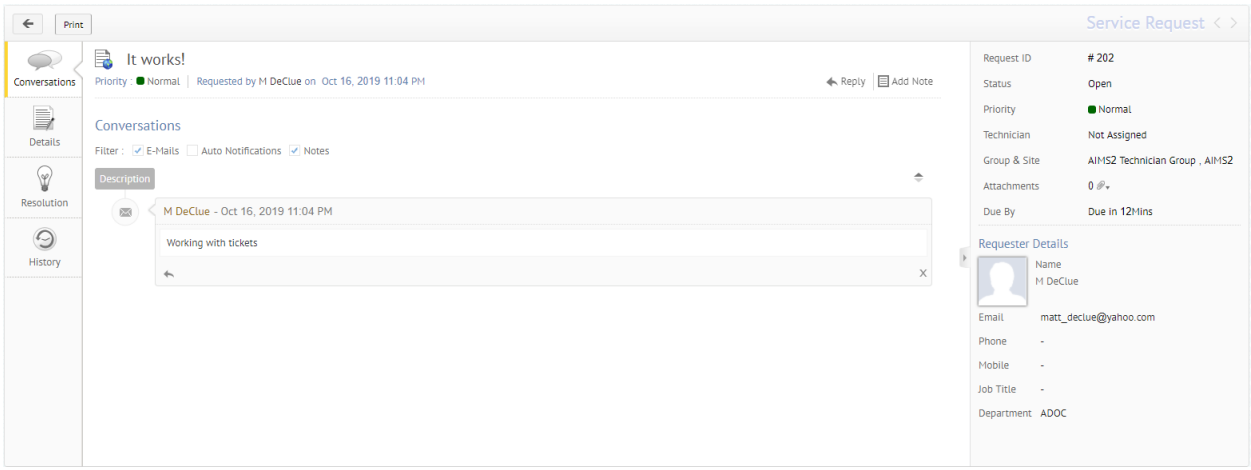
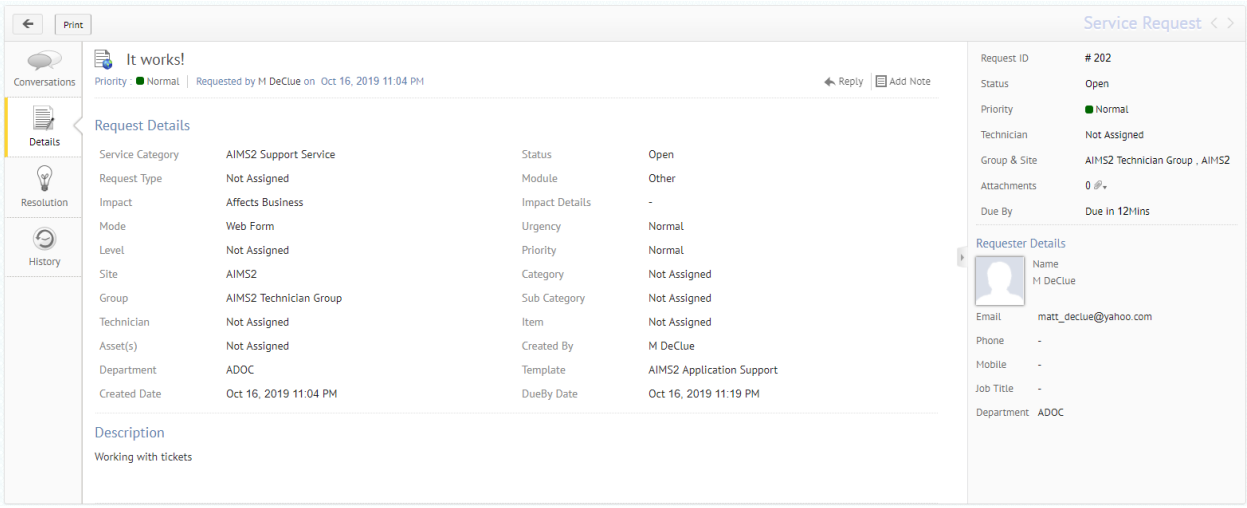
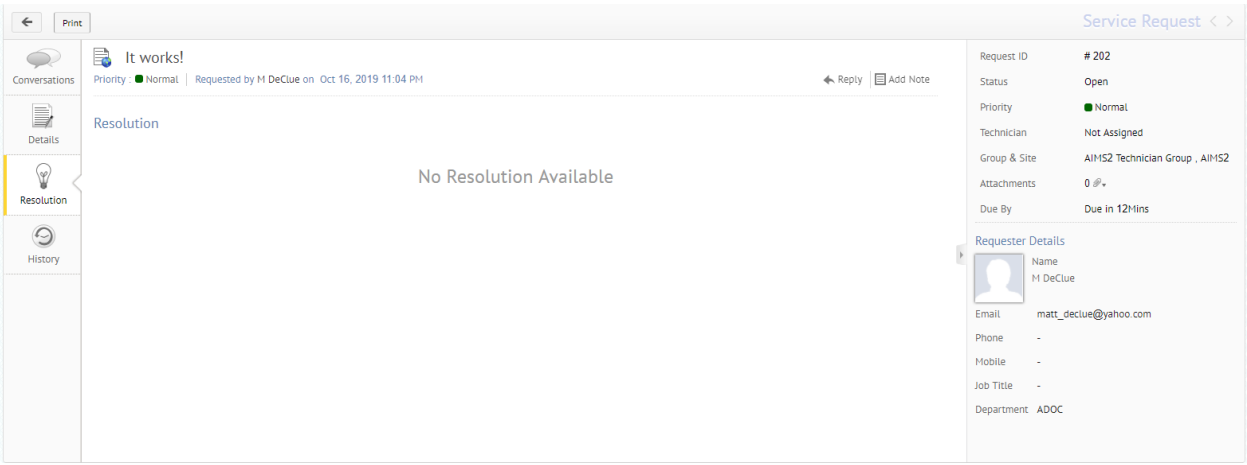


b. Details - Status of the ticket



c. Resolution - Notes about the resolution



d. History - running history of the status changes of the ticket

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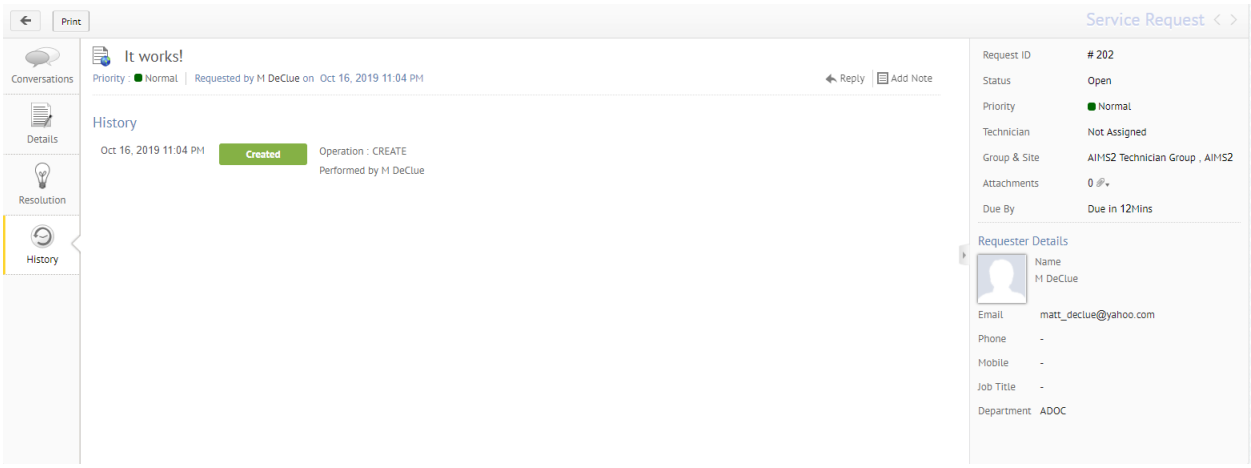
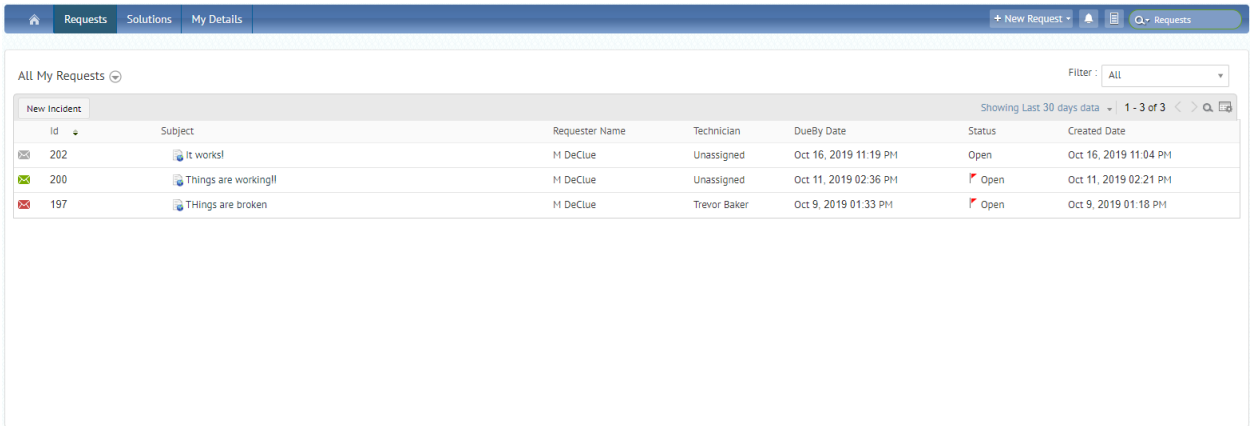


Viewing Request List



Filtering

Select the down arrow “ All My Requests ” to change the filter view of the requests list
All My Requests/My Completed Requests/My Pending Requests/My Closed Requests/My Open Requests/My Requests On Hold

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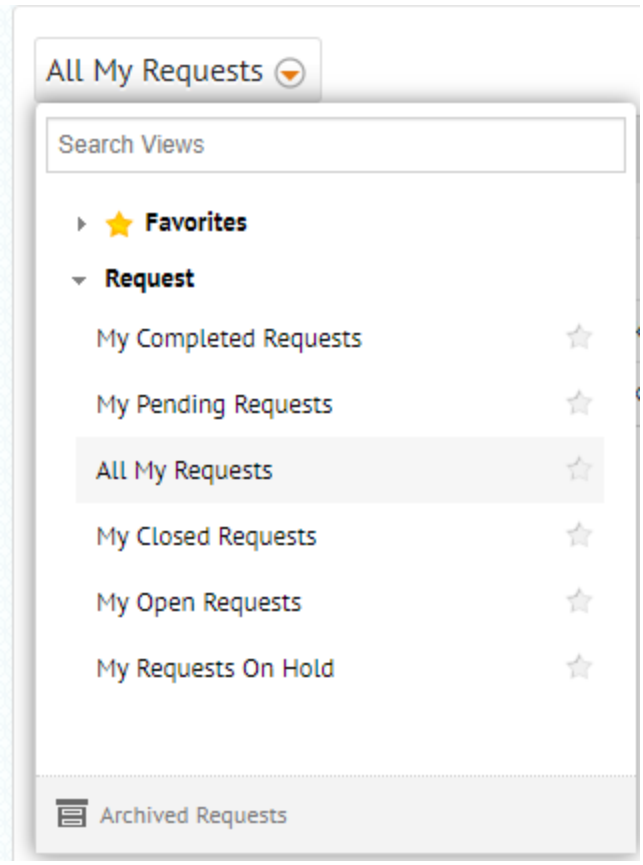
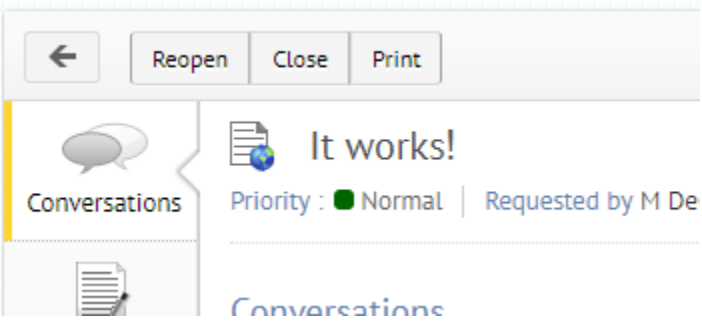


Close or Reopen a request

Once a request is completed by a technician or assignee the status is changed to resolved. The requester may either mark the ticket as “Close” or “Reopen” if the request is not complete.



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Service Desk Training

Using the BNDNA Service Desk

May 2020

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Agenda

- Account Set-up
- Logging into Service Desk
- Submitting a Service Ticket
- Severity Definitions
- Closing/Re-opening resolved tickets
- Examples of Service Desk Tickets
- When to Enter a Ticket

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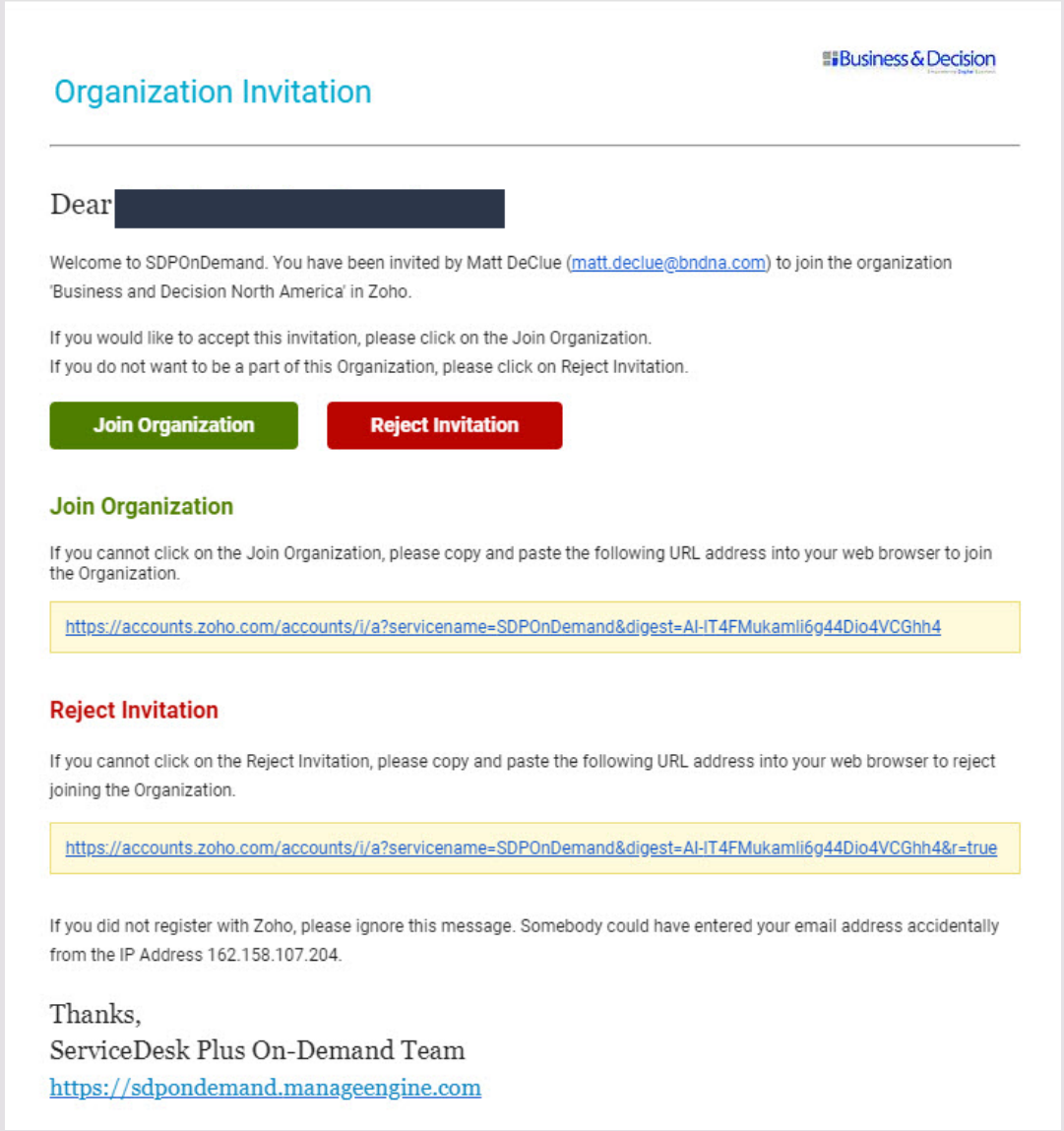
First Time Set Up



Business & Decision

Organization Invitation

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If you would like to accept this invitation, please click on the Join Organization.
If you do not want to be a part of this Organization, please click on Reject Invitation.

Join Organization **Reject Invitation**

Join Organization

If you cannot click on the Join Organization, please copy and paste the following URL address into your web browser to join the Organization.

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Thanks,
ServiceDesk Plus On-Demand Team
https://sdpondemand.manageengine.com

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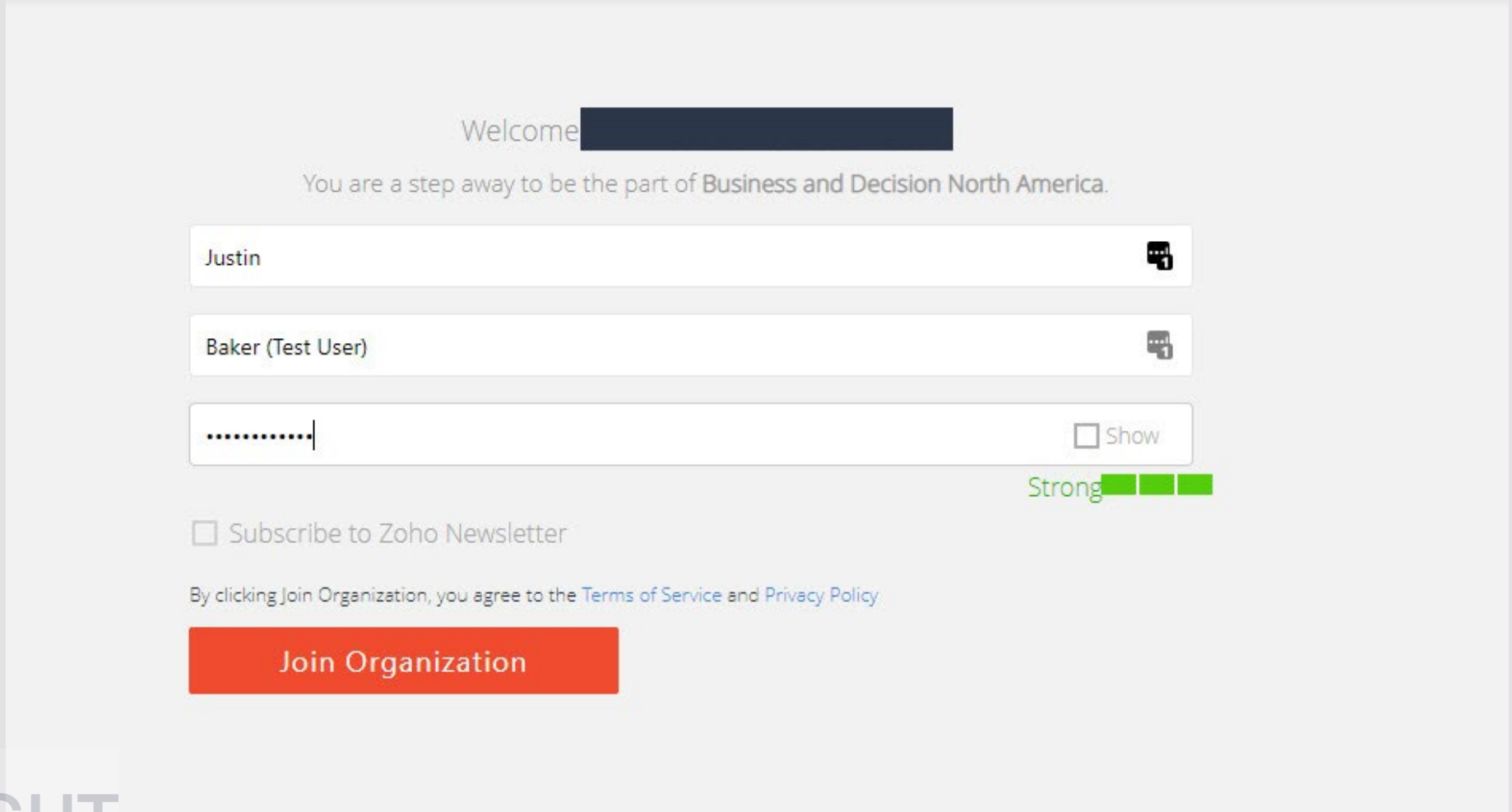
First Time Set Up



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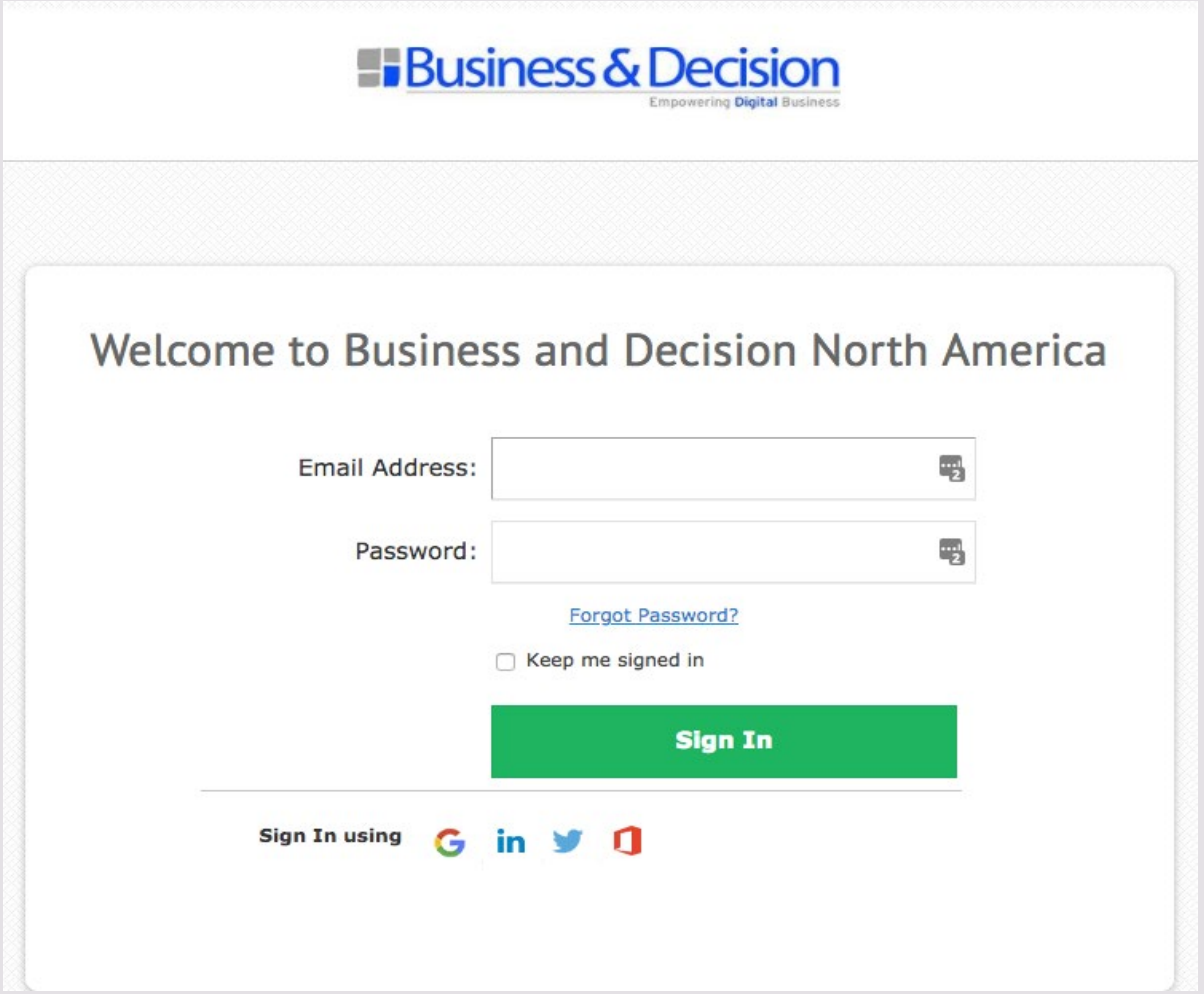
Logging into Service Desk

- Visit https://servicedesk.bndna.com



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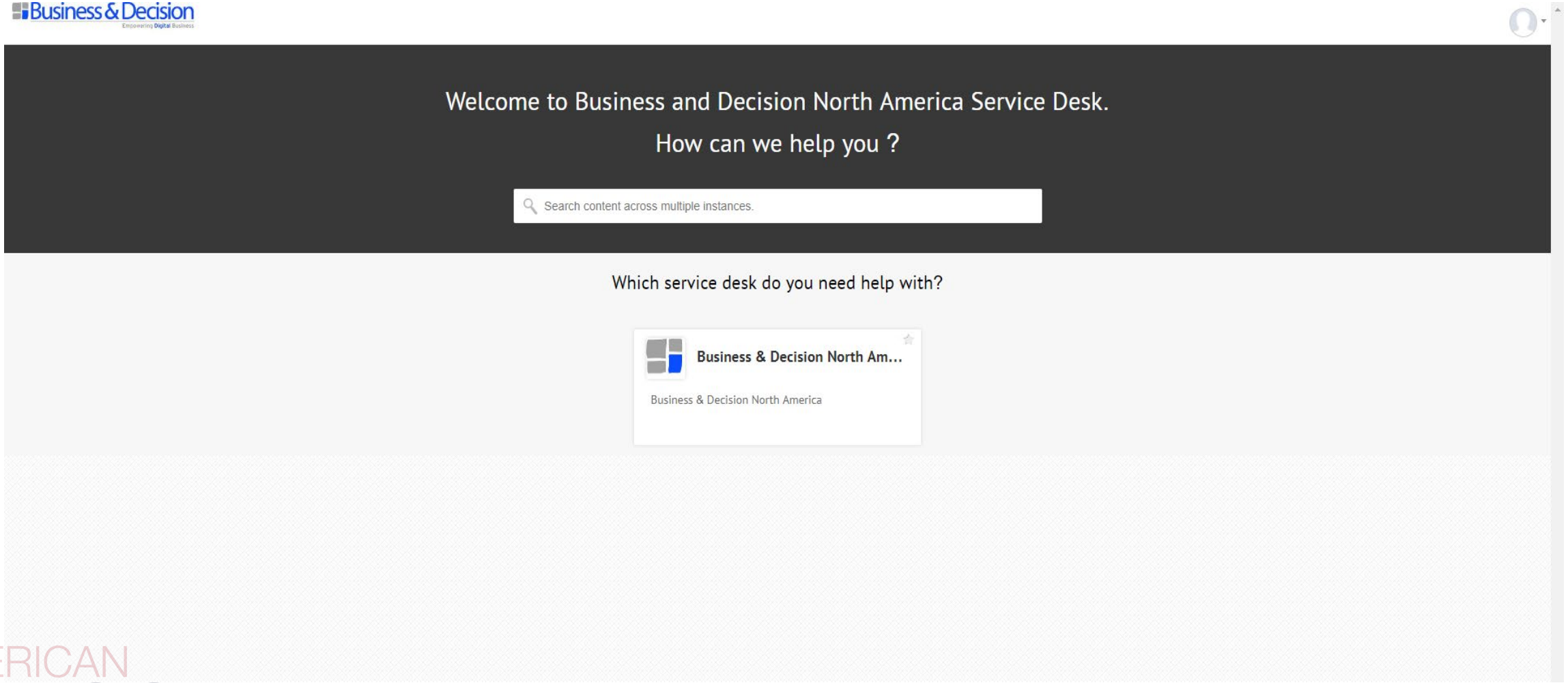
Service Desk Homepage



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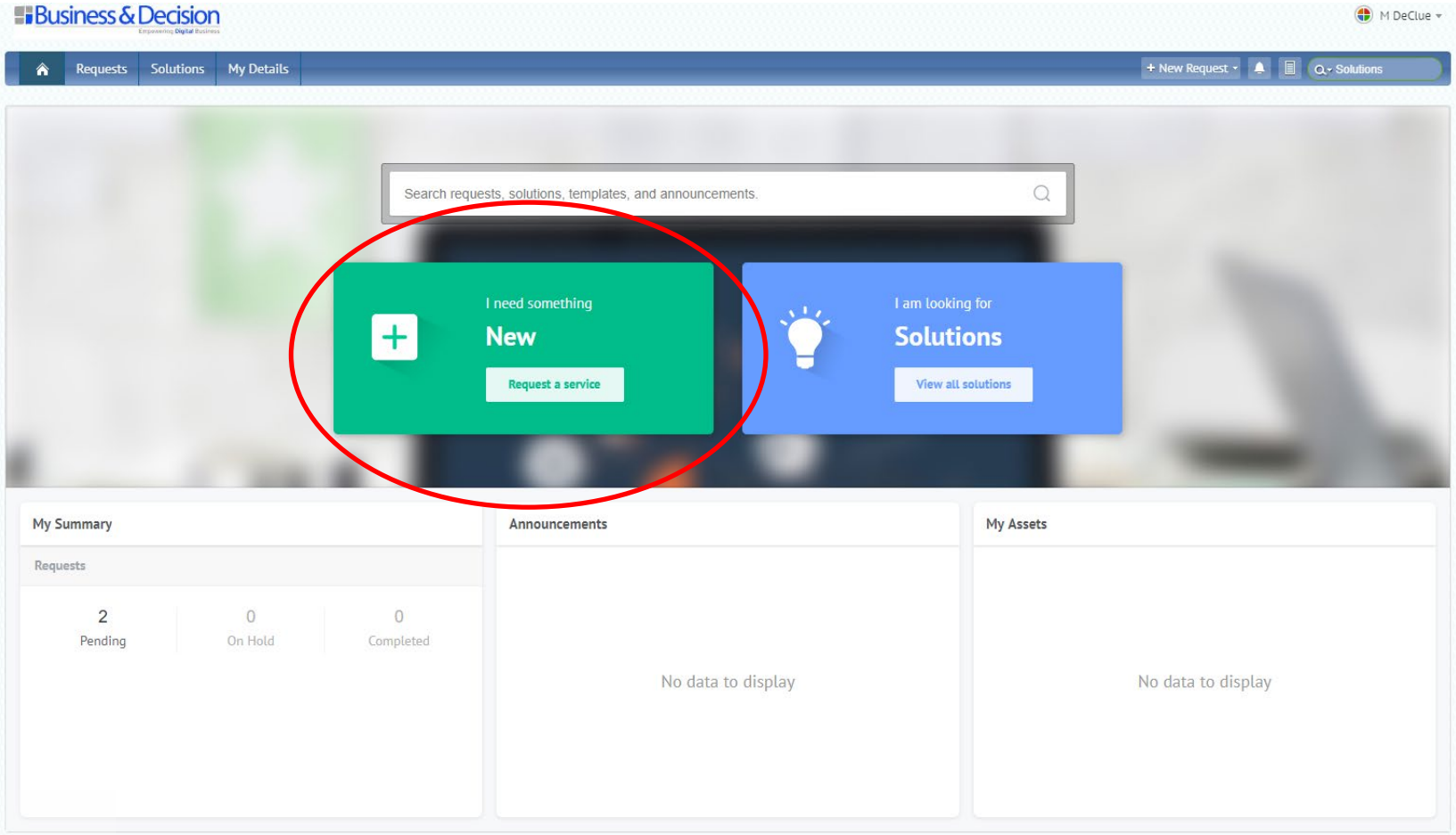
Select New Service Request



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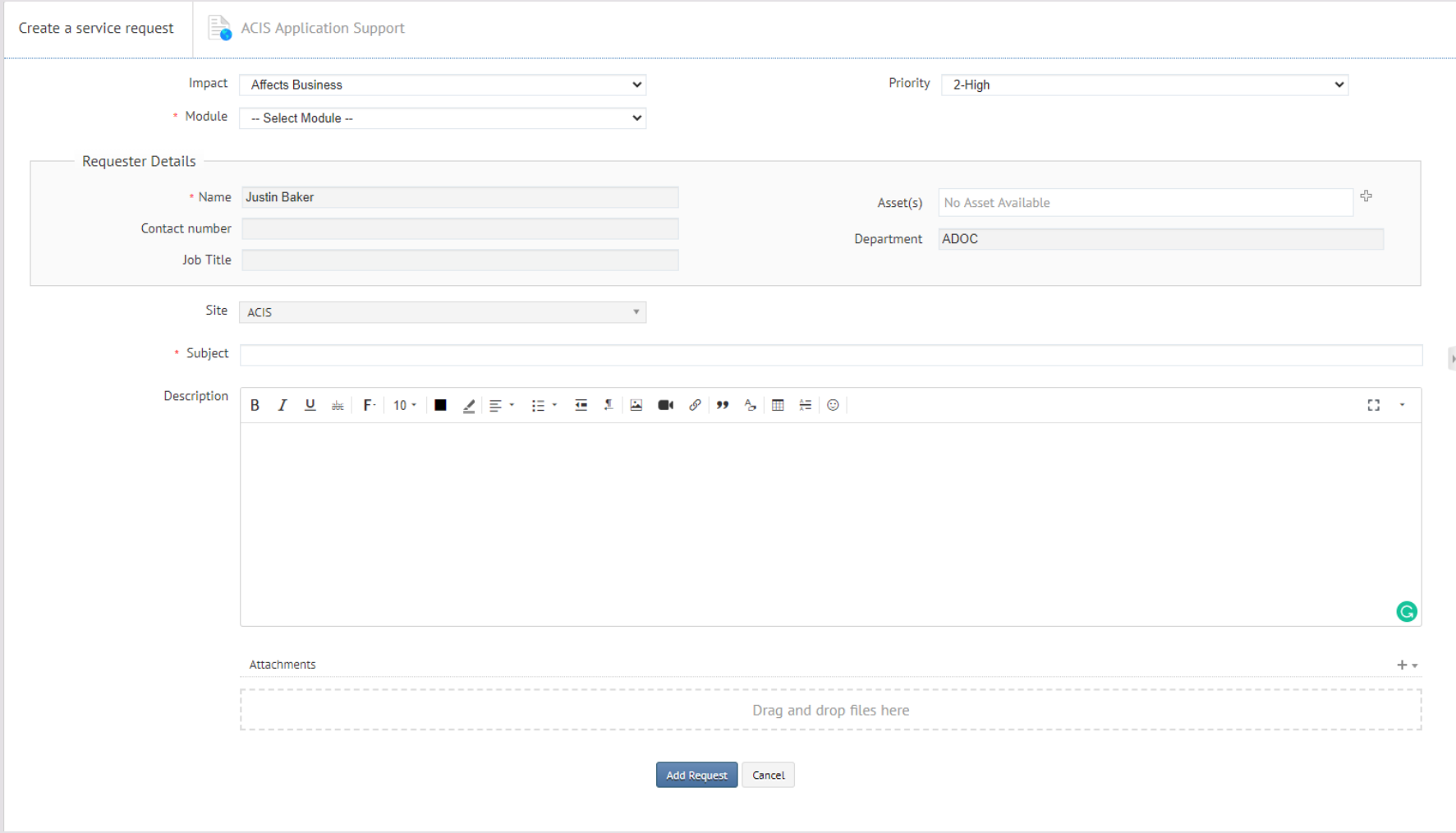
Service Request Form

- Impact
  - Affects Business
  - Affects Department
  - Affects Group
  - Affects User
- Module
  - 40 modules
- Priority
  - Critical
  - High
  - Medium
  - Low



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Severity Definitions

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

- For Critical Issues please submit a ticket and call the service desk number

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Example

* Subject: Error occurring when user selects search on Arrival List Search Screen.

Description

Description of Issue:

All search criteria on the Arrival List Search screen produces an error message.

We're sorry, an error has occurred. Please try again. If you continue to have problems, please contact support. Error Code: 37390139

Steps to Reproduce:

1. User Logs into ACIS
2. Select Left Navigation-->Inmate Details-->Arrival List Search
3. Enter in any search criteria and select search
4. Error Code appears

Attachments [1]

AA service desk bug.jpg (210 kb)

Drag and drop files here

Add Request | Cancel

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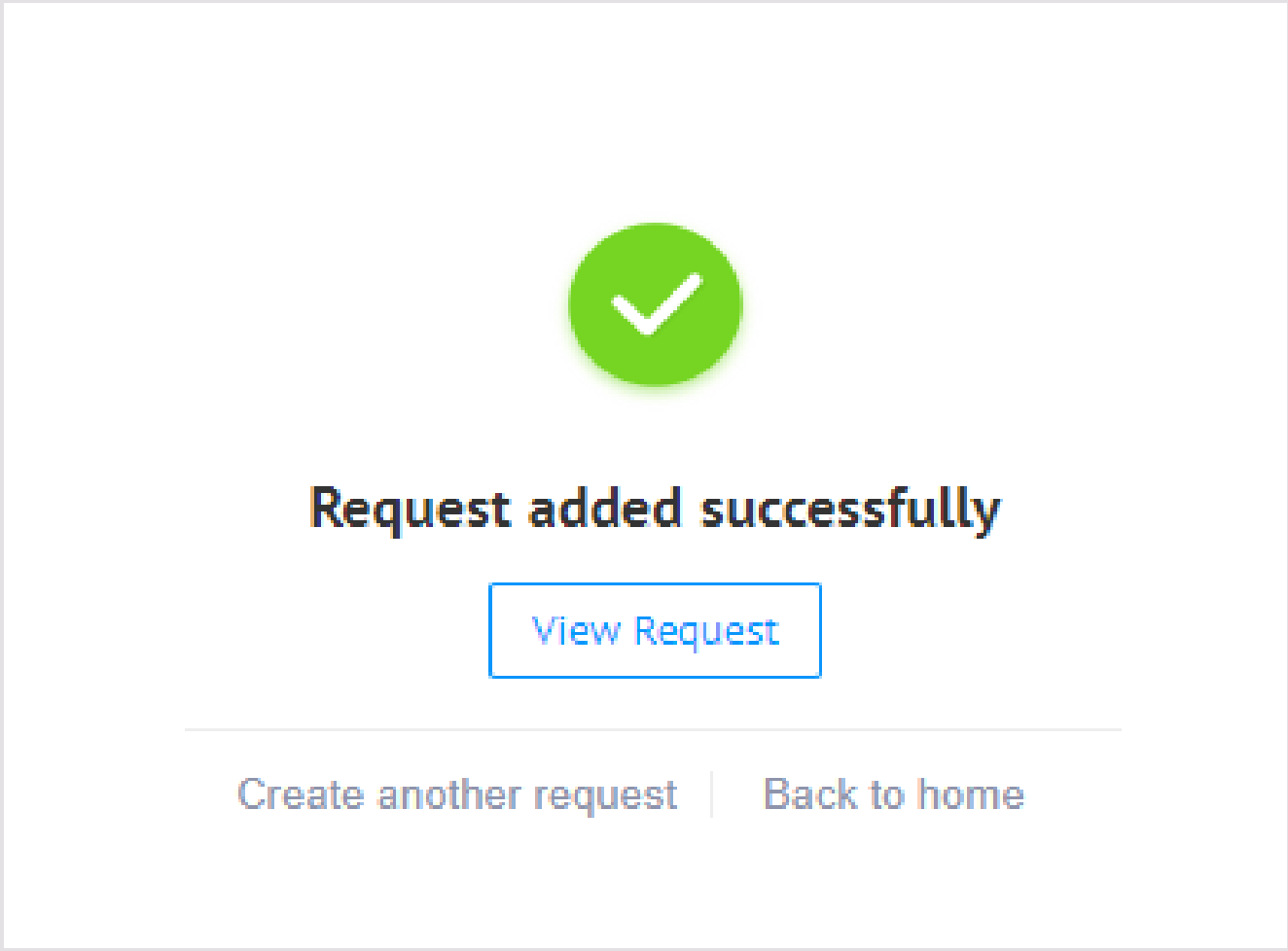
Select Add request



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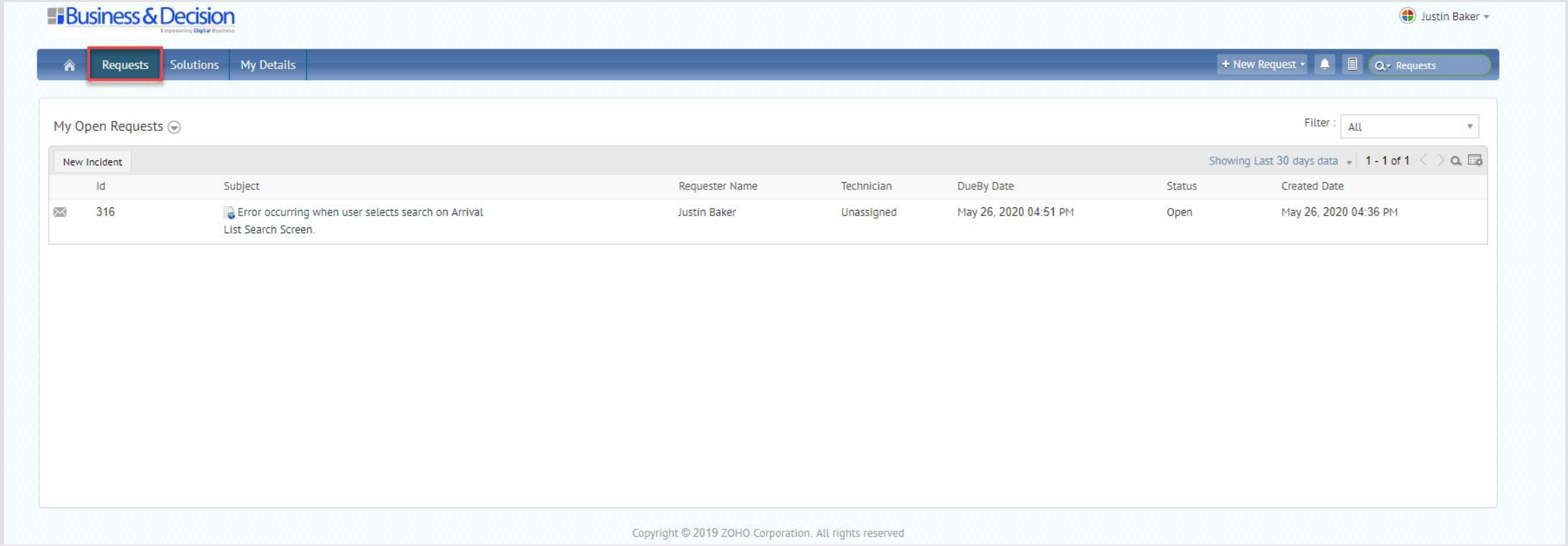
View All Requests



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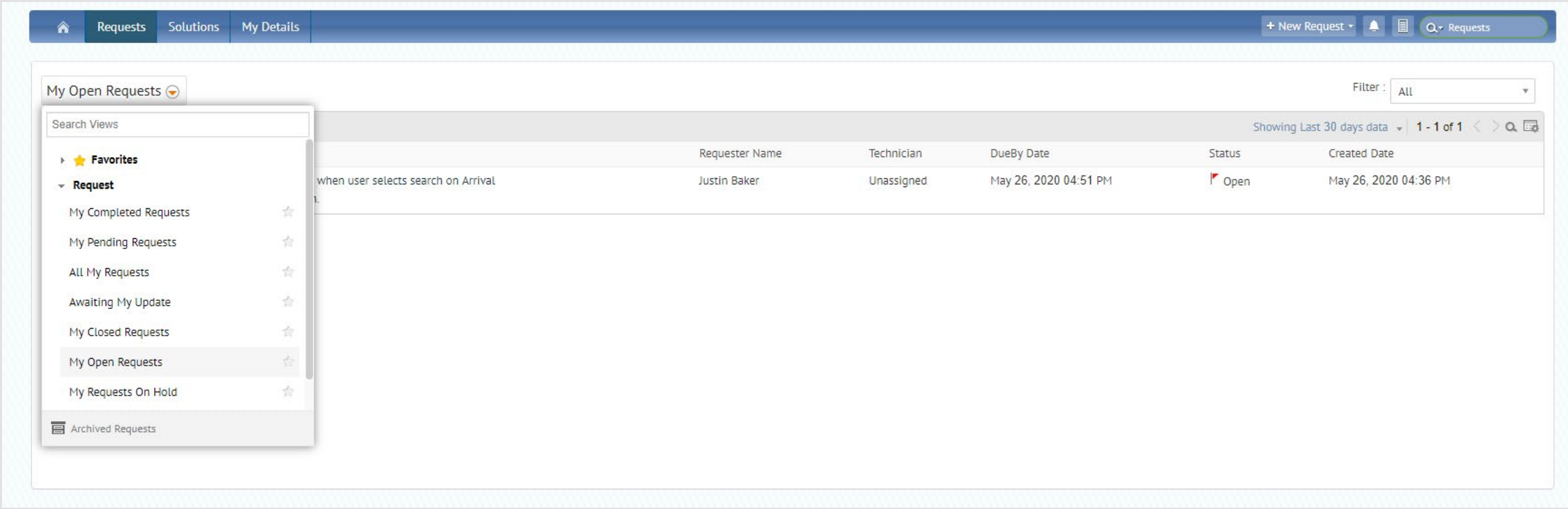
Filter Requests



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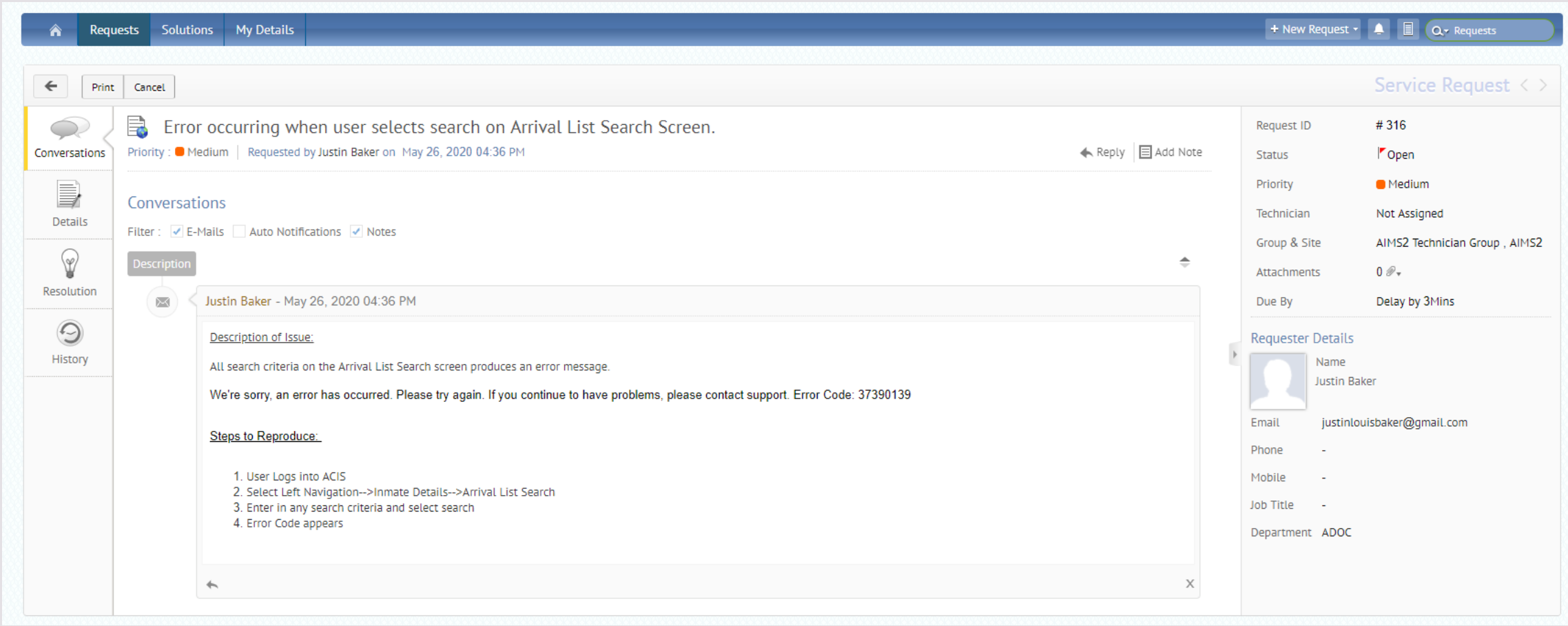
Conversation



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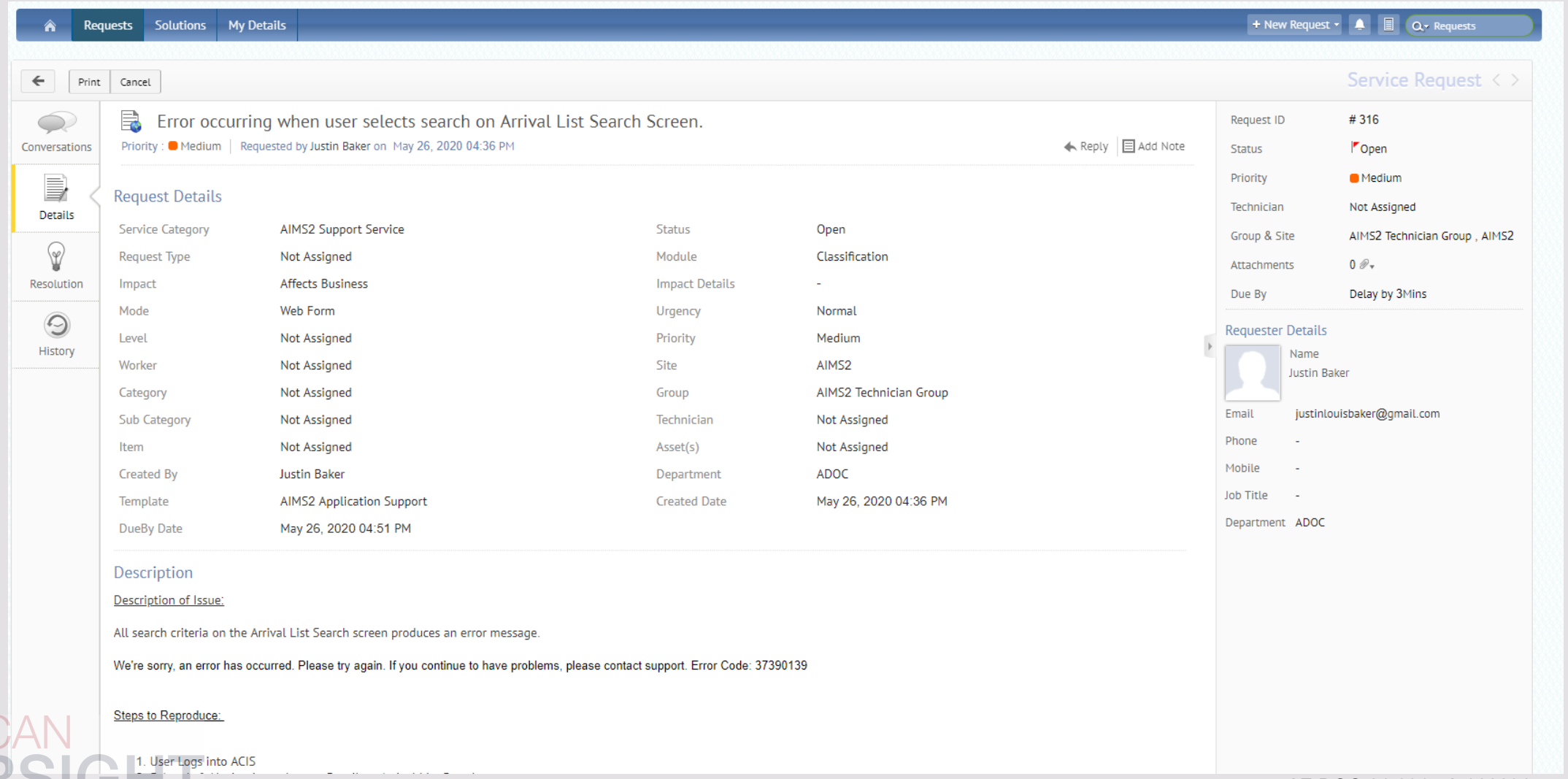
Details



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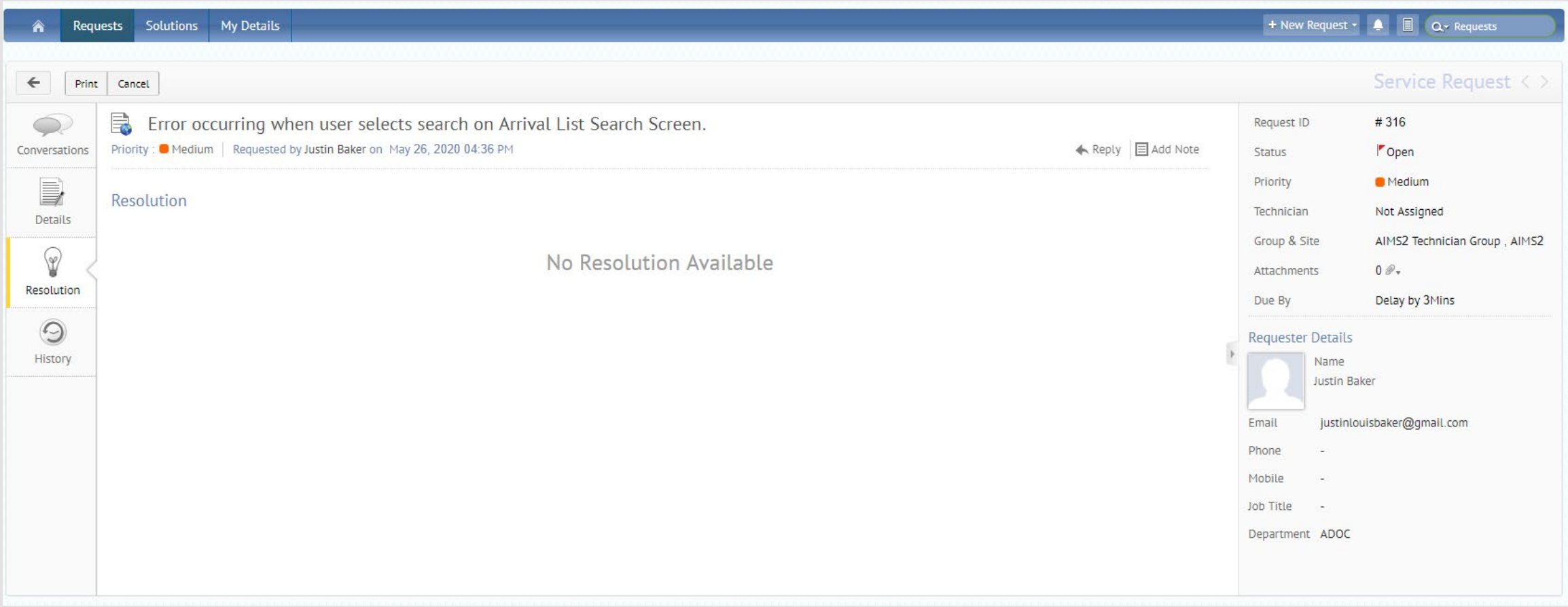
Resolution



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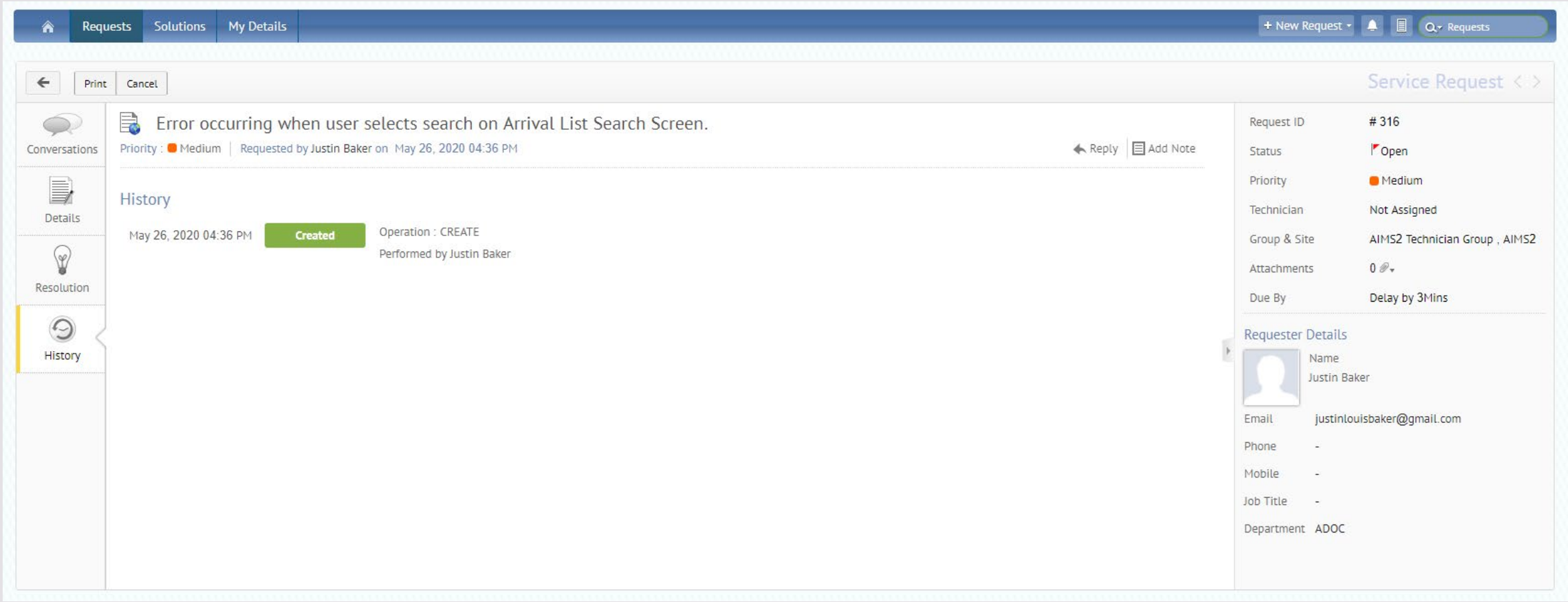
History



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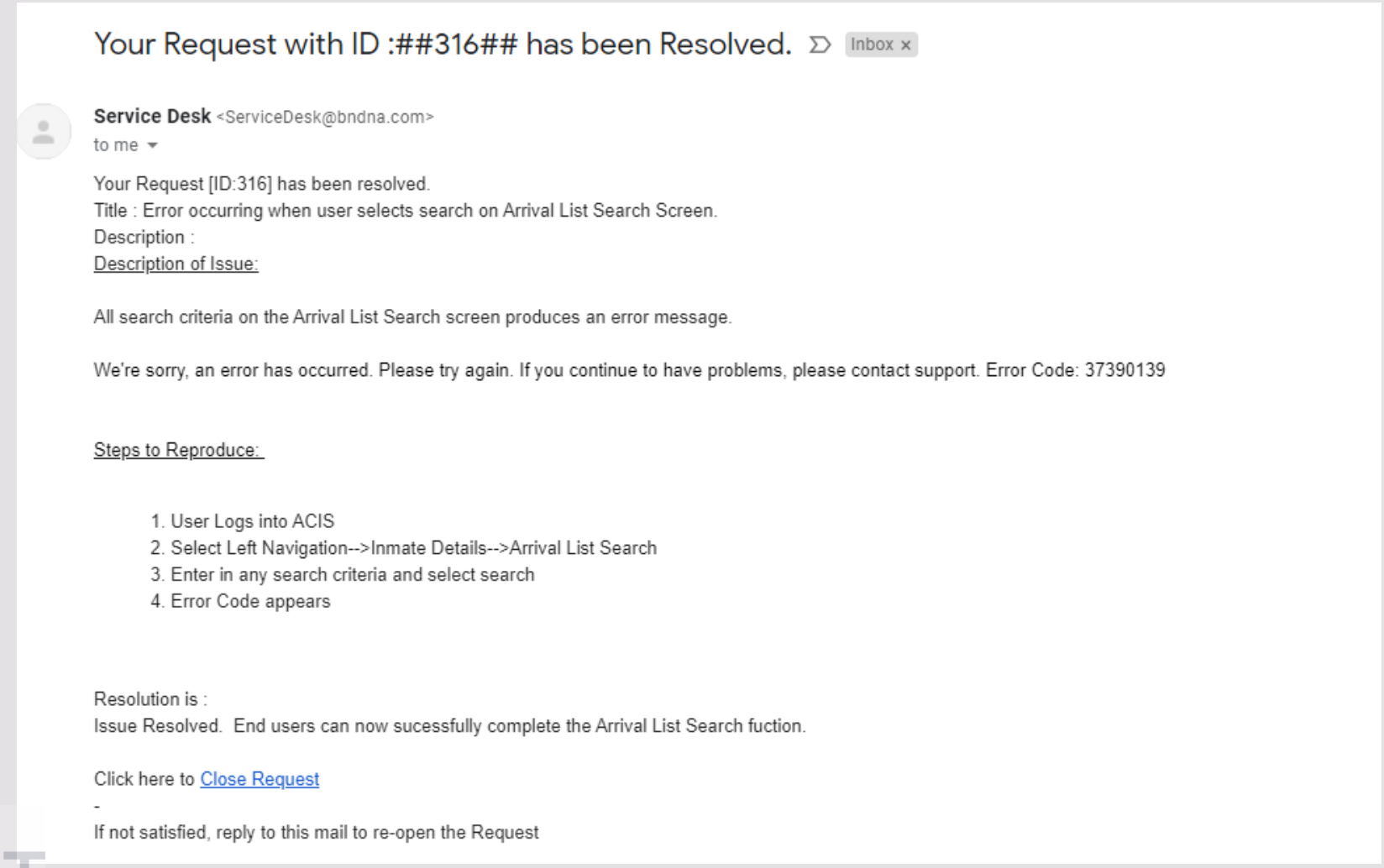
Closing/Re-opening a Resolved Ticket



Your Request with ID :##316## has been Resolved. Inbox ×

Service Desk <ServiceDesk@bndna.com>
to me

Your Request [ID:316] has been resolved.
Title : Error occurring when user selects search on Arrival List Search Screen.
Description :
Description of Issue:

All search criteria on the Arrival List Search screen produces an error message.

We're sorry, an error has occurred. Please try again. If you continue to have problems, please contact support. Error Code: 37390139

Steps to Reproduce:

1. User Logs into ACIS
2. Select Left Navigation-->Inmate Details-->Arrival List Search
3. Enter in any search criteria and select search
4. Error Code appears

Resolution is :
Issue Resolved. End users can now sucessfully complete the Arrival List Search fuction.

Click here to Close Request
-
If not satisfied, reply to this mail to re-open the Request

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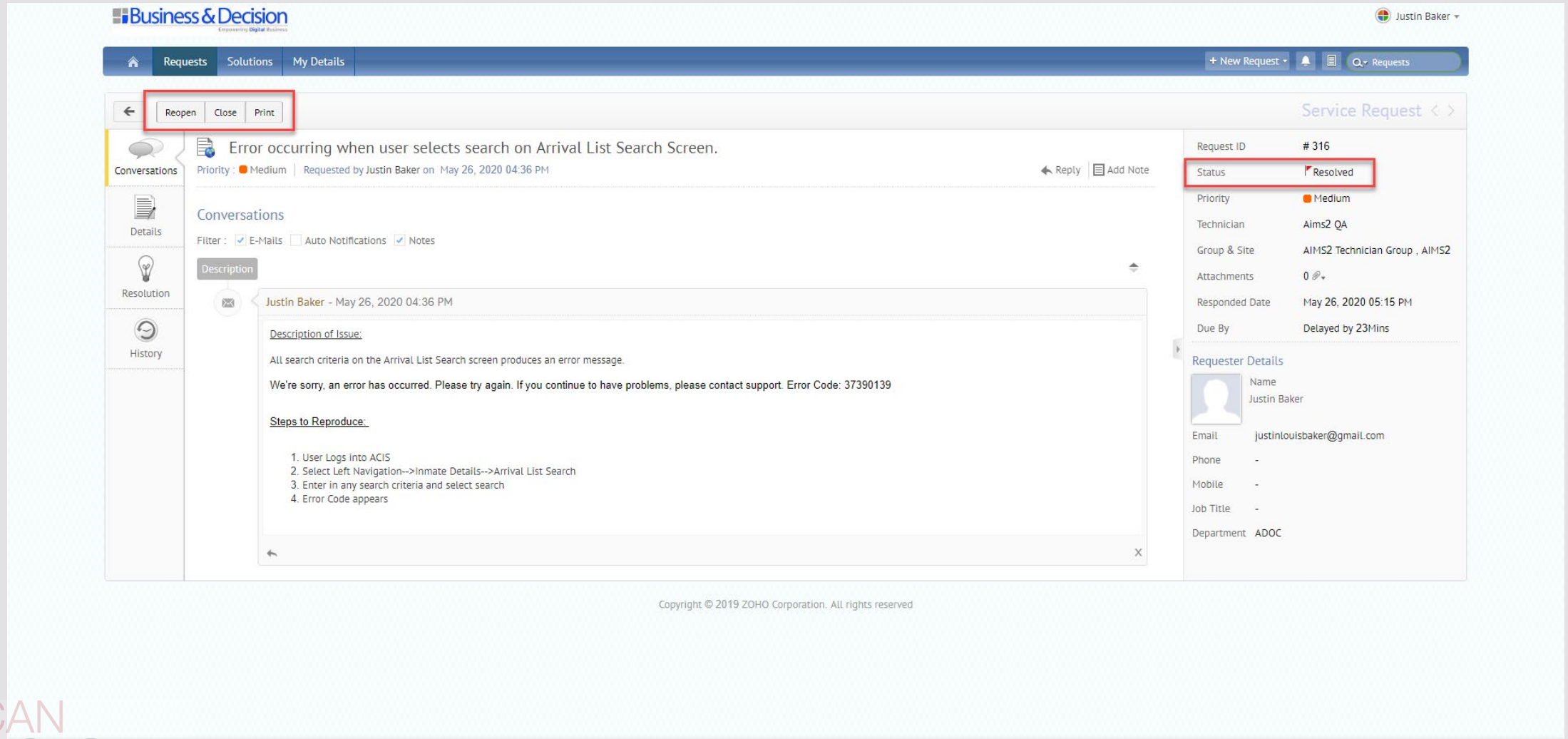
Closing/Re-opening a Resolved Ticket



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1st Line and 2nd Line help support (No Service Ticket)

- Password Changes
- Updating User Roles
- Creating new User Accounts
- Training Issues
  - Uploading a document
  - Validation Errors

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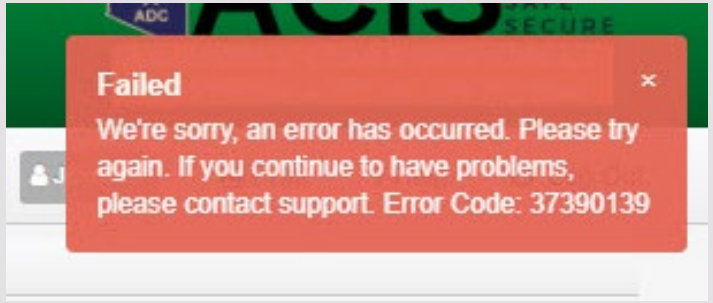
When to Enter a Ticket

- Error Codes
- Functional Error
  - Application does not perform as expected
    - Action Queues
      - Not triggering
      - Not clearing
    - Screens follow expected flows
    - Modules are operating correctly
- Calculations
- Typos/Misspellings



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Questions

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Joseph Nicoletti; Rusty Johnson; Sandy Wang; Spencer Scott; George Martinez
Subject: ADCRR & BND Governance
Date: Friday, May 29, 2020 9:07:22 AM
Attachments: ADCRR-MiCase Governance ADCRR Review Request.pptx
image003.png

Holly,

Here is a draft of the Governance Dean reviewed with Mr. Profiri. I would like to set up a meeting next week (Monday or Tuesday if either of these days work for you all) to discuss. Please let me know and thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

MAY 2020

DRAFT M&O GOVERNANCE PROCESS

ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
Empowering Digital Business

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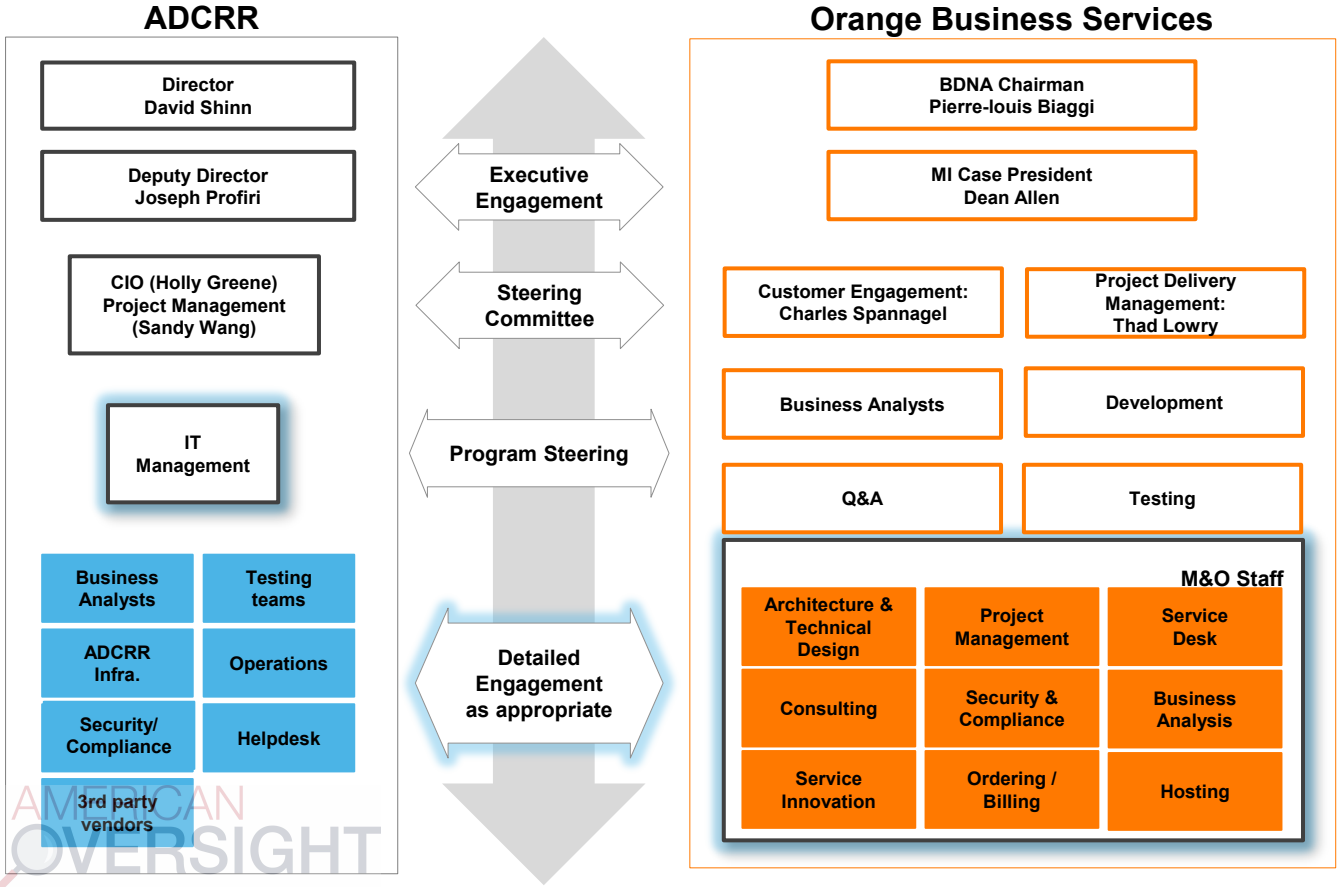
BDNA engagement method



Partnership principles:

- **High touch executive engagement** – Strategic decisions & arbitrations in coordination with ADCRR executives
- **Customer engagement**– throughout the life cycle of M&O, the BDNA customer engagement manager will own the commercial relationship and support customer business and IT strategy
- **Project management** – The project management organization will deliver maintenance as well as new developments of the solution

The engagement is driven by a customer centric philosophy, guided by the customer's business needs.

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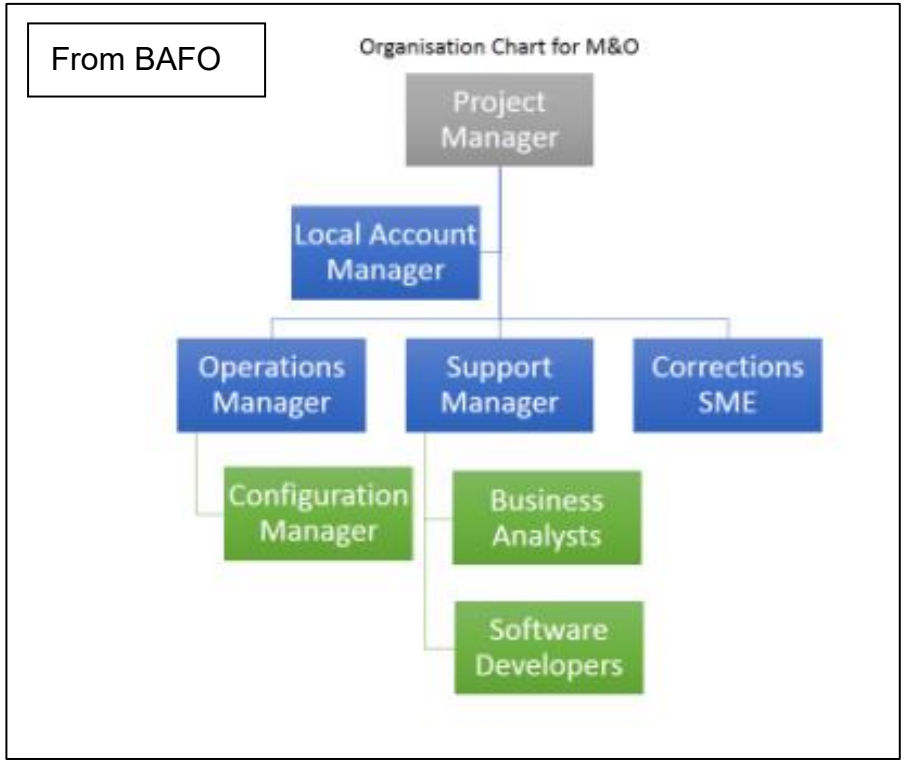
BDNA Client Business Unit

The Client Business Unit is organized to deliver:

- Maintenance of the solution (Bugs fixing), through a dedicated staff and capacity
- Development of new functionalities as part of the 10k hours envelope dedicated to it

From 05/01/2020 to 05/01/201, This team will be supplemented by additional staff in order to deliver the additional remediation hours (10k hours) agreed in the last Amendment to the contract

From BAFO



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Customer Engagement Manager

CEM

The Customer Engagement Manager ensures accountability of the execution of the contract and steers a proactive partnership with ADCRR

- Coordinate a cross functional team in order to develop a partnership with the ADCRR with full accountability to achieve commitments in contractual agreement and delivering satisfaction and value to the ADCRR.
- Implement full contract customer facing governance incl. appropriate governance boards, steerco's, escalation path and contractual change management.
- Bring BDNA delivery team together into a coherent entity fine-tuned to interact with the ADCRR organization in an optimal and minimum impacting way.
- Significantly reduce the level of effort which ADCRR has to invest to ensure the desired contractual benefits are achieved.

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Project Delivery Manager

PDM

The Project Delivery Manager is accountable to provide day-to-day coordinated delivery of agreed contractual solutions and services for ADCRR; has overall responsibility for the quality of service and customer satisfaction for all implemented BDNA services; with a view to optimizing workforce utilization

- Proactively identify and scope opportunities for service enhancement providing ADCRR's experience improvement and greater value generation; spread innovation for optimization and leverage of new or improved processes.
- Prepare and publish Program Plan (including Program Structure / Roadmap / Governance Matrix) of customer Service Strategy; ensure all stakeholders agree and understand roles and responsibilities
- Identify and mitigate risks (failure or delay); ensure appropriate levels of business contingency / continuity are in place.
- Implement full contract customer facing governance, incl. appropriate governance boards and steerco's, for escalation path and contractual change management
- Ensure full compliance of agreed solutions and services to meet customer needs; proactive monitoring of agreed SLAs in order to deliver exceptional service and acknowledged customer value.

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Communication Governance

Formal Sessions

Quarterly Business Review	Performance and spend, relationship health, continuous improvement, personnel updates, innovation and new business, contract activity.		
Program Review Session	Performance, relationship health, continuous improvement …		
Monthly Implementation and Operational Review Sessions	M&O and Contract Amendment Monthly Status Reports including SLA Dashboard Bi-Monthly Change Management Release Schedule		
Weekly Sessions	▪ Status Meeting with ADCRR IT PMO and Operational Leaders ▪ Identification of new development items	▪ M&O Manager and ADCRR IT Leadership Weekly Status Meeting ▪ Items delivery implementations	▪ Incident management ▪ SLA performance ▪ Problem management ▪ Continuous improvement
	Business	**Implementation**	**Operations**

AMERICAN OVERSIGHT

Governance

Quarterly business review (DRAFT)

Members	**ADCRR**	*Initially a small group (JP & HG)*
	BDNA	*Initially a small group (DA & CS)*
Agenda	- ADCRR Business objectives & roadmaps - BDNA business performance (Implementation, Operations, etc.) - INNOVATION: Market trends, technology roadmaps - Relationship health, customer survey results - Dashboard performance - Development Hours spend reviews - New business review	
Inputs	- Status of actions from previous meetings - Monthly performance for both build and run - Headline News - Survey feedback	
Outputs / Objectives	- Minutes and updated actions list - Program performance	
Frequency	Once per quarter ; maximum of two hours	

AMERICAN OVERSIGHT

Governance

Program review session (DRAFT)

Members	**ADCRR**	*TBD*
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson & Dean Allen
Agenda	- Update on actions from previous session - Review of SLA dashboard performance - Review of exception logs - Process and/or procedure challenges; opportunities for improved way of working - Account relationship, End-user satisfaction survey programs - Schedule reporting compliance - Continuous improvement initiatives and achievements	
Inputs	- Actions from previous meetings - Exceptions from billing, build and/or run - Governance dashboard - Headline News	
Outputs / Objectives	- Minutes and updated actions list - Maintain Governance for effective and continuous improvement program - Executive summary	
Frequency	Scheduled as calendars permit	

AMERICAN OVERSIGHT

Governance

Bi-Weekly Change Management Release Schedule (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel, Thad Lowry, Chris Masson
Agenda	- Release roadmap - Outstanding defects/bugs in the system - CAP completion - Any issue requiring escalation - Roundtable discussion with ADCRR	
Inputs	- Actions list from previous meetings - Minutes from weekly design review	
Outputs / Objectives	- Minutes and updated actions list	
Frequency	Bi-weekly	

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Governance

Monthly operational and implementation review session (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson (optional Dean Allen)
Agenda	- Update on actions from previous session - Steering committee (executive invited) review - SLA performance - End user satisfaction report - Continuous improvement initiatives and achievements	
Inputs	Actions list from previous meetings - Service management monthly report - SLA report - M&O Hours and EUIL delivery completion report	
Outputs / Objectives	- Minutes and updated actions list - Mutual agreement on monthly performance	
Frequency	Monthly – Held last Thursday of each month	

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Governance

Weekly Status Meeting with ADCRR IT PMO and Operational Leaders (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel
Agenda	- Input from ADCRR operations on new items requests - End user satisfaction measurement	
Inputs	- Action list from previous meeting - New list of items - Satisfaction measurement	
Outputs / Objectives	- Minutes and updated actions list - New list of items	
Frequency	Weekly – Held every Friday or Monday am (TBD)	

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Governance

M&O Manager and ADCRR IT Leadership Weekly Status Meeting (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel
Agenda	- Review previous week items progression - Identify new items - Review service desk performance - Roundtable discussion	
Inputs	- Action list from previous meeting - Serviced desk SLA view	
Outputs / Objectives	- Minutes and updated actions list - New items list	
Frequency	Weekly – Held every Thursday	

AMERICAN OVERSIGHT

AZ-DOC-21-0315-A-002251

Initial Governance Timeline

- **June 2020**
  - **6/5/2020 – ADCRR and B&D Monthly Status Meeting**
    - 6/11/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 6/18/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 6/25/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
- **July 2020**
  - 7/2/2020 – ADCRR IT and M&O Manager Weekly Status Report Meeting
  - **7/7/2020 – ADCRR and B&D Monthly Status Meeting**
    - 7/16/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 7/23/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - Meeting
    - 7/30/2020 – ADCRR IT and M&O Manager Weekly Status Meeting

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Business & Decision

List of workstreams

- Parking lot – Exhibit 2 items – Capped at 1000 hours
- EUIL – capped at 9000 hours: Focused on Improved End-user experience
- M&O (10,000) Development hours: Focused on new Functionalities implementation
- Maintenance: Bugs fixing, following prioritization by ADCRR
  - CAP: All remaining Medium & Low Bugs at the time of M&O start
  - SLAs: As per agreed SLA setup
  - Service desk: Effective as of June 5th , 2020
- Measurement of Success: To be agreed with ADCRR

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AZ-DOC-21-0315-A-002253

Principles of Effort Estimate, Validation & Approval

- For M&O development hours prior to May 18th: Validation requested by ADCRR management
- M&O development hours:
  - As per ADCRR requests for development – list of items to be submitted by ADCRR
  - BDNA evaluation of Level of Efforts (LoEs)
  - ADCRR sign off on LoEs
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
- EUIL:
  - Parking lot Exhibit 2 items to be delivered consuming no more than 1000 hours
  - BDNA evaluation of Level of Efforts (LoEs)
  - ACRR sign off on LoEs (9,000)
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
  - **Measurement of success to evaluate positive impact of EUIL items onto end user satisfaction**

Amendment process

- 1st Business Day – M&O Monthly Report submitted by B&D
- 5th Business Day - Monthly M&O Status Meeting
- 10th Business Day (or prior) – ADCRR and B&D present a list of proposed EUIL items
- 15th Business Day (or prior) – B&D to provide estimate for proposed EUIL items, B&D to provide forecast of available FTE's
- 20th Business Day (or prior) – ADCRR selects items for the upcoming month

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SLAs

- **Service Level Agreement (SLA)**
  - Agreed to terms on May 15th , 2020
  - Utilizing multiple technologies and metrics to ensure SLA compliance
    - 3rd Party Systems that monitor System Response, System Availability, User Response
    - ServiceDesk Reports that monitor
      - Incident Response and Resolution Times
    - Additional Monthly Reports to be included in the M&O Monthly Status Meeting
      - Maintenance/Updates/Upgrades, Data Integrity and Destruction, Security, User Support and Contractor Staffing
  - B&D Weekly SLA Compliance and Risk Assessment Meeting to review all metrics
  - **Sign Off Needed**

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CAP

- The Corrective Action Plan consist of all medium and low bugs still active as of M&O start (Feb. 21st)

- Listed in attached document.

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Service desk

- **B&D Service Desk Implementation**
  - Scheduled to Go Live on 6/5/2020
  - B&D Internal Training on 5/21/2020
  - ADCRR Training the week of 6/1/2020
  - B&D Service Desk staffed Monday through Sunday 6am – 6pm
    - On call after hours support as negotiated with ADCRR
    - After hour technical support will be provided under a Time and Material basis

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Measurement of Satisfaction

- **Measure Current Sentiment**
  - Workstream with key ADCRR IT Staff and ADCRR Operational Users
  - Brainstorm different methodologies for End User satisfaction analysis
    - Online Surveys
    - Site Visits - Quarterly Site Visits to gauge user satisfaction?
    - Super User Panel
    - Training Evaluation
    - Product Board…
- **Setup Ongoing Satisfaction Measurement**
- **Set Targets and Expectations**

AZ-DOC-21-0315-A-002258

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Sandy Wang; Spencer Scott; Charles Spannagel
Cc:	Trevor Baker; Cindy Hyser-Crauwels
Subject:	Re: B&D EUIL Estimates # 2
Date:	Friday, May 29, 2020 8:05:16 AM
Attachments:	image003.png

Thank you, Charles.

Hi Spencer and Sandy-

Please put this information in a softer, more consumable format for the leadership team **before the 3pm** meeting today.

I'd like to see the hours attached to their corresponding items in the Power Point list we provided to leadership.(Spencer)

I'd also like to see them in the Excel format Sandy created with the breakout of Dev, QA, Prod, etc.. (Sandy)

Lastly, I'd like to see them attached to their corresponding item in the Excel Parking Lot/EUIL tracking sheet on the Google Drive. (Spencer)

Thank you!

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 28, 2020 at 7:14 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,

AMERICAN OVERSIGHT

Please find the second batch of EUIL estimates. If you have any questions please let me know. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Aaron Bailey
Cc:	Spencer Scott; Sandy Wang; Jeff Woodward; Rusty Johnson; Joseph Nicoletti
Subject:	RE: Ad-Hoc Support Estimate for the week
Date:	Thursday, May 28, 2020 7:45:47 PM
Attachments:	image001.png image003.png

Holly,

I think we can do this for Ad-Hoc but I don't think it's possible to monitor all other activities by all of the other team members this way. Once we have our initial list of EUIL items that we will begin to work on, we can track a weekly percentage complete based off of the accepted estimate.

Example:

EUIL Item 12345 – Creating a new unit with beds – 300 Hours of work (accepted estimate)

Week 1 – 100 Hours Development (33% complete)
Week 2 – 100 Hours Development (66% complete)
Week 3 – 50 Hours Development (83% complete)
Week 4 – 50 Hours QA & Delivered to UAT (100% complete)

Please let me know your thoughts on this.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 28, 2020 1:56 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Bailey <abailey1@azadc.gov>
Cc: Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Ad-Hoc Support Estimate for the week

Hi Charles-

I'd like B&D to nail down a format for capturing and communicating this time. Excel

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format is a'ok by me just so long as it captures the breakdown of what those hours were used for by date. Please consider and get back to me.

Shifting focus to the information provided, the hours below look reasonable to me, but what is the timeframe span? i.e. Monday - Sunday; Mon - Mon; 5/17/20 to 05/26/20 with the exclusion of the holiday?

Hi Aaron-

Do the hours below seem to jive with how you (and Jeff) have used the B&D resources to ad hoc support?

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 28, 2020 at 1:46 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Below is the estimate provided by my team. Please let me know if you have any further questions. Thank you.
>
> DEV: 2
> QA: 2
> DEPLOYEMENT: 1.75
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>
>

This email contains information that is intended only for the person(s) to whom it is

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addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene; Sandy Wang; Spencer Scott
Cc:	Trevor Baker; Cindy Hyser-Crauwels
Subject:	B&D EUIL Estimates # 2
Date:	Thursday, May 28, 2020 7:15:50 PM
Attachments:	BD_ADCRR_EUIL_Estimation_40629_Mental_Health_Text.pdf BD_ADCRR_EUIL_Estimation_42235_HP_Date_Stamp.pdf BD_ADCRR_EUIL_Estimation_42241_COIII_Banner.pdf BD_ADCRR_EUIL_Estimation_42335_HP_Submit_Rules.pdf BD_ADCRR_EUIL_Estimation_42364_Flat_or_Earning.pdf BD_ADCRR_EUIL_Estimation_25143_Add_CSG_Banner.pdf BD_ADCRR_EUIL_Estimation_25275_Exemptions_Banner.pdf BD_ADCRR_EUIL_Estimation_28917_CC_Banner_Hyperlinks.pdf BD_ADCRR_EUIL_Estimation_33168_Release_Type_Definitions.pdf BD_ADCRR_EUIL_Estimation_42233_Action_Queue_Release_Date.pdf image003.png

---

Good afternoon,

Please find the second batch of EUIL estimates. If you have any questions please let me know. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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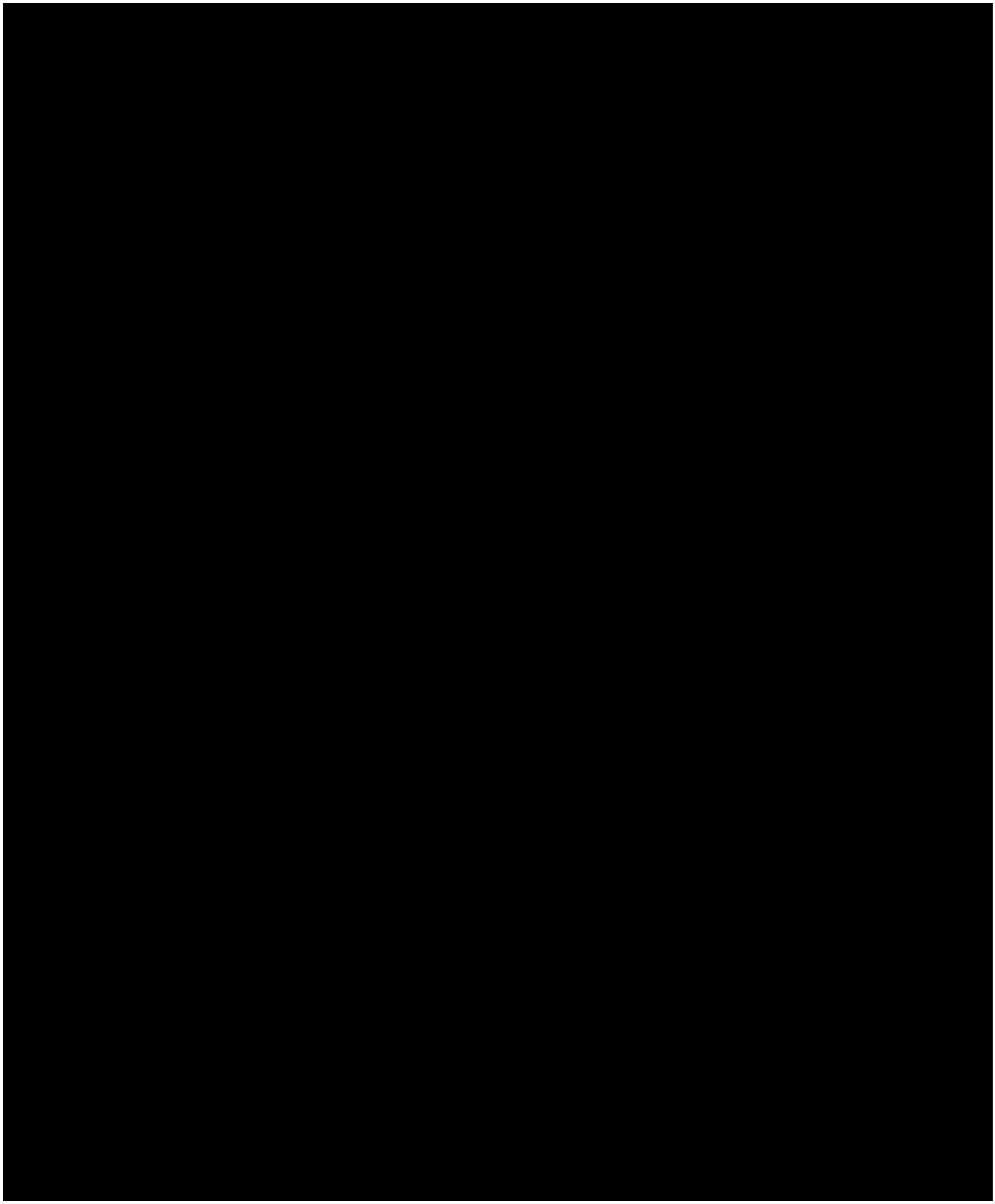

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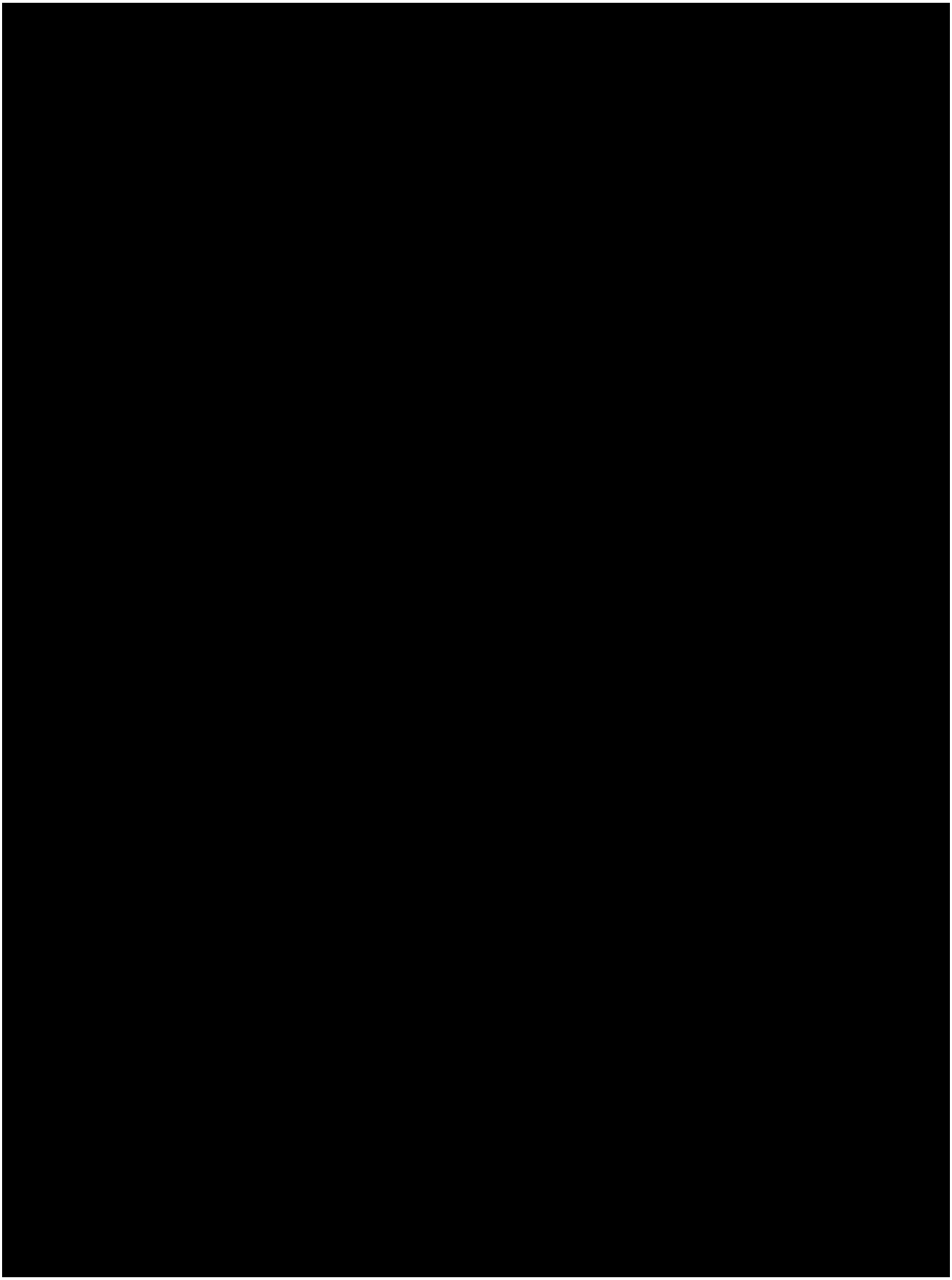

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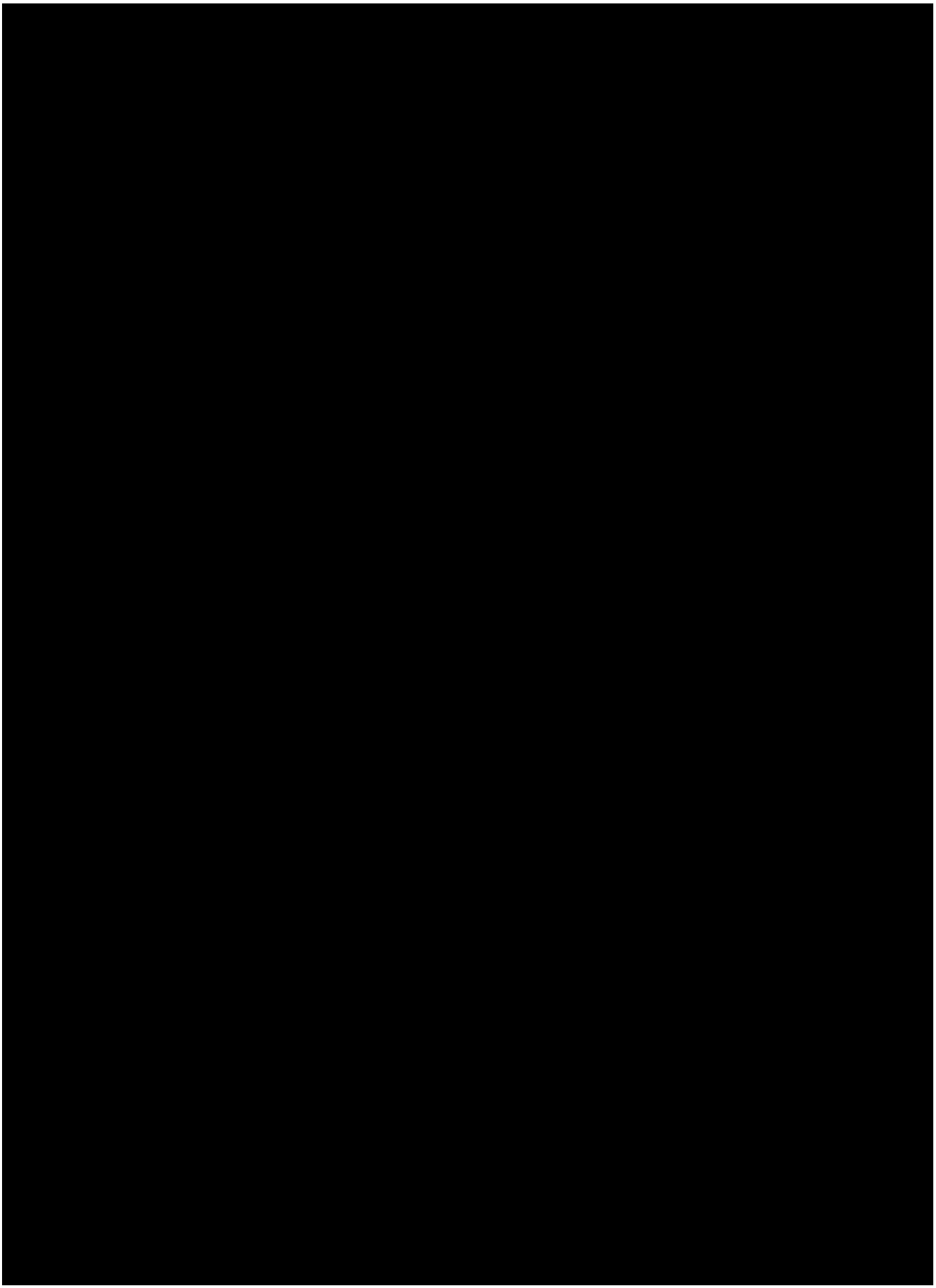

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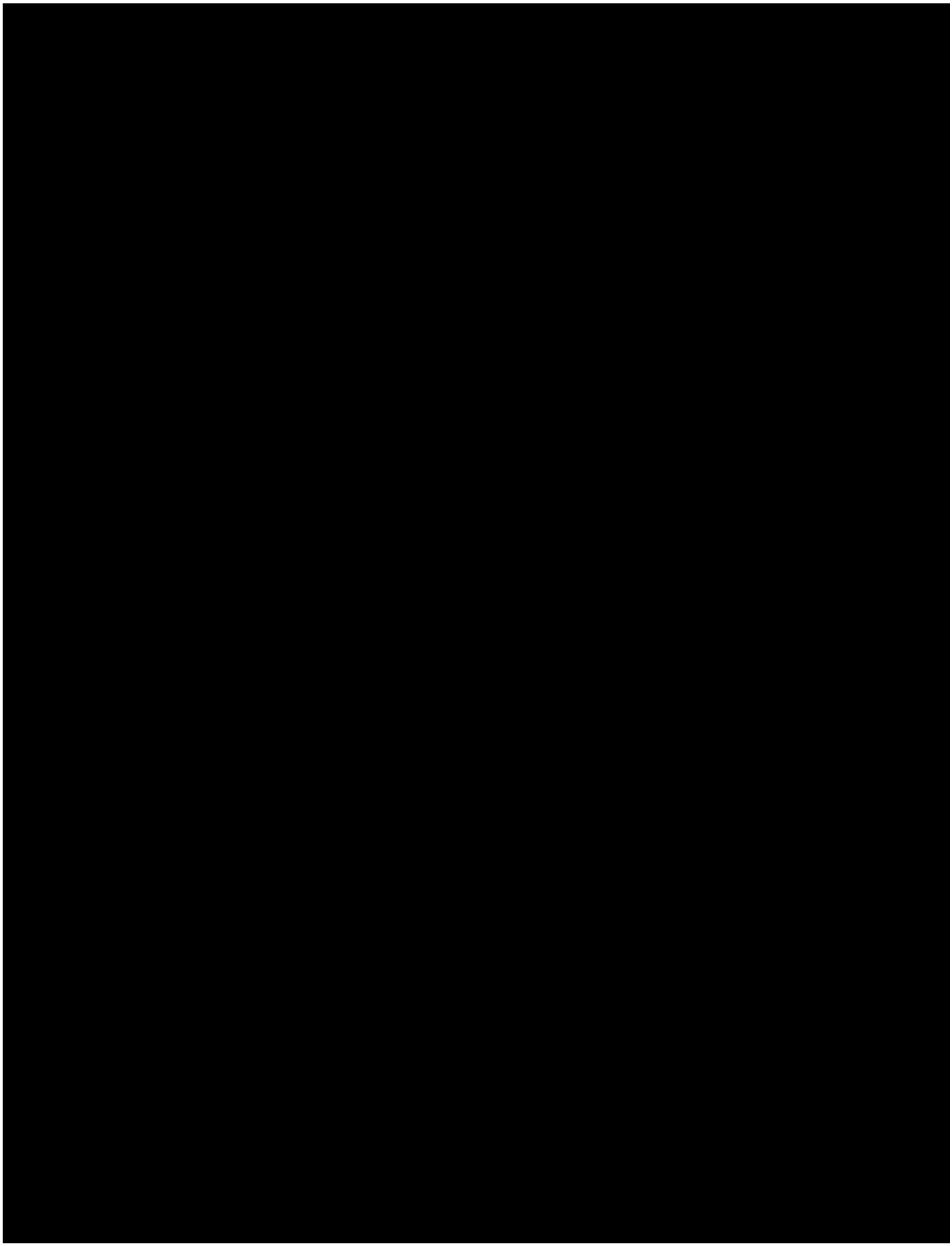

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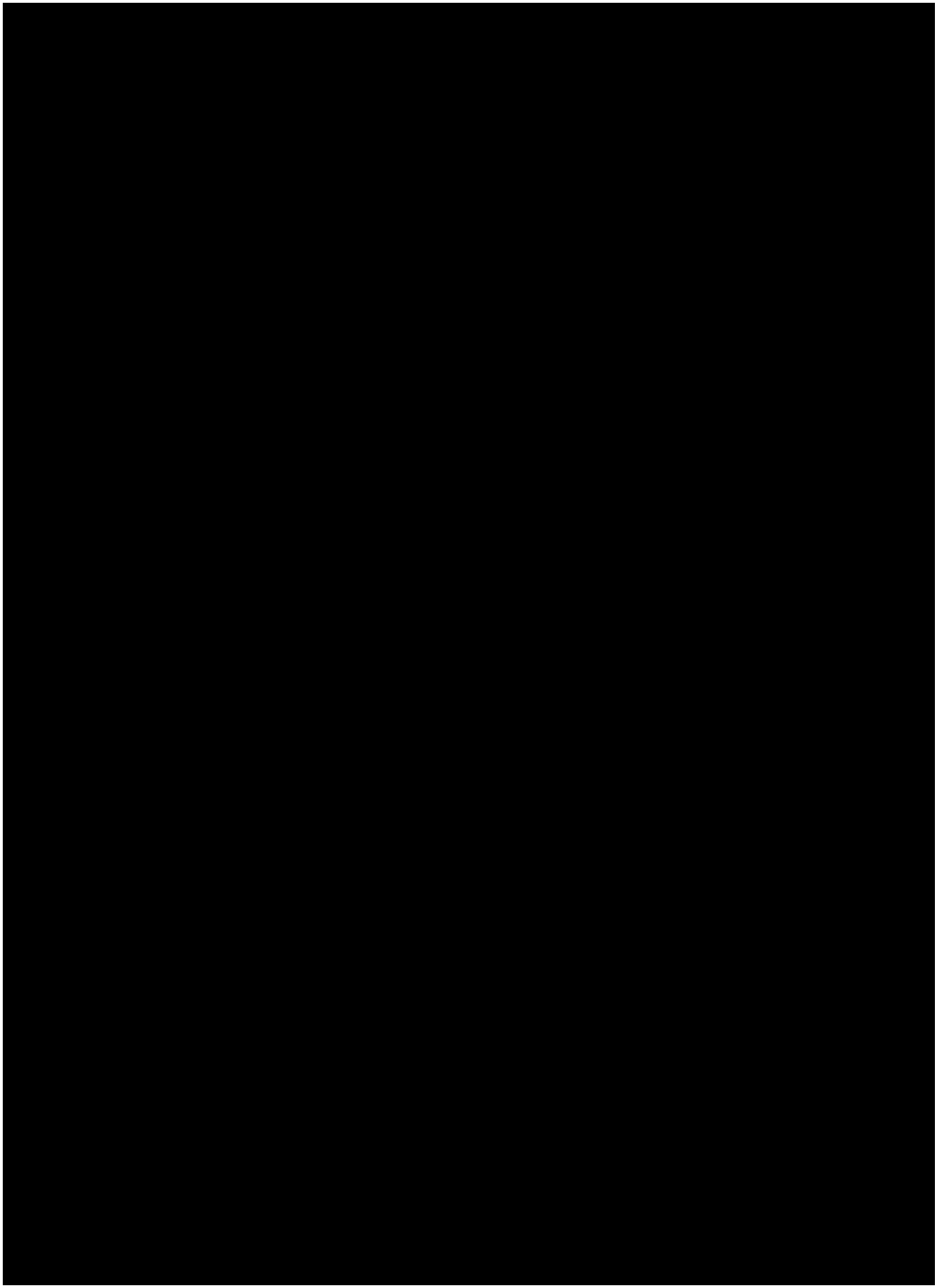

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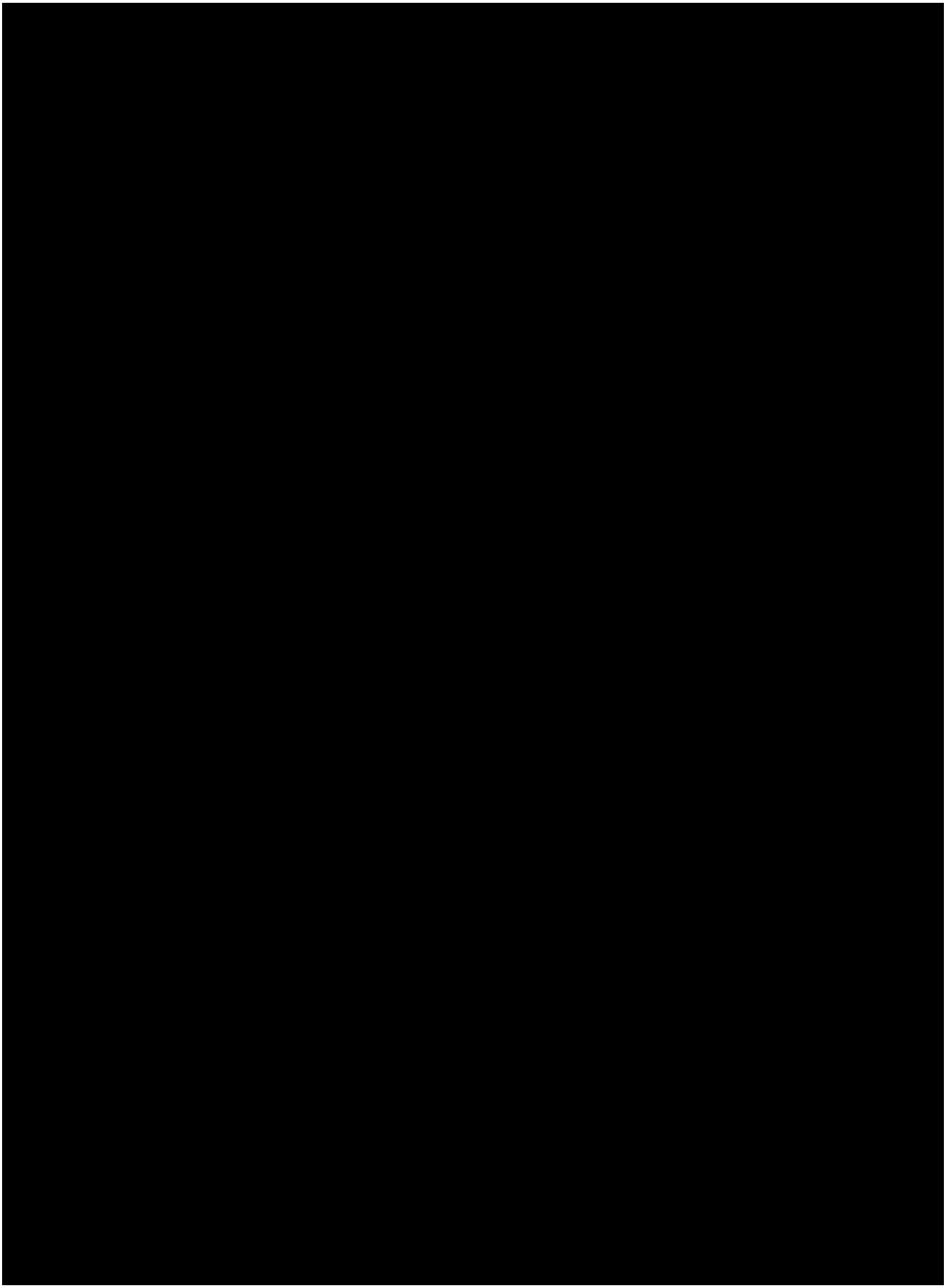

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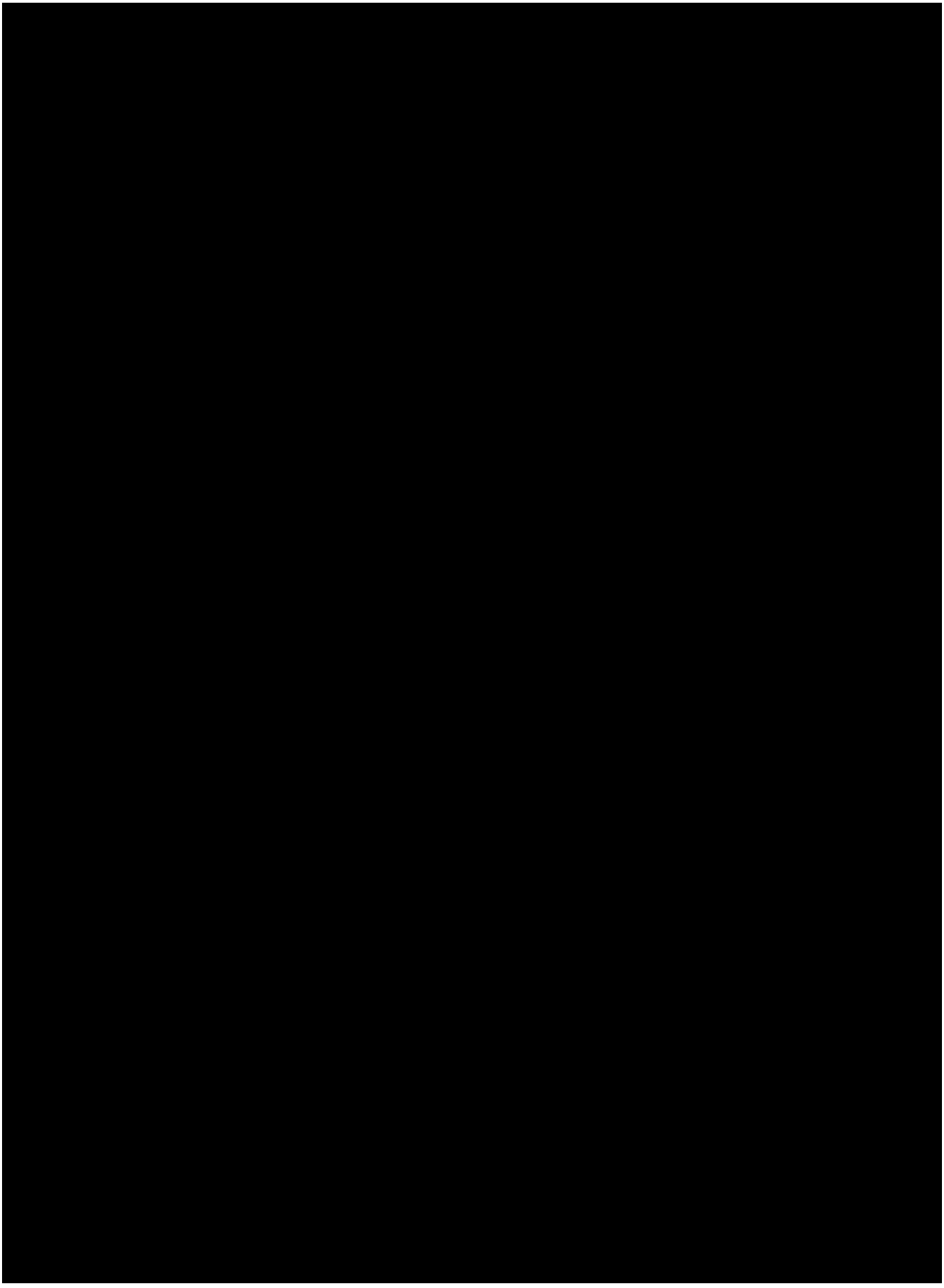

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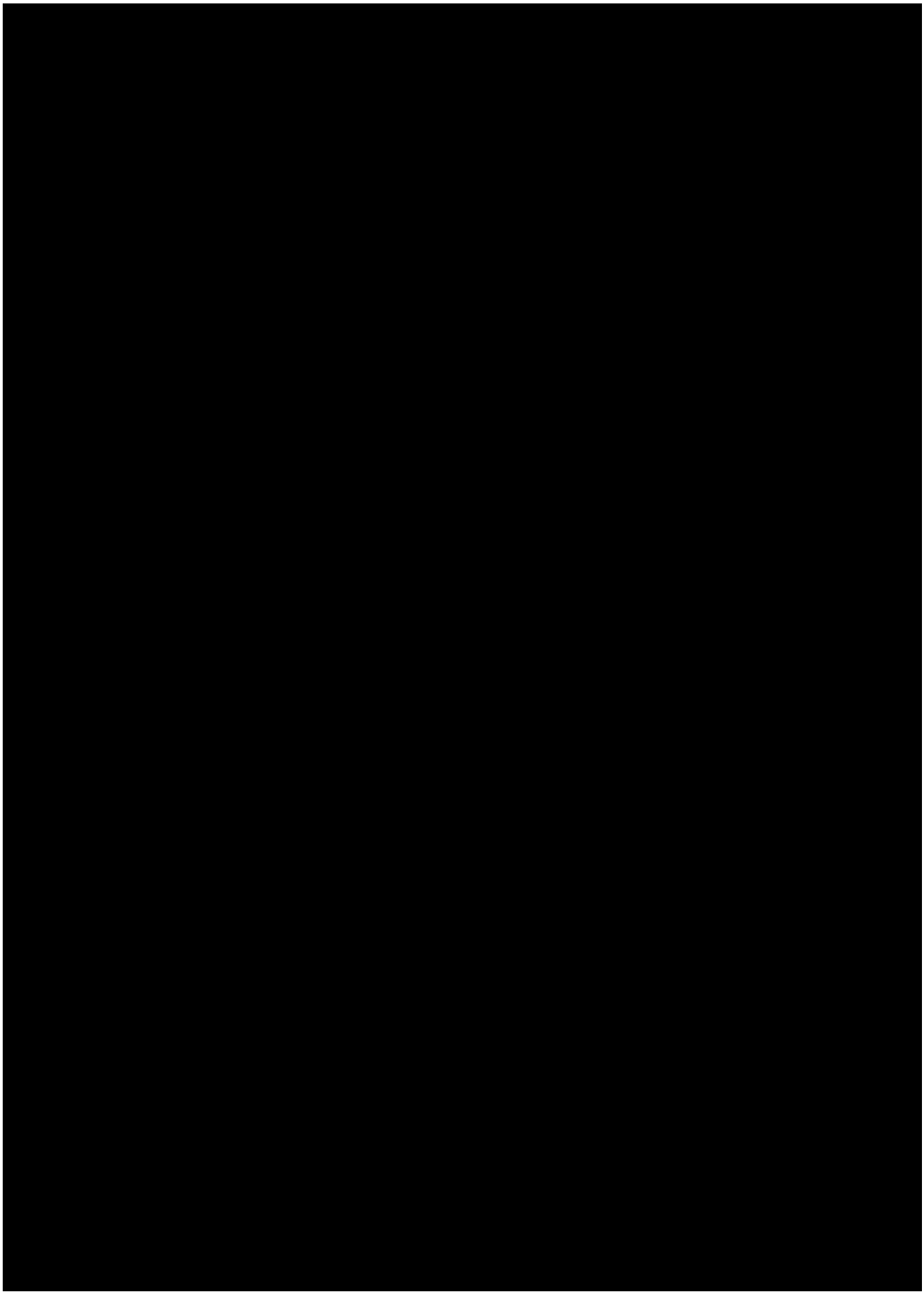

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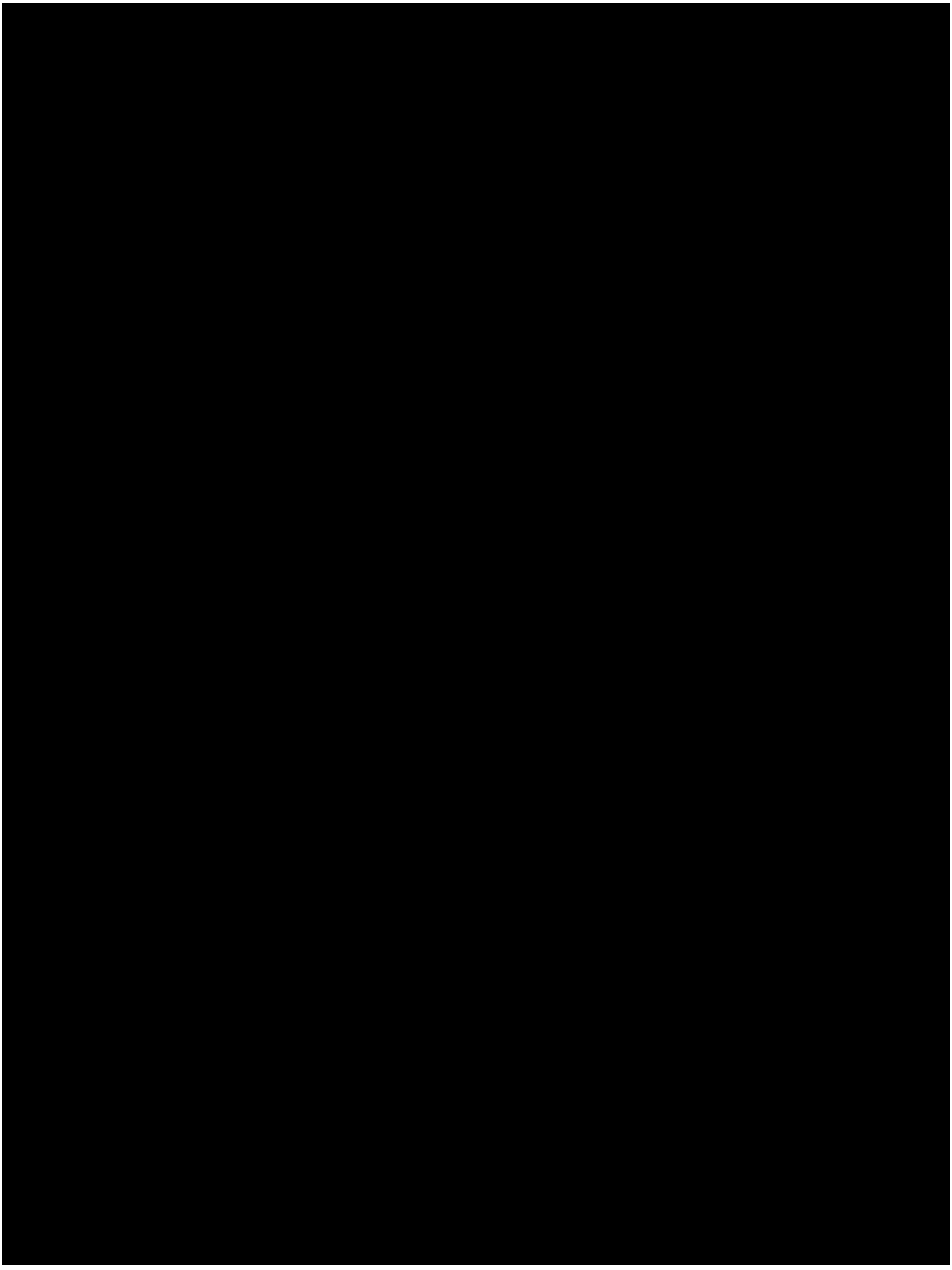

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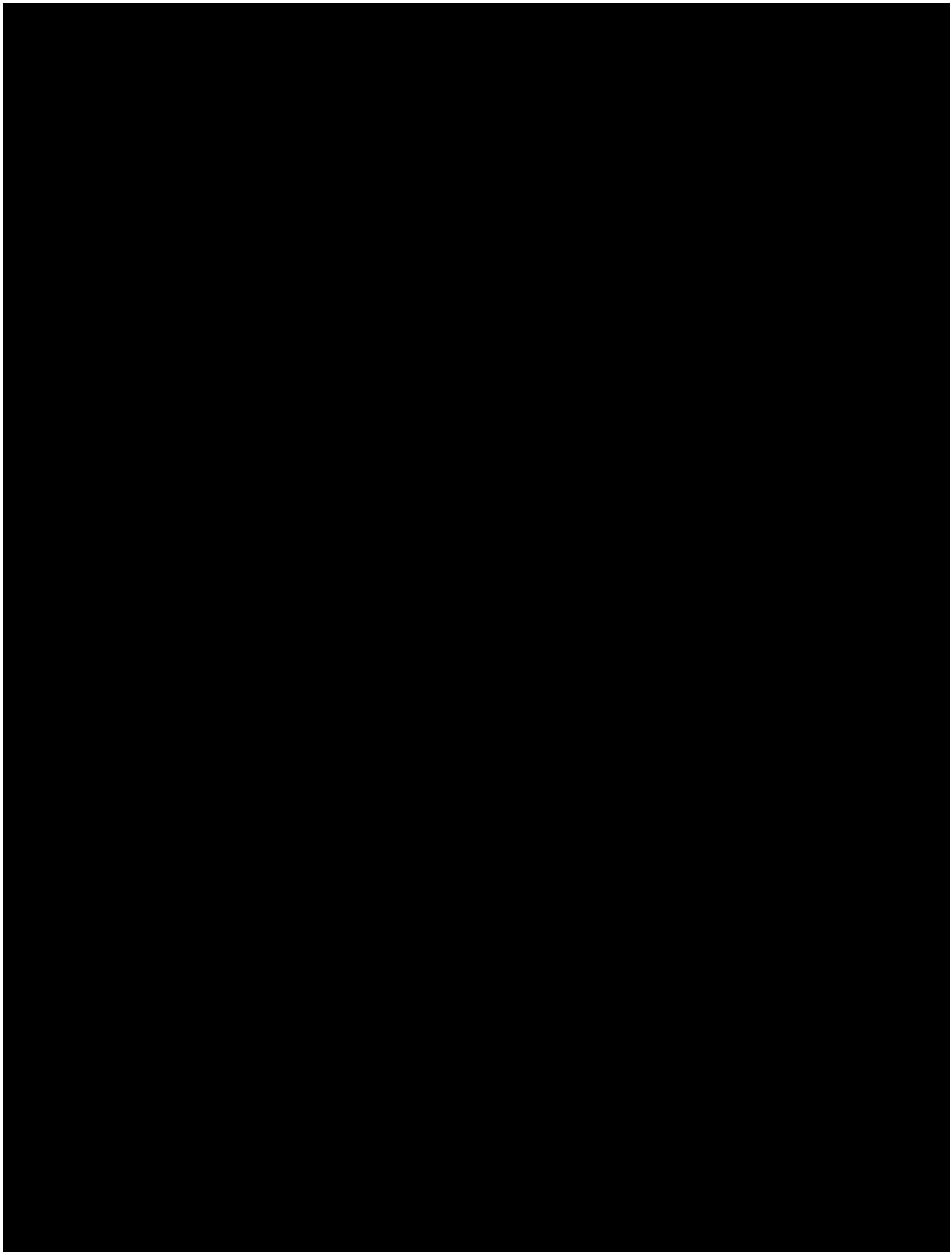

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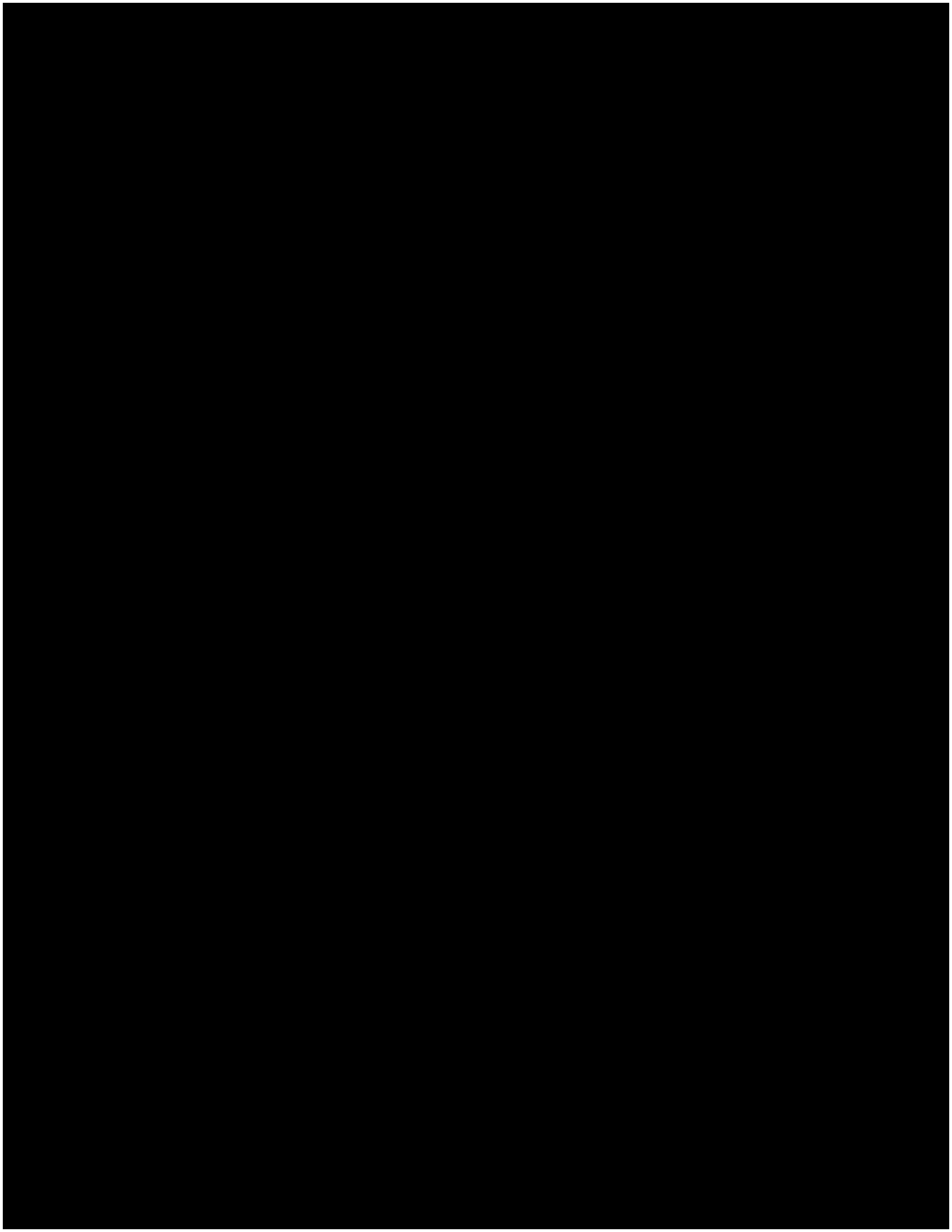

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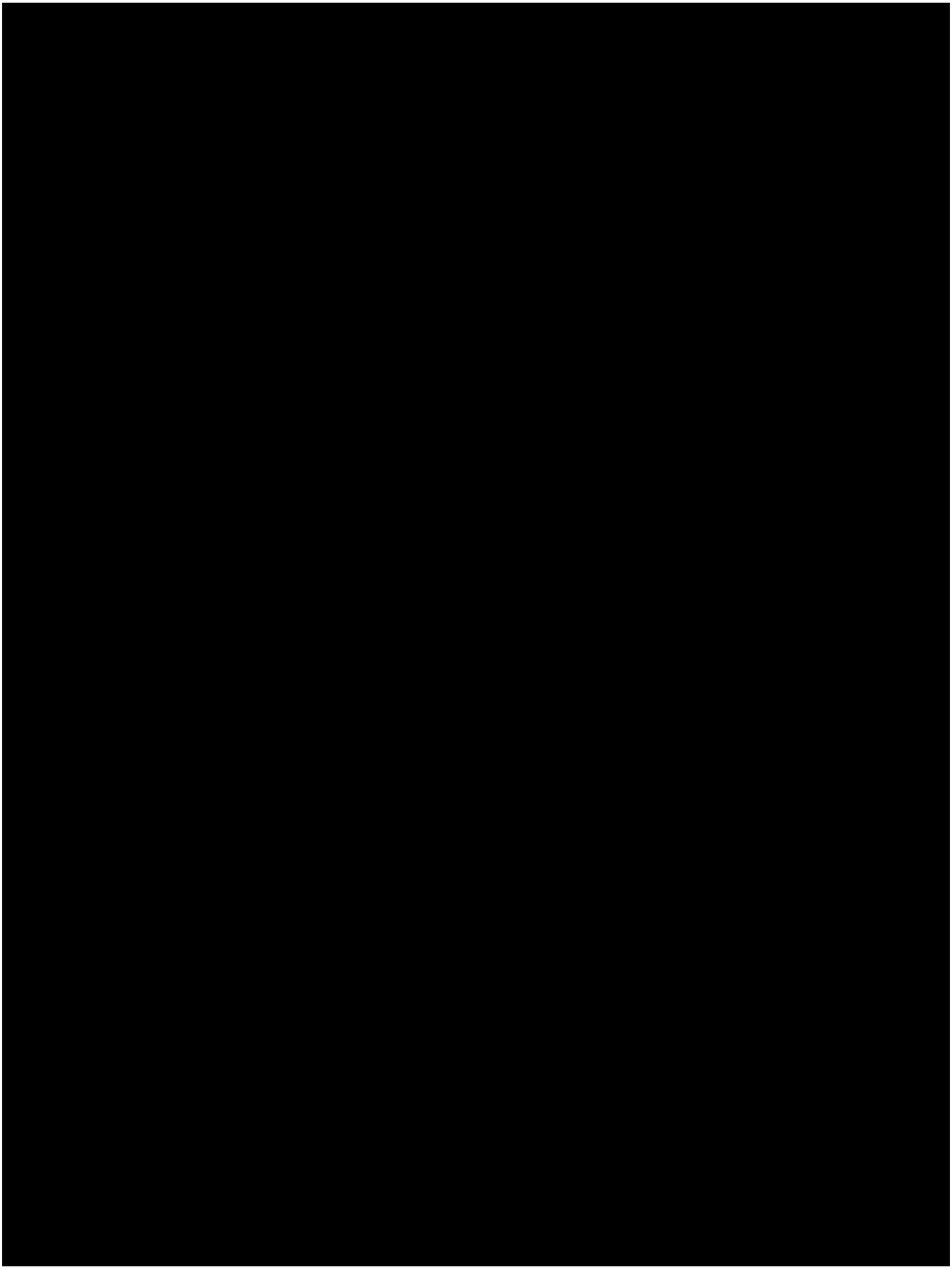

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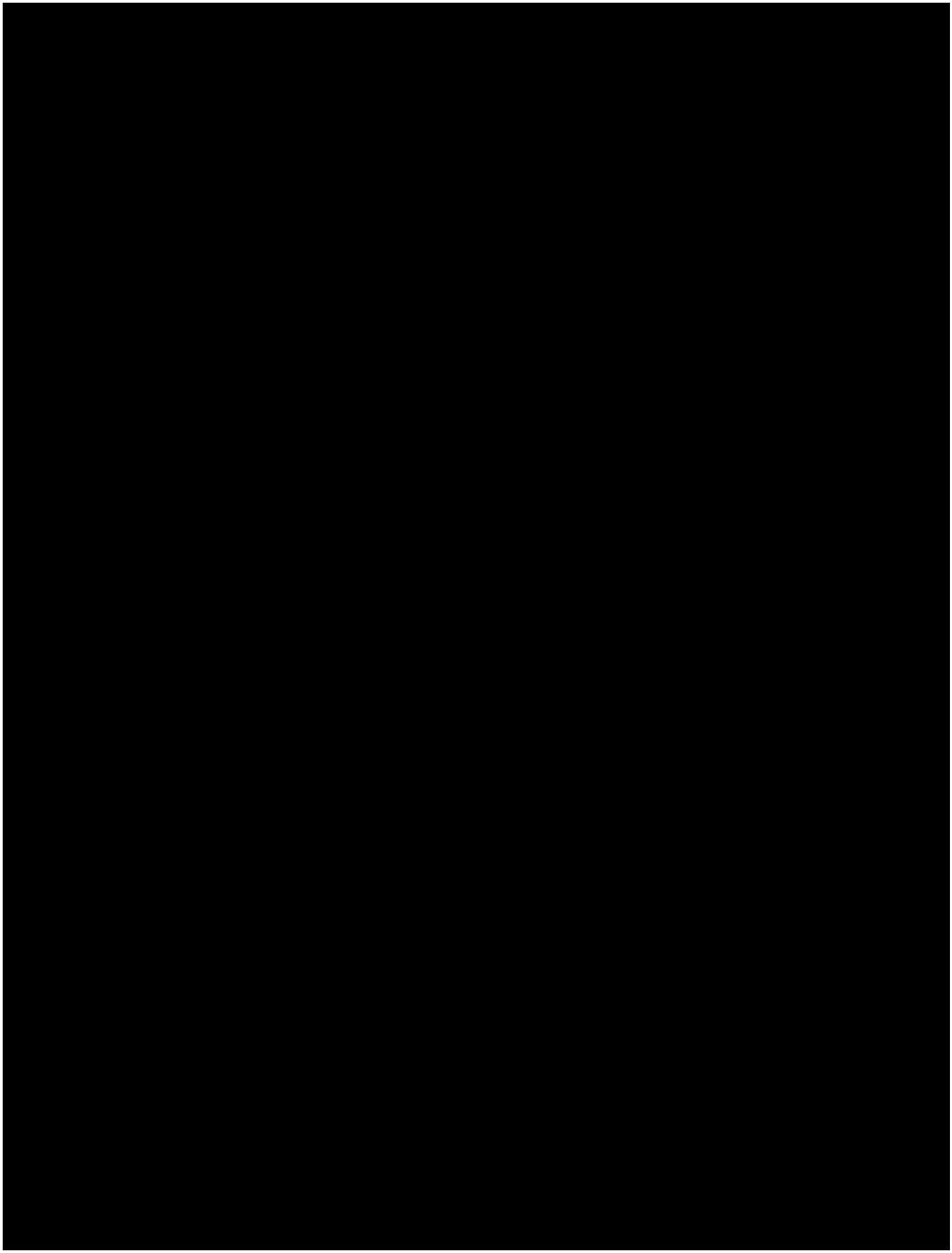

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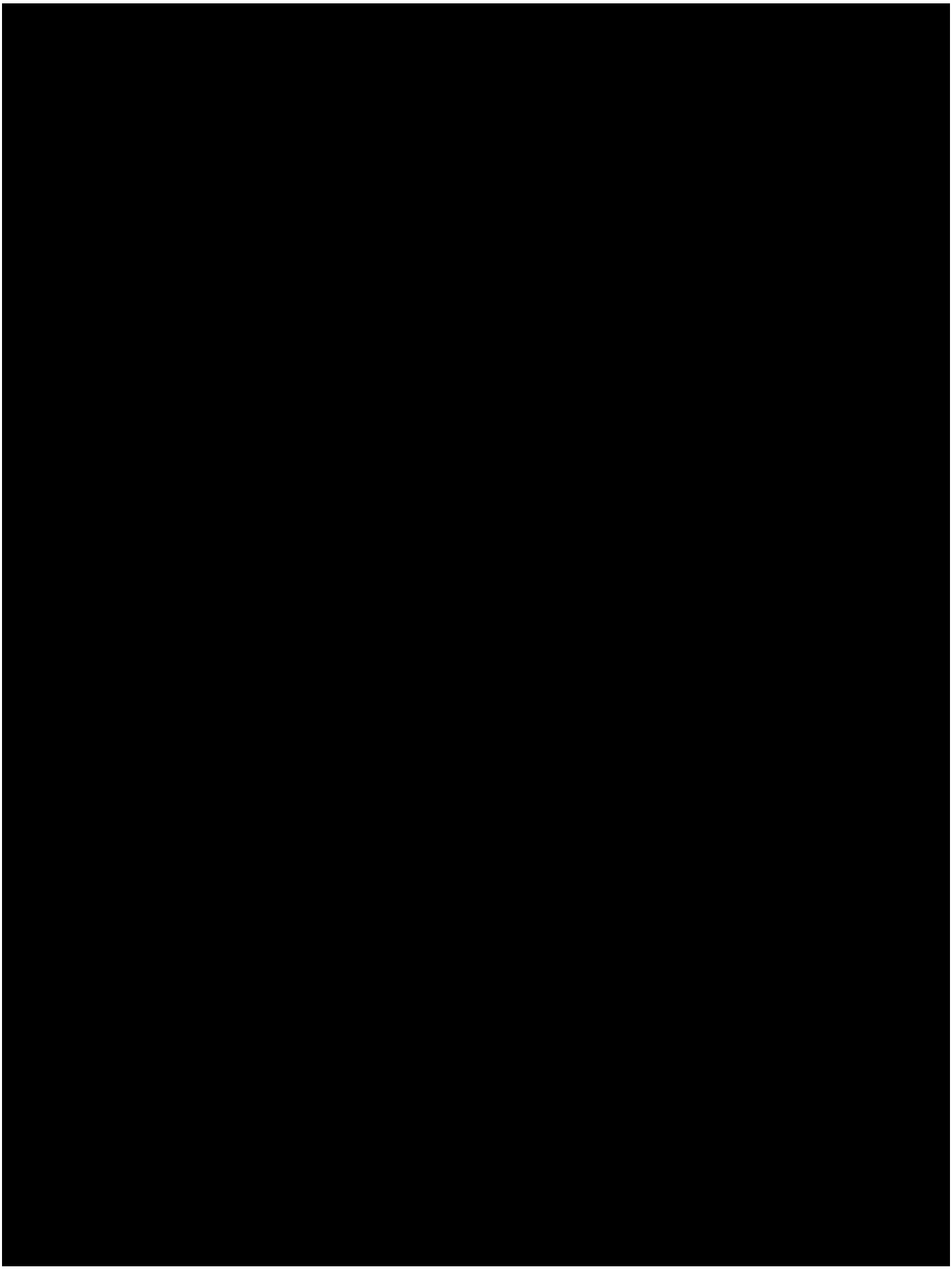

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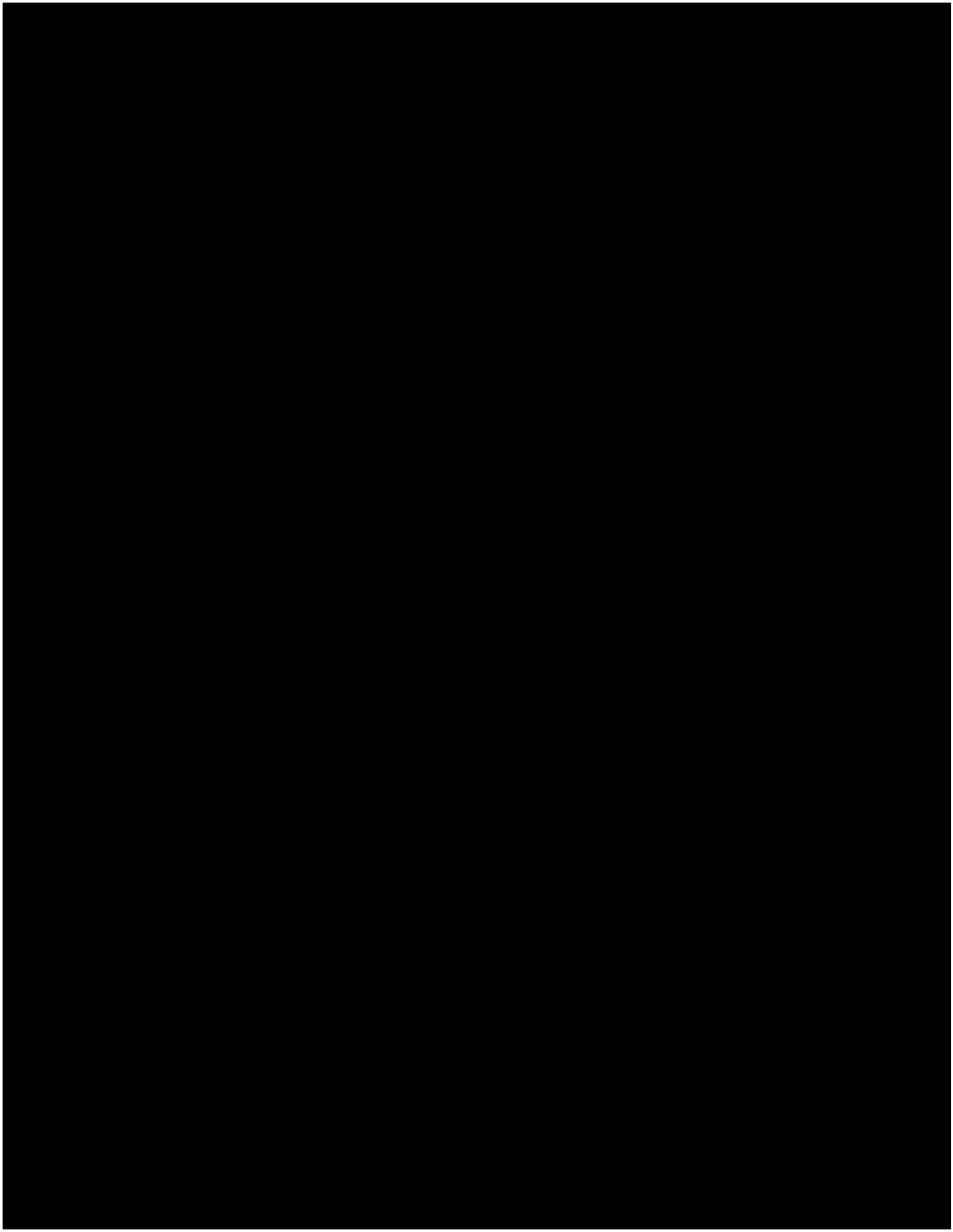

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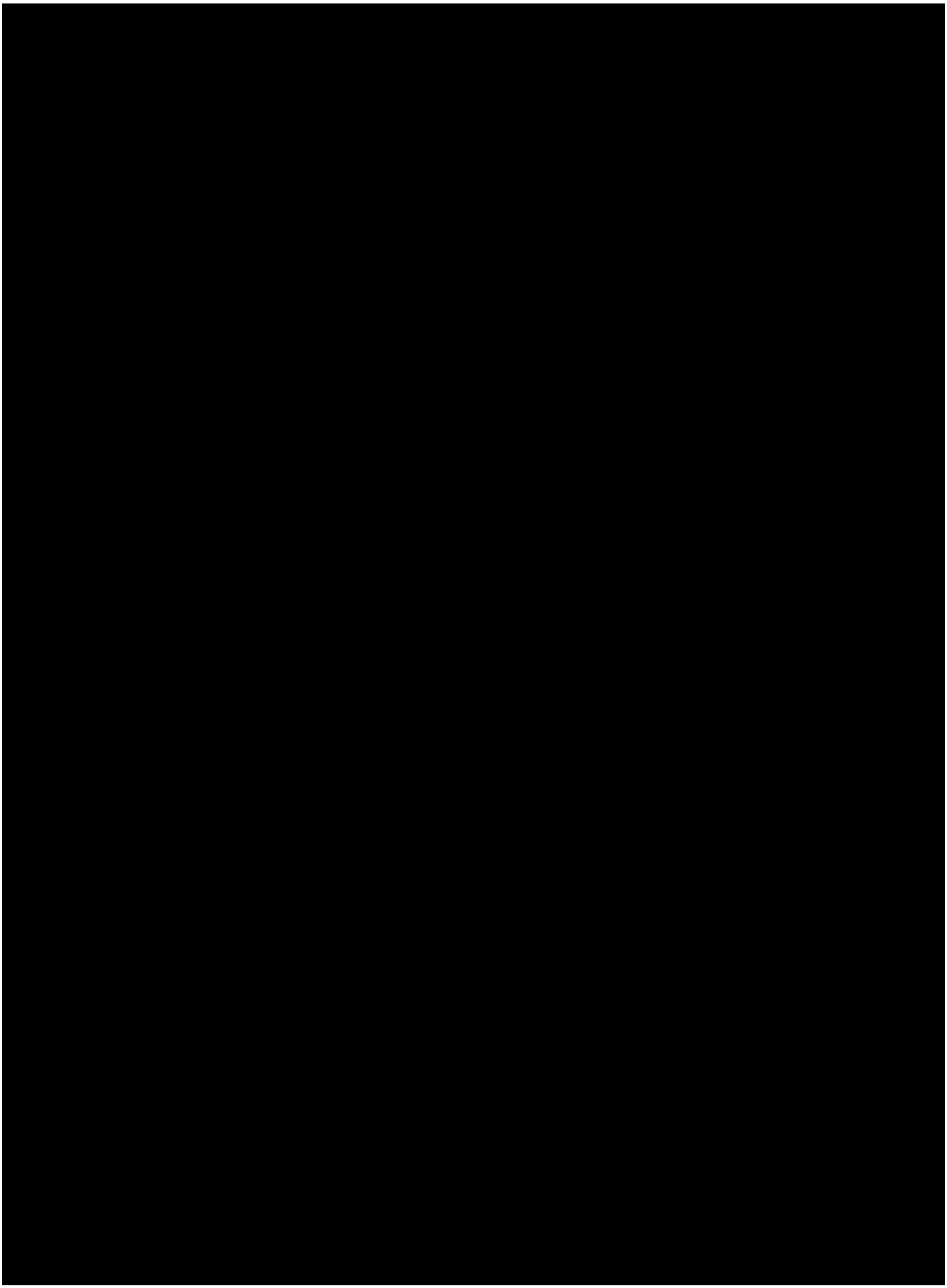

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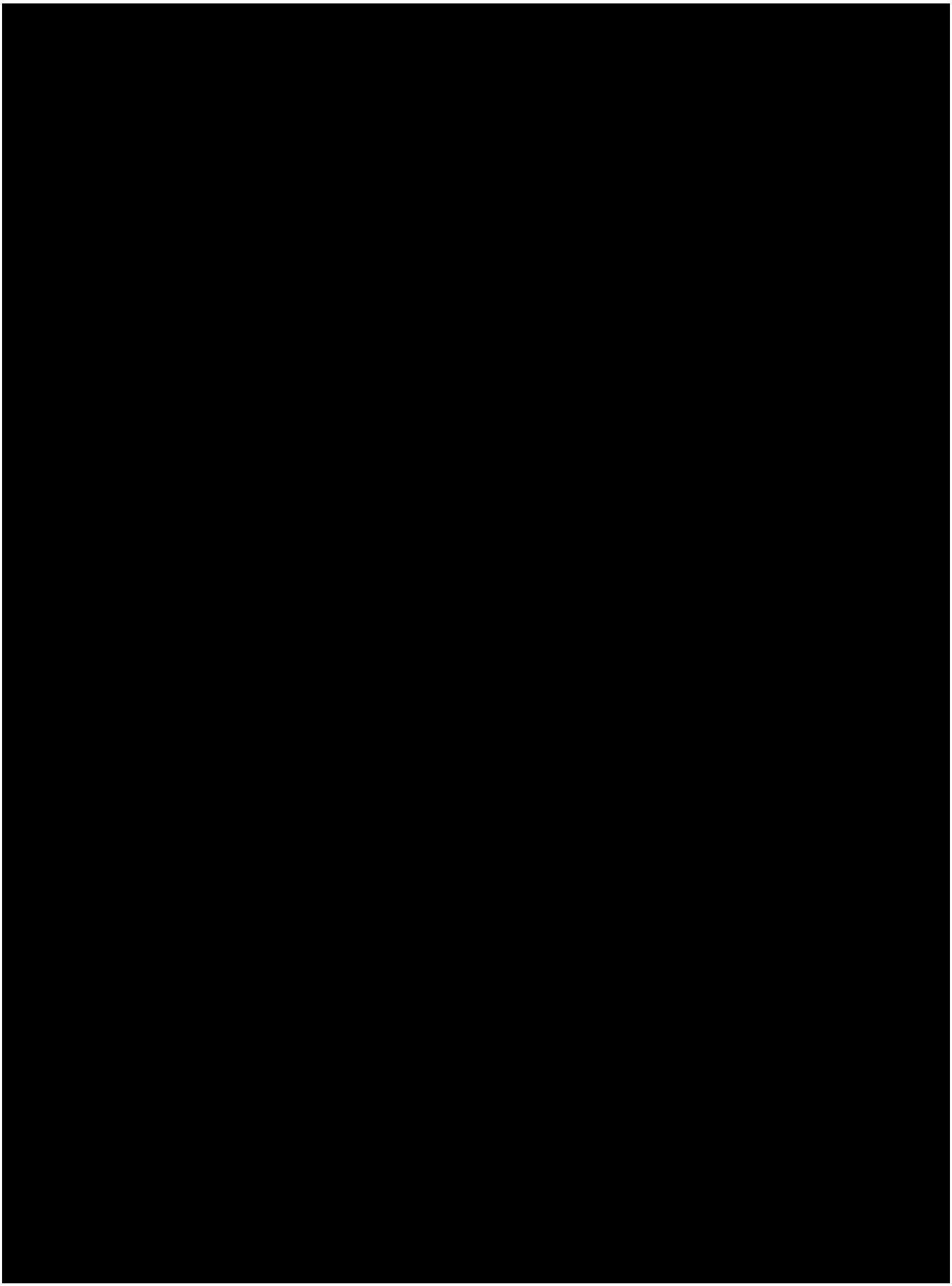

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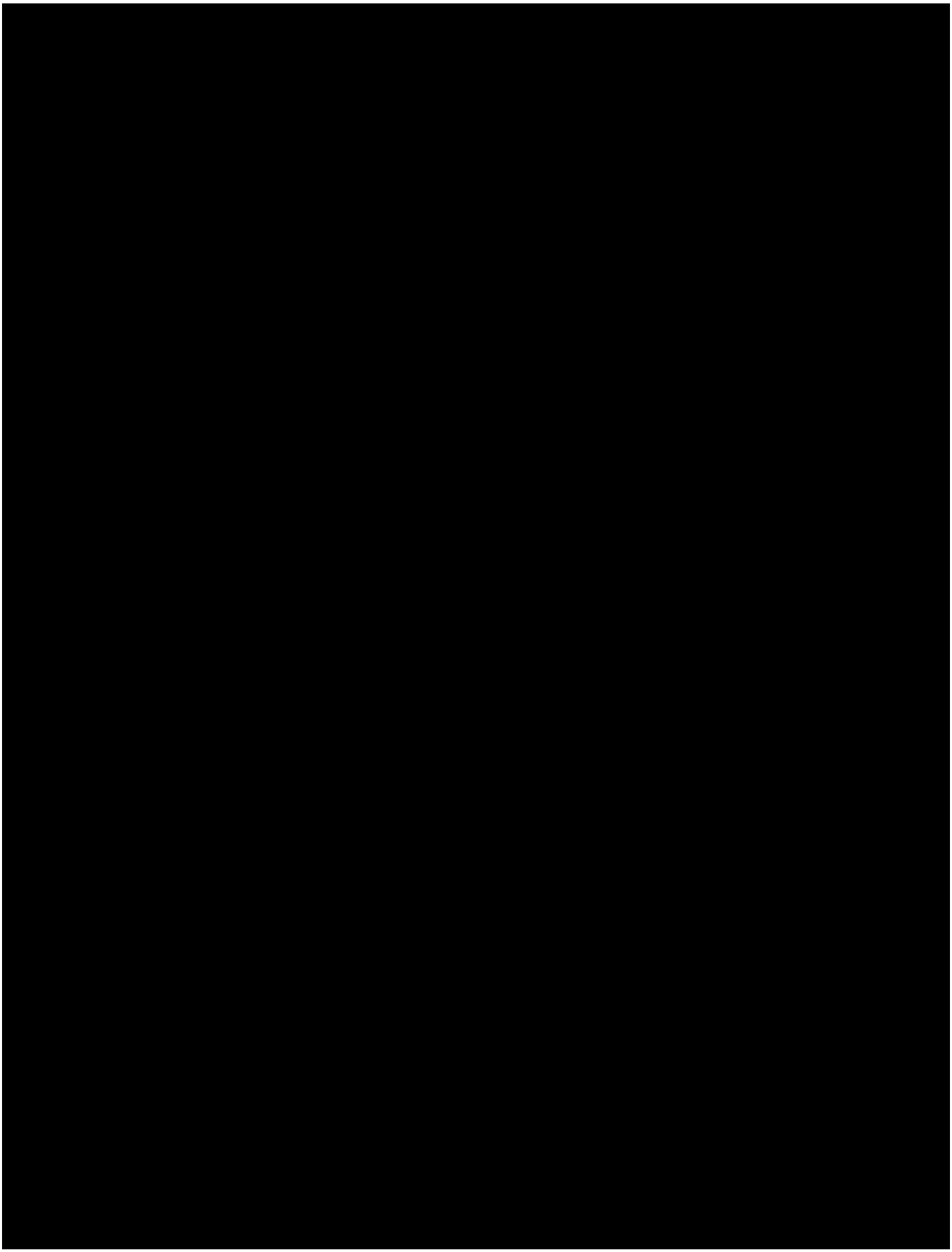

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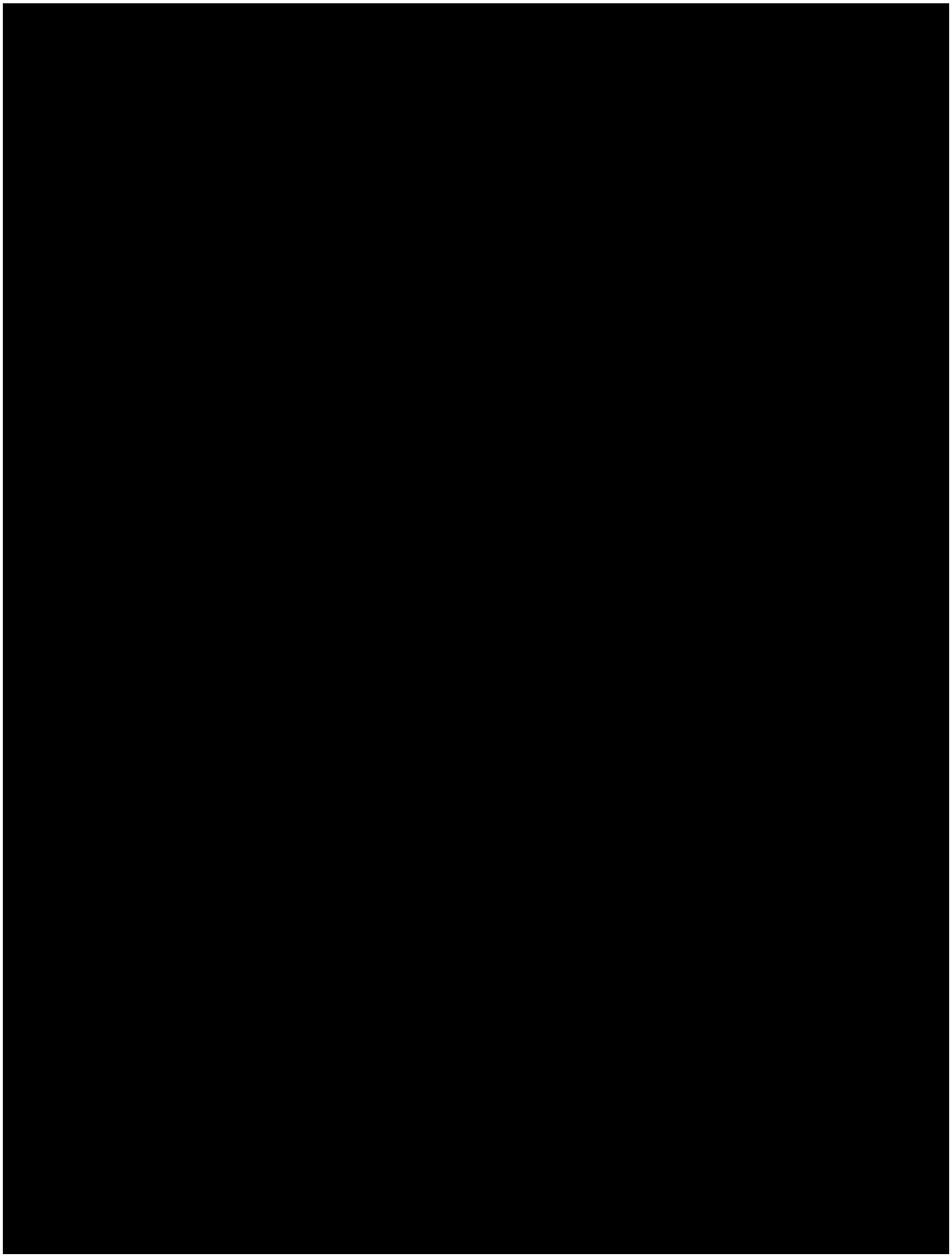

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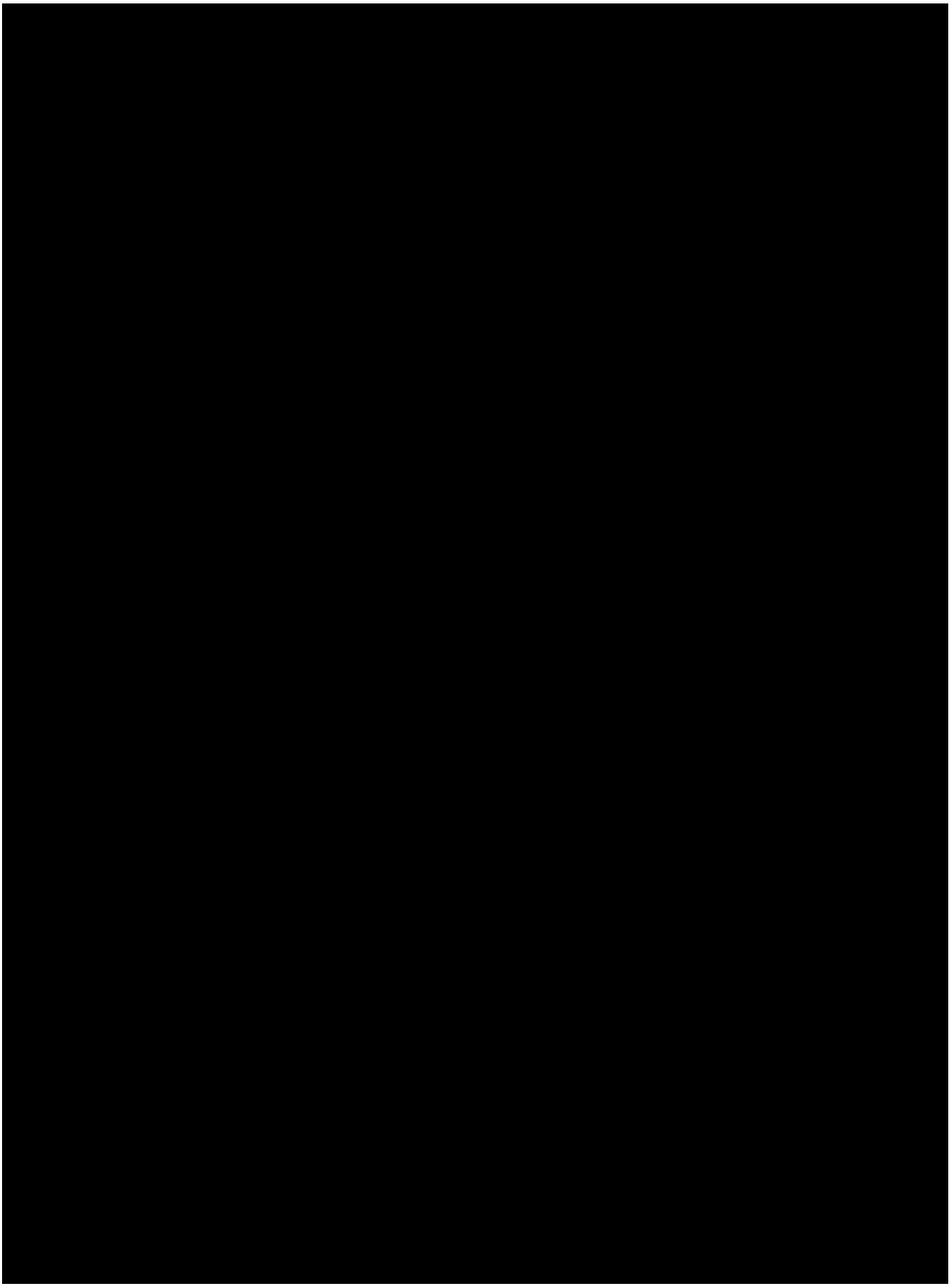

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Aaron Bailey; Jeff Woodward; Al Dubrowa; Elizabeth Charif; Sandy Wang; Michael Dolny; Joseph Nicoletti; Spencer Scott; jduvall; gmartinez1; Rusty Johnson; Joshua Connolly
Subject: Re: Telerik RPTDEV Issues
Date: Thursday, May 28, 2020 6:25:14 PM

Wonderful! :) Thank you!

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 28, 2020 at 5:43 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Understood. We are looking into it.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On May 28, 2020, at 4:37 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Hi Charles-
>
> I authorized Jeff's reach out because it's performance related.

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Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Thu, May 28, 2020 at 4:32 PM Jeff Woodward <jwoodward@azadc.gov> wrote:

> Charles,
>
> Telerik RPTDEV seems to have having intermittent issues again, very similar to the issues from 2-3 weeks ago. I'm trying multiple reports, and sometimes they will finish in a normal timeframe, sometimes they will never load and just sit at "0 pages loaded...", or sometimes I'm getting the same "thread was being aborted" error message.
>
> Just like before, you may not see the issue if you just go in, run one report and it looks fine. If you re-run the same report with the same parameters 2-4 times in a row you'll likely experience it.
>
> An example you can use for testing, though it's happening with several different reports on our end, is ADC RPT 3520, with 5/1/20 and 5/31/20 as the start and end date parameters.
>
> Thanks.
>
> --
> Jeff Woodward
> Ticketing System Administrator
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
>
> Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Aaron Bailey; Jeff Woodward; Albert Dubrowa; Elizabeth Charif; Sandy Wang; Michael Dolny; Joseph Nicoletti; Spencer Scott; Janet Duvall; George Martinez; Rusty Johnson; Joshua Connolly
Subject:	Re: Telerik RPTDEV Issues
Date:	Thursday, May 28, 2020 4:37:03 PM

Hi Charles-

I authorized Jeff's reach out because it's performance related.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 28, 2020 at 4:32 PM Jeff Woodward <jwoodward@azadc.gov> wrote:

> Charles,
>
> Telerik RPTDEV seems to have having intermittent issues again, very similar to the issues from 2-3 weeks ago. I'm trying multiple reports, and sometimes they will finish in a normal timeframe, sometimes they will never load and just sit at "0 pages loaded...", or sometimes I'm getting the same "thread was being aborted" error message.
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> Just like before, you may not see the issue if you just go in, run one report and it looks fine. If you re-run the same report with the same parameters 2-4 times in a row you'll likely experience it.
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>
> Thanks.
>
> --
> Jeff Woodward
> Ticketing System Administrator
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology

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1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
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From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: gmartinez1
Cc: Gergana Kovatcheva; Lynda Wade; Linda Finchum; Holly Greene; Sandy Wang; Luis Blázquez; John Vitale; Charles Spannagel
Subject: RE: Utility Fees Follow Up
Date: Thursday, May 28, 2020 2:32:25 PM

Thanks George,

So just to be clear we will not send the April fees that failed to send on May 16th but will let the May fees go on June 16th, right?

Thanks,
Aaron

From: George Martinez <gmartinez1@azadc.gov>
Sent: Thursday, May 28, 2020 2:18 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; John Vitale <jvitale@keefegroup.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: Utility Fees Follow Up

Aaron, I spoke with John Vitale. KeepTrak will unauthorized the Utility Fees event to make sure the inmates won't be charged the monthly fee. Don't send any pending/retroactive Utility Fees. We'll keep a watch on what happens in the coming months.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Wed, May 27, 2020 at 10:37 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> George and I spoke about this today. He wanted to know if we do turn this off and then back on later if it would process all records retroactively. The answer to that is no. When it runs in the middle of the month each month, it only sends the prior month's utility fees. I'm not sure we need to turn it off on our end if John has done something to keep something from processing on his end but I can't speak for what's configured on the KeepTrak side.
>
> Also as it stands we still have not send the April Fees that would have sent on May 16th. Let us know if we should send them. We will need to do this before June 1st if we do. Also let us know if we need to disable the utility fees on our side.
>
> Thanks!
> Aaron
>
> **From:** Gergana Kovatcheva <gkovatcheva@azadc.gov>
> **Sent:** Thursday, May 21, 2020 6:49 PM
> **To:** Lynda Wade <lwade@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Sandy Wang <swang@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; John Vitale <jvitale@keefegroup.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Subject:** Re: Utility Fees Follow Up
>
> Hello,
>
> Please see the attached Inmate notification.
>
> 1. **We still have not sent the April utility fees to Keefe.**
> 2. **Do we need to? No , until further notice.**
> 3. **Also should we disable this interface on our side for now or should we continue to send and just let John/KeepTrak determine whether or not to process the records we send? I cannot answer this question, it is not my expertise. We will notify you when the deduction will take place again. What is the appropriate technical solution for the temporary hold, I cannot advise.**
>
> **Regards,**
> Gergana Kovatcheva, CPA, CGFM, CPM
> Chief Financial Officer/ Bureau Administrator
> Arizona Department of Corrections, Rehabilitation & Reentry
> 1645 W. Jefferson St, Phoenix, AZ 85007
> Office :602-364-3418
> gkovatcheva@azadc.gov
>
> On Thu, May 21, 2020 at 10:12 AM Lynda Wade <lwade@azadc.gov> wrote:
>
> > Gergana... Can you answer Charles questions below regarding Utility Fee Charges?
> >
> > - **This leaves a few questions to be answered.**

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1. **We still have not sent the April utility fees to Keefe.**
2. **Do we need to?**
3. **Also should we disable this interface on our side for now or should we continue to send and just let John/KeepTrak determine whether or not to process the records we send?**

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

On Thu, May 21, 2020 at 10:00 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning Linda W and Linda F,
>
> Aaron and Luis (B&D) were able to meet with John Vitale from Keefe and work on a solution for the Utility Fee issued we had reported last week. Could you please read through Aaron's email directly below and provide guidance on how you would like to move forward. If we need another call to talk through any of the points listed below I will happily set it up for all parties. Thank you.
>
> -Charles
>
> **Hi Charles,**
>
> **On a call today with John Vitale from Keefe Group we discussed the utility fees that we send to them each month.**
>
> - **On April 17th our interface ran a monthly task to send utility fees for inmates with electrical devices. These are charges for March. John Vitale mentioned that these records were received but NOT loaded into the system because Utility Fees were being waived at the moment due to COVID-19.**
> - **On May 16th the interface was scheduled to run and send the utility fees for April but as we know there was a problem and that interface did not run.**
> - **On the call with John to discuss this we became aware that ADC was not charging utility fees at them moment.**
> - **This leaves a few questions to be answered.**
>
> 1. **We still have not sent the April utility fees to Keefe.**
> 2. **Do we need to?**
> 3. **Also should we disable this interface on our side for now or should we continue to send and just let John/KeepTrak determine whether or not to process the records we send?**
>
> **John mentioned he will be meeting with ADC tomorrow and could also discuss then as well.**
>
> **Thanks,**
>
> **Aaron Pratt**
> ***Application Development Manager***
> Business & Decision, North America
> 15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
> Mobile: [redacted] | Email: aaron.pratt@bndna.com
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Lisa Dee Meyerson Marshall; Ken Sanchez
Cc: Spencer Scott; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Subject: RE: FYI: Corrective Action Plan Items (ACIS)
Date: Thursday, May 28, 2020 2:30:47 PM
Attachments: image002.png

Good afternoon,

Leadership at B&D does not have any recollection of any conversations or documentation in reference to the document that Holly and team found yesterday. We are in agreement with the CAP that was proposed yesterday by Spencer and team which was:

- ADCRR planned to include any bugs created up to 04/30/2020 that are still open. Qty. 115
- The bugs must be completed 1 year from the signed M&O date (4/30/2020)

We would like to officially accept these terms if this works for ADCRR.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 28, 2020 2:24 PM
To: Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Ken Sanchez <ksanchez@azadc.gov>
Cc: Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: FYI: Corrective Action Plan Items (ACIS)

Hi Lisa (and Ken)-

I realize that you've been tasked with other project matters and removed from all things ACIS now that we've reached M&O. However, we need your assistance with a corrective action plan document that we located which was created during your time assisting ADCRR with ACIS.

I've asked Spencer to reach out to you (and Ken) in hopes to gather more information and clarity on the intent of this document.

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I just wanted to give both of you a heads up that he may be coming your way. If this is not acceptable, please let me know.

Respectfully,

Holly Greene
Deputy CIO | ADCRR IT Bureau
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Ken Sanchez
Cc:	Sandy Wang; Rusty Johnson; Joseph Nicoletti; Spencer Scott; Holly Greene; Charles Spannagel
Subject:	FYI: M&O Agreement Procurement (Billing Language)
Date:	Thursday, May 28, 2020 2:20:40 PM
Attachments:	MandOAgreement_V4_ADCRR BND 20200528 Review.docx

Hello Ken-

Just a heads up that Charles Spannagel (B&D) or a leader from B&D may be reaching out tp you regarding some questions concerning time and material rates as it relates to the M&O Agreement (attached draft with notes).

This agreement is linked to Amendment 9 and we (IT) were asked by our partner (B&D) to review and ensure it meets support needs.

However, there are a few line items that point to Procurement. Specifically: section 3.16 and Amendment 9 Time and Materials Rate Card. This appears to fall in your arena of expertise.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not within the Mi-Case application.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 6 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, B&D agrees to provide a resolution within the time-period set forth in Appendix 3. In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, fax, email or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Appendix 2. B&D will at, all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Appendix 3.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 8.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Appendix 3. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 8. In the event that a response cannot be provided within the target response times set out in Appendix 3, the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 8.

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 9 for the implementation of the change. In order to progress on any such works thereafter, B&D would require a written agreement and authorization from ADCRR IT

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leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 8.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Appendix 3.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

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1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Requester User Guide detailed in Appendix 5.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication. All emails for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

3.3 Following receipt of a change request or variation to the services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the services to be technically feasible. If so, any amendment or variation to the changes and /or services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an

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appropriate purchase order for the effort, in line with the time and materials rate card as noted in Appendix 9 for the implementation of the change.

3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the ten (10) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Agreement, and for reporting to ADCRR.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify ADCRR IT leadership and stop working on the change.

3.11.1 ADCRR will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request, perhaps identifying a new change request with altered requirements. The expectation is that all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the change request (delays between stopping work and restarting will be reflected in a revised plan for the change request)

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 ADCRR will then test the change request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

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3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change has been successfully deployed and is ready for the ADCRR UAT process.

3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

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3.17 A standardized weekly report by email of all change requests will be provided by the B&D-CSH to the ADCRR IT leadership team. This report will show no less than:

3.17.4 All open change requests (for the entire time-period of the report).

3.17.5 All change requests closed during the entire time-period of the report.

3.17.6 The status (such as “in development”, “under investigation” or “waiting for CMRB”) for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Agreement shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

4.3 B&D Management

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A list of the B&D Directors, Managers will be provided to the ADCRR IT leadership upon initiation of this contract as Appendix 6 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Agreement to measure B&D's performance of the M&O service. These key metrics are detailed in Appendix 7 - Exhibit G

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6. Acceptance and Signatures

IN WITNESS WHEREOF the parties hereto have executed this Maintenance and operation Agreement to be effective for the term stated herein and do hereby attest to their acceptance of the terms and conditions of this Agreement by having caused this Agreement to be executed, sealed, and delivered the day and year first written below.

Arizona Department of Corrections, Rehabilitation and Reentry

By: _____

Role: _____

Date: _____

BUSINESS & DECISION, NORTH AMERICA (PA) INC.

By: _____

Role: _____

Date: _____

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Appendix 1 - THE SITE AND THE SERVICES

The Sites: List of all ADCRR Locations where the application is operated.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of support tickets
3. Determining the extent of any change required to deal with a support ticket
4. Progression, documentation and resolution of all support tickets
5. Impact analysis of requests for changes to the product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR
10. Agreement of acceptance criteria testing for software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the products and all associated documentation as produced by B&D
12. Assuring ADCRR has latest copies of all software included in the project and associated documentation
13. Maintenance of relevant documentation where applicable

Appendix 2 - PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a	3

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	requirement is not being met, but the application is otherwise usable.	
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

Appendix 3 - TARGET RESPONSE AND RESOLUTION TIMES

Priority	Target Response Time	Target Resolution Time
1	1 Clock Hour	5 Clock Hours
2	24 Clock Hours	48 Clock Hours
3	48 Business Hours	72 Business Hours
4	48 Business Hours	72 Business Hours

Target Response Time: is defined as the time, from the moment when ADCRR IT Service Desk or other designated support personnel notifies B&D of a support ticket (as defined in Section 1.1, Section 1.2, and Section 2), for B&D to begin working on the reported support ticket and to inform ADCRR IT Service Desk of this phase of the support ticket process.

Target Resolution Time: is defined as the targeted time, 24 clock hours, to resolve and initially close a support ticket as set out in Section 1.10. The targeted time to resolve a support ticket does not represent the reporting of the final closure as defined in Section 1.11.

There may be instances where a resolution cannot be achieved in the specified target time period. These situations are described in the paragraph below. When a resolution cannot be achieved in the specified target time period for any of the reasons described below, and it is mutually agreed that the circumstances do not constitute the need for escalation (as defined in Section 4), then no target resolution time will be entered in the standardized monthly **support ticket report** (as described in Section 1.12), and a comment that states "Target Resolution Time is on hold pending [*reason*]" will be added. The support ticket status of the *Target Resolution Time* for these instances will be revised once the issue preventing its resolution is settled.

Target Response and Resolution Exceptions:

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Situations that may prevent a support ticket from meeting the *Target Response & Resolution Time*

1 Support tickets that require approval from ADCRR IT
2 Support tickets that represent a non-recurrence of an incident, or intermittent fault (as defined in Section 1.11.3)
3 Support tickets that require information and additional requested support from ADCRR (as defined in Sections 1.5 through 1.12).
4 ADCRR IT disagrees with the IRT's finding, and the support ticket cannot be closed (as defined in Section 1.10).
5 Any mutually agreed upon situation where ADCRR and B&D determine that the support ticket cannot be resolved in the specified Target Resolution Time.

Under the above circumstances, the Target Resolution Time may be recalculated by subtracting the time required by ADCRR to meet the requirements, requests or procedures that prevent the B&D IRT staff from resolving the support ticket as described in Sections 1.5 through 1.12. When these circumstances arise, B&D will not be liable for any failure to meet these targets.

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Appendix 4 - BUSINESS & DECISION SOW CHANGE ORDER FORM

Change Request (TFS)#:	AIMS2-##	**Request Date:**	
Project Name & Number:	AIMS2 Mi-Case Project		
Requested By:			
Request Name:			
Requested Priority:	☐ **Critical**	☐ **High**	☐ **Med/Low**

Description of Change:

Current State: **Future State:**

Reason for Change (include risks if not addressed):

Impact of Change (resources/functionality for this project and other projects):

Impact of Change on Dates/Milestones:

Impact of Change on Costs:

Cost Estimate:	**Describe how estimated costs impact approved budget:**

Impact of Change on Hours (include all internal and external resource hours):

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Approved: ☐ **Rejected:** ☐ **Deferred:** ☐

If deferred or rejected, provide reasoning and alternate proposals:

ADCRR SME Signature **Date**

ADCRR Offender Operations Signature **Date**

B&D Signature **Date**

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Appendix 5 - ACIS SERVICE DESK REQUESTER USER GUIDE

Adobe Acrobat Document

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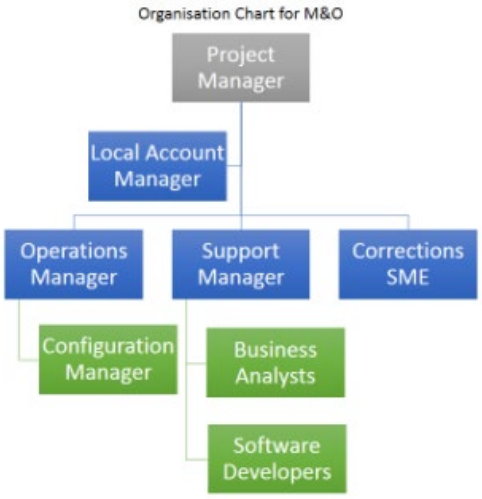
Appendix 6 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:



B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Charles Spannagel

Local Account Manager: Will Carbajal

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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Appendix 7 – EXHIBIT G

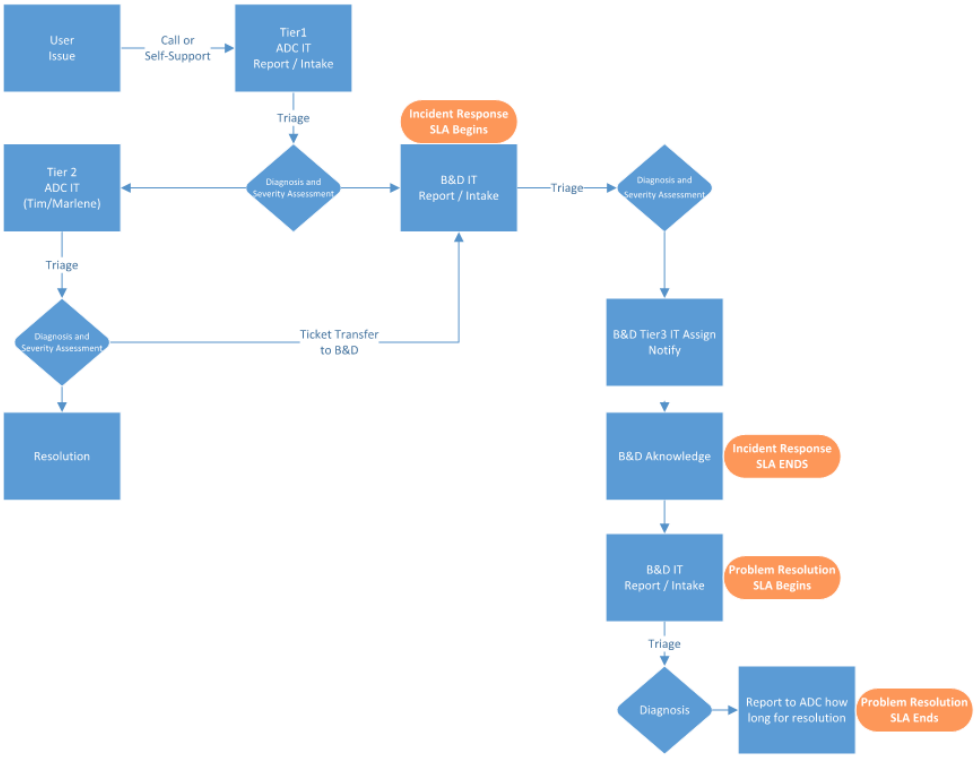
Adobe Acrobat Document

Appendix 8 – SLA INCIDENT REPORTING FLOW

Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

Business Hours M-F, 6AM-6PM



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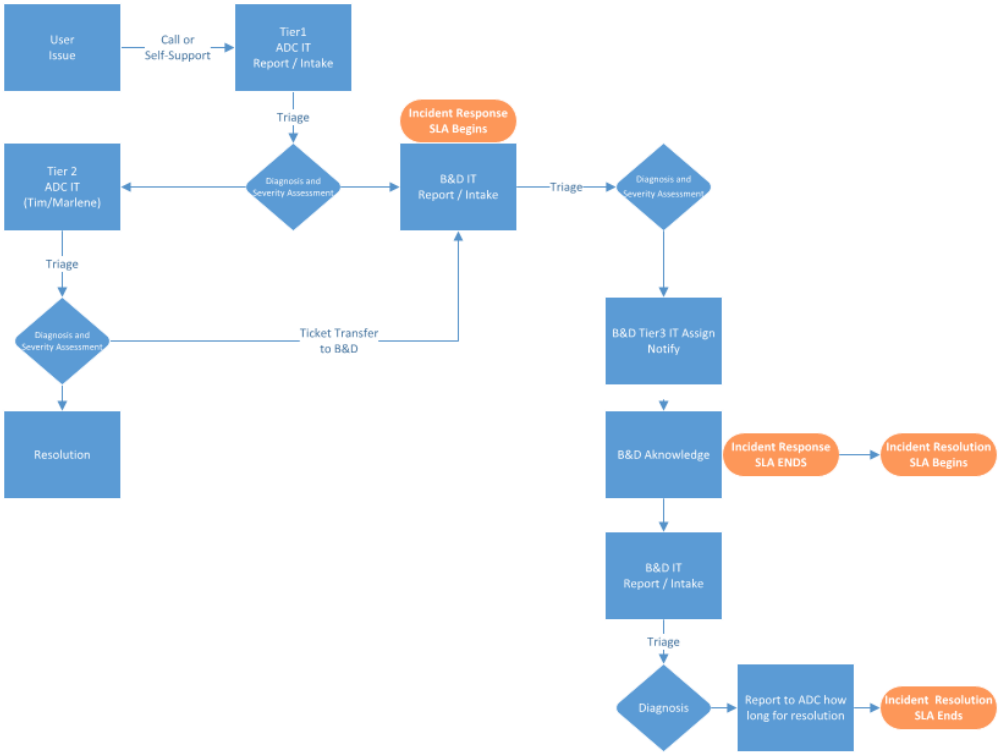
Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

After Hours, Weekends, Holidays and M-F 6PM-6AM



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Appendix 9 – TIME AND MATERIALS RATE CARD

All resources charged at the ‘standard rate’ $105 per hour.

Overtime hours will be charged at 1.5 times the ‘standard rate’ Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the ‘standard rate’ B&D Holidays.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel; Spencer Scott; Sandy Wang; Rusty Johnson; Joseph Nicoletti
Cc:	Holly Greene
Subject:	UPDATED M&O Agreement
Date:	Thursday, May 28, 2020 1:26:34 PM
Attachments:	MandOAgreement_V4_ADCRR BND 20200528 Review.docx

Hello Charles-

Please see the attached updated M&O agreement document we covered today. We will need you to work with members of the B&D team to shore some things up from Procurement, down to clarification of some items and update of any appendixes and their associated documents. See my comments in the document. Those highlighted in yellow are actionable.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not within the Mi-Case application.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

The role of **second-line support** of incident management is comprised of staff to rule out end user training needs and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a **third-line** support ticket with B&D. See Appendix 6 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, B&D agrees to provide a resolution within the time-period set forth in Appendix 3. In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, fax, email or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Appendix 2. B&D will at, all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Appendix 3.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 8.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Appendix 3. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT Service Desk of the current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 8. In the event that a response cannot be provided within the target response times set out in Appendix 3, the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the ADCRR IT Service Desk personnel and close the support ticket in line with the support ticket closure flow Appendix 8.

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 9 for the implementation of the change. In order to progress on any such works thereafter, B&D would require a written agreement and authorization from ADCRR IT

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leadership to correct problems not covered by this SLA. The IRT member will inform ADCRR IT personnel and close the support ticket in line with the support ticket closure flow Appendix 8.

1.10 If ADCRR disagrees with the IRT's findings, a report of the findings from both the IRT staff and the ADCRR IT Service Desk will be provided to the named Support Delivery Manager for B&D for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the ADCRR and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between ADCRR IT Service Desk and the IRT member on the occurrence of any of the following:

1.11.1. ADCRR and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. ADCRR agrees that the Software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the ADCRR IT Service Desk that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and ADCRR has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and ADCRR failing to test the appropriate target resolution time detailed in Appendix 3.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to the ADCRR IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation" or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

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1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the ADCRR IT leadership and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

ADCRR may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ADCRR IT Service Desk Requester User Guide detailed in Appendix 5.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The ADCRR IT Service Desk personnel making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com, or such other email address provided by B&D to ADCRR with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication. All emails for priority 1 (critical) and 2 (high) items should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations to Service

3.1 ADCRR IT leadership or other designated personnel shall be entitled at any time during the term of this agreement to request in writing to B&D a change request or variation to the services already provided. ADCRR shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by ADCRR IT leadership or other designated personnel.

3.3 Following receipt of a change request or variation to the services pursuant to section 3.1 above, B&D will respond within five (5) business days and shall inform ADCRR IT leadership or other designated personnel in writing whether it considers such change request or variation to the services to be technically feasible. If so, any amendment or variation to the changes and /or services that it would make as a result of such request, a formal estimate of effort (EOE) will be provided by B&D to ADCRR IT leadership or other designated personnel.

3.4 As part of the EOE, B&D will notify ADCRR IT leadership or other designated personnel of the number of hours required to implement the change request.

3.5 ADCRR shall notify B&D within five (5) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the change request or variation to the services as provided by B&D. ADCRR IT leadership will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, ADCRR will provide B&D with an

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appropriate purchase order for the effort, in line with the time and materials rate card as noted in Appendix 9 for the implementation of the change.

3.6 If ADCRR identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure by ADCRR to notify B&D within the ten (10) business day period shall be deemed to constitute the ADCRRs non-acceptance of the proposal.

3.7 Upon receipt of the NTP by ADCRR IT, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by ADCRR IT, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to ADCRR IT leadership with an appropriate email. B&D can never bill ADCRR for unapproved hours or other undocumented work.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and ADCRR under the terms of this Agreement, and for reporting to ADCRR.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify ADCRR IT leadership and stop working on the change.

3.11.1 ADCRR will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request, perhaps identifying a new change request with altered requirements. The expectation is that all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the change request (delays between stopping work and restarting will be reflected in a revised plan for the change request)

3.12 A change request from ADCRR to B&D should include the information detailed in the most current approved change request form.

3.13 Upon the completion of the software development lifecycle of the change request, B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 ADCRR will then test the change request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the change request while working within the parameters defined in section 3.11.

3.13.3.3 Any changes made by ADCRR to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

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3.14 Following approval to promote the change request to the UAT environment, B&D will formally notify ADCRR IT that the change has been successfully deployed and is ready for the ADCRR UAT process.

3.15 Upon the completion and formal approval provided by ADCRR IT that the change has passed their UAT process, a formal request to B&D will be made to promote the change to production.

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If the support ticket has not been resolved within the appropriate Target Resolution Time or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform ADCRR IT leadership of the escalation. The B&D-CSH will inform ADCRR IT leadership of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and ADCRR IT leadership will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. ADCRR will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating ADCRR IT leadership or other designated personnel of the Stage 2 escalation.

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Arizona Department of Corrections, Rehabilitation and Reentry

By: _____

Role: _____

Date: _____

BUSINESS & DECISION, NORTH AMERICA (PA) INC.

By: _____

Role: _____

Date: _____

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7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by ADCRR) detailing the progress of support tickets
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and ADCRR
10. Agreement of acceptance criteria testing for software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the products and all associated documentation as produced by B&D
12. Assuring ADCRR has latest copies of all software included in the project and associated documentation
13. Maintenance of relevant documentation where applicable

Appendix 2 - PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a	3

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	requirement is not being met, but the application is otherwise usable.	
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

Appendix 3 - TARGET RESPONSE AND RESOLUTION TIMES

Priority	Target Response Time	Target Resolution Time
1	1 Clock Hour	5 Clock Hours
2	24 Clock Hours	48 Clock Hours
3	48 Business Hours	72 Business Hours
4	48 Business Hours	72 Business Hours

Target Response Time: is defined as the time, from the moment when ADCRR IT Service Desk or other designated support personnel notifies B&D of a support ticket (as defined in Section 1.1, Section 1.2, and Section 2), for B&D to begin working on the reported support ticket and to inform ADCRR IT Service Desk of this phase of the support ticket process.

Target Resolution Time: is defined as the targeted time, 24 clock hours, to resolve and initially close a support ticket as set out in Section 1.10. The targeted time to resolve a support ticket does not represent the reporting of the final closure as defined in Section 1.11.

There may be instances where a resolution cannot be achieved in the specified target time period. These situations are described in the paragraph below. When a resolution cannot be achieved in the specified target time period for any of the reasons described below, and it is mutually agreed that the circumstances do not constitute the need for escalation (as defined in Section 4), then no target resolution time will be entered in the standardized monthly **support ticket report** (as described in Section 1.12), and a comment that states "Target Resolution Time is on hold pending [*reason*]" will be added. The support ticket status of the *Target Resolution Time* for these instances will be revised once the issue preventing its resolution is settled.

Target Response and Resolution Exceptions:

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Situations that may prevent a support ticket from meeting the *Target Response & Resolution Time*

1. Support tickets that require approval from ADCRR IT
2. Support tickets that represent a non-recurrence of an incident, or intermittent fault (as defined in Section 1.11.3)
3. Support tickets that require information and additional requested support from ADCRR (as defined in Sections 1.5 through 1.12).
4. ADCRR IT disagrees with the IRT's finding, and the support ticket cannot be closed (as defined in Section 1.10).
5. Any mutually agreed upon situation where ADCRR and B&D determine that the support ticket cannot be resolved in the specified Target Resolution Time.

Under the above circumstances, the Target Resolution Time may be recalculated by subtracting the time required by ADCRR to meet the requirements, requests or procedures that prevent the B&D IRT staff from resolving the support ticket as described in Sections 1.5 through 1.12. When these circumstances arise, B&D will not be liable for any failure to meet these targets.

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Appendix 4 - BUSINESS & DECISION SOW CHANGE ORDER FORM

Change Request (TFS)#:	AIMS2-##	**Request Date:**	
Project Name & Number:	AIMS2 Mi-Case Project		
Requested By:			
Request Name:			
Requested Priority:	☐ **Critical**	☐ **High**	☐ **Med/Low**

Description of Change:

Current State: **Future State:**

Reason for Change (include risks if not addressed):

Impact of Change (resources/functionality for this project and other projects):

Impact of Change on Dates/Milestones:

Impact of Change on Costs:

Cost Estimate:	**Describe how estimated costs impact approved budget:**

Impact of Change on Hours (include all internal and external resource hours):

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Approved: ☐ **Rejected:** ☐ **Deferred:** ☐

If deferred or rejected, provide reasoning and alternate proposals:

ADCRR SME Signature **Date**

ADCRR Offender Operations Signature **Date**

B&D Signature **Date**

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Appendix 5 - ACIS SERVICE DESK REQUESTER USER GUIDE

Adobe Acrobat Document

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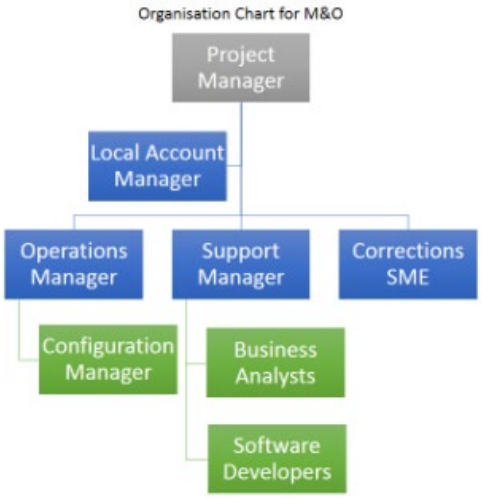
Appendix 6 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:



B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Charles Spannagel

Local Account Manager: Will Carbajal

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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Appendix 7 – EXHIBIT G

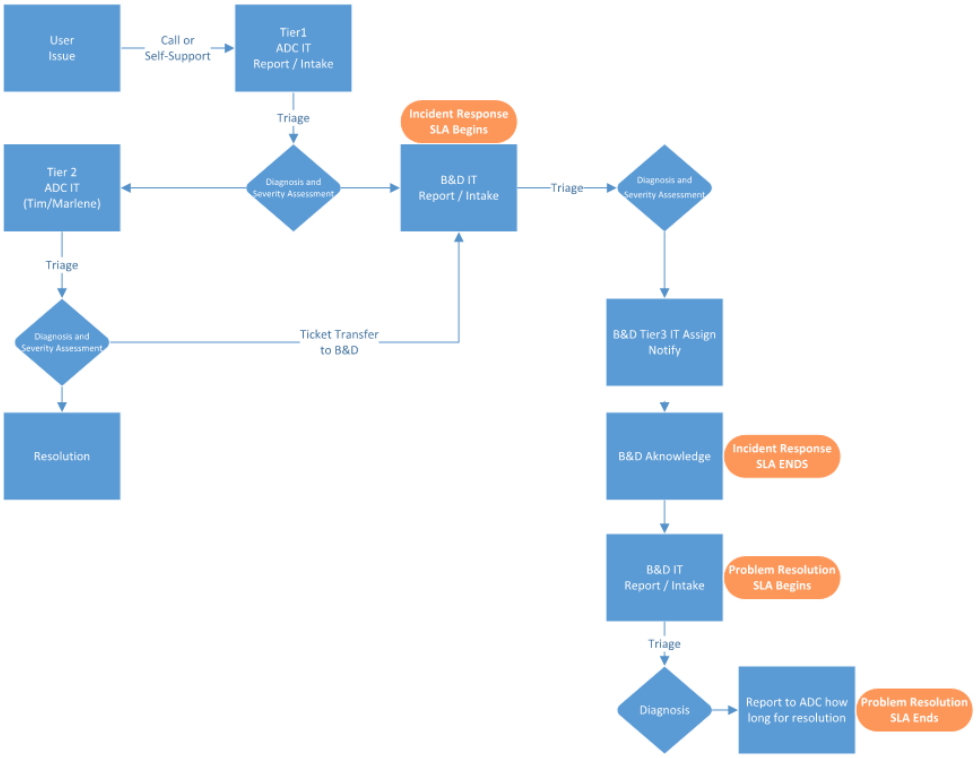
Adobe Acrobat Document

Appendix 8 – SLA INCIDENT REPORTING FLOW

Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

Business Hours M-F, 6AM-6PM



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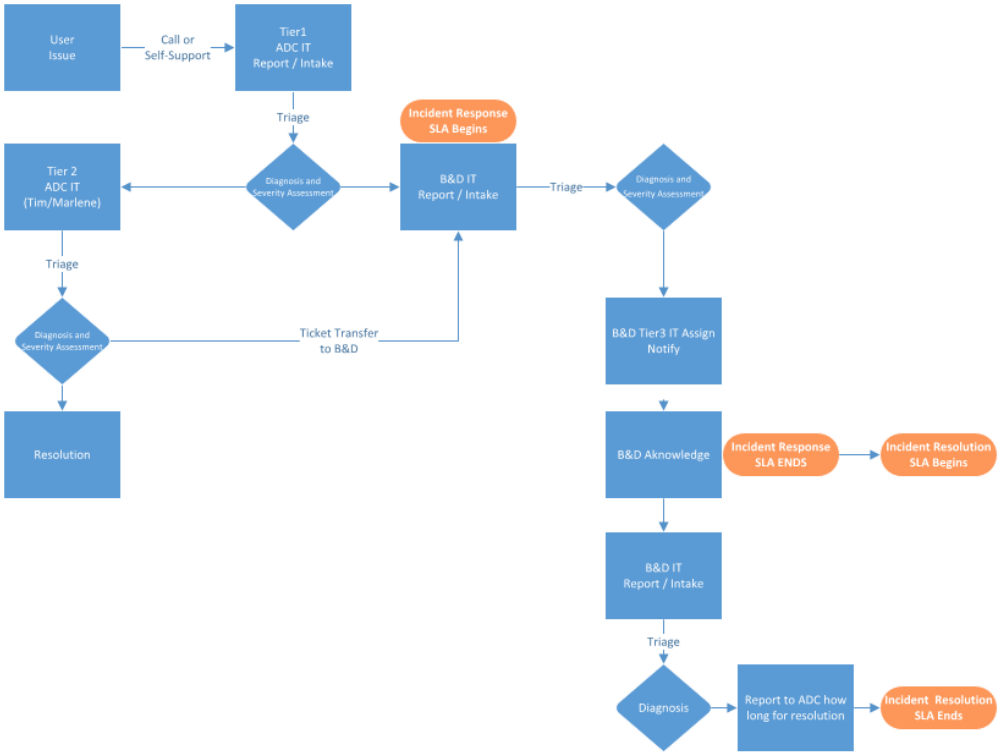
Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

After Hours, Weekends, Holidays and M-F 6PM-6AM



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Appendix 9 – TIME AND MATERIALS RATE CARD

All resources charged at the ‘standard rate’ $105 per hour.

Overtime hours will be charged at 1.5 times the ‘standard rate’ Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the ‘standard rate’ B&D Holidays.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel; Spencer Scott; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Cc:	Holly Greene
Subject:	Maintenance and Operation Agreement Draft
Date:	Thursday, May 28, 2020 10:35:02 AM
Attachments:	MandOAgreement_V4_ADCRR BND 20200526 Review.docx

Please see the attached draft we'll be working on during the course of this meeting.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry ("ADCRR") and Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

ADCRR Information Technology (IT) is responsible for first-line and second-line support. ADCRR IT support will attempt to resolve any non-product related issue prior to raising a third-line support ticket to B&D. ADCRR shall be responsible for specific problem determination and resolution for those items and issues that are not within the Mi-Case application.

The role of **first-line support** incident management is to attempt to collect as much information and diagnostics about the incident as possible. First-line may even resolve the issue when possible. This will reduce resolution time for all minor incidents (e.g. 'My computer doesn't work'; OR, 'My password needs to be reset').

The role of **second-line support** of incident management is comprised of staff to rule out end user training need and end user errors (e.g. 'How do I upload a document'; OR, 'I cannot locate a specific report').

If first and/or second-line support cannot resolve the issue, ADCRR IT support personnel will raise a ticket with B&D **third-line support**. See Appendix 6 for reference to B&D key resources.

If a third-line support ticket is determined to be a software defect, B&D agrees to provide a resolution within the time-period set forth in Appendix 3. In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The third-line support ticket procedure defined below shall be followed.

1 Third-line Support Ticket Procedure

1.1. In the event ADCRR IT support is unable to resolve the problem with the Software, the representative will submit a third-line support ticket with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise a support ticket with B&D-CSH, ADCRR IT support shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, fax, email or entering a support ticket within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number)

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number used by ADCRR's internal IT Service Desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the support ticket priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 ADCRR shall be responsible for ensuring that support tickets are raised only by those individuals designated to do so.

1.4 Upon receipt of the support ticket, it will be categorized according to the priority levels set forth in Appendix 2. B&D will at, all times, use its best efforts to respond to support tickets as quickly as possible in accordance with the target response and resolution times set out in Appendix 3.

1.5 The process flow of a support ticket will follow the agreed process flow as detailed in Appendix 8.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform ADCRR IT if a site visit is required to resolve a support ticket.

1.7 When a support ticket is passed to the B&D IRT, the IRT member appointed to resolve the support ticket shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from ADCRR to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Appendix 3. Once the IRT member has determined what is likely to be required to resolve the problem, they will inform the ADCRR IT support staff of the current state of the support ticket. Once a resolution path has been determined then the IRT member will inform the customer and close the support ticket in line with the support ticket closure flow Appendix 8. In the event that a response cannot be provided within the target response times set out in Appendix 3, the support ticket shall be escalated in accordance with the Escalation Procedure defined in section 4.

1.8 If a resolution of a support ticket is likely to result in a material impact on the Software or its related products, the IRT member will seek authorization from the ADCRR IT prior to carrying out any action that is likely to have such impact. If the support ticket is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from ADCRR. The IRT member will inform the customer and close the support ticket in line with the support ticket closure flow Appendix 8.

1.9 Should the investigation of a support ticket by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related products by ADCRR, the IRT member will inform ADCRR at the earliest opportunity indicating that any work to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 9 for the implementation of the change. In order to progress on any such works thereafter, B&D would require a written agreement and authorization from the Customer to

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correct problems not covered by this SLA. The IRT member will inform the customer and close the support ticket in line with the support ticket closure flow Appendix 8.

1.10 If the Customer disagrees with the IRT's findings, a report of the findings from both the IRT staff and the Customer's Helpdesk Staff will be provided to the named Support Delivery Manager for B&D and the Customer's Support Delivery Manager for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the Customer and B&D will negotiate the same findings for ultimate resolution.

1.11 Support tickets will be closed by mutual agreement between the Customer and the IRT member on the occurrence of any of the following:

1.11.1. The Customer and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. The Customer agrees that the software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case, the support ticket will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the customer that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the support ticket and the customer has failed to provide further clarification or information within 5 business days of the support ticket being opened and following at least 1 email reminder after the support ticket being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and the customer failing to test the appropriate target resolution time detailed in Appendix 3.

1.12 A standardized monthly '**support ticket report**' of all support tickets will be provided by the B&D-CSH to ADCRR's IT leadership team.

The monthly support ticket report will:

1.12.1. Show all active support tickets (for the entire time-period of the report).

1.12.2. Show all support tickets opened and closed during the entire time-period of the report including each target response and target resolution times.

1.12.3. The support ticket report will show the status (such as "in development", "under investigation", or "under review by the Customer") for each support ticket and any other comments or pertinent information about that support ticket for all reported support tickets.

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1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the Customer's Helpdesk Staff and the B&D will be set at the conclusion of the current months standing meeting.

2 Methods of Contacting B&D

The Customer may contact B&D-CSH by using any of the following means:

2.1 By entering a support ticket in the online B&D-CSH Service Desk at: http://servicedesk.bndna.com and following the ACIS Service Desk Requester User Guide detailed in Appendix 5.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the ADCRR with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The Customer Representative making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com , or such other email address provided by B&D to the Customer with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication. All emails should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations To Service

3.1 The Customer shall be entitled at any time during the Term of this Agreement to request in writing to B&D a Change Request or Variation to the Services already provided. The Customer shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by the customer

3.3 Following receipt of a Change Request or Variation to the Services pursuant to section 3.1 above, B&D will respond within ten (10) business days and shall inform the Customer in writing whether it considers such Change Request or Variation to the Services to be technically feasible; and if so, any amendment or variation to the Charges and /or Services that it would make as a result of such request, as such a formal estimate of effort (EOE) will be provided by B&D to the customer.

3.4 As part of the EOE, B&D will notify the customer of the number of hours required to implement the Change Request.

3.5 The Customer shall notify B&D within ten (10) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the Change Request or Variation to the Services as provided by B&D. The customer will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, the customer will provide B&D with an appropriate purchase order for the effort, in line with the time and materials rate card as Appendix 9 for the implementation of the change.

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3.6 If the customer identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure of the Customer to notify B&D within the ten (10) business day period shall be deemed to constitute the Customer's non-acceptance of the proposal.

3.7 Upon receipt of the NTP by the customer, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by the customer, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to the customer with an appropriate email.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and the Customer under the terms of this Agreement, and for reporting to the Customer.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify the customer and stop working on the Change.

3.11.1 The customer will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request / perhaps identifying a new change request with altered requirements / expectations all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the Change request (delays between stopping work and restarting will be reflected in a revised plan for the project)

3.12 A Change Request from the Customer to B&D should include not less than the information detailed in Appendix 4.

3.13 Upon the completion of the development of the change request B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 The customer will then test the Change Request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the Change request.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the Change request.

3.13.3.3 Any changes made by the customer to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

3.14 Following approval to promote the change request to the UAT environment B&D will formally notify the customer that the change has been successfully deployed and is ready for the customer UAT process.

3.15 Upon the completion and formal approval of the customer that the change has passed their UAT process a formal request to B&D will be made to promote the change to production.

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3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be final and any outstanding monies due for the change shall be invoiced and paid for by the customer when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment.

3.17 A standardized weekly report by email of all Change Requests will be provided by the B&D-CSH to the Customer's Helpdesk Staff. This report will show no less than:

3.17.4 All open Change Requests (for the entire time period of the report).

3.17.5 All Change Requests closed during the entire time period of the report.

3.17.6 The status (such as "in development", "under investigation", or "waiting for CMRB") for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Agreement shall have two stages:

4.1 Stage 1

If the support ticket has not been resolved within the appropriate Target Resolution Time, or the support ticket does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform the Customer of the escalation. The B&D-CSH will inform the originating Customer Point of Contact of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the support ticket has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the support ticket does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and the Customer Point of Contact will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. The Customer will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating Customer Point of Contact of the Stage 2 escalation.

4.3 B&D Management

A list of the B&D Directors, Managers will be provided to the ADCRR Service Desk staff upon initiation of this contract as Appendix 6 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Agreement to measure B&D's performance of the M&O service, these key metrics are detailed in Appendix 7 - Exhibit G

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6. Acceptance and Signatures

IN WITNESS WHEREOF the parties hereto have executed this Maintenance and operation Agreement to be effective for the term stated herein and do hereby attest to their acceptance of the terms and conditions of this Agreement by having caused this Agreement to be executed, sealed, and delivered the day and year first written below.

Arizona Department of Corrections, Rehabilitation and Reentry

By: _____

Role: _____

Date: _____

BUSINESS & DECISION, NORTH AMERICA (PA) INC.

By: _____

Role: _____

Date: _____

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Appendix 1 - THE SITE AND THE SERVICES

The Sites: List of all ADCRR Locations where the application is operated.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of support tickets
3. Determining the extent of any change required to deal with a support ticket
4. Progression, documentation and resolution of all support tickets
5. Impact analysis of requests for changes to the product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by the client) detailing the progress of support tickets.
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and the Customer.
10. Agreement of acceptance criteria testing for Software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the Products and all associated documentation; as produced by B&D
12. Assuring the Customer has latest copies of all software included in the Project and associated documentation
13. Maintenance of relevant documentation where applicable

Appendix 2 - PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a	3

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	requirement is not being met, but the application is otherwise usable.	
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

Appendix 3 - TARGET RESPONSE AND RESOLUTION TIMES

Priority	Target Response Time	Target Resolution Time
1	1 Clock Hour	5 Clock Hours
2	24 Clock Hours	48 Clock Hours
3	48 Business Hours	72 Business Hours
4	48 Business Hours	72 Business Hours

Target Response Time: is defined as the time, from the moment when the Customer notifies B&D of a support ticket (as defined in Section 1.1, Section 1.2, and Section 2), for B&D to begin working on the reported support ticket and to inform the Customer of this phase of the support ticket process.

Target Resolution Time: is defined as the targeted time, in 24-hour days, to resolve and initially close a support ticket as set out in Section 1.10. The targeted time to resolve a support ticket does not represent the reporting of the final closure as defined in Section 1.11.

There may be instances where a resolution cannot be achieved in the specified target time period. These situations are described in the paragraph below. When a resolution cannot be achieved in the specified target time period for any of the reasons described below, and it is mutually agreed that the circumstances do not constitute the need for escalation (as defined in Section 4), then no target resolution time will be entered in the standardized monthly **support ticket report** (as described in Section 1.12), and a comment that states "Target Resolution Time is on hold pending [*reason*]" will be added. The support ticket status of the *Target Resolution Time* for these instances will be revised once the issue preventing its resolution is settled.

Target Response and Resolution Exceptions:

Situations that may prevent a support ticket from meeting the *Target Response & Resolution Time*

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1. Support tickets that require approval from the Customer
2. Support tickets that represent a non-recurrence of an incident, or intermittent fault (as defined in Section 1.11.3)
3. Support tickets that require information and additional requested support from the Customer (as defined in Sections 1.5 through 1.12).
4. The Customer disagrees with the IRT's finding, and the support ticket cannot be closed (as defined in Section 1.10).
5. Any mutually agreed upon situation where the Customer and B&D determine that the support ticket cannot be resolved in the specified Target Resolution Time.

Under the above circumstances, the Target Resolution Time may be recalculated by subtracting the time required by the Customer to meet the requirements, requests or procedures that prevent the B&D IRT staff from resolving the support ticket as described in Sections 1.5 through 1.12. When these circumstances arise, B&D will not be liable for any failure to meet these targets.

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Appendix 4 - BUSINESS & DECISION SOW CHANGE ORDER FORM

Change Request (TFS)#:	AIMS2-##	**Request Date:**	
Project Name & Number:	AIMS2 Mi-Case Project		
Requested By:			
Request Name:			
Requested Priority:	☐ **Critical**	☐ **High**	☐ **Med/Low**

Description of Change:

Current State: **Future State:**

Reason for Change (include risks if not addressed):

Impact of Change (resources/functionality for this project and other projects):

Impact of Change on Dates/Milestones:

Impact of Change on Costs:

Cost Estimate:	**Describe how estimated costs impact approved budget:**

Impact of Change on Hours (include all internal and external resource hours):

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Approved: ☐ **Rejected:** ☐ **Deferred:** ☐

If deferred or rejected, provide reasoning and alternate proposals:

ADCRR SME Signature **Date**

ADCRR Offender Operations Signature **Date**

B&D Signature **Date**

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Appendix 5 - ACIS SERVICE DESK REQUESTER USER GUIDE

Adobe Acrobat Document

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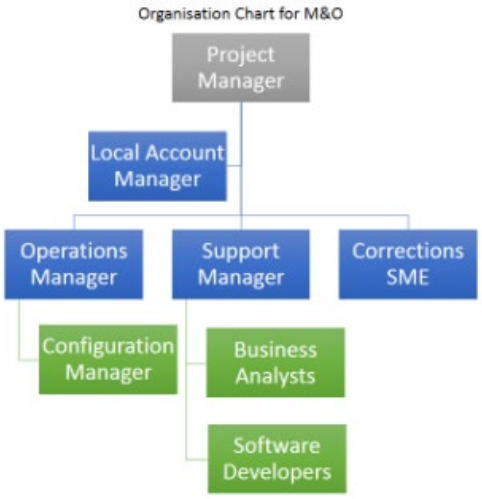
Appendix 6 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:



B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Charles Spannagel

Local Account Manager: Will Carbajal

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

ADCRR Key Resources (authorized to submit third-line support tickets):

IT Personnel

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Appendix 7 – EXHIBIT G

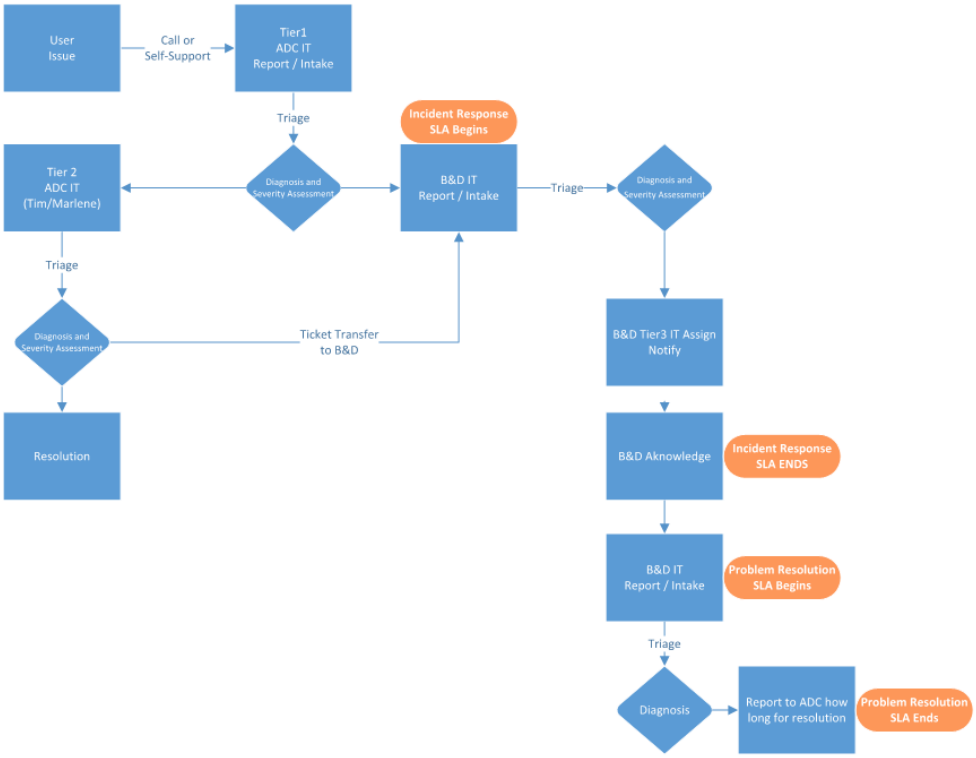
Adobe Acrobat Document

Appendix 8 – SLA INCIDENT REPORTING FLOW

Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

Business Hours M-F, 6AM-6PM



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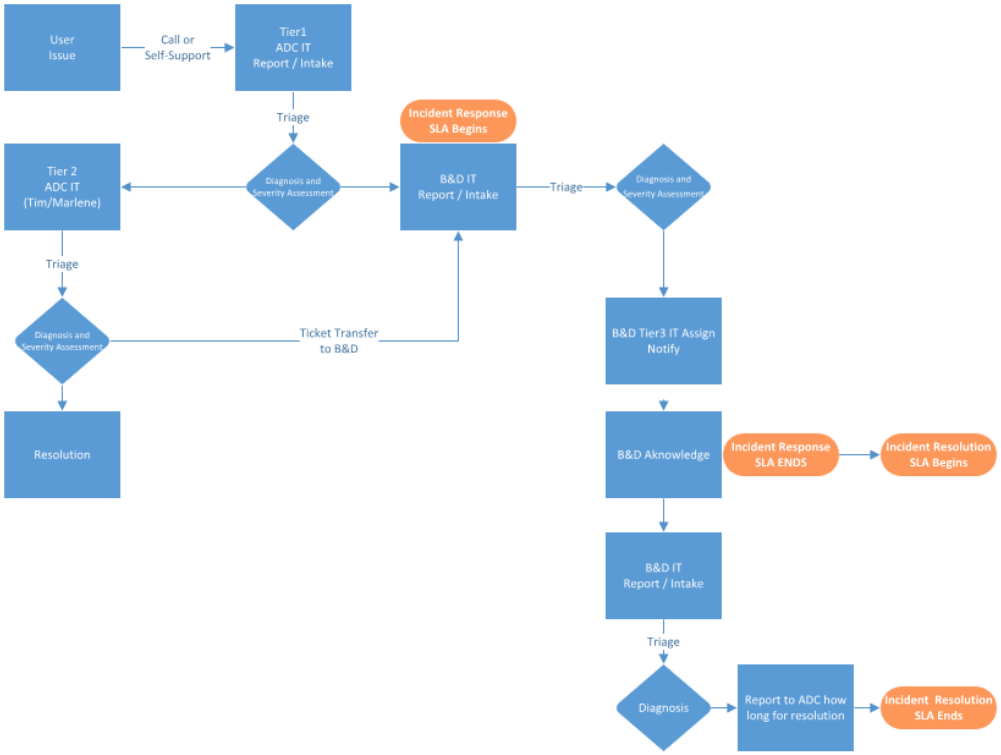
Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

After Hours, Weekends, Holidays and M-F 6PM-6AM



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Appendix 9 – TIME AND MATERIALS RATE CARD

All resources charged at the ‘standard rate’ $105 per hour.

Overtime hours will be charged at 1.5 times the ‘standard rate’ Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the ‘standard rate’ Holidays.

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Spencer Scott
Cc: Sandy Wang; Holly Greene
Subject: Re: CAP Components
Date: Wednesday, May 27, 2020 6:54:46 PM

Thank you Spencer.

BND agrees with ADC's plan (115). Thank you for working through this with us.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On May 27, 2020, at 5:09 PM, Spencer Scott <sscott3@azadc.gov> wrote:

During our CAP discussion today, there was a difference identified between both sides' understanding of the CAP contents.

* B&D planned to include any bugs created up to 02/21/2020 that are still open. Qty. 63
* ADCRR planned to include any bugs created up to 04/30/2020 that are still open. Qty. 115

The difference between these two positions is (52) open bugs created between 02/22/2020 and 04/30/2020. The attachment shows the specific bugs and highlights the (52) in question in blue.

I created these figures by pulling a list of active bugs in TFS (State=all, except Closed) and sorting by Created Date.

If there are any concerns with this assessment of the situation, please advise.

Warm Regards,

Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
<CAP Open Bugs.xlsx>

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: Holly Greene; Spencer Scott; Trevor Baker; Cindy Hyser-Crauwels
Subject: RE: B&D EUIL Estimates
Date: Wednesday, May 27, 2020 3:45:10 PM
Attachments: image001.png
image002.png

Sandy,

We are actively working to finish them as we speak and hope to have them to you by this afternoon. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Wednesday, May 27, 2020 3:20 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Subject: Re: B&D EUIL Estimates

Hi, Charles, are there more estimates to come? There are 11 estimates attached with your email, but we requested 23.

On Tue, May 26, 2020 at 5:12 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> Please find the attached EUIL estimates. If you have any questions please let me know. Thank you.
>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>

AMERICAN OVERSIGHT

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Spencer Scott; Joseph Nicoletti; Rusty Johnson
Subject: Re: SLA Exhibit G
Date: Wednesday, May 27, 2020 3:43:01 PM
Attachments: image002.png

Hi Charles-

Thank you for sending. I adjusted your update for the '**User Response Time**'.

Previous:

ADCRR and B&D are committed to a continued discussion surround the SLA metrics and how they may be adjusted in the future. To that end, B&D and ADCRR IT will meet in 6 months and will adjust accordingly if needed. B&D will research and determine the best method and techniques for monitoring the response times for calculations, formulas and workflows; and what a logical and reasonable response time should be.

Updated:

ADCRR and B&D are committed to a continued discussion surrounding the SLA metrics and how they may be adjusted in the future. B&D and ADCRR IT will meet in 6 months and will adjust accordingly if needed. B&D will research and determine the best method and techniques for monitoring the response times for calculations, formulas and workflows; and what a logical and reasonable response time should be.

As for the **reports**, the decision to remove was under the old regime. Myself and my teams feel that should never have happened and asked that it be reintroduced as it was there to begin with. We reworded it to what we feel is applicable with respect to support. According to the notes, B&D had no comments or updates. I took that as B&D was okay with this. Please let us know B&D's position and their recommendations for compromise so that if something breaks, we receive support (e.g. like the report server is down; existing reports stop functioning without any changes made by ADCRR; etc.).

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, May 27, 2020 at 12:32 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly and Team,
>
> I have made the updates per our discussion to Exhibit G. Please review and let me know if there are any question. I changed the wording a bit under "User Response Time" so it reads a little more succinct and clearer. It states the same core items that we (both ADCRR and B&D) wanted included. We also need a discussion about the reports section which you will read lower down the message. Thank you.
>
> Previous:
>
> Per conversation between ADCRR and B&D, we agreed we will keep the SLA description in Column C for now. We will revisit this SLA metric as a team (B&D and ADCRR IT) in 6 months and will adjust accordingly. B&D will research and determine the best method and techniques for monitoring the response times for calculations, formulas and workflows; and what a logical and reasonable response time should be

AMERICAN OVERSIGHT

Updated:

ADCRR and B&D are committed to a continued discussion surround the SLA metrics and how they may be adjusted in the future. To that end, B&D and ADCRR IT will meet in 6 months and will adjust accordingly if needed. B&D will research and determine the best method and techniques for monitoring the response times for calculations, formulas and workflows; and what a logical and reasonable response time should be.

Reports: We have an issue here because it states in the excel document as well as the exhibit G that this was removed or it was planned to be removed. I am not sure if this is documented from Dwight but Dean marked it as removed in the PDF? Holly, what should we do here. We are currently working this on a daily basis so I am not sure how to put an SLA behind it since it's part of the support model and you guys are indicating when we should work. Please let me know your thoughts.

Reporting	***Planned possible removal by mutual agreement <-- This was done in late February or early March 2020.** Exhibit G Service Level Agreement (SLA) of the Maintenance and Operations Manual reads as follows: • 100% of data required for reporting purposes shall be available when required. Report shall be provided within 5 Business Days as requested by ADC • 100.% of required reports (Contractor-produced) shall be delivered to ADC by the data and time specified. Report shall be provided within 5 Business Days as requested by ADC • 100% of user-generated	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	No update or comments	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	

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	reports must be produced on the schedule indicated in the request. Report shall be provided within 5 Business Days as requested by ADC • 100% of all reports are stored according to specifications. Report shall be provided within 5 Business Days as requested by ADC • 100% of all reports are retrievable within five (5) minutes. Report shall be provided within 5 Business Days as requested by ADC • 100% of required reports shall be produced accurately. Report shall be provided within 5 Business Days as requested by ADC	environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.				

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joseph Profiri; Charles Spannagel
Cc: Dean Allen
Subject: **RESPONSE NEEDED**: Re: M&O Hours Approval
Date: Wednesday, May 27, 2020 3:22:59 PM
Attachments: image006.png

Hello Deputy Director Profiri-

Please see the email below. Based on our conversation with Charles and the adjustment for 5/17, I believe B&D's documented consumption of time to be true. Therefore, I approve of the time noted as having been used.

Please let us know your stance and if you approve the backdated lot of hours used.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, May 27, 2020 at 2:13 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I need to follow up on ADCRR's approval of the hours listed below. Holly you will notice that the Ad Hoc numbers were removed for 5/17. Please let me know if you have any questions. Thank you.

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			56.5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

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communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Dean Allen; Holly Greene; Joseph Profiri
Subject: M&O Hours Approval
Date: Wednesday, May 27, 2020 2:13:15 PM
Attachments: image006.png

Good afternoon,

I need to follow up on ADCRR's approval of the hours listed below. Holly you will notice that the Ad Hoc numbers were removed for 5/17. Please let me know if you have any questions. Thank you.

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			56.5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Joseph Nicoletti; Sandy Wang; Spencer Scott
Subject: M&O Meeting Request
Date: Wednesday, May 27, 2020 12:35:27 PM
Attachments: image003.png

Good afternoon,

I would like to request a meeting for tomorrow to continue to review the M&O document. My hope is to get your feedback in front of Dean by tomorrow evening if possible. Please let me know and I will make myself available for anytime that works for you. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Spencer Scott; Joseph Nicoletti; Rusty Johnson
Subject: SLA Exhibit G
Date: Wednesday, May 27, 2020 12:32:58 PM
Attachments: Exhibit G WIP.pdf
image002.png

Holly and Team,

I have made the updates per our discussion to Exhibit G. Please review and let me know if there are any question. I changed the wording a bit under "User Response Time" so it reads a little more succinct and clearer. It states the same core items that we (both ADCRR and B&D) wanted included. We also need a discussion about the reports section which you will read lower down the message. Thank you.

Previous:

Per conversation between ADCRR and B&D, we agreed we will keep the SLA description in Column C for now. We will revisit this SLA metric as a team (B&D and ADCRR IT) in 6 months and will adjust accordingly. B&D will research and determine the best method and techniques for monitoring the response times for calculations, formulas and workflows; and what a logical and reasonable response time should be

Updated:

ADCRR and B&D are committed to a continued discussion surround the SLA metrics and how they may be adjusted in the future. To that end, B&D and ADCRR IT will meet in 6 months and will adjust accordingly if needed. B&D will research and determine the best method and techniques for monitoring the response times for calculations, formulas and workflows; and what a logical and reasonable response time should be.

Reports: We have an issue here because it states in the excel document as well as the exhibit G that this was removed or it was planned to be removed. I am not sure if this is documented from Dwight but Dean marked it as removed in the PDF? Holly, what should we do here. We are currently working this on a daily basis so I am not sure how to put an SLA behind it since it's part of the support model and you guys are indicating when we should work. Please let me know your thoughts.

	***Planned possible removal by mutual agreement <-- This was done in late February or early March 2020**. Exhibit G Service Level Agreement (SLA) of the Maintenance and Operations Manual reads as follows: • 100% of data required for reporting purposes shall be available when required. Report shall be provided within 5 Business Days as requested by ADC	• For new reports, changes to existing reports or	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system,		• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system,	

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Reporting	• 100.% of required reports (Contractor-produced) shall be delivered to ADC by the data and time specified. Report shall be provided within 5 Business Days as requested by ADC • 100% of user-generated reports must be produced on the schedule indicated in the request. Report shall be provided within 5 Business Days as requested by ADC • 100% of all reports are stored according to specifications. Report shall be provided within 5 Business Days as requested by ADC • 100% of all reports are retrievable within five (5) minutes. Report shall be provided within 5 Business Days as requested by ADC • 100% of required reports shall be produced accurately. Report shall be provided within 5 Business Days as requested	ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	will be managed under the incident response and resolution SLA.	No update or comments	will be managed under the incident response and resolution SLA.		

AMERICAN OVERSIGHT

	by ADC					

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
REHABILITATION AND REENTRY
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Response SLA:	▪ Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec). ADCRRRR expects continuous improvement both internally to the agency and externally from B&D to achieve industry standards. Please see example detailed below: 	2% The SLA is defined by the aggregate compliance of all System Response SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	Google Analytics Avg. Page Load Time (sec),	

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Calculation Formula	The proprietary Google Analytics Avg. Page Load Time (sec)	

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Service Level Agreement – System Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Google Analytics Avg. Page Load Time (sec), as detailed on the Google Analytics Dashboard and a daily report will be emailed to the customer.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

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Service Level Agreement – System Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – User Response Time

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
User Response SLA:	All response times are affected whenever a request by the user invokes a remote interface with other systems. ADCRR and B&D are committed to a continued discussion surround the SLA metrics and how they may be adjusted in the future. To that end, B&D and ADCRR IT will meet in 6 months and will adjust accordingly if needed. B&D will research and determine the best method and techniques for monitoring the response times for calculations, formulas and workflows; and what a logical and reasonable response time should be. Average page load time <= 5 seconds for the " https://aims2.us/ProtectiveCustody/ PCInterviewAssessment.aspx Screen "	2% The SLA is defined by the aggregate compliance of User Response SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	Recorded for the URL: https://aims2.us/ ProtectiveCustody/PCInterviewAssessment.aspx Screen as documented in the CloudFlare Browser Insights Measure	

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Calculation Formula	Recorded for the URL: https://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx Screen as documented in the CloudFlare Browser Insights Measure	

AMERICAN OVERSIGHT

Service Level Agreement – User Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Recorded for the URL: https://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx Screen as documented in the CloudFlare Browser Insights Measure	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – User Response Time

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Availability and Reliability

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Availability and Reliability SLA:	▪ 24/7/365 99.95% up time in Production; measured weekly. ADCRR strikes this statement for unplanned outages (with no more than 2 hours down time within any business day)(6 a.m. to 6 p.m. Arizona time, 7 days a week) ▪ No more than two (2) consecutive outages in any week. (ADCRR strikes this statement for unplanned outages) ▪ 95.0 % of all failover events are concluded in less than 4 hours. ▪ 99.9 % of failover events must be concluded in less than 8 hours. ▪ 95.0% availability of the reporting system (24 hours, 7 days a week except for maintenance and upgrades as agreed upon by parties). ▪ 95.0% availability of the test regions during scheduled times.	ADCRR Asserts 40% withholding if clarification not accepted by Offeror The SLA is defined by the aggregate compliance of System Availability and Reliability SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 40% Withholding percentage will be incurred by the Offeror
Data Collection Process	Uptime Robot for the Production environment	
Calculation Formula	Uptime Robot for the Production environment	

AMERICAN OVERSIGHT

Service Level Agreement – System Availability and Reliability

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Uptime Robot for the Production environment	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – System Availability and Reliability

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Accuracy

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Accuracy SLA:	▪ 100 % of data must be delivered accurately. ▪ 100 % of actions must be completed accurately. ▪ 100 % of sentence calculations* must be completed accurately. ▪ 100 % of on-line update transactions are accurate. ▪ 100 % of cases and related data must be converted accurately. ▪ 100 % of case records must be compiled, returned, and displayed accurately. Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADCRR SMEs and system reports. Additional verification/audits are at the discretion of ADCRR. *(based on the calculation rules that ADCRR have provided to B&D which are documented within the latest and agreed functional requirements specifications)	2% The SLA is defined by the aggregate compliance of System Accuracy SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADCRR SMEs and system reports. Additional verification/audits are at the discretion of ADCRR.	
Calculation Formula	Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADCRR SMEs and system reports. Additional verification/audits are at the discretion of ADCRR.	

AMERICAN OVERSIGHT

Service Level Agreement – System Accuracy

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADCRR SMEs and system reports. Additional verification/audits are at the discretion of ADCRR.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – System Accuracy

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Maintenance / Updates / Upgrades

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Maintenance / Updates / Upgrades SLA:	▪ Maintenance to be performed inside scheduled windows. ▪ Updates/upgrades should be implemented to improve/provide needed functionality as dictated by business/technical needs. ▪ ADCRR Requires prior approval and schedule notification for any Maintenance, Updates and/or Upgrades. ▪ If any Offeror Maintenance Updates and/or Upgrades cause an outage or failure impacting ADCRR end Users then the Offeror will be held accountable to current System Availability and Reliability SLA metrics. Furthermore, Offeror shall be responsible for uninstalling, backing out or deleting implemented changes to prior working state. If ADCRR requires or mandates a Change Control process approved change; than Offeror shall work with ADCRR to restore service to prior working state at no SLA impact to Offeror.	1% The SLA is defined by the aggregate compliance of Maintenance / Updates / Upgrades SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	Scheduled application release table and deployment note	
Calculation Formula	Scheduled application release table and deployment note	

AMERICAN OVERSIGHT

Service Level Agreement – Maintenance / Updates / Upgrades

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Scheduled application release table and deployment note	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Maintenance / Updates / Upgrades

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity & Destruction SLA:	▪ All data shall be backed up on a regular schedule to meet state, federal and industry standards and requirements. ▪ All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files. ▪ The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the Offeror. ▪ The procedures shall be updated to be current for each recovery test. ▪ In cases where files are not backed up, e.g., operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system. Data storage will meet State, federal, and industry standards and requirements. ▪ Data destruction will meet State, federal, and industry standards and requirement.	1% The SLA is defined by the aggregate compliance of Data Integrity & Destruction SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	AWS backup logs reports from the production environment	

AMERICAN OVERSIGHT

Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Calculation Formula	AWS backup logs reports from the production environment	
Data Collection Method	AWS backup logs reports from the production environment	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	

AMERICAN OVERSIGHT

Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Security SLA:	**Internal and external security to meet State, federal and industry standards and regulations.** ○ Password security ○ Data encryption ○ Firewall ○ Identity management ○ Anti-virus/spyware ○ Web content monitoring/filtering ○ Weekly/monthly/quarterly/annual security reports and updates review. ○ 100% of all security breaches must be reported to ADCRR in writing and by telephone immediately at the time of the incident. ○ 100% of all security breaches must be mitigated within the time frames approved by ADCRR at the time of the incident. Cooperate with ADCRR vulnerability management - as measured with a state mandated penetration testing and remediation requirements.	2% The SLA is defined by the aggregate compliance of Security SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	Report from the mandated penetration testing and remediation requirements.	
Calculation Formula	Report from the mandated penetration testing and remediation requirements.	

AMERICAN OVERSIGHT

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Report from the mandated penetration testing and remediation requirements.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Incident Response Time & Target

<table>
<tr><th>HEADING</th><th>DESCRIPTION</th><th>SLA Non-Compliance Withholding %</th></tr>
<tr><td>Incident Response Time & Target SLA:</td><td>
<table>
<tr><th>Category</th><th>Priority</th><th>Target Response Time</th></tr>
<tr><td>Critical</td><td>1</td><td>1 Clock Hour</td></tr>
<tr><td>High</td><td>2</td><td>24 Clock Hours</td></tr>
<tr><td>Medium</td><td>3</td><td>48 Business Hours</td></tr>
<tr><td>Low</td><td>4</td><td>48 Business Hours</td></tr>
</table>
*ADCRR and B&D agree to revisit these SLAs in 6 months or sooner to ensure the clock hours vs business hours meet the need of ADCRR. This Metric may be adjusted if needed.
</td><td>2%
The SLA is defined by the aggregate compliance of Incident Response Time & Target SLA Metrics/ Components.

If one metric in this category is not met than the category is deemed by ADCRR as not compliant.

The full 2% Withholding percentage will be incurred by the Offeror</td></tr>
<tr><td>Data Collection Process</td><td>B&D ServiceDesk Support Ticket Monthly Analysis</td><td></td></tr>
<tr><td>Calculation Formula</td><td>Any Service Ticket that does not meet the Incident Response Time & Target SLA.</td><td></td></tr>
</table>

AMERICAN OVERSIGHT

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Support Tickets entered into the B&D ServiceDesk	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed	Not Applicable	

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Incident Resolution Time & Target

<table>
<tr><th>HEADING</th><th>DESCRIPTION</th><th>SLA Non-Compliance Withholding %</th></tr>
<tr><td>Incident Resolution Time & Target SLA:</td><td>
<table>
<tr><th>Category</th><th>Priority</th><th>Target Resolution Time</th></tr>
<tr><td>Critical</td><td>1</td><td>5 Clock Hours</td></tr>
<tr><td>High</td><td>2</td><td>48 Clock Hours</td></tr>
<tr><td>Medium</td><td>3</td><td>72 Business Hours</td></tr>
<tr><td>Low</td><td>4</td><td>72 Business Hours</td></tr>
</table>
*ADCRR and B&D agree to revisit these SLAs in 6 months or sooner to ensure the clock hours vs business hours meet the need of ADCRR. This Metric may be adjusted if needed.
</td><td>1%
The SLA is defined by the aggregate compliance of Incident Resolution Time & Target SLA Metrics/ Components.

If one metric in this category is not met than the category is deemed by ADCRR as not compliant.

The full 1% Withholding percentage will be incurred by the Offeror</td></tr>
<tr><td>Data Collection Process</td><td>B&D ServiceDesk Support Ticket Monthly Analysis</td><td></td></tr>
<tr><td>Calculation Formula</td><td>Any Service Ticket that does not meet the Incident Response Time & Target SLA.</td><td></td></tr>
</table>

AMERICAN OVERSIGHT

Service Level Agreement – Incident Resolution Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Support Tickets entered into the B&D ServiceDesk	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Incident Resolution Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
User Support SLA:	▪ Monday– Sunday 6am – 6pm – Technical (except holidays) ▪ On call after hours support as negotiated with ADCRR ▪ It will be agreed without exceptions or conditions that after- hour technical support will be provided under a Time and Material basis. ▪ The Offeror further agrees that in no case will an after hour service request by ADCRR be refused by the Offeror and any escalation paths will be followed.	1% The SLA is defined by the aggregate compliance of User Support SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	Uptime report for Ring Central and ServiceDesk tool	
Calculation Formula	Uptime report for Ring Central and ServiceDesk tool	

AMERICAN OVERSIGHT

Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Uptime report for Ring Central and ServiceDesk tool	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Reporting SLA:	**Removed by mutual agreement.**	**Removed.**
Data Collection Process	**Removed by mutual agreement.**	
Calculation Formula	**Removed by mutual agreement.**	

AMERICAN OVERSIGHT

Service Level Agreement – Report

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Removed by mutual agreement.	
Measurement Window	Removed by mutual agreement.	
Data Inclusions	Removed by mutual agreement.	
Measurement Exceptions	Removed by mutual agreement.	
Reporting Requirements	Removed by mutual agreement.	
Additional Information		
Contacts	Removed by mutual agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Report

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	**Removed by mutual agreement.**	
Last Reviewed	**Removed by mutual agreement.**	

AMERICAN OVERSIGHT

Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
SLA Reporting SLA:	▪ **The Offeror shall provide a Monthly status reports that provide previous month's SLA performance data** ▪ **The Offeror shall also provide a rolling previous 3/6/9 month intervals** ▪ **ADCRR requires a monthly SLA reporting meetings with the appropriate documentation.** ▪ **ADCRR requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement.**	1% The SLA is defined by the aggregate compliance of SLA Reporting SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	Provision of monthly status report and attendance at monthly SLA meeting.	
Calculation Formula	Provision of monthly status report and attendance at monthly SLA meeting.	

AMERICAN OVERSIGHT

Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Provision of monthly status report and attendance at monthly SLA meeting.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Contractor Staffing SLA:	Offeror shall maintain 100% resource availability for Key M&O Staff Roles as identified in Appendix 6 of the Maintenance and Operations Agreement..	1% The SLA is defined by the aggregate compliance of Contractor Staffing SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADCRR as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	B&D time sheet system	
Calculation Formula	B&D time sheet system	

AMERICAN OVERSIGHT

Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	B&D time sheet system	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Gergana Kovatcheva; Lynda Wade
Cc: Linda Finchum; Holly Greene; George Martinez; Sandy Wang; Luis Blázquez; John Vitale; Charles Spannagel
Subject: RE: Utility Fees Follow Up
Date: Wednesday, May 27, 2020 10:37:21 AM

George and I spoke about this today. He wanted to know if we do turn this off and then back on later if it would process all records retroactively. The answer to that is no. When it runs in the middle of the month each month, it only sends the prior month's utility fees. I'm not sure we need to turn it off on our end if John has done something to keep something from processing on his end but I can't speak for what's configured on the KeepTrak side.

Also as it stands we still have not send the April Fees that would have sent on May 16th. Let us know if we should send them. We will need to do this before June 1st if we do. Also let us know if we need to disable the utility fees on our side.

Thanks!
Aaron

From: Gergana Kovatcheva <gkovatcheva@azadc.gov>
Sent: Thursday, May 21, 2020 6:49 PM
To: Lynda Wade <lwade@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Sandy Wang <swang@azadc.gov>; Luis Blázquez <luis.blazquez@bndna.com>; John Vitale <jvitale@keefegroup.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: Utility Fees Follow Up

Hello,

Please see the attached Inmate notification.

1. **We still have not sent the April utility fees to Keefe.**
2. **Do we need to? No , until further notice.**
3. **Also should we disable this interface on our side for now or should we continue to send and just let John/KeepTrak determine whether or not to process the records we send? I cannot answer this question, it is not my expertise. We will notify you when the deduction will take place again. What is the appropriate technical solution for the temporary hold, I cannot advise.**

Regards,

Gergana Kovatcheva, CPA, CGFM, CPM
Chief Financial Officer/ Bureau Administrator
Arizona Department of Corrections, Rehabilitation & Reentry
1645 W. Jefferson St, Phoenix, AZ 85007
Office :602-364-3418
gkovatcheva@azadc.gov

On Thu, May 21, 2020 at 10:12 AM Lynda Wade <lwade@azadc.gov> wrote:

> Gergana... Can you answer Charles questions below regarding Utility Fee Charges?
>
> - **This leaves a few questions to be answered.**
>   1. **We still have not sent the April utility fees to Keefe.**
>   2. **Do we need to?**
>   3. **Also should we disable this interface on our side for now or should we continue to send and just let John/KeepTrak determine whether or not to process the records we send?**
>
> Lynda Wade
> Accounting Specialist Manager
> Inmate Trust Accounts
> 602 364-3412
> LWADE@AZADC.GOV
>
> On Thu, May 21, 2020 at 10:00 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Good morning Linda W and Linda F,
> >
> > Aaron and Luis (B&D) were able to meet with John Vitale from Keefe and work on a solution for the Utility Fee issued we had reported last week. Could you please read through Aaron's email directly below and provide guidance on how you would like to move forward. If we need another call to talk through any of the points listed below I will happily set it up for all parties. Thank you.
> >
> > -Charles
> >
> > **Hi Charles,**
> >
> > **On a call today with John Vitale from Keefe Group we discussed the utility fees that we send to them each month.**
> >
> > - **On April 17th our interface ran a monthly task to send utility fees for inmates with electrical devices. These are charges for March. John Vitale mentioned that these records were received but NOT loaded into the system because Utility Fees were being waived at the moment due to COVID-19.**
> > - **On May 16th the interface was scheduled to run and send the utility fees for April but as we know there was a problem and that interface did not run.**
> > - **On the call with John to discuss this we became aware that ADC was not charging utility fees at them moment.**
> > - **This leaves a few questions to be answered.**

AMERICAN OVERSIGHT

1. **We still have not sent the April utility fees to Keefe.**
2. **Do we need to?**
3. **Also should we disable this interface on our side for now or should we continue to send and just let John/KeepTrak determine whether or not to process the records we send?**

John mentioned he will be meeting with ADC tomorrow and could also discuss then as well.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile: [redacted] Email: aaron.pratt@bndna.com

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Aaron Bailey; David Wrbelis; Hagay Hazan; Harika Chikkala; Jeff Woodward; Joseph Nicoletti; Phil Wussow; Rusty Johnson; Sandy Wang; Spencer Scott
Subject:	Re: Ad-Hoc Support
Date:	Tuesday, May 26, 2020 5:36:30 PM
Attachments:	image003.png image004.png

Yes, that's correct.

Please provide the hours for this effort.

-Holly

On Tue, May 26, 2020 at 5:17 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Thank you. I just need to clarify for my team. We are to follow the report promotion process per Aaron's direction? The promotion process does include QA-testing and I want to make sure we are all on the same page there. Please let me know. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, May 26, 2020 4:48 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Holly Greene

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<hgreene@azadc.gov>
Subject: Re: Ad-Hoc Support

No. The only thing I authorized Aaron to do (today) was to reach out to the B&D group and ask that they follow the report promotion process this week.

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, May 26, 2020 at 2:21 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I just wanted to confirm that we are to support the Ad-Hoc requests? I didn't get a chance to follow up with you on the call. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Spencer Scott
Cc: Trevor Baker; Cindy Hyser-Crauwels
Subject: B&D EUIL Estimates
Date: Tuesday, May 26, 2020 5:14:47 PM
Attachments: BD_ADCRR_EUIL_Estimation_28992_Violator_CSED.pdf
BD_ADCRR_EUIL_Estimation_29221_Law_Change_Life_Sentences.pdf
BD_ADCRR_EUIL_Estimation_30307_TIS_Adjust_Past_CSBD.pdf
BD_ADCRR_EUIL_Estimation_31598_Release_Type_Definitions.pdf
BD_ADCRR_EUIL_Estimation_39463_SBD_Prior_to_Offense_Date.pdf
BD_ADCRR_EUIL_Estimation_39609_Cell Screening.pdf
BD_ADCRR_EUIL_Estimation_40167_Remove_PRR_Rules.pdf
BD_ADCRR_EUIL_Estimation_40386_Five_Year_Non-Disc.pdf
BD_ADCRR_EUIL_Estimation_40392_Aging_Out.pdf
BD_ADCRR_EUIL_Estimation_40940_PVT_Initial_Classification.pdf
BD_ADCRR_EUIL_Estimation_41361_Manslaughter_Review.pdf
image003.png

Good afternoon,

Please find the attached EUIL estimates. If you have any questions please let me know. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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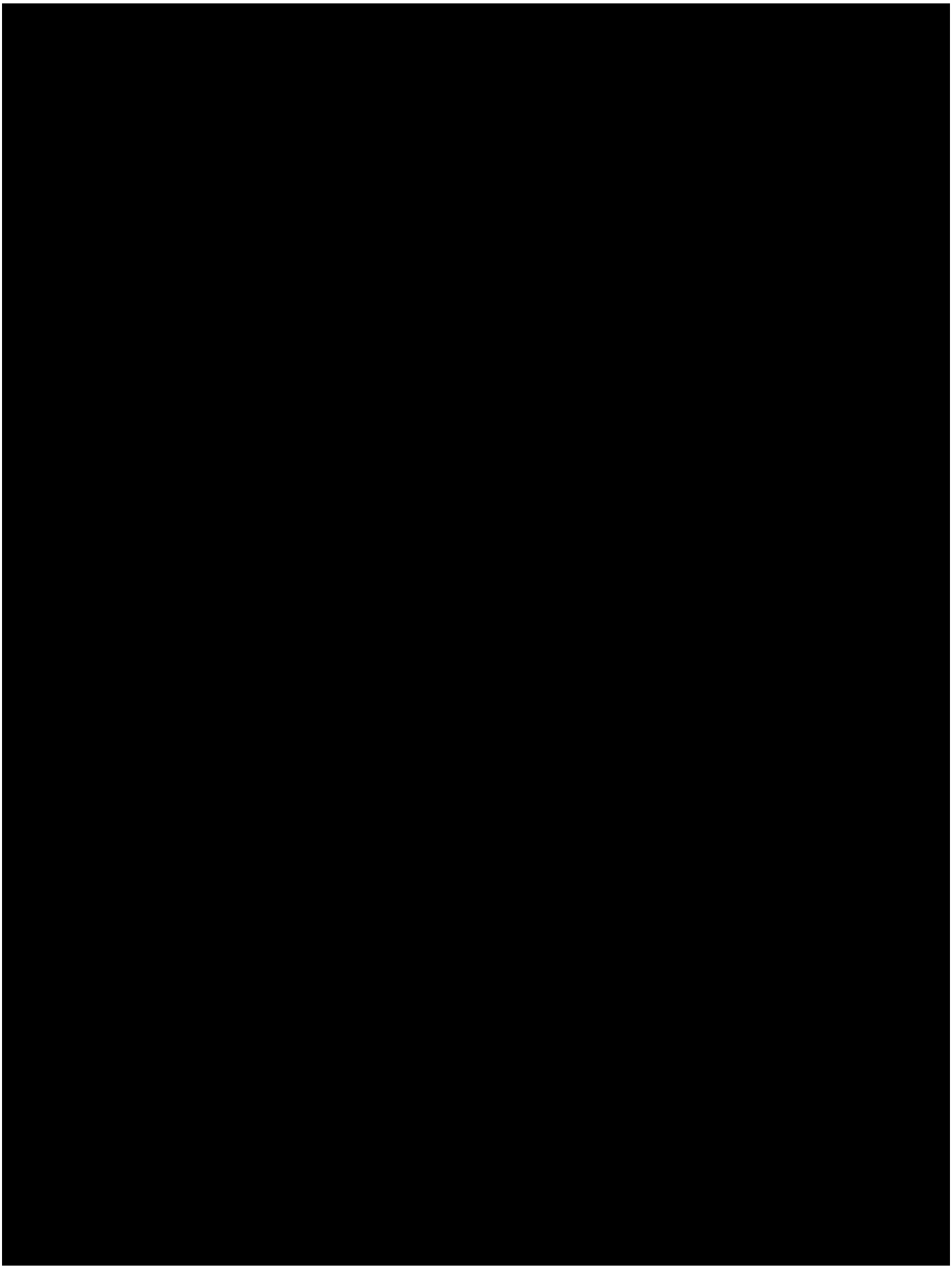

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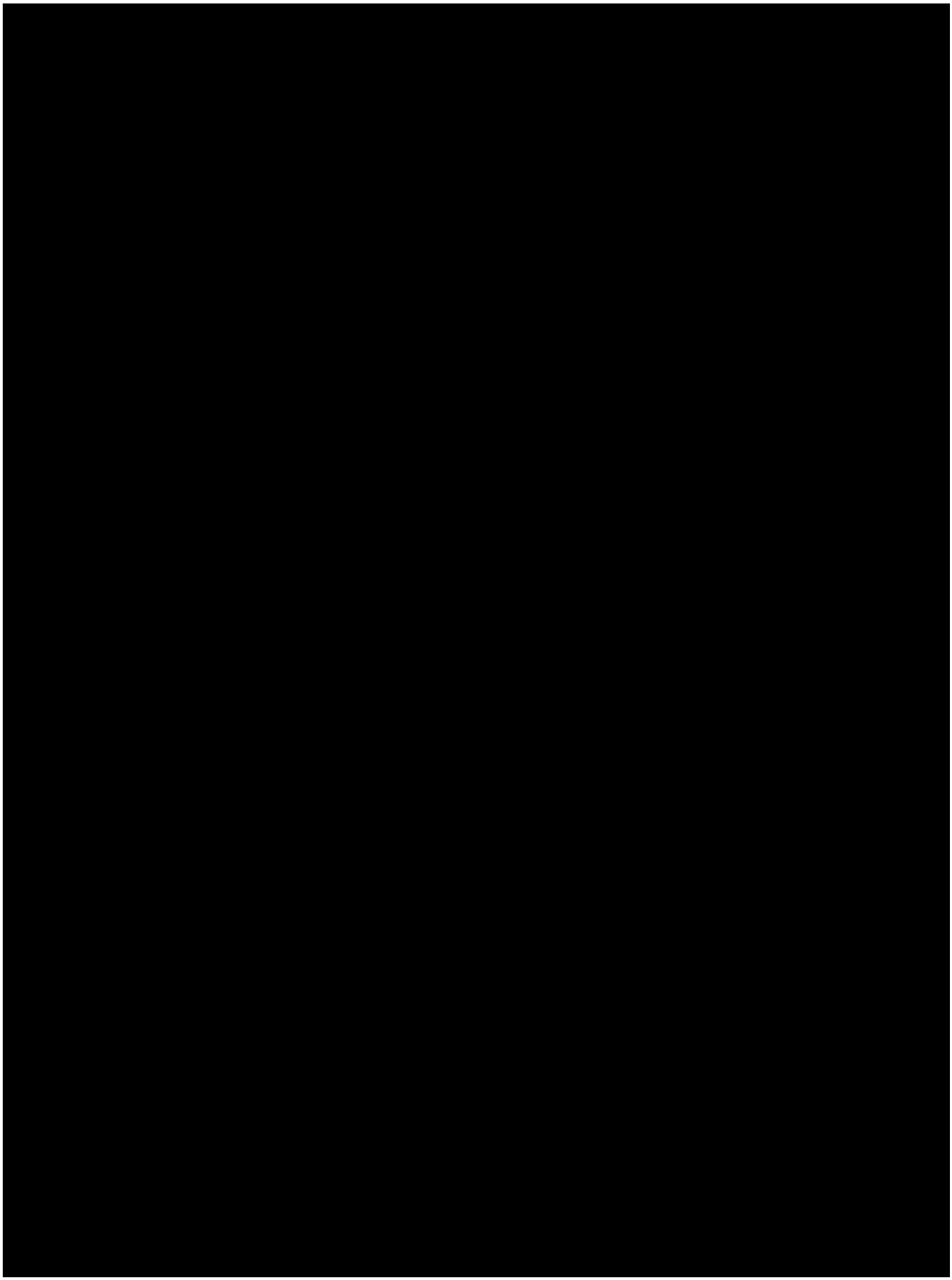

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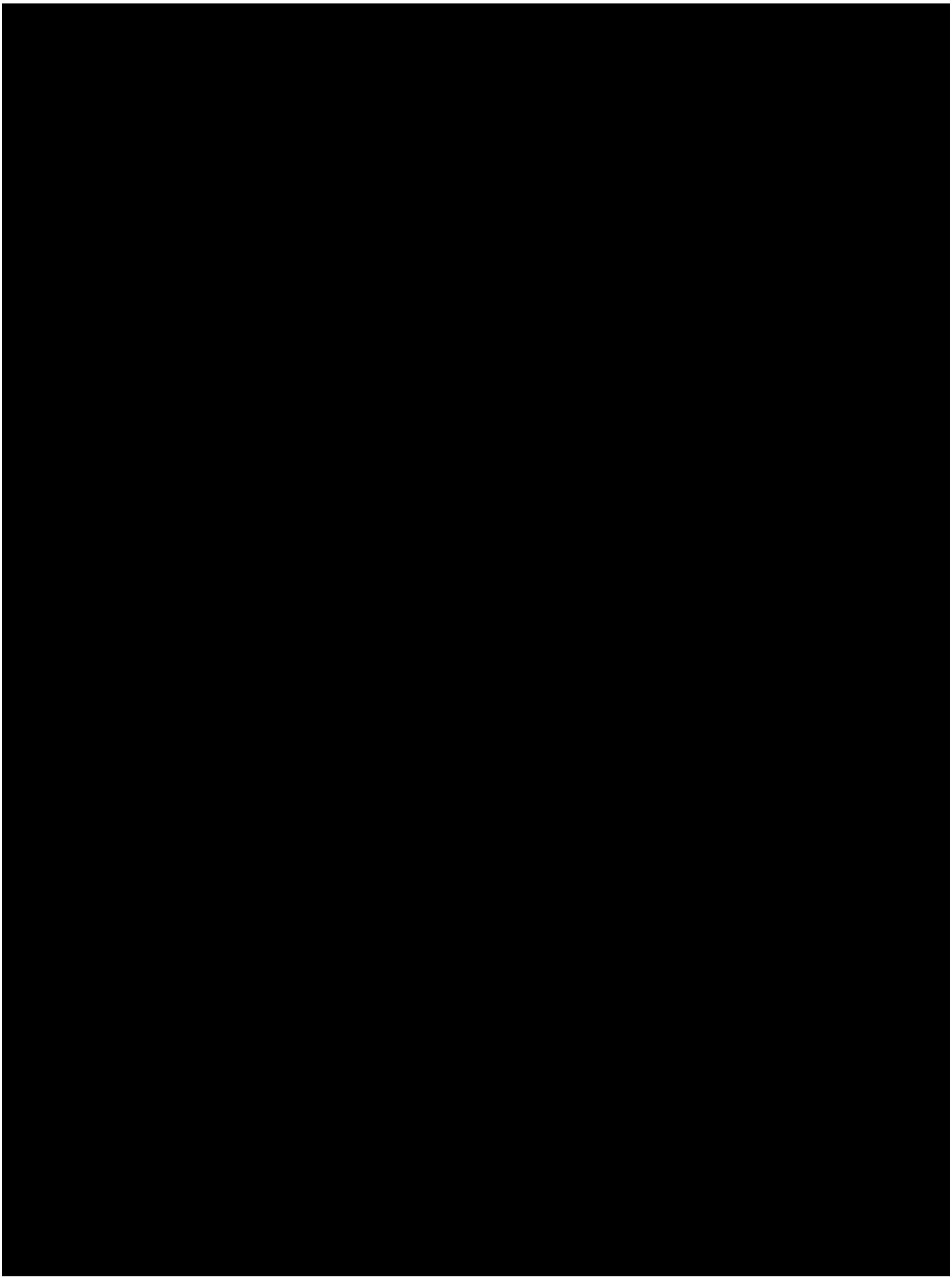

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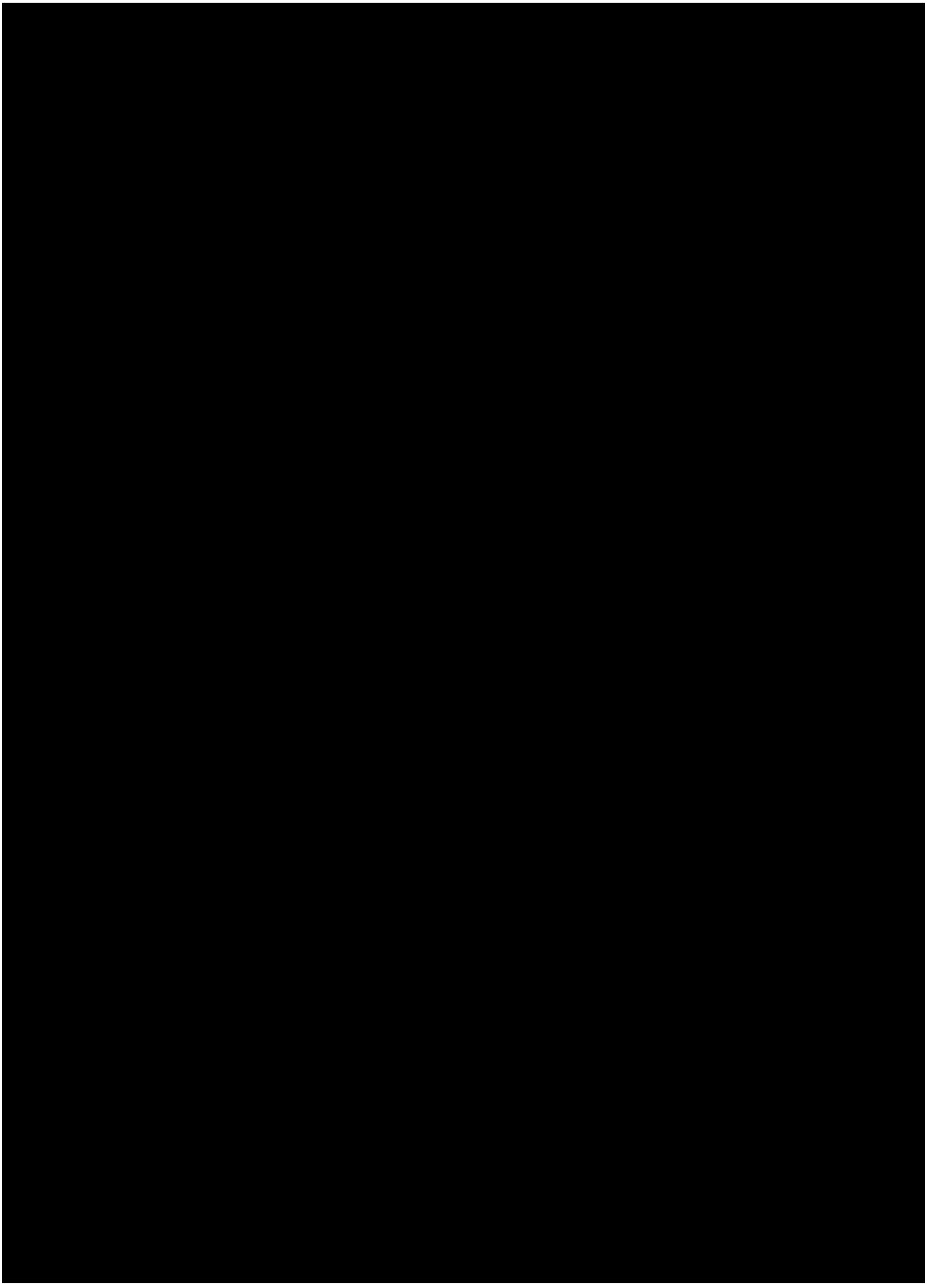

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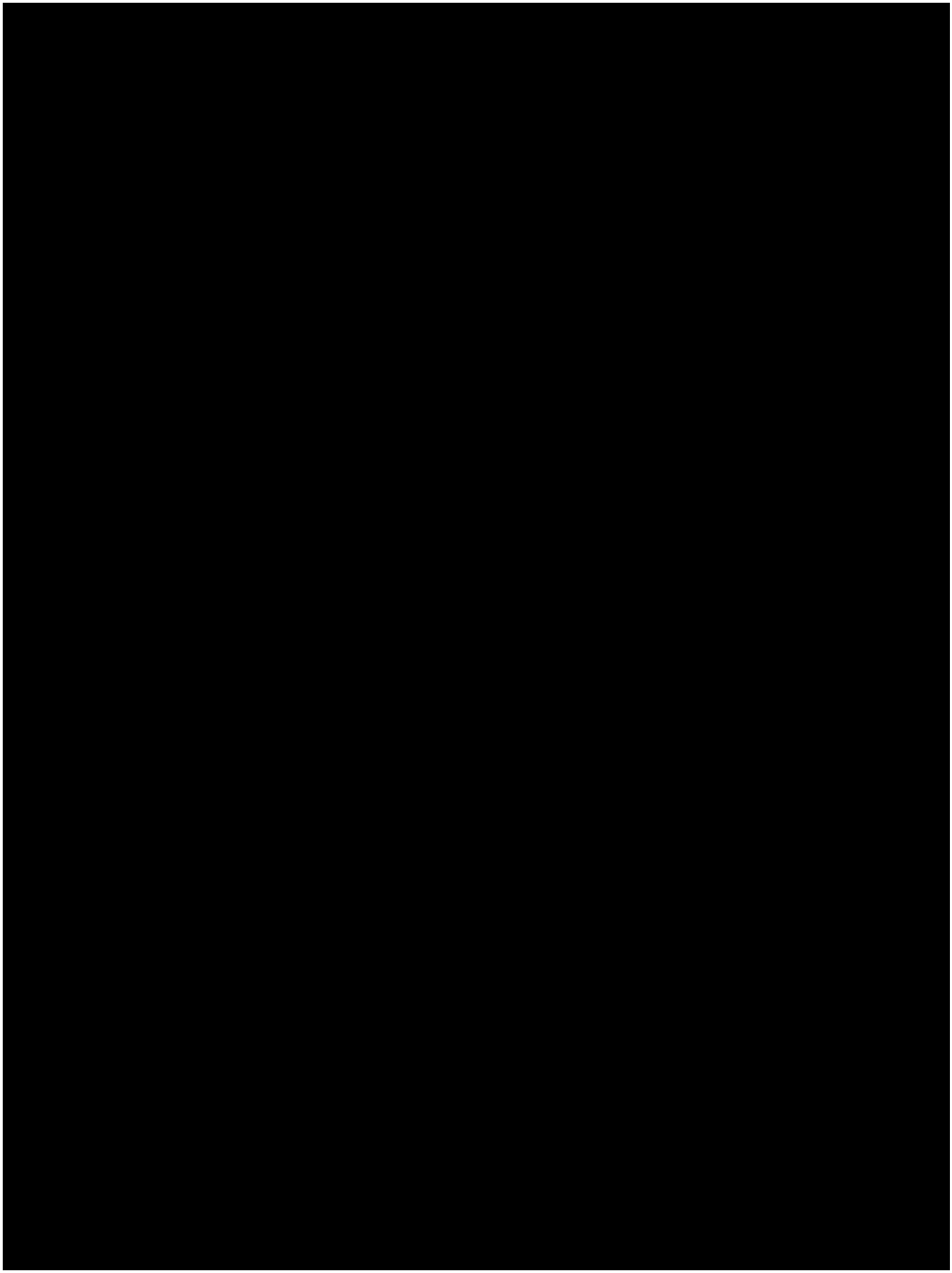

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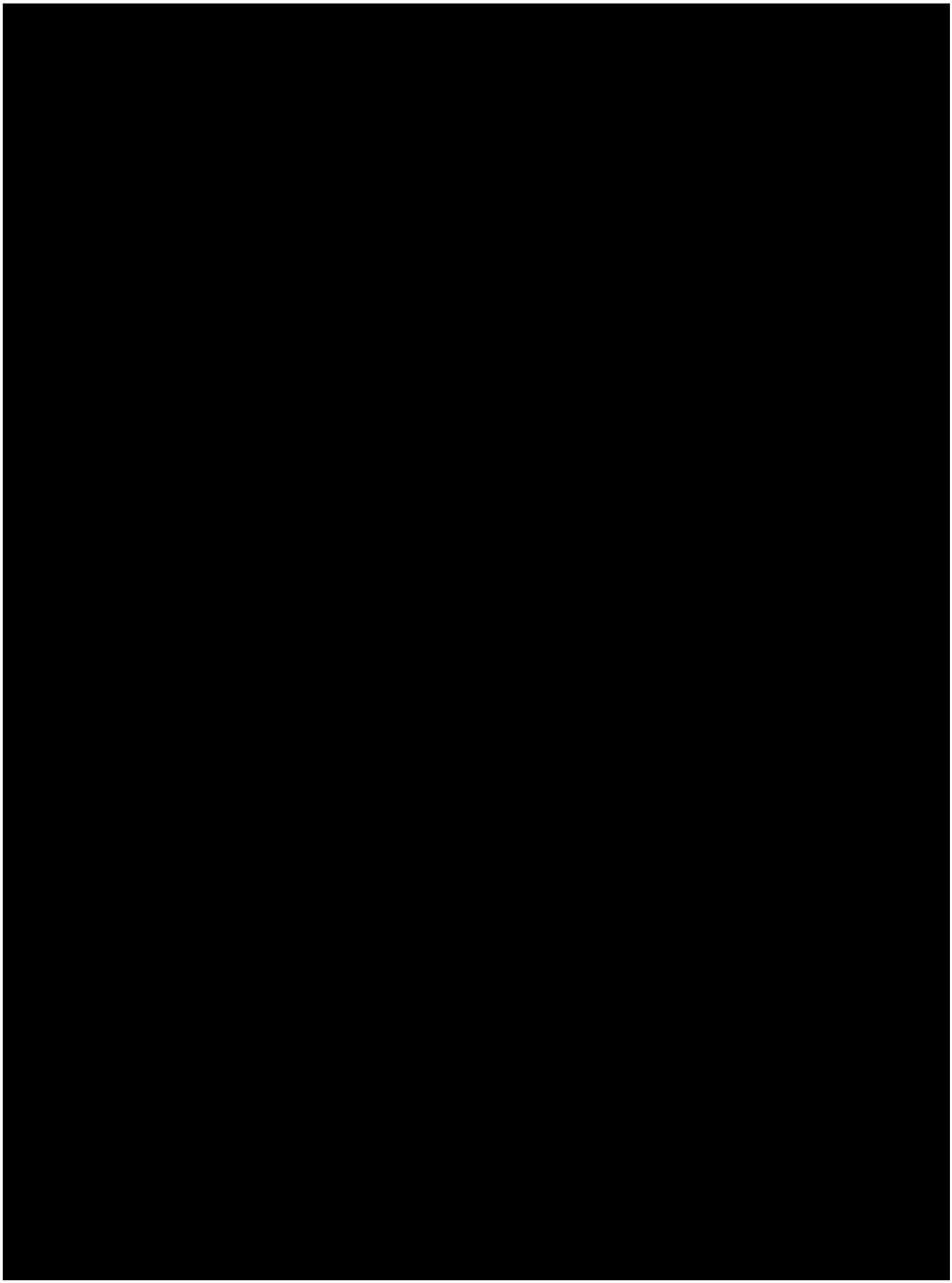

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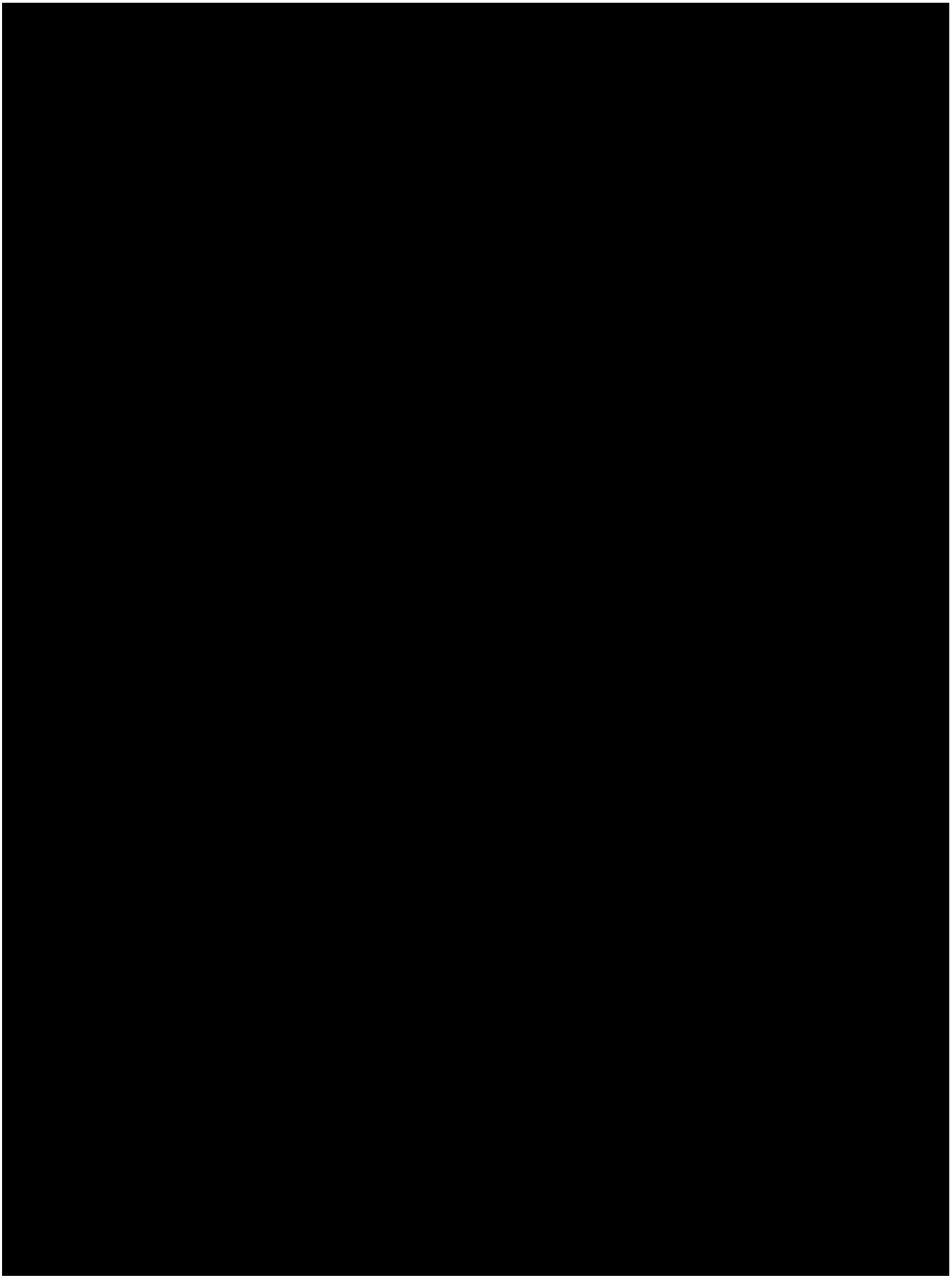

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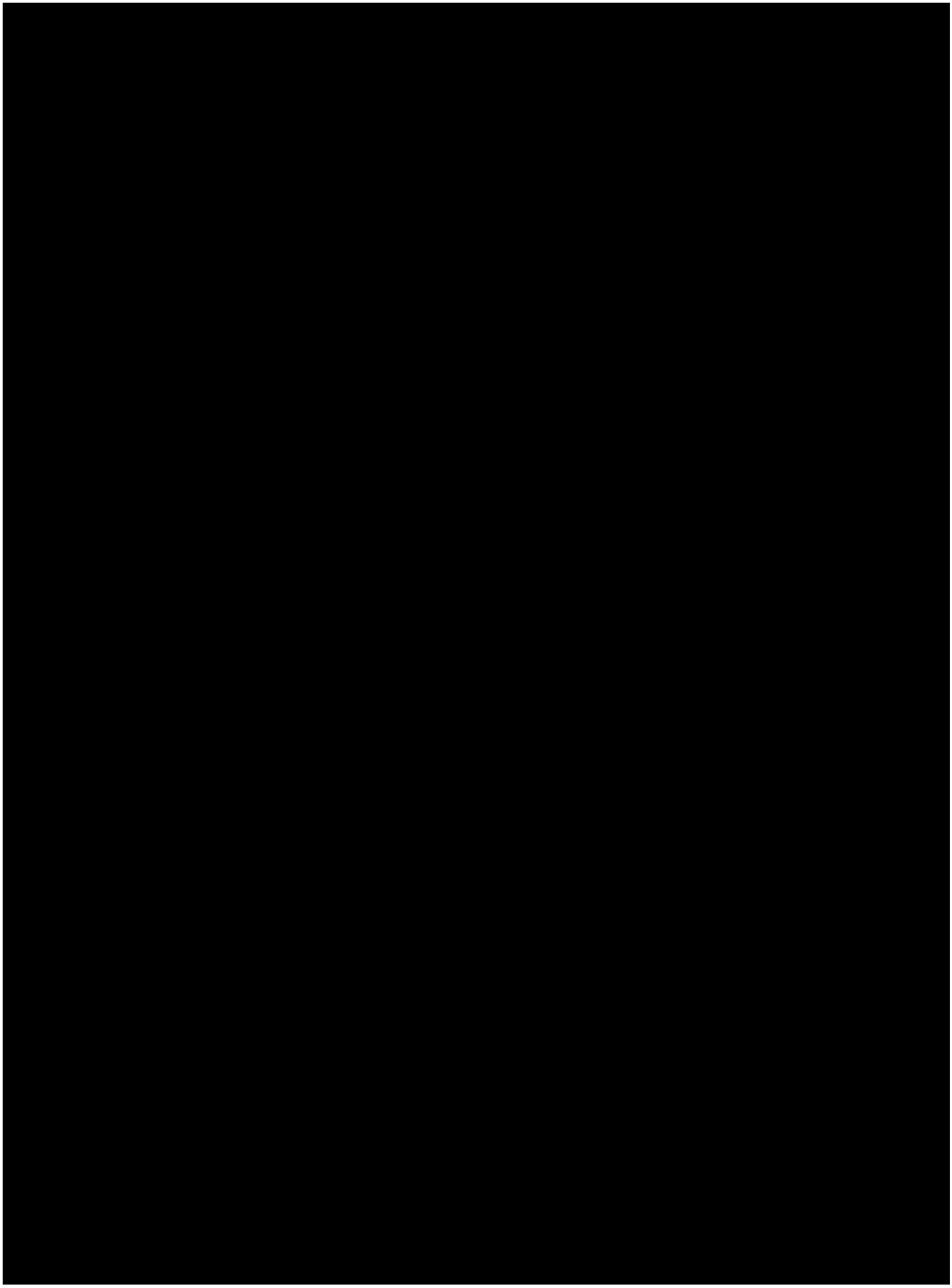

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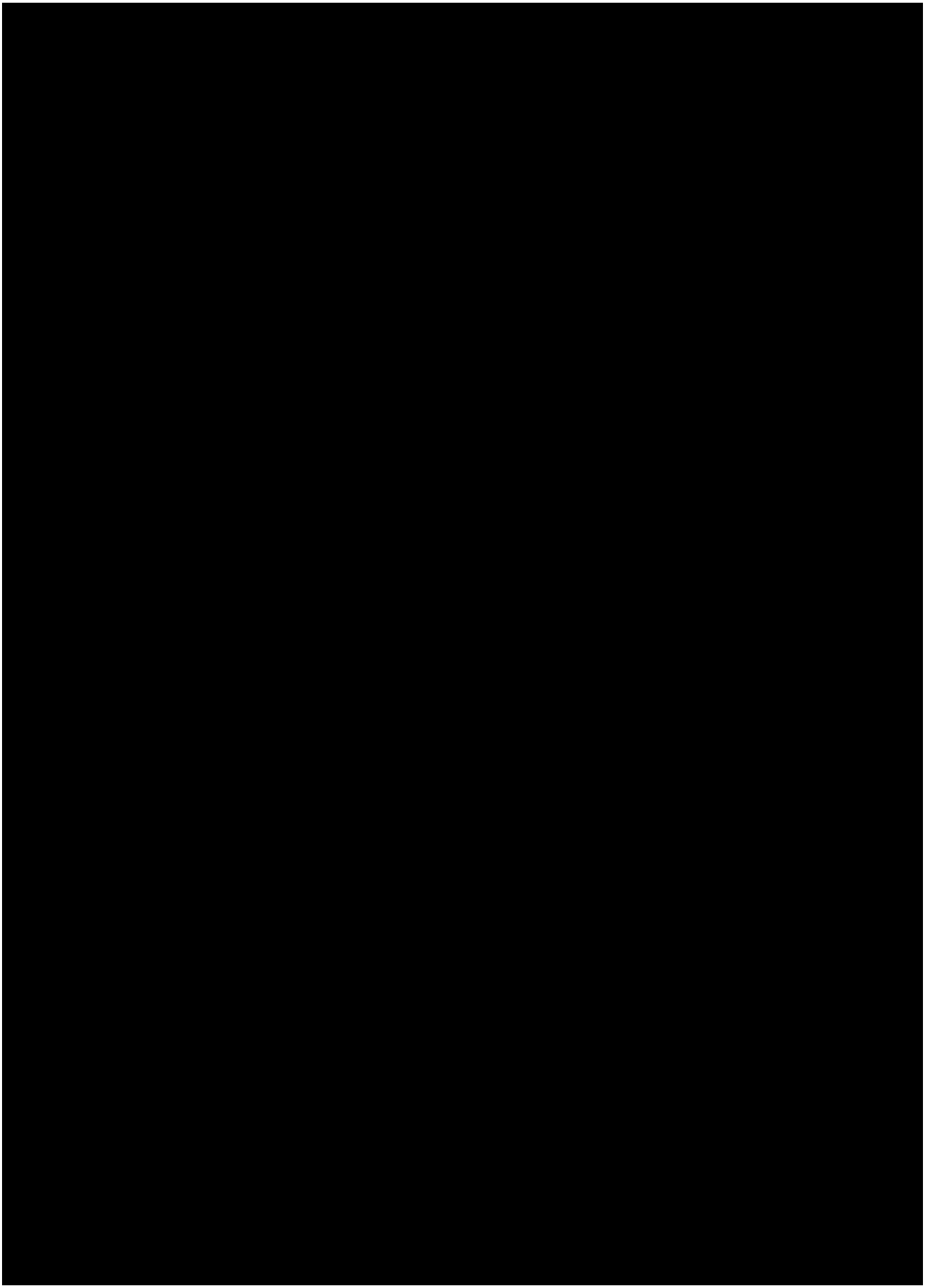

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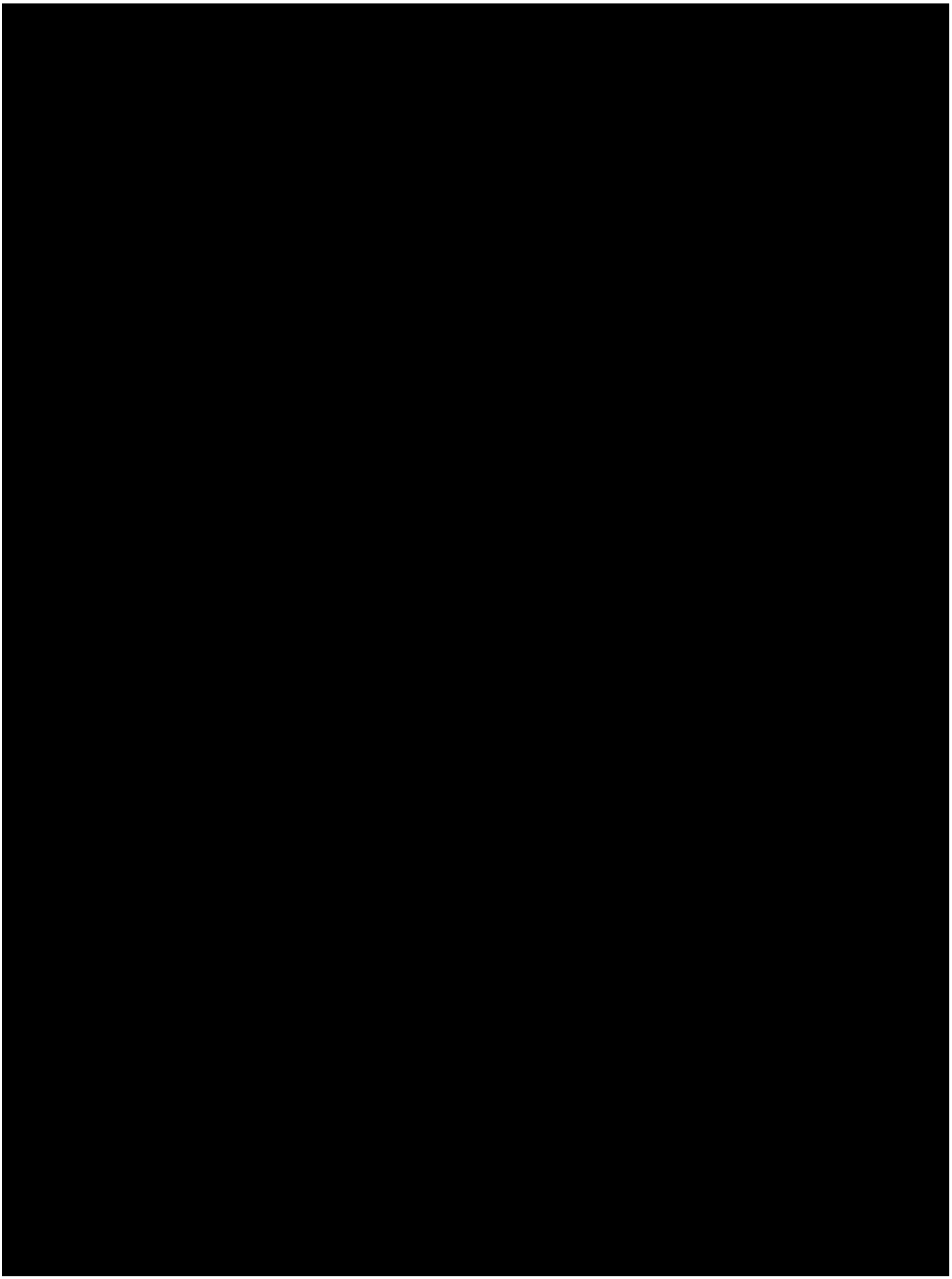

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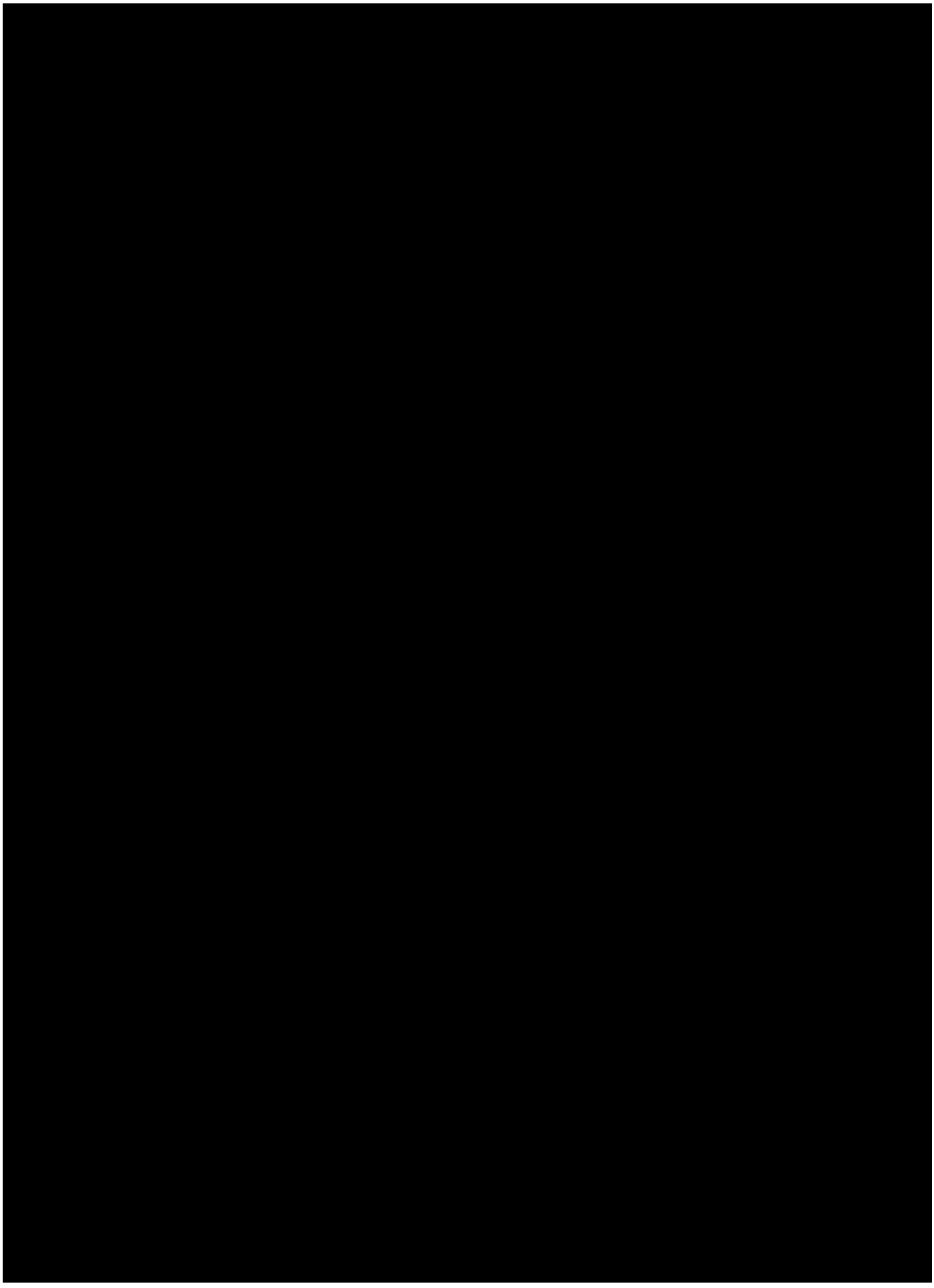

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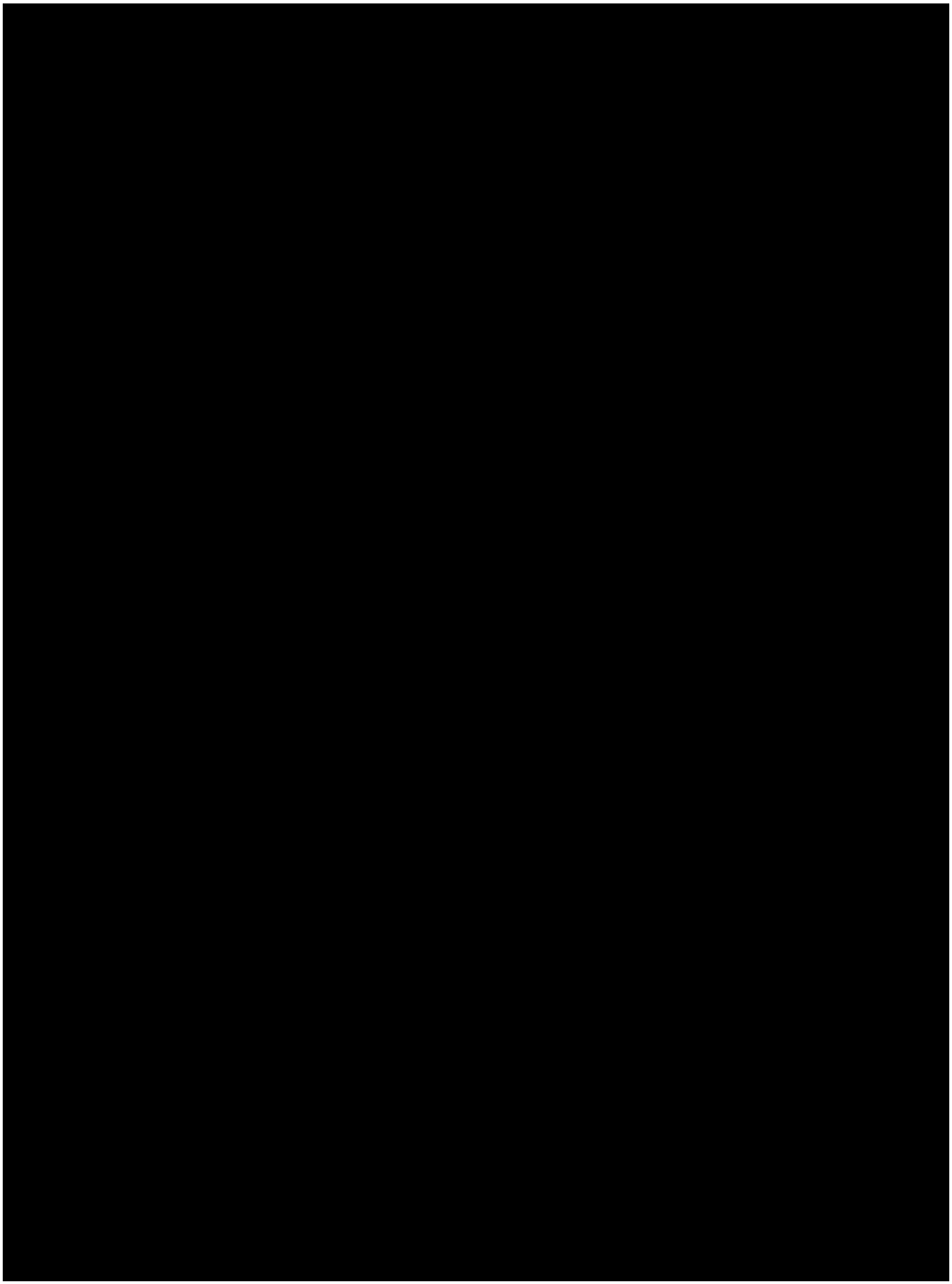

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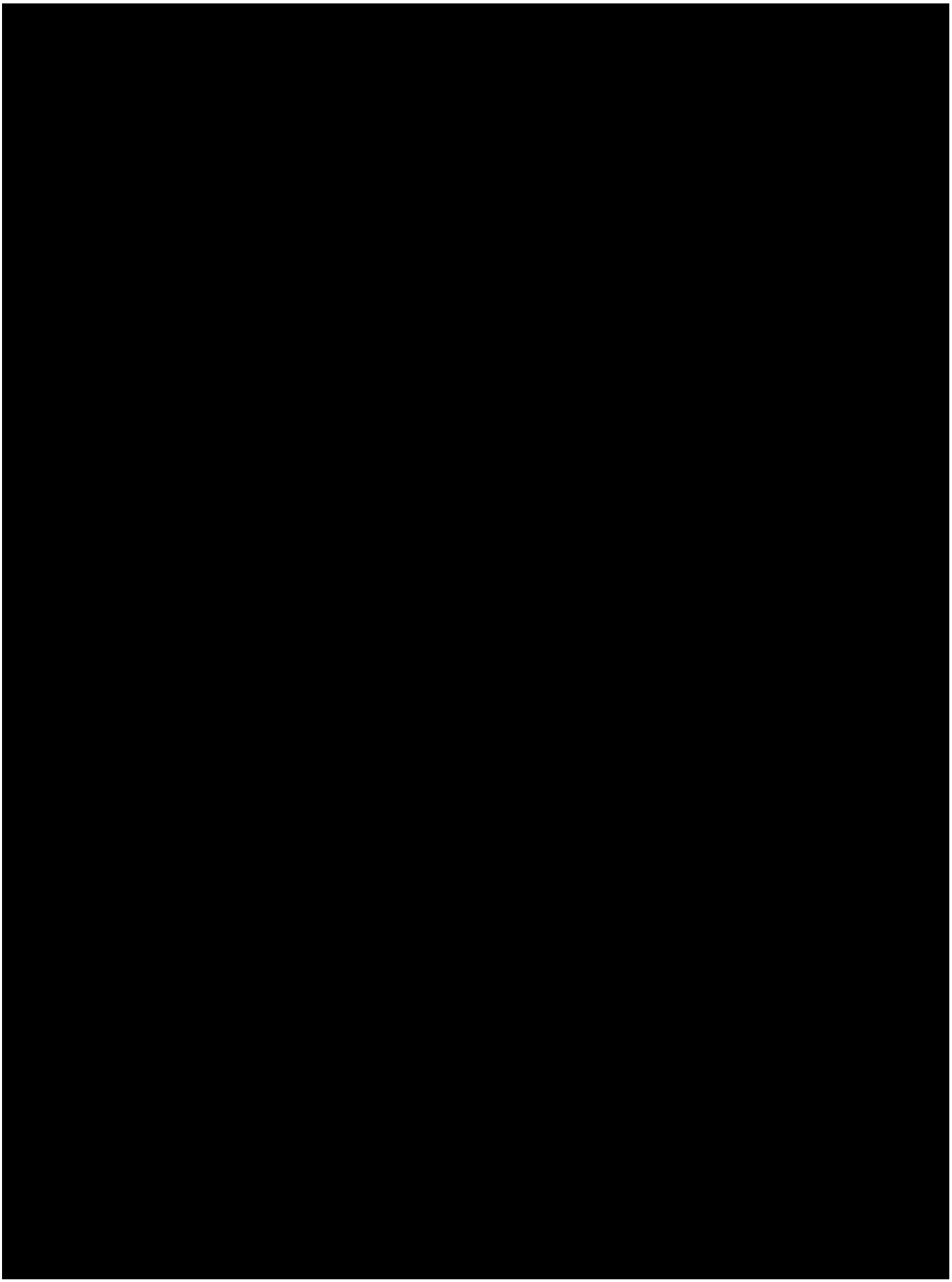

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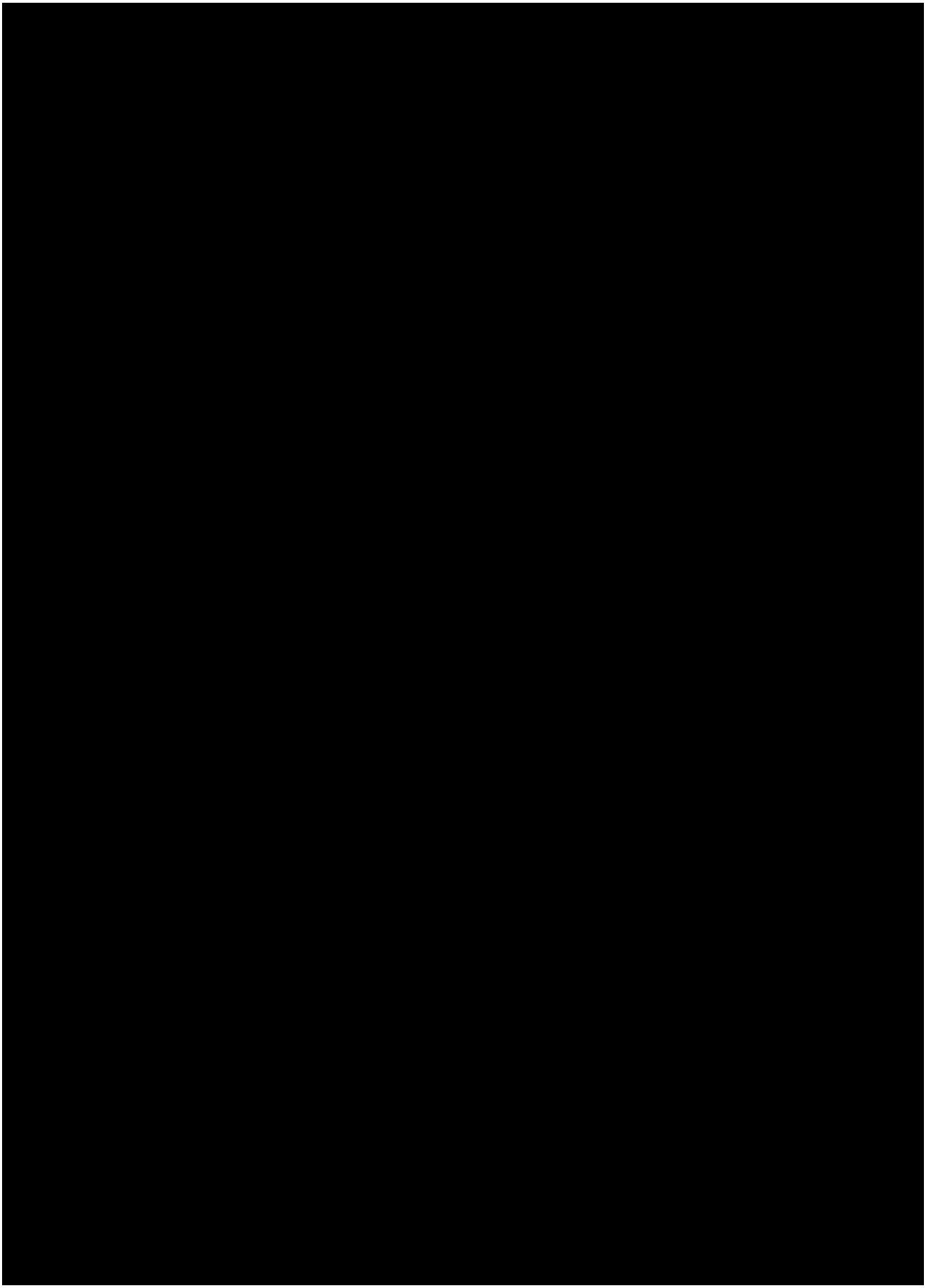

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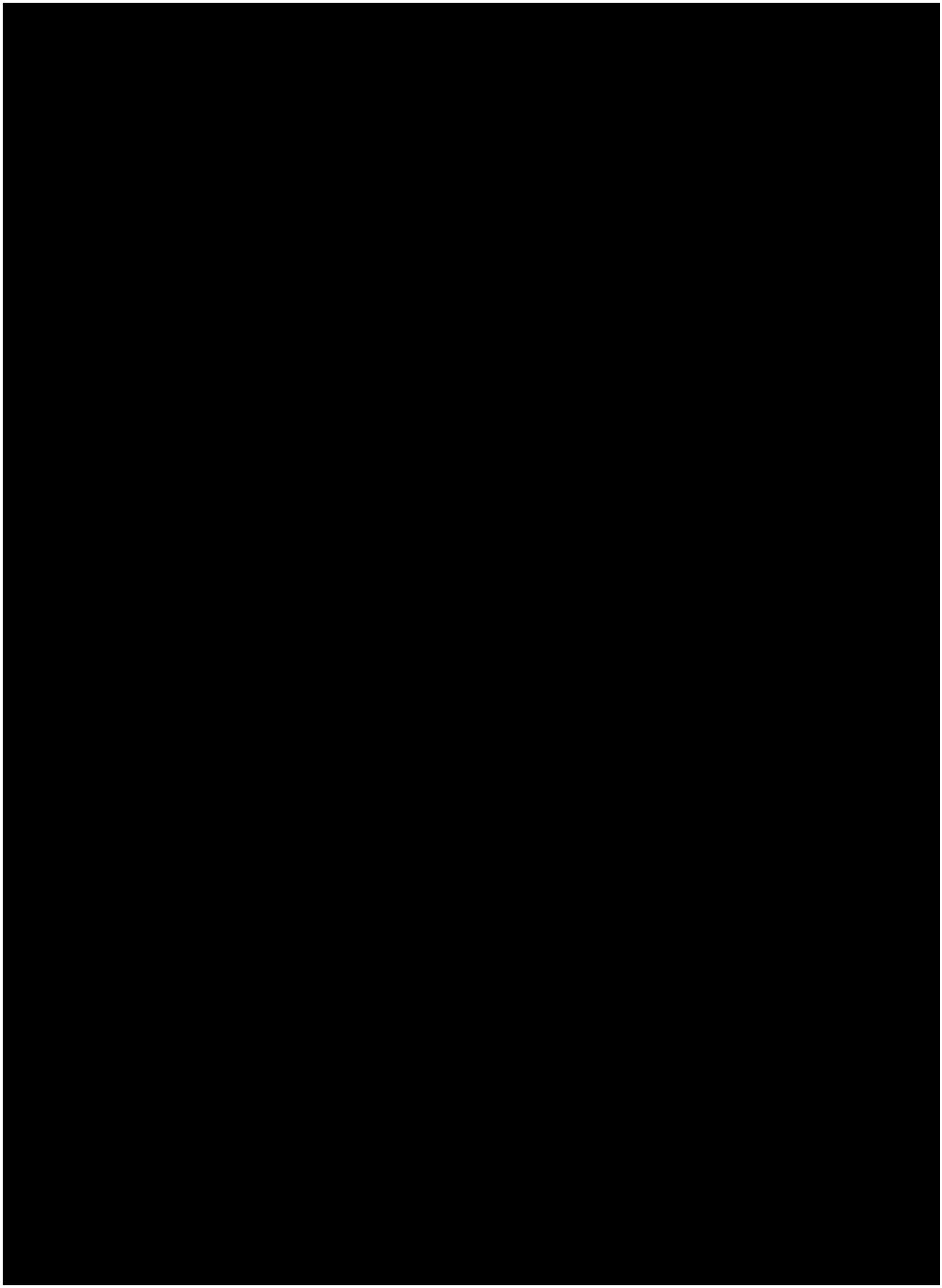

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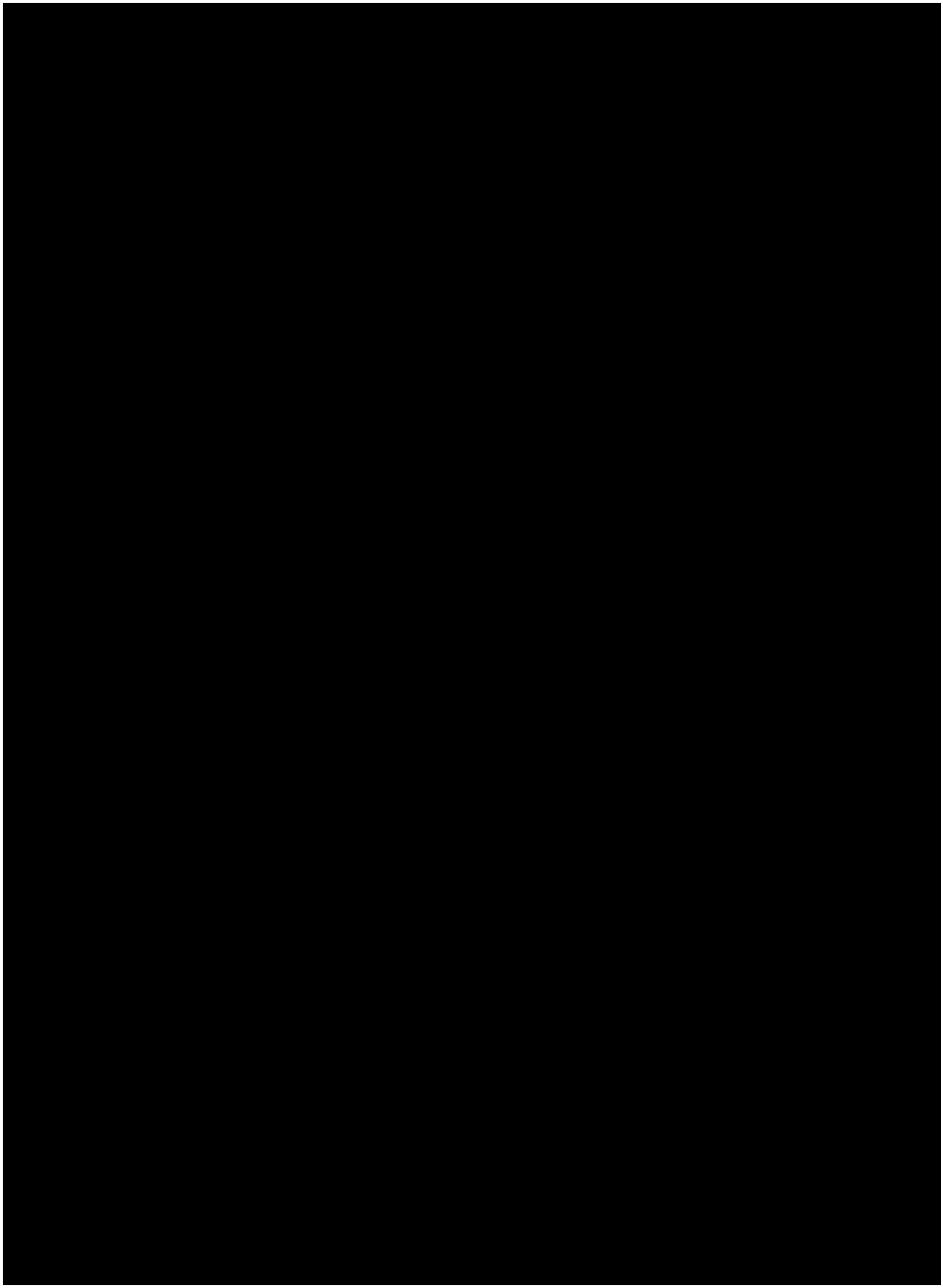

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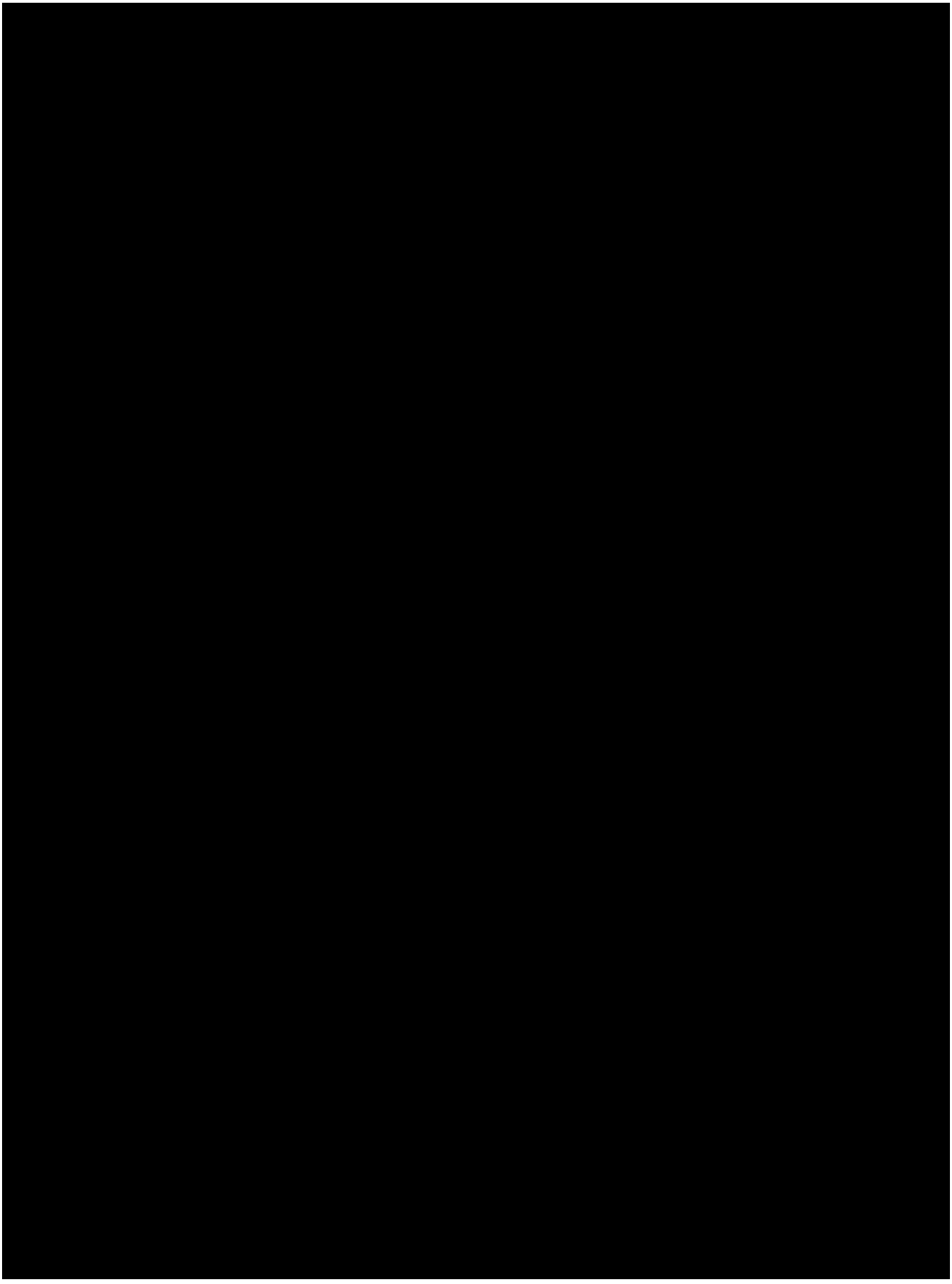

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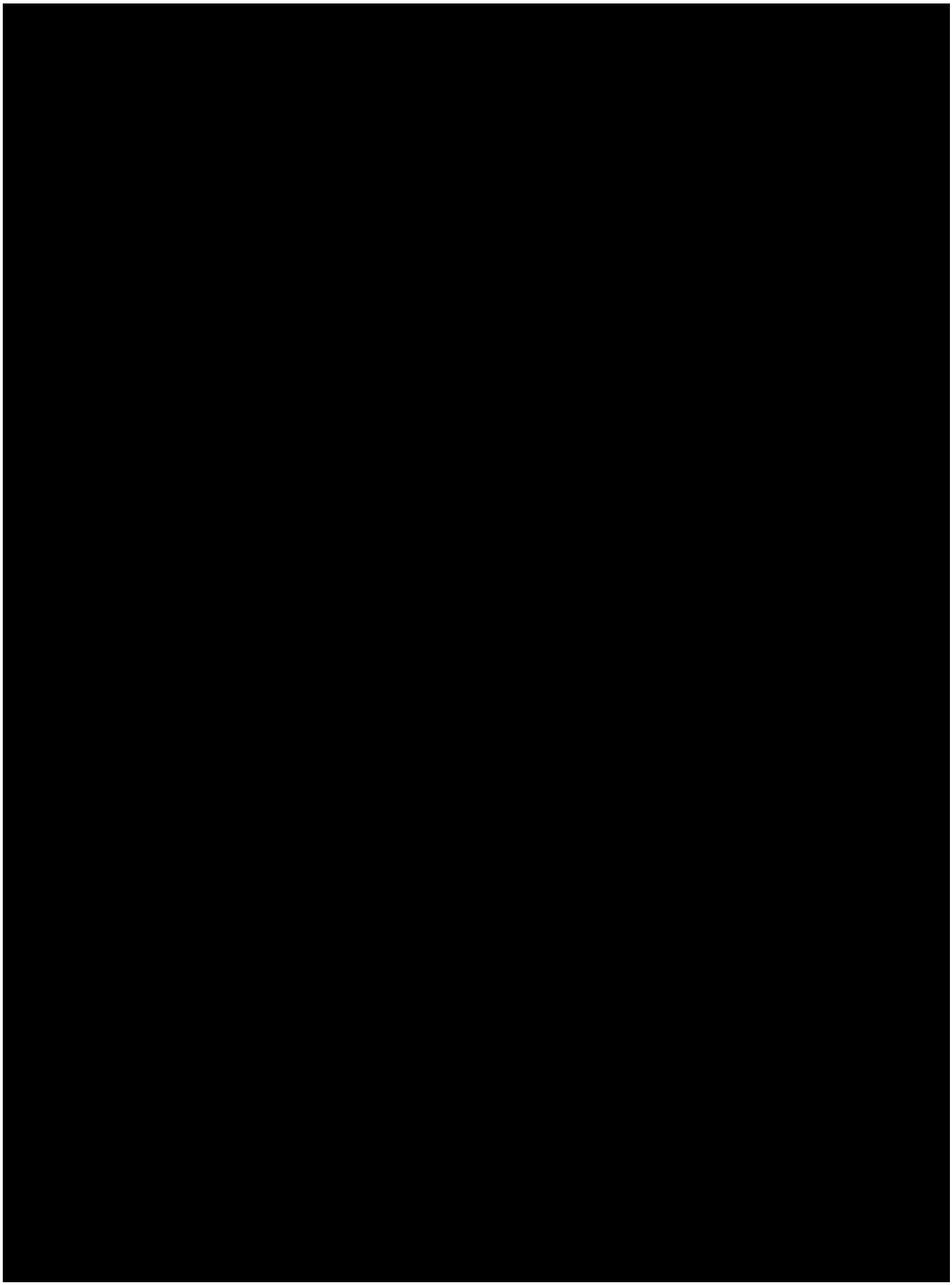

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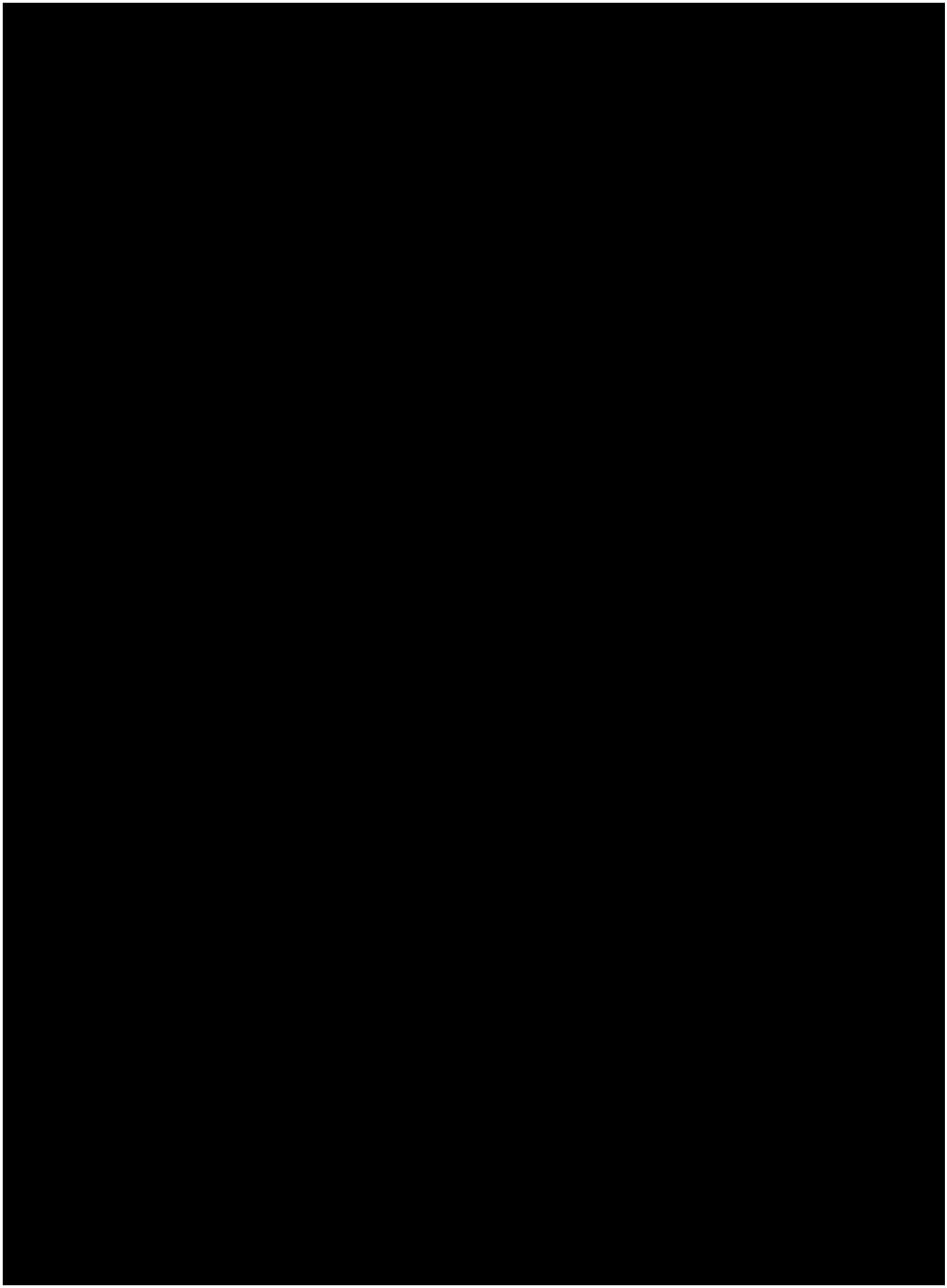

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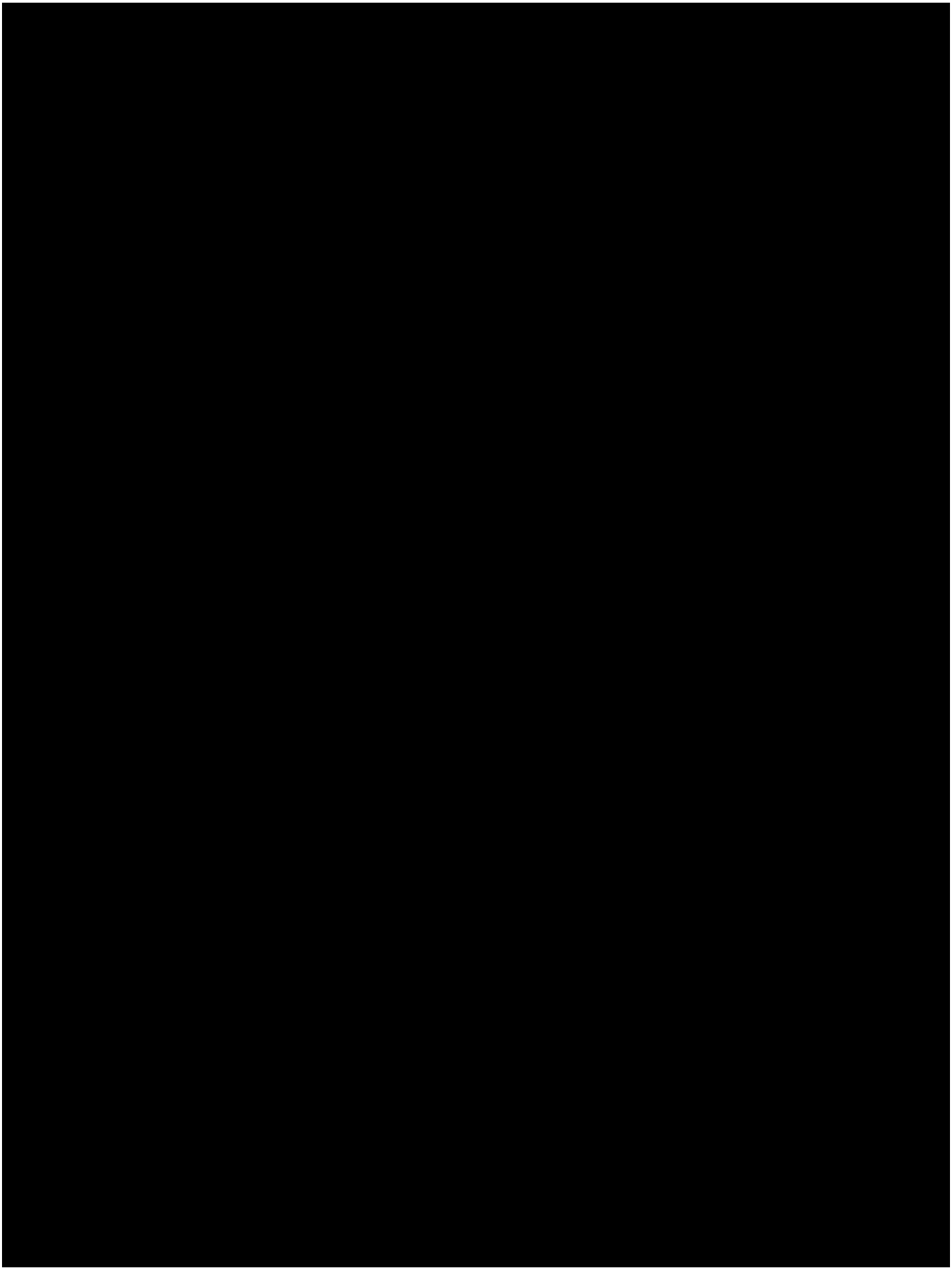

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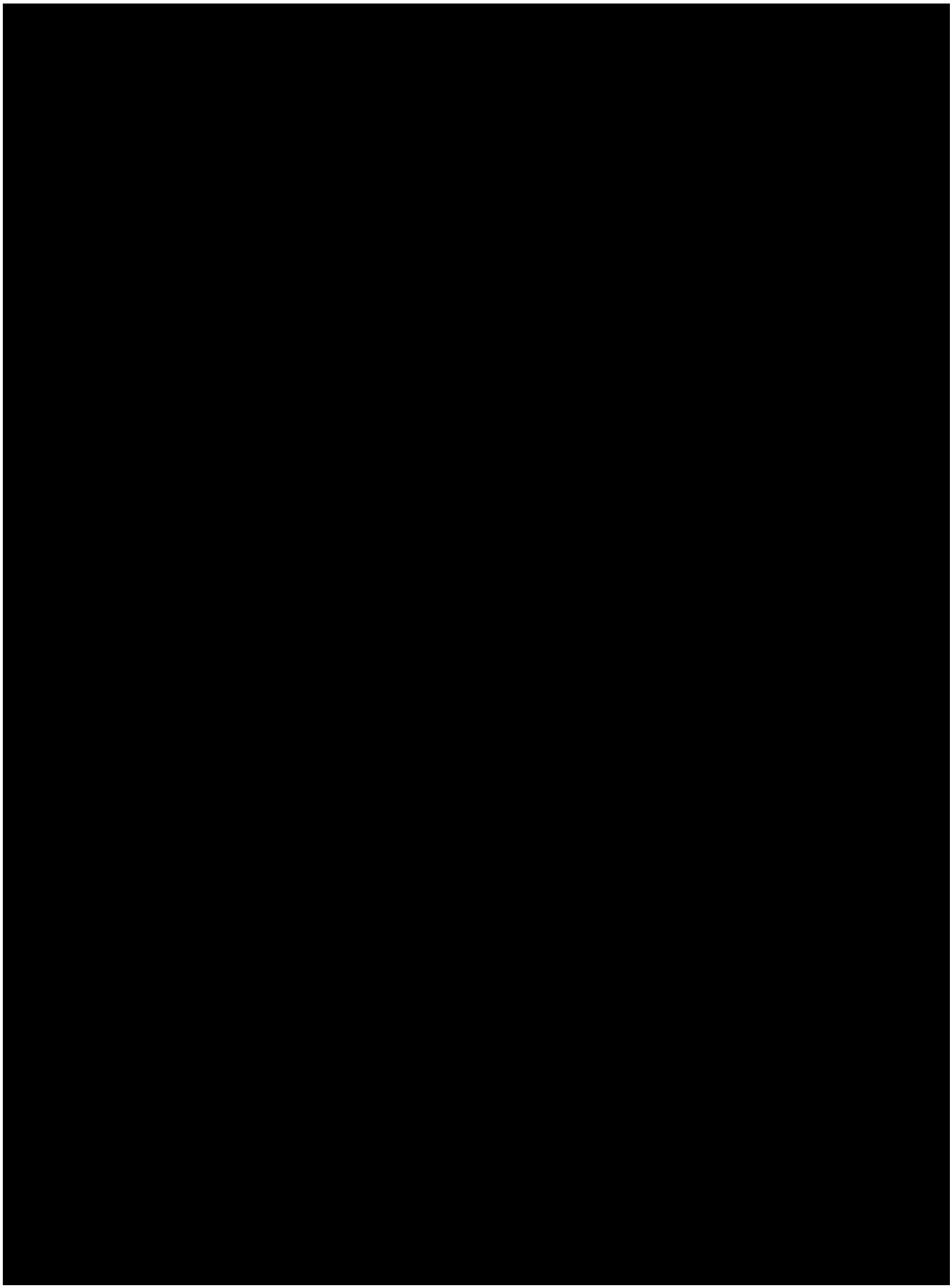

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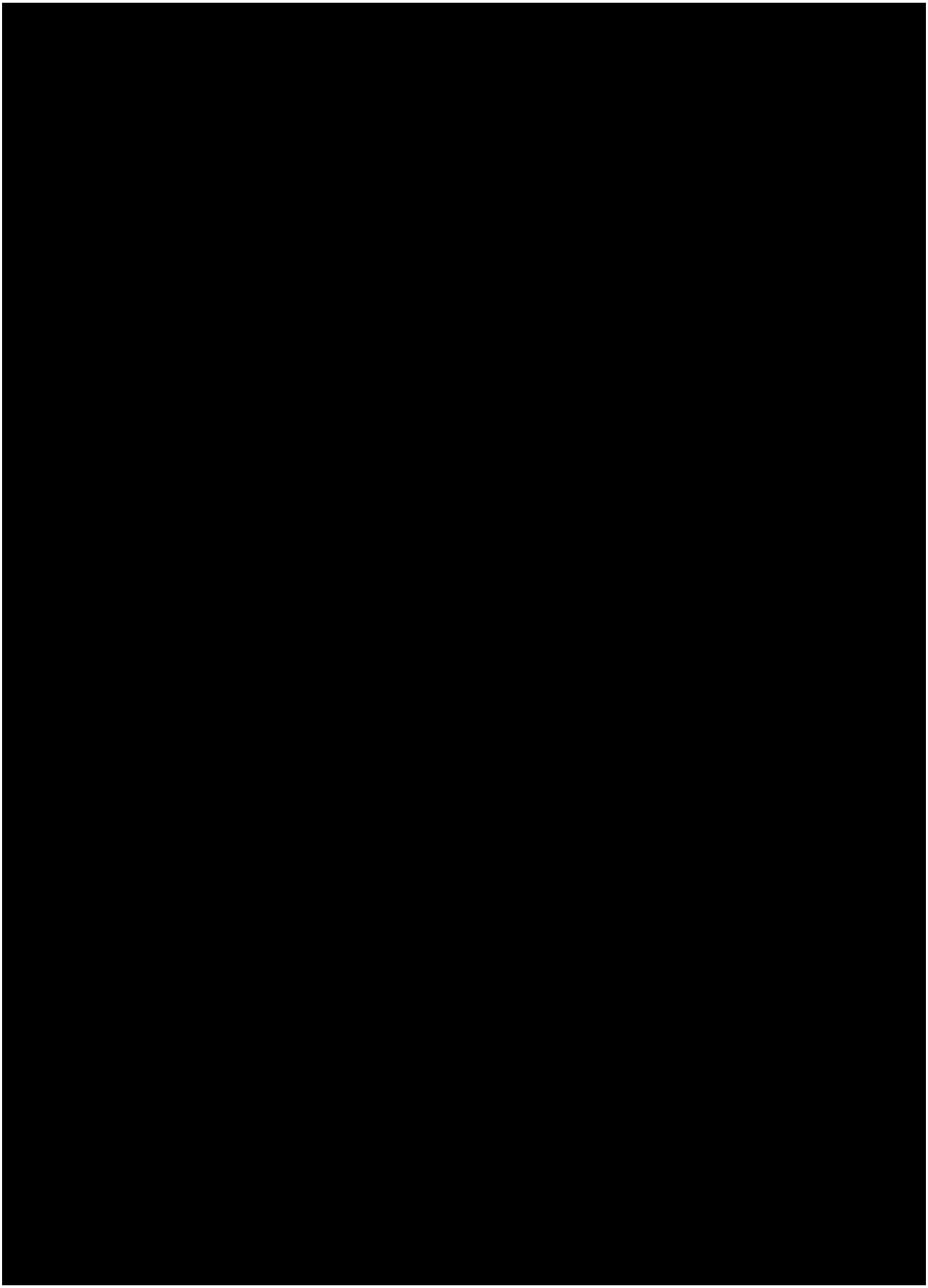

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang
Subject: Ad-Hoc Support
Date: Tuesday, May 26, 2020 2:21:44 PM
Attachments: image003.png

Holly,

I just wanted to confirm that we are to support the Ad-Hoc requests? I didn't get a chance to follow up with you on the call. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Sandy Wang; Rusty Johnson; Joseph Nicoletti; Spencer Scott
Subject:	RE: Quick Note
Date:	Tuesday, May 26, 2020 1:17:29 PM
Attachments:	image004.png image005.png image006.png

Please see below from last Thursday.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Charles Spannagel
Sent: Thursday, May 21, 2020 11:39 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: RE: Quick Note

Good afternoon Holly,

Here is what I have been told and am able to deliver to you. Thank you for also putting it on the list for Mr. Profiri.

- Any work we do on EUIL – Amendment 2 items, monthly lists (additions to the EUIL), M&O Remediation items ***(Ad Hoc, Data, outside of general support***) – would be what they call "***billable***"
  - ***This does include internal meetings that need to occur in order for the B&D team to work together on the items/initiatives***
  - However, this is covered at a fixed price for the 10,000 EUIL and the 10,000 Remediation hours
  - so 1st 20,000 hours are already paid for

- Any work we do on bug fixing, issue determination, weekly status meetings (including PM meetings with ADC, daily Bug Triage with Charles and Steven), bug root cause analysis would be what they call not billable
  - covered under M&O support

I hope this helps but I need to make sure B&D is transparent with you and there may be more items

AMERICAN OVERSIGHT

you have questions about.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 21, 2020 10:39 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Quick Note

We will bring the itemization request to Profiri.

On the same note, were you able to create an outline of what would be considered billable and not billable so that my team can help determine when it would be appropriate to reach out to B&D if they need support?

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, May 20, 2020 at 8:14 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I believe Joe P and Dean are going to review the hours of work and what's chargeable versus what is not chargeable. Would you please ask Joe to bring up the level of detail you all would like on the "bills". I have sent a message to my team for the request but I do think it will be a good idea for those two to review it and provide all of us a consensus.

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Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Rusty Johnson; Spencer Scott; Joseph Profiri; Sandy Wang
Subject: M&O Appendices Clarification
Date: Tuesday, May 26, 2020 10:21:57 AM
Attachments: image002.png

Holly,

Again, I apologize for the confusion this has caused. We will get it sorted immediately for Mr. Profiri and Dean's signoff. I went straight through the draft and pulled appendices as they appeared which is why they are out of order.

Appendix 6: Is correct for B&D, except for Local Account Manager (Will Carbajal). I will update with the B&D name once provided by Dean.

Needed from: ADC Customer Key Resources and approved ST Raisers (individuals who can log a ticket):
ADC To Provide

Appendix 3: Is correct per SLA agreement

Appendix 2: Is correct per contract language

Appendix 8: **Needs to be updated with Sandy's diagram**

Appendix 4: Charles to ensure most recent form is inserted for a "Change Request" or we need to update the document with EUIL language

Appendix 9: Is correct per Dean

Appendix 5: Charles to update and deliver Service Desk Requester User Guide, Charles also to replace "AIMS2" with ACIS though out document

Appendix 7: Charles to insert signed off on Exhibit G

Appendix 1: **Appendix 1 - THE SITE AND THE SERVICES** Need a list of all sites and services that use ACIS

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel; Hema Chennojwala
Cc:	Sandy Wang; Rusty Johnson; Joseph Nicoletti; Holly Greene
Subject:	QlikView License and Account/Registration Information
Date:	Tuesday, May 26, 2020 9:04:39 AM

Hello Charles-

ADCRR is in the process of upgrading our hardware OS. That said, we need support from B&D concerning the QlikView application licensing and account information/registration. We have it loaded on a machine which is running Windows 7. We will lose the information during the upgrade, so we need B&D's assistance.

Hema Chennojwala is the person to work with on the ADCRR side, but who can we speak to on the B&D side who can assist?

Respectfully,

Holly Greene

Deputy CIO | ADCRR IT Bureau

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Jeff Woodward
Cc:	Aaron Bailey; Holly Greene; gmartinez1; Sandy Wang; Scott Schnyer; Mary Suhre; Joseph Nicoletti; Rusty Johnson; jduvall; Elizabeth Charif; Spencer Scott
Subject:	RE: Telerik RPTDEV Down
Date:	Tuesday, May 26, 2020 8:45:50 AM
Attachments:	image002.png

Jeff,

Thank you for the message. I have sent to the Database team and will respond back as quickly as possible. I will also get a RCA and figure out how this happened.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Tuesday, May 26, 2020 8:21 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Sandy Wang <swang@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; jduvall <jduvall@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Telerik RPTDEV Down

Charles,

Telerik RPTDEV was having issues with slowness and "thread was being aborted" errors again on Friday afternoon, and now it appears to be down this morning. Just getting a 503 Service Unavailable error.

Thanks.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: Will Carbajal
Date: Thursday, May 21, 2020 2:42:15 PM
Attachments: image003.png

Hi Joe,

Just a quick note to let you know that, effective today, Will Carbajal is no longer with Business & Decision.

Let me know if you have any questions.

Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Sandy Wang; Joseph Nicoletti; Rusty Johnson
Subject:	RE: ACTION: ACIS Service Level Agreement (SLA)
Date:	Thursday, May 21, 2020 11:49:24 AM
Attachments:	image002.png

I think that is fantastic verbiage from Deputy Director Profiri and we will make it "black" for the final signing. Thank you Holly and team.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 21, 2020 10:51 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Fwd: ACTION: ACIS Service Level Agreement (SLA)

Hi Charles-

Attached is an updated version of the SLAs.

Column G contains our notes (purple) from the 5/15 conversation and the accepted SLA language (black).

Column H for System Response (row 3) contains an update from Deputy Director Profiri (blue). It reads as noted: *Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec). ADCRR expects continuous improvement both internally to the agency and externally from B&D to achieve industry standards.*

This was the only adjustment made.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry

AMERICAN OVERSIGHT

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Sandy Wang; Holly Greene; Joseph Nicoletti; Rusty Johnson
Subject:	Fwd: ACTION: ACIS Service Level Agreement (SLA)
Date:	Thursday, May 21, 2020 10:50:31 AM
Attachments:	SLA Notes_BND ADCRR 200518.xlsx

Hi Charles-

Attached is an updated version of the SLAs.

Column G contains our notes (purple) from the 5/15 conversation and the accepted SLA language (black).

Column H for System Response (row 3) contains an update from Deputy Director Profiri (blue). It reads as noted: *Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec). ADCRR expects continuous improvement both internally to the agency and externally from B&D to achieve industry standards.*

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		Descriptions						
	SLA	Proposed by B&D	ADC Requested Changes to Descriptions	5/11/2020 Discussion	B&D Response	5/15/2020 - ADCRR and B&D	5/18/2020 - ADCRR
1	System Response	Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec)	Change to less than or equal to 3 seconds.	Average page load time <= 3 seconds site wide	7 seconds was agreed upon during the meeting in February with all parties present. This was a reduction from 10 seconds. 3 seconds is unachievable in part because of the ADC Network	ADCRR agrees with B&D that this should remain as <=7. We'll revisit this SLA as a team in 6 months and then annually. Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec).	Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec). **ADCRR expects continuous improvement both internally to the agency and externally from B&D to achieve industry standards.**
2	User Response Time	All response times are affected whenever a request by the user invokes a remote interface with other systems. Average page load time <= 5 seconds for the "http://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx Screen"	User needs to be defined; ADOA requests feedback from ADC operations on whether this is the relevant sample page?	What in C4 needs to be removed per ADCRR since the link is for the Protective Custody screen which has only one field calling out to Keeptrack for inmate balance that does not cause a delay. Need to consider screen pops response time separate from the page . Recommend that this SLA reflects the user's interactions with a page such as the logic & therefore refresh/response rate to actions taken on a page such as drop down menu selections, **etc. Recommend <=2 second response times for calculations, formula and workflow response rates.**	How are we supposed to monitor this when we do not have a technique for it?	Per conversation between ADCRR and B&D, we agreed we will keep the SLA description in Column C for now. We will revisit this SLA metric as a team (B&D and ADCRR IT) in 6 months and will adjust accordingly. B&D will research and determine the best method and techniques for monitoring the response times for calculations, formulas and workflows; and what a logical and reasonable response time should be. All response times are affected whenever a request by the user invokes a remote interface with other systems. Average page load time <= 5 seconds for the "http://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx Screen"	
3	System Availability/Reliability	• 24/7/365 99.95% up time; measured weekly. ADC strikes this statement for unplanned outages (with no more than 2 hours down time within any business day)(6 a.m. to 6 p.m. Arizona time, 7 days a week) • No more than ten (10) consecutive outages in any week. • 95.0 % of all failover events are concluded in less than 4 hours. • 99.9 % of failover events must be concluded in less than 8 hours. • 95.0% availability of the reporting system (24 hours, 7 days a week except for maintenance and upgrades as agreed upon by parties). • 95.0% availability of the test regions during scheduled times.	• 24/7/365 99.95% up time; measured weekly. ADC pre-approved maintenance windows to be excluded from this metric. did we decide this was OK? - bullet 2 - change to 2 occurrences (rather than 10) - bullet 3 - add "must" - bullet 4 - ok - bullet 5 - ok - bullet 6 - change to - • 95.0% availability of the test regions. Test regions includes application, database and reporting. (24 hours, 7 days a week expect for maintenance and upgrades as agreed upon by parties).	• 24/7/365 99.95% up time measured weekly. ~~ADC strikes this statement for unplanned outages (with no more than 2 hours down time within any business day)(6 a.m. to 6 p.m. Arizona time, 7 days a week)~~ • No more than 2 ~~ten (10)~~ consecutive outages in any week. • 95.0 % of all failover events ~~are~~ must be concluded in less than 4 hours. • 99.9 % of failover events must be concluded in less than 8 hours. • 95.0% availability of the reporting system (24 hours, 7 days a week except for maintenance and upgrades as agreed upon by parties). • 95.0% availability of the test regions during scheduled times. Test regions include application, database and reporting. (24 hours, 7 days a week expect for maintenance and upgrades as agreed upon by parties).	System Availability needs to specify Production (other changes to this section are ok)	Specified Production for the first bullet system availability. • 24/7/365 99.95% up time in Production, measured weekly. • No more than two (2) consecutive outages in any week. • 95.0 % of all failover events must be concluded in less than 4 hours. • 99.9 % of failover events must be concluded in less than 8 hours. • 95.0% availability of the reporting system (24 hours, 7 days a week except for maintenance and upgrades as agreed upon by parties). • 95.0% availability of the test regions during scheduled times. Test regions include application, database and reporting. (24 hours, 7 days a week expect for maintenance and upgrades as agreed upon by parties).	
4	System Accuracy	• 100% of data must be delivered accurately. • 100% of actions must be accurately. • 100% of actions must be accurately. • 100% of sentence calculations* must be completed accurately. • 100% of on-line update transactions are accurate. • 100% of cases and related data must be converted accurately. • 100% of case records must be compiled, returned, and displayed accurately. Verification and Validation to be provided by Offeror via system reports, Ad Hoc audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC. *(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed Functional Specifications)	- delete bullet 3 as repetitive of bullet 2 - in the last bullet - change "Functional Specifications" to "functional requirements specifications"	• 100% of data must be delivered accurately. • 100% of actions must be accurately. ~~• 100% of actions must be accurately.~~ • 100% of sentence calculations* must be completed accurately. • 100% of on-line update transactions are accurate. • 100% of cases and related data must be converted accurately. • 100% of case records must be compiled, returned, and displayed accurately. Verification and Validation to be provided by Offeror via system reports, Ad Hoc audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC. *(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed functional requirements specifications)	No update or comments	• 100% of data must be delivered accurately. • 100% of actions must be accurately. • 100% of sentence calculations* must be completed accurately. • 100% of on-line update transactions are accurate. • 100% of cases and related data must be converted accurately. • 100% of case records must be compiled, returned, and displayed accurately. Verification and Validation to be provided by Offeror via system reports, Ad Hoc audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC. *(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed functional requirements specifications)	
5	Maintenance Updates Upgrades	• Maintenance to be performed outside business availability and requirements • Updates/upgrades should be implemented to improve/provide needed functionality as dictated by business/technical needs. - ADC Requires prior approval and schedule notification for any Maintenance, Updates and/or Upgrades. - If any Offeror Maintenance Updates and/or Upgrades cause an outage, Severity 1, 2, 3 failure impacting ADC end Users than the Offeror will be held accountable to current System Availability and Reliability SLA metrics. Furthermore, Offeror shall be responsible for uninstalling, backing out or deleting implemented changes to prior working state. If ADC requires or mandates a Change Control process approved change; than Offeror shall work with ADC to restore service to prior working state at no SLA impact to Offeror.	Change Bullet one to: Maintenance to be performed inside scheduled windows. Bullet 2 - OK Bullet 3 - OK Change first sentence of Bullet 4 as follows (keep 2nd and 3rd sentence): If any Offeror maintenance updates and/or upgrades cause an outage or failure impacting ADC end users, then the Offeror will be held accountable to current System Availability and Reliability SLA metrics.	• Maintenance to be performed inside scheduled windows. ~~outside business availability and requirements.~~ • Updates/upgrades should be implemented to improve/provide needed functionality as dictated by business/technical needs. - ADC Requires prior approval and schedule notification for any Maintenance, Updates and/or Upgrades. - If any Offeror Maintenance Updates and/or Upgrades cause an outage~~, Severity 1, 2, 3~~ or failure impacting ADC end Users ~~than~~ then the Offeror will be held accountable to current System Availability and Reliability SLA metrics. Furthermore, Offeror shall be responsible for uninstalling, backing out or deleting implemented changes to prior working state. If ADC requires or mandates a Change Control process approved change; than Offeror shall work with ADC to restore service to prior working state at no SLA impact to Offeror.	No update or comments	• Maintenance to be performed inside scheduled windows. • Updates/upgrades should be implemented to improve/provide needed functionality as dictated by business/technical needs. - ADC Requires prior approval and schedule notification for any Maintenance, Updates and/or Upgrades. - If any Offeror Maintenance Updates and/or Upgrades cause an outage or failure impacting ADC end Users then the Offeror will be held accountable to current System Availability and Reliability SLA metrics. Furthermore, Offeror shall be responsible for uninstalling, backing out or deleting implemented changes to prior working state. If ADC requires or mandates a Change Control process approved change; than Offeror shall work with ADC to restore service to prior working state at no SLA impact to Offeror.	
6	Data Integrity Destruction	• All data files shall be backed up on a regular schedule. Non-critical files, i.e., files without which users can still support the business, shall be recoverable to the end of the prior business day at a minimum. • All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files. • The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the Contractor. • The procedures shall be updated to be current for each recovery test. • In cases where files are not backed up, e.g. operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system. • Data storage will meet State, federal, and industry standards and requirement. • Data destruction will meet State, federal, and industry standards and requirements	Change bullet 1 to • All data shall be backed up on a regular schedule to meet state, federal and industry standards and requirements. Change item in bullet 3 - Change "Contractor" to "Offeror" Last 2 bullets - Change "requirement" to "requirements"	• All data ~~files~~ shall be backed up on a regular schedule~~. Non-critical files, i.e., files without which users can still support the business, shall be recoverable to the end of the prior business day at a minimum.~~ to meet state, federal and industry standards and requirements. • All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files. • The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the ~~Contractor~~. Offeror. • The procedures shall be updated to be current for each recovery test. • In cases where files are not backed up, e.g. operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system. • Data storage will meet State, federal, and industry standards and requirements. • Data destruction will meet State, federal, and industry standards and requirements	No update or comments	• All data shall be backed up on a regular schedule to meet state, federal and industry standards and requirements. • All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files. • The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the Offeror. • The procedures shall be updated to be current for each recovery test. • In cases where files are not backed up, e.g. operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system. • Data storage will meet State, federal, and industry standards and requirements. • Data destruction will meet State, federal, and industry standards and requirements	
7	Security	Internal and external security to meet State, federal and industry standards and regulations. o Password security o Data encryption o Firewall o Identity management o Anti-virus/spyware o Web content monitoring/filtering o Weekly/monthly/quarterly/annual security reports and updates review. o 100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident. o 100% of all security breaches must be mitigated within the time frames approved by ADC at the time of the incident. Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements.	Change entirely based on advice from statewide IT office (ADOA): Password security will comply with State (ADOA-ASET and ADCRR) Standards and Policies. Additional Standards and Policies: after three unsuccessful login attempts the account will become locked. Offeror will comply with 45 CFR Part 160 and 164, Subparts A and C, due to the presence of protected health information within the system. Offeror must provide notice to ADCRR of any use or disclosure of PHI/ePHI that is not authorized by the Contract, by law, or in writing by ADCRR, without delay, and in no case later than 5 days after the Business Associate learns of such unauthorized use or disclosure. 100% of the time the system will be protected by a Web Application Firewall, unless written approval is provided by ADCRR to perform vulnerability assessments and penetration tests. Offeror will perform auditing of all user actions which includes, but is not limited to; password resets, role changes, information modification/addition/removal, user login and logout activity. These audit logs must have a full record of the last 60 days minimum. Offeror will run Anti-virus/spyware software on all devices capable of having the software installed. Offeror will perform logging of all network traffic to the system and retain a minimum of 60 days of logs. Offeror will apply security updates in compliance with State (ADOA-ASET and ADCRR) Standards and Policies and follow proper testing and change control prior to implementation. All security incidents must be reported to ADCRR in writing and by telephone within 5 business days of discovery. Offeror shall take immediate action to prevent further security	Change entirely based on advice from statewide IT office (ADOA): Password security will comply with State (ADOA-ASET and ADCRR) Standards and Policies. Additional Standards and Policies: after three unsuccessful login attempts the account will become locked. Offeror will comply with 45 CFR Part 160 and 164, Subparts A and C, due to the presence of protected health information within the system. Offeror must provide notice to ADCRR of any use or disclosure of PHI/ePHI that is not authorized by the Contract, by law, or in writing by ADCRR, without delay, and in no case later than 5 days after the Business Associate learns of such unauthorized use or disclosure. 100% of the time the system will be protected by a Web Application Firewall, unless written approval is provided by ADCRR to perform vulnerability assessments and penetration tests. Offeror will perform auditing of all user actions which includes, but is not limited to; password resets, role changes, information modification/addition/removal, user login and logout activity. These audit logs must have a full record of the last 60 days minimum. Offeror will run Anti-virus/spyware software on all devices capable of having the software installed. Offeror will perform logging of all network traffic to the system and retain a minimum of 60 days of logs. Offeror will apply security updates in compliance with State (ADOA-ASET and ADCRR) Standards and Policies and follow proper testing and change control prior to implementation. All security incidents must be reported to ADCRR in writing and by telephone within 5 business days of discovery. Offeror shall take immediate action to prevent further security incidents and remediate vulnerabilities, implement approved compensating controls, and address additional	Please refer back to the original language from the RFP for this section.	ADCRR agrees with B&D that the ADOA suggested change is not necessary for this document. The details listed in column E are the points that B&D should ensure they meet as these are the 2020 state requirements. The teams agreed to keep the language listed in column C of this document. Internal and external security to meet State, federal and industry standards and regulations. o Password security o Data encryption o Firewall o Identity management o Anti-virus/spyware o Web content monitoring/filtering o Weekly/monthly/quarterly/annual security reports and updates review. o 100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident. o 100% of all security breaches must be mitigated within the time frames approved by ADC at the time of the incident. o Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements.	
8	Incident Response and Target	- Category of Critical = Priority of 1 = Target Response Time of 1 Clock Hour - Category of High = Priority of 2 = Target Response Time of 24 Clock Hours - Category of Medium = Priority of 3 = Target Response Time of 48 Business Hours - Category of Low = Priority of 4 = Target Response Time of 48 Business Hours	Request Change to: - Category of Critical = Priority of 1 = Target Response Time of 15 Clock Minutes - Category of High = Priority of 2 = Target Response Time of 1 Clock Hour - Category of Medium = Priority of 3 = Target Response Time of 24 Clock Hours - Category of Low = Priority of 4 = Target Response Time of 48 Clock Hours	• Category of Critical = Priority of 1 = Target Response Time of 15 Clock Minutes • Category of High = Priority of 2 = Target Response Time of 1 Clock Hours • Category of Medium = Priority of 3 = Target Response Time of 24 Clock Hours • Category of Low = Priority of 4 = Target Response Time of 48 Clock Hours	Please refer back to the original language from the RFP for this section.	ADCRR and B&D agree with the language listed in column C of this document. Teams will revisit these SLAs in 6 months (or sooner) to ensure the clock hours vs business hours meets the needs of ADCRR. The metric will be adjusted if needed. • Category of Critical = Priority of 1 = Target Response Time of 1 Clock Hour • Category of High = Priority of 2 = Target Response Time of 24 Clock Hours • Category of Medium = Priority of 3 = Target Response Time of 48 Business Hours • Category of Low = Priority of 4 = Target Response Time of 48 Business Hours	

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9	Incident Resolution and Target	- Category of Critical = Priority of 1 = Target Resolution Time of 5 Clock Hours - Category of High = Priority of 2 = Target Resolution Time of 48 Clock Hours - Category of Medium = Priority of 3 = Target Resolution Time of 72 Business Hours - Category of Low = Priority of 4 = Target Resolution Time of 72 Business Hours	Request Change to: - Category of Critical = Priority of 1 = Target Resolution Time of 4 Clock Hours - Category of High = Priority of 2 = Target Resolution Time of 8 Clock Hours - Category of Medium = Priority of 3 = Target Resolution Time of 60 Clock Hours - Category of Low = Priority of 4 = Target Resolution Time of 72 Clock Hours	• Category of Critical = Priority of 1 = Target Resolution Time of 4 Clock Hours • Category of High = Priority of 2 = Target Resolution Time of 8 Clock Hours • Category of Medium = Priority of 3 = Target Resolution Time of 60 Clock Hours • Category of Low = Priority of 4 = Target Resolution Time of 72 Clock Hours	Please refer back to the original language from the RFP for this section.	ADCRR and B&D agree with the language listed in column C of this document. Teams will revisit these SLAs in 6 months (or sooner) to ensure the clock hours vs business hours meets the needs of ADCRR. The metric will be adjusted if needed. • Category of Critical = Priority of 1 = Target Resolution Time of 5 Clock Hours • Category of High = Priority of 2 = Target Resolution Time of 48 Clock Hours • Category of Medium = Priority of 3 = Target Resolution Time of 72 Business Hours • Category of Low = Priority of 4 = Target Resolution Time of 72 Business Hours	
10	User Support	1) Monday– Sunday 6am – 6pm – Technical (except holidays) 2) Monday – Sunday 6am – 6pm – Help Desk (except holidays) 3) On call after hours support as negotiated with ADC. 4) It will be agreed without exceptions or conditions that after-hour technical support will be provided under a Time and Material basis at a Rate Card Appendix 9 approved by ADC. 5) The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	* Maintenance and Operations Manual dated 11/20/2019 states: "- The offeror shall staff the Help Desk during the following hours during implementation and initial maintenance and operations (to be determined by ADC): - Extended hours on Monday through Friday from 6 a.m. through 10 p.m. - Weekend hours on Saturday and Sunday from 6 a.m. from 6 p.m. - On-call support during all other hours for coverage 24 hours per day" The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	1) Monday– Sunday 6am – 6pm ~~– Technical~~ (except holidays) ~~2) Monday – Sunday 6am – 6pm – Help Desk (except holidays)~~ 3) On call after hours support as negotiated with ADC. 4) It will be agreed without exceptions or conditions that after-hour technical support will be provided under a Time and Material basis ~~at a Rate Card Appendix 9 approved by ADC.~~ 5) The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	No update or comments	1) Monday– Sunday 6am – 6pm 2) On call after hours support as negotiated with ADC. 3) It will be agreed without exceptions or conditions that after-hour technical support will be provided under a Time and Material basis. 4) The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	
11	Reporting	*Planned possible removal by mutual agreement <--- This was done in late February or early March 2020. Exhibit G Service Level Agreement (SLA) of the Maintenance and Operations Manual reads as follows: • 100% of data required for reporting purposes shall be available when required. Report shall be provided within 5 Business Days as requested by ADC • 100.% of required reports (Contractor-produced) shall be delivered to ADC by the data and time specified. Report shall be provided within 5 Business Days as requested by ADC • 100% of user-generated reports must be produced on the schedule indicated in the request. Report shall be provided within 5 Business Days as requested by ADC • 100% of all reports are stored according to specifications. Report shall be provided within 5 Business Days as requested by ADC • 100% of all reports are retrievable within five (5) minutes. Report shall be provided within 5 Business Days as requested by ADC • 100% of required reports shall be produced accurately. Report shall be provided within 5 Business Days as requested by ADC	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	No update or comments	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	
12	SLA Reporting	- The Offeror shall provide a Monthly status reports that provide previous month's SLA performance data. - The Offeror shall also provide a rolling previous 3/6/9 month intervals. - ADC requires a monthly SLA reporting meetings with the appropriate documentation. - ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement.	No changes required.	- The Offeror shall provide a Monthly status reports that provide previous month's SLA performance data. - The Offeror shall also provide a rolling previous 3/6/9 month intervals. - ADC requires a monthly SLA reporting meetings with the appropriate documentation. - ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement.	No update or comments	- The Offeror shall provide a Monthly status reports that provide previous month's SLA performance data. - The Offeror shall also provide a rolling previous 3/6/9 month intervals. - ADC requires a monthly SLA reporting meetings with the appropriate documentation. - ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement.	
13	Contractor Staffing	Offeror shall maintain 100% resource availability for Key M&O Staff Roles as identified in Appendix 6 of the Maintenance and Operations Agreement.	Offeror shall maintain 100% resource availability for Key M&O Staff Roles as identified in the Contract Amendment #9 dated 4/30/2020.	more discussion needed	No update or comments	Offeror shall maintain 100% resource availability for Key M&O Staff Roles.	

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Holly Greene; Sandy Wang; Joseph Nicoletti; Rusty Johnson
Subject: Fwd: Utility Fees Follow Up
Date: Thursday, May 21, 2020 10:45:30 AM

Hi Charles-

Is this interaction billable to ADCRR?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Lynda Wade** <lwade@azadc.gov>
Date: Thu, May 21, 2020 at 10:12 AM
Subject: Re: Utility Fees Follow Up
To: Gergana Kovatcheva <gkovatcheva@azadc.gov>
Cc: Aaron Pratt <aaron.pratt@bndna.com>, Linda Finchum <lfinchum@azadc.gov>, Holly Greene <hgreene@azadc.gov>, George Martinez <gmartinez1@azcorrections.gov>, Sandy Wang <swang@azadc.gov>, Luis Blázquez <luis.blazquez@bndna.com>, John Vitale <jvitale@keefegroup.com>, Charles Spannagel <charles.spannagel@bndna.com>

Gergana... Can you answer Charles questions below regarding Utility Fee Charges?

- **This leaves a few questions to be answered.**
    1. **We still have not sent the April utility fees to Keefe.**
    2. **Do we need to?**
    3. **Also should we disable this interface on our side for now or should we continue to send and just let John/KeepTrak determine whether or not to process the records**

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we send?

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

On Thu, May 21, 2020 at 10:00 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning Linda W and Linda F,
>
> Aaron and Luis (B&D) were able to meet with John Vitale from Keefe and work on a solution for the Utility Fee issued we had reported last week. Could you please read through Aaron's email directly below and provide guidance on how you would like to move forward. If we need another call to talk through any of the points listed below I will happily set it up for all parties. Thank you.
>
> -Charles
>
> **Hi Charles,**
>
> **On a call today with John Vitale from Keefe Group we discussed the utility fees that we send to them each month.**
>
> - **On April 17th our interface ran a monthly task to send utility fees for inmates with electrical devices. These are charges for March. John Vitale mentioned that these records were received but NOT loaded into the system because Utility Fees were being waived at the moment due to COVID-19.**
> - **On May 16th the interface was scheduled to run and send the utility fees for April but as we know there was a problem and that interface did not run.**
> - **On the call with John to discuss this we became aware that ADC was not charging utility fees at them moment.**
> - **This leaves a few questions to be answered.**

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1. **We still have not sent the April utility fees to Keefe.**
2. **Do we need to?**
3. **Also should we disable this interface on our side for now or should we continue to send and just let John/KeepTrak determine whether or not to process the records we send?**

John mentioned he will be meeting with ADC tomorrow and could also discuss then as well.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA

Mobile: [redacted] | Email: aaron.pratt@bndna.com

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Aaron Bailey; Jeff Woodward; Joseph Nicoletti; Joshua Connolly; Sandy Wang; Rusty Johnson; Holly Greene; Keith Barrier; Scott Schnyer; Spencer Scott
Subject: Re: M&O Hours
Date: Thursday, May 21, 2020 10:43:53 AM
Attachments: image006.png

Thank you, Charles.

Per our conversation on 5/19, all hours need to be approved by the ADCRR prior to use/consumption from B&D.

We'd like to know:

- Who performed the work
- What the 7.5 hrs for week 5/17 is for
- If we can get a more comprehensive break down (e.g. AD HOC Support - Email; AD HOC Support - Meeting; AD HOC Support - Promotion to Prod; etc.)

We also need a breakdown of what would be considered a system issue and a defect in the module; the ticket details needed to act on this.

And regarding the training of ADCRR folks on the use of the B&D ticketing system, training will be provided by B&D, but ADCRR needs to know if we will be charged.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, May 19, 2020 at 11:03 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33	46	31	51.5	45	26	29	22.75	18	261.5	165.25	729
100-Performance Imp										37	22	59
101-Doc Storage										92	75.25	167.25
102-Excessive Post Back										97.5	60.5	158
2 - AD HOC Support	29	34	29	21.5	42	23.5	25.5	19.25	13	33	7.5	277.25
3 - Arbitration	4	10		28	2	2.5	3.5	3.5	3			56.5
4 - Parking Lot		2	2	2	1				2	2		11

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: Re: Governance
Date: Wednesday, May 20, 2020 9:19:28 PM
Attachments: image003.png

Likewise sir!

3pm is perfect for me! Speak then...

Thanks

Dean

> On May 20, 2020, at 8:15 PM, Joseph Profiri <jprofiri@azadc.gov> wrote:
>
> Always good to hear from you Dean.
>
> I am still here and will endeavor to hang-on as long as I'm value added.
>
> I set an appointment for us to go over the work at 3 o'clock tomorrow. If that doesn't work, I'm available later but booked morning and afternoon otherwise.
>
> I look forward to talking with you tomorrow.
>
> Joe
>
> On Wed, May 20, 2020 at 7:53 PM Dean Allen <dean.allen@bndna.com> wrote:
>
> > Hi Joe,
> >
> > Hope you are hanging in there?
> >
> > I am never sure which email address is the right one, so I just send it to both
> >
> > As discussed, Charles has been working on the slide deck attached for M&O Governance. I think most of the things in this are sensible. Let me know your thoughts? I am free tomorrow (Thursday) if you have time for a call to walk through and adjust it, if needs be!

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Have a great night…

Dean

Dean Allen

President – Mi-Case North America

Business & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted] E: dean.allen@mi-case.com

<image003.png>

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri; Joseph Profiri
Subject: Governance
Date: Wednesday, May 20, 2020 7:56:23 PM
Attachments: ADCRR-MiCase Governance v4.pdf
image003.png

Hi Joe,

Hope you are hanging in there?

I am never sure which email address is the right one, so I just send it to both

As discussed, Charles has been working on the slide deck attached for M&O Governance. I think most of the things in this are sensible. Let me know your thoughts? I am free tomorrow (Thursday) if you have time for a call to walk through and adjust it, if needs be!

Have a great night…

Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

AMERICAN OVERSIGHT

MAY 2020

DRAFT M&O GOVERNANCE PROCESS

ADCRR & BUSINESS AND DECISION

Arizona Department of Corrections Rehabilitation & Reentry

Business & Decision
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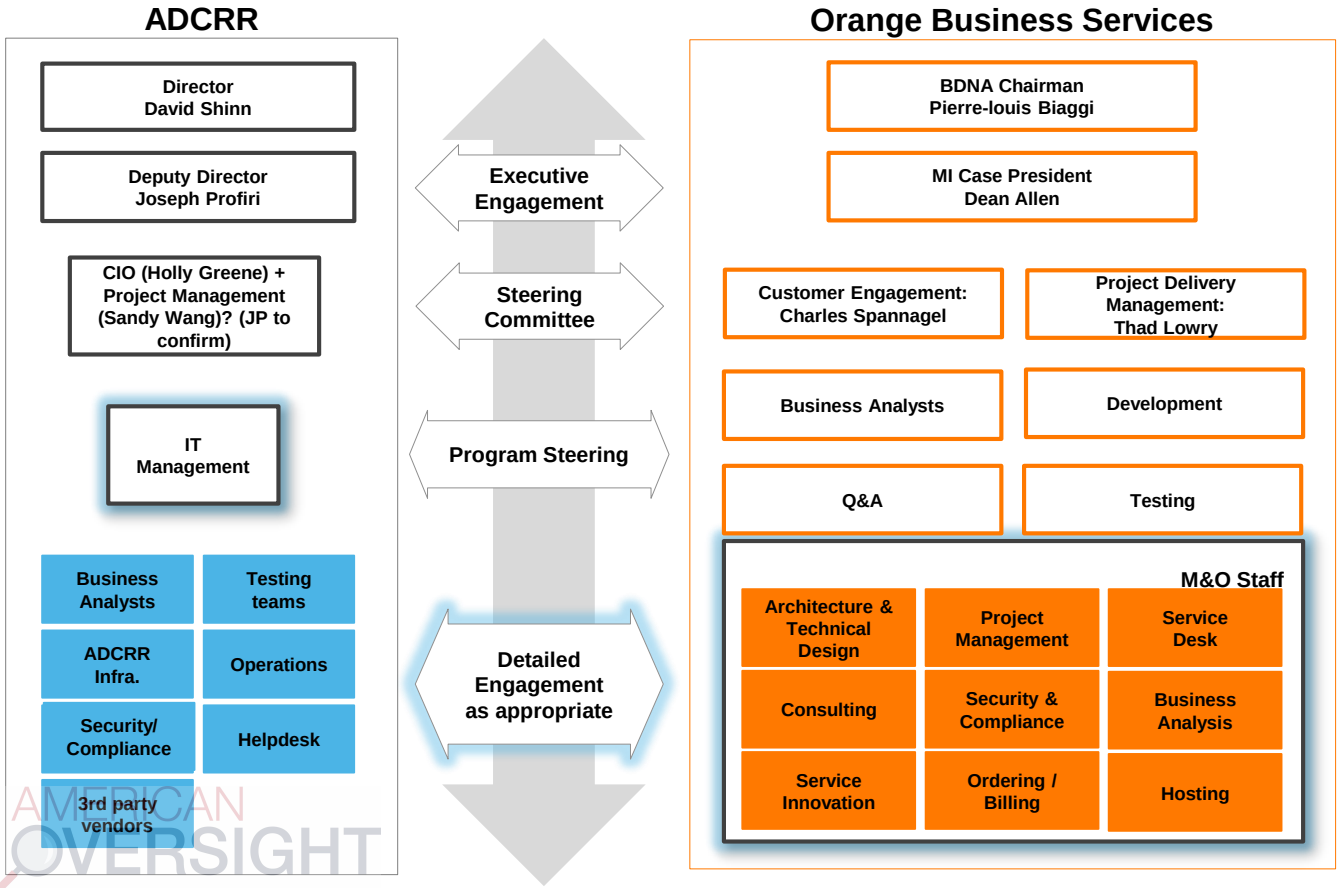
BDNA engagement method



Partnership principles:

- **High touch executive engagement** – Strategic decisions & arbitrations in coordination with ADCRR executives
- **Customer engagement**– throughout the life cycle of M&O, the BDNA customer engagement manager will own the commercial relationship and support customer business and IT strategy
- **Project management** – The project management organization will deliver maintenance as well as new developments of the solution

The engagement is driven by a customer centric philosophy, guided by the customer's business needs.

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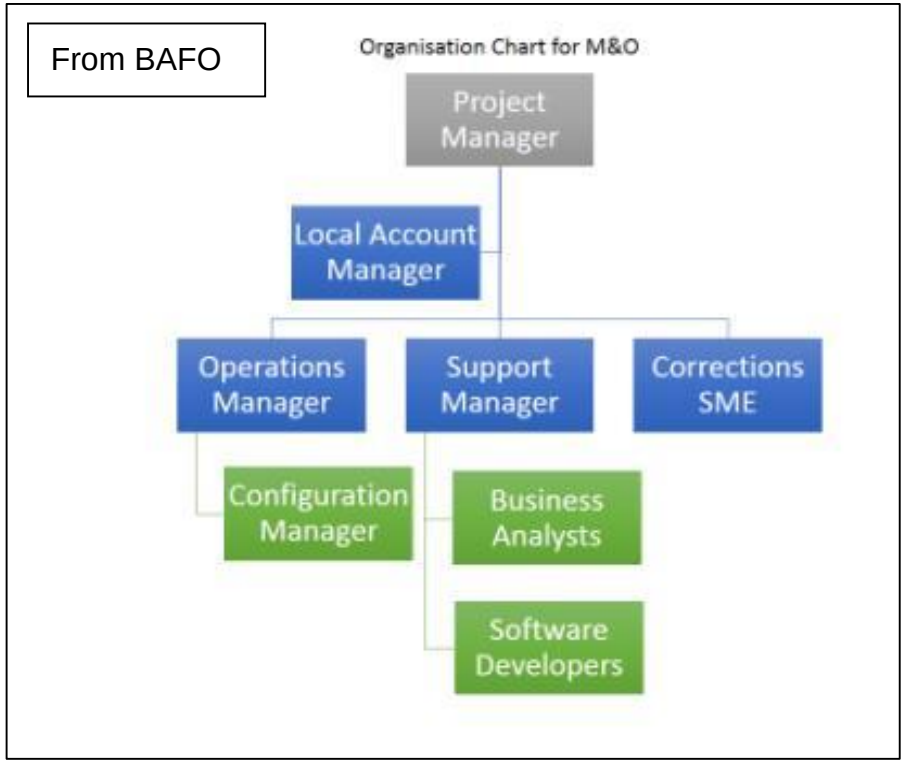
BDNA Client Business Unit

The Client Business Unit is organized to deliver:

- Maintenance of the solution (Bugs fixing), through a dedicated staff and capacity
- Development of new functionalities as part of the 10k hours envelope dedicated to it

From 05/01/2020 to 05/01/201, This team will be supplemented by additional staff in order to deliver the additional remediation hours (10k hours) agreed in the last Amendment to the contract

From BAFO



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Customer Engagement Manager

CEM

The Customer Engagement Manager ensures accountability of the execution of the contract and steers a proactive partnership with ADCRR

- Coordinate a cross functional team in order to develop a partnership with the ADCRR with full accountability to achieve commitments in contractual agreement and delivering satisfaction and value to the ADCRR.
- Implement full contract customer facing governance incl. appropriate governance boards, steerco's, escalation path and contractual change management.
- Bring BDNA delivery team together into a coherent entity fine-tuned to interact with the ADCRR organization in an optimal and minimum impacting way.
- Significantly reduce the level of effort which ADCRR has to invest to ensure the desired contractual benefits are achieved.

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Project Delivery Manager

PDM

The Project Delivery Manager is accountable to provide day-to-day coordinated delivery of agreed contractual solutions and services for ADCRR; has overall responsibility for the quality of service and customer satisfaction for all implemented BDNA services; with a view to optimizing workforce utilization

- Proactively identify and scope opportunities for service enhancement providing ADCRR's experience improvement and greater value generation; spread innovation for optimization and leverage of new or improved processes.
- Prepare and publish Program Plan (including Program Structure / Roadmap / Governance Matrix) of customer Service Strategy; ensure all stakeholders agree and understand roles and responsibilities
- Identify and mitigate risks (failure or delay); ensure appropriate levels of business contingency / continuity are in place.
- Implement full contract customer facing governance, incl. appropriate governance boards and steerco's, for escalation path and contractual change management
- Ensure full compliance of agreed solutions and services to meet customer needs; proactive monitoring of agreed SLAs in order to deliver exceptional service and acknowledged customer value.

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Communication Governance

Formal Sessions

Quarterly Business Review	Performance and spend, relationship health, continuous improvement, personnel updates, innovation and new business, contract activity.
Program Review Session	Performance, relationship health, continuous improvement …
Monthly Implementation and Operational Review Sessions	M&O and Contract Amendment Monthly Status Reports including SLA Dashboard Bi-Monthly Change Management Release Schedule
Weekly Sessions	

Business	**Implementation**	**Operations**
▪ Status Meeting with ADCRR IT PMO and Operational Leaders ▪ Identification of new development items	▪ M&O Manager and ADCRR IT Leadership Weekly Status Meeting ▪ Items delivery implementations	▪ Incident management ▪ SLA performance ▪ Problem management ▪ Continuous improvement

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Governance
Quarterly business review (DRAFT)

Members	**ADCRR**	*Initially a small group (JP & HG)*
	BDNA	*Initially a small group (DA & CS)*
Agenda	- ADCRR Business objectives & roadmaps - BDNA business performance (Implementation, Operations, etc.) - INNOVATION: Market trends, technology roadmaps - Relationship health, customer survey results - Dashboard performance - Development Hours spend reviews - New business review	
Inputs	- Status of actions from previous meetings - Monthly performance for both build and run - Headline News - Survey feedback	
Outputs / Objectives	- Minutes and updated actions list - Program performance	
Frequency	Once per quarter ; maximum of two hours	

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Governance

Program review session (DRAFT)

Members	**ADCRR**	*TBD*
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson & Dean Allen
Agenda	- Update on actions from previous session - Review of SLA dashboard performance - Review of exception logs - Process and/or procedure challenges; opportunities for improved way of working - Account relationship, End-user satisfaction survey programs - Schedule reporting compliance - Continuous improvement initiatives and achievements	
Inputs	- Actions from previous meetings - Exceptions from billing, build and/or run - Governance dashboard - Headline News	
Outputs / Objectives	- Minutes and updated actions list - Maintain Governance for effective and continuous improvement program - Executive summary	
Frequency	Scheduled as calendars permit	

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Governance

Bi-Weekly Change Management Release Schedule (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel, Thad Lowry, Chris Masson
Agenda	- Release roadmap - Outstanding defects/bugs in the system - CAP completion - Any issue requiring escalation - Roundtable discussion with ADCRR	
Inputs	- Actions list from previous meetings - Minutes from weekly design review	
Outputs / Objectives	- Minutes and updated actions list	
Frequency	Bi-weekly	

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Governance

Monthly operational and implementation review session (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spanagel, Thad Lowry, Aaron Pratt, Chris Masson (optional Dean Allen)
Agenda	- Update on actions from previous session - Steering committee (executive invited) review - SLA performance - End user satisfaction report - Continuous improvement initiatives and achievements	
Inputs	Actions list from previous meetings - Service management monthly report - SLA report - M&O Hours and EUIL delivery completion report	
Outputs / Objectives	- Minutes and updated actions list - Mutual agreement on monthly performance	
Frequency	Monthly – Held last Thursday of each month	

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Governance

Weekly Status Meeting with ADCRR IT PMO and Operational Leaders (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel
Agenda	- Input from ADCRR operations on new items requests - End user satisfaction measurement	
Inputs	- Action list from previous meeting - New list of items - Satisfaction measurement	
Outputs / Objectives	- Minutes and updated actions list - New list of items	
Frequency	Weekly – Held every Friday or Monday am (TBD)	

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Governance

M&O Manager and ADCRR IT Leadership Weekly Status Meeting (DRAFT)

Members	**ADCRR**	
	BDNA	Charles Spannagel
Agenda	- Review previous week items progression - Identify new items - Review service desk performance - Roundtable discussion	
Inputs	- Action list from previous meeting - Serviced desk SLA view	
Outputs / Objectives	- Minutes and updated actions list - New items list	
Frequency	Weekly – Held every Thursday	

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Initial Governance Timeline

- **June 2020**
  - **6/5/2020 – ADCRR and B&D Monthly Status Meeting**
    - 6/11/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 6/18/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 6/25/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
- **July 2020**
  - 7/2/2020 – ADCRR IT and M&O Manager Weekly Status Report Meeting
  - **7/7/2020 – ADCRR and B&D Monthly Status Meeting**
    - 7/16/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - 7/23/2020 – ADCRR IT and M&O Manager Weekly Status Meeting
    - Meeting
    - 7/30/2020 – ADCRR IT and M&O Manager Weekly Status Meeting

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List of workstreams

- Parking lot – Exhibit 2 items – Capped at 1000 hours
- EUIL – capped at 9000 hours: Focused on Improved End-user experience
- M&O (10,000) Development hours: Focused on new Functionalities implementation
- Maintenance: Bugs fixing, following prioritization by ADCRR
  - CAP: All remaining Medium & Low Bugs at the time of M&O start
  - SLAs: As per agreed SLA setup
  - Service desk: Effective as of June 5th , 2020
- Measurement of Success: To be agreed with ADCRR

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Principles of Effort Estimate, Validation & Approval

- For M&O development hours prior to May 18th: Validation requested by ADCRR management
- M&O development hours:
  - As per ADCRR requests for development – list of items to be submitted by ADCRR
  - BDNA evaluation of Level of Efforts (LoEs)
  - ADCRR sign off on LoEs
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
- EUIL:
  - Parking lot Exhibit 2 items to be delivered consuming no more than 1000 hours (580h to date)
  - BDNA evaluation of Level of Efforts (LoEs)
  - ACRR sign off on LoEs (9,000)
  - BDNA commits on LoEs cap for delivery
  - Validation of Delivery as per amendment process terms (Testing ok / 30 days)
  - **Measurement of success to evaluate positive impact of EUIL items onto end user satisfaction**

Amendment process

- 1st Business Day – M&O Monthly Report submitted by B&D
- 5th Business Day - Monthly M&O Status Meeting
- 10th Business Day (or prior) – ADCRR and B&D present a list of proposed EUIL items
- 15th Business Day (or prior) – B&D to provide estimate for proposed EUIL items, B&D to provide forecast of available FTE's
- 20th Business Day (or prior) – ADCRR selects items for the upcoming month

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SLAs

- **Service Level Agreement (SLA)**
  - Agreed to terms on May 15th , 2020
  - Utilizing multiple technologies and metrics to ensure SLA compliance
    - 3rd Party Systems that monitor System Response, System Availability, User Response
    - ServiceDesk Reports that monitor
      - Incident Response and Resolution Times
    - Additional Monthly Reports to be included in the M&O Monthly Status Meeting
      - Maintenance/Updates/Upgrades, Data Integrity and Destruction, Security, User Support and Contractor Staffing
  - B&D Weekly SLA Compliance and Risk Assessment Meeting to review all metrics
  - **Sign Off Needed**

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CAP

- The Corrective Action Plan consist of all medium and low bugs still active as of M&O start (Feb. 21st)

- Listed in attached document.

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Service desk

- **B&D Service Desk Implementation**
  - Scheduled to Go Live on 6/5/2020
  - B&D Internal Training on 5/21/2020
  - ADCRR Training the week of 5/25/2020
  - B&D Service Desk staffed Monday through Sunday 6am – 6pm
    - On call after hours support as negotiated with ADCRR
    - After hour technical support will be provided under a Time and Material basis

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Measurement of Satisfaction

- **Measure Current Sentiment**
  - Workstream with key ADCRR IT Staff and ADCRR Operational Users
  - Brainstorm different methodologies for End User satisfaction analysis
    - Online Surveys
    - Site Visits - Quarterly Site Visits to gauge user satisfaction?
    - Super User Panel
    - Training Evaluation
    - Product Board…
- **Setup Ongoing Satisfaction Measurement**
- **Set Targets and Expectations**

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang
Cc:	Spencer Scott; Holly Greene; Joseph Nicoletti; Rusty Johnson
Subject:	RE: Exhibit G WIP
Date:	Wednesday, May 20, 2020 3:46:35 PM
Attachments:	image001.png image003.png

Good afternoon ADC Team,

Sandy, I will be making the edits for the agreed upon SLAs. The M&O agreement covers the totality of all of the items within incident management, resolution times, severities, staffing, and additional exhibits that supplement the agreement. This was sent by Dean previously and the sticking point at that time was the SLAs (exhibit G). Now, that we have come to an agreement on the SLAs, I want to review this document in its' entirety before it is sent to Dean and Mr. Profiri to sign.

I believe this document was initially reviewed by Dwight and team in February? There is nothing drastic at all in the document and if we can find time tomorrow to go over it together I will gladly do that. I can also find a time on Friday that would work. I will be on PTO but absolutely happy to jump on a call.

Whatever you guys need to feel comfortable.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Wednesday, May 20, 2020 3:25 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: Exhibit G WIP

Charles, I was under the impression that B&D will be making the necessary edits to reflect our agree-upon SLAs. Am I correct?

Also, you sent over another word document called "M&O Agreement" (attached) for sign-off discussion. This document contains more than just the SLAs and Incident Management process we

AMERICAN OVERSIGHT

have been working on. I don't really recall any requirement on Amendment #9 for signing off such a document. Can you please clarify?

On Wed, May 20, 2020 at 10:14 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> I was able to convert this into a Word Document that we can convert to a pdf for the agreement. I have not updated anything in it yet but I wanted to make sure you guys had your own copy to start from as well if you felt inclined. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Charles Spannagel
Subject: Code Escrow Deposit
Date: Wednesday, May 20, 2020 9:36:46 AM
Attachments: image001.png

Hi Holly,

I've completed the code deposit to IronMountain for the Arizona code escrow.

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang
Subject: Charles OOO Friday 5/22/2020
Date: Wednesday, May 20, 2020 8:20:52 AM
Attachments: image002.png

Holly,

Sorry, one last thing and I should have put this in the previous email. I am out this Friday. Is there anyway we could move the meeting to Thursday? Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang
Subject: Quick Note
Date: Wednesday, May 20, 2020 8:14:56 AM
Attachments: image003.png

Holly,

I believe Joe P and Dean are going to review the hours of work and what's chargeable versus what is not chargeable. Would you please ask Joe to bring up the level of detail you all would like on the "bills". I have sent a message to my team for the request but I do think it will be a good idea for those two to review it and provide all of us a consensus.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Spencer Scott
Subject: Re: Initial EUIL List
Date: Tuesday, May 19, 2020 5:01:45 PM
Attachments: image002.png

Estimates for all items.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, May 19, 2020 at 5:00 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good afternoon,
>
> I have a quick question now that we have the list and documents. Is the goal initially for us to look at the list together and then decide which ones receive full estimates or would you like estimates for all items and then we prioritize as a group? Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

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M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: Holly Greene; Dean Allen; Joseph Profiri
Subject: RE: REVIEW: ACIS Functional Enhancements
Date: Tuesday, May 19, 2020 4:52:06 PM
Attachments: image003.png
image004.png

Thank you very much Sandy. We have our internal HelpDesk training this Thursday and my goal post this training is to deliver some materials to push us forward.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, May 19, 2020 4:42 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Joseph Profiri <jprofiri@azadc.gov>
Subject: Re: REVIEW: ACIS Functional Enhancements

Charles, here is the zip file for the requirement documents.

You should have received the excel version of the prioritized list. Please let me know if you have any questions or need additional information.

On Tue, May 19, 2020 at 2:33 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Thank you very much Holly. We will dive in immediately once we get the documents from Sandy. Would it be possible to have the PDF document sent as an excel or word document? We want to be able to prioritize our recommendations for you. Thank you very much.
>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>
>
>

AMERICAN OVERSIGHT

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, May 19, 2020 8:32 AM
To: Dean Allen <dean.allen@bndna.com>; Joseph Profiri <jprofiri@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Sandy Wang <swang@azadc.gov>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: REVIEW: ACIS Functional Enhancements

Hello Joe and Dean-

Please see the attached ADCRR ACIS functional enhancements list. This is the high level overview for your review and dissemination as appropriate.

Hi Charles and Sandy-

Please work together to obtain the documentation from the IT PMO team which contains the details of each of the items of the attached presentation. The additional documents are to be used by B&D as a means of understanding the body of work which will assist their time estimation efforts. Please coordinate any conversations between B&D and ADCRR as necessary.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: M&O Hours Request for Approval
Date: Tuesday, May 19, 2020 1:32:27 PM
Attachments: image005.png

Holly,

The purpose of this email is to review both the M&O hours that are backdated to February 21st per the signed amendment and the EUIL – Amendment 2 items with a start date of May 1st that we are required to deliver with a ceiling of 1000 hours. Moving forward and beginning in June ADC will dictate all work for B&D based off of the EUIL list additions as decided by ADC.

Holly please acknowledge receipt of this email and please approve with your team as quickly as possible. Thank you.

M&O Hours

There are three initiatives that B&D undertook from our site visits in the field. We realize that these should have gone through the approval process that is currently being put in place but we felt in order to get the biggest "bang for our buck" and win over End Users adoption of the system we needed to implement these tasks. These tasks are ready for UAT upon your approval.

1. **64 Bit**: Based on feedback from the users of system slowness, waiting for screens to populate and waiting for spinning wheels B&D has converted the application to a 64 bit implementation which will allow the application to make better use of memory and increase the bandwidth of the connection between the application and the databases resulting in reduction of time waiting on spinning wheels and faster screen loading. This should decrease the amount of time that it takes the users to their tasks and should improve the overall attitude when it comes to speed of the system.

2. **Data Storage**: For the Data Storage of PDF Documents we initially intended to store all PDF documents in the database. We were surprised as we got close to go live that the number of documents skyrocketed. Being so close to go live we were locked into storing the PDF's in the DB but the heavy amount of PDF documents has caused the DB gain in size at an unsustainable rate. Storing huge amounts of data in the database is very expensive and has implications on the amount of time that it takes to back up the data / replicate the data and ultimately impact the amount of time it will take to do disaster recovery. We have taken steps to store the PDF files on a secure file system called S3 and remove the documents from the database, which will reduce the amount of time it takes to do backups, copy the data from Prod to the other environments and decrease the amount of time it takes to do disaster recovery.

3. **Excessive Post Backs**: Based on feedback from the users waiting for post backs (excessive spinning wheels) we have rewritten the count module to avoid incurring that overhead and reduce the amount of time that it takes for the field to do a count. Based on studies the users were waiting on average 20 to 30 seconds before the rewrite. After the rewrite the wait time has been reduced to almost nothing. This should decrease the amount of time that it takes the users to do a count and should improve the overall attitude when it comes to speed of the system.

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33.0	46.0	31.0	51.5	45.0	26.0	29.0	22.8	18.0	261.5	157.8	721.5
100-Performance Imp										37.0	22.0	59.0
101-Doc Storage										92.0	75.3	167.3
102-Perfomance ReworkFixing Defects										97.5	60.5	158.0
2 - AD HOC Support	29.0	34.0	29.0	21.5	42.0	23.5	25.5	19.3	13.0	33.0		269.8
3 - Arbitration	4.0	10.0		28.0	2.0	2.5	3.5	3.5	3.0			56.5
4 - Parking Lot		2.0	2.0	2.0	1.0				2.0	2.0		11.0

EUIL – Amendment 2 Items

B&D has used 50% of the allotted 1000 hours on the Amendment 2 items. We are delivering this week the following to UAT 31493, 37369, 40631. The following items in progress are 16465, 16466, 16474, 16475. The remaining items are 28774 and 28915. We underestimated our bid of the 9 items for 1000 hours. The work may go over the 1000 hours but this will be at no additional charge to ADC. I will continue to report on the status of these items as they make their way to UAT.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Aaron Bailey; Jeff Woodward; Joseph Nicoletti; Joshua Connolly; Sandy Wang
Subject: M&O Hours
Date: Tuesday, May 19, 2020 11:03:35 AM
Attachments: image006.png

TASKS	3/8	3/15	3/22	3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	Grand Total
AP0357 - AZ DOC - M&O Development Hours	33	46	31	51.5	45	26	29	22.75	18	261.5	165.25	729
100-Performance Imp										37	22	59
101-Doc Storage										92	75.25	167.25
102-Excessive Post Back										97.5	60.5	158
2 - AD HOC Support	29	34	29	21.5	42	23.5	25.5	19.25	13	33	7.5	277.25
3 - Arbitration	4	10		28	2	2.5	3.5	3.5	3			56.5
4 - Parking Lot		2	2	2	1				2	2		11

Charles Spannagel

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Business & Decision
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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Subject:	RE: EUIL List Items
Date:	Tuesday, May 19, 2020 8:36:19 AM
Attachments:	image003.png image004.png

Fantastic. Thank you Holly.

Charles Spannagel

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Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, May 19, 2020 8:26 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: EUIL List Items

Hi Charles-

It was received and distributed to Deputy Director Profiri last week. After my conversation with him yesterday, I am (coincidentally enough) about ready to send an email to Dean and Joe with you and Sandy on copy which contains the list.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, May 19, 2020 at 8:23 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning Holly,

th

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I wanted to confirm that the list of EUIL items will come over prior to the 25 so that we may provide feedback and quotes. After which ADC will decide which items to "green light" for development? I believe the contract calls for 400 hours atleast per month and this month is included. I may have this wrong and I know this is the first month so we are figuring out this process together. Please let me know.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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E: charles.spannagel@bndna.com

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Dean Allen; Joseph Profiri; Charles Spannagel; Sandy Wang
Cc:	Holly Greene
Subject:	REVIEW: ACIS Functional Enhancements
Date:	Tuesday, May 19, 2020 8:33:03 AM
Attachments:	ACIS Functional Enhancements 2020 May 14.pdf

Hello Joe and Dean-

Please see the attached ADCRR ACIS functional enhancements list. This is the high level overview for your review and dissemination as appropriate.

Hi Charles and Sandy-

Please work together to obtain the documentation from the IT PMO team which contains the details of each of the items of the attached presentation. The additional documents are to be used by B&D as a means of understanding the body of work which will assist their time estimation efforts. Please coordinate any conversations between B&D and ADCRR as necessary.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Information Technology
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Arizona Department of Corrections Rehabilitation & Reentry

ACIS Functional Enhancements Proposal

May 14, 2020

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ACIS Functional Enhancements: **Parking Lot**

TFS ID#	Module Name	Area of Concentration (Related Process)	Functional Impact	What specific goal is being requested?
39609*	**Cell Screening**	Years to Release	Calculation Correction	The 'Years to Release' rules are reversed in ACIS for non-violent and violent offenses, and should match policy 704. Currently staff is having to complete the years to release components of cell screening, manually. Resolution would eliminate the current workaround, where staff has to complete the 'Years to Release' components of cell screening, manually.
40940	**Classification**	Trigger new initial classification	Work Flow Improvement	When an offender on supervision comes back with a new felony conviction, the system needs to trigger a new initial classification (per policy), rather than a reclassification. By doing so, this will eliminate the need for manual classification of parole violators returning with new charges.
41361	**Classification**	IR Reduction for Manslaughter DUI	Calculation Correction	Change the system so that a Classification pending review for Manslaughter DUI status should not allow for an IR reduction below 3. By correcting this process, this would eliminate the need for a manual IR override to be done. This would prevent mis-classifying an inmate, which could allow an inmate to be inappropriately assigned to off-site work, ultimately creating a potential public safety risk.
40386	**Classification**	Trigger for classification	Work Flow Improvement	Inmates should trigger for classification once they drop below the 5-year non-discretionary mark. Staff are having to manually re-trigger classification to remove the obsolete nondiscretionary, causing a delay in a reduction of their custody, and unnecessarily extending their stay at a higher custody unit.
40392	**Classification**	Classification (CL) Action Queue	Work Flow Improvement	CL Action Queue Classification items should be generated for changes in Custody (CU) or Internal Risk (IR) due to aging-out or if initial 180 days review indicates a reduction per policy. Staff are having to manually re-trigger classification in order to verify if a CU and IR change would occur, causing a delay in a reduction of their custody, and unnecessarily extending their stay at a higher custody unit.
40167	**Programs**	Priority Ranking Report (PRR)	Work Flow Improvement	We are requesting to remove the Priority Ranking Report (PRR) section restriction rules, which are preventing lower priority inmates from being assigned to a cycle. Currently, staff have to select every inmate from the higher priority sections and save the screen, before they are able to assign an inmate from a lower section; doing this is very time-consuming. If this change is implemented, it will eliminate those tedious steps. As a reference, the Priority Ranking Report will still exist on the Priority Ranking Report Dashboard screen, when assigning inmates. This change will allow staff to assign inmates who are currently awaiting a major program in order to be released for SB1310.

* *This module's SME was not available at time of submission. This information is current as of 05/12/2020.*

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ACIS Functional Enhancements: **Parking Lot**

TFS ID#	Module Name	Area of Concentration (Related Process)	Functional Impact	What specific goal is being requested?
40631	**Security Threat Group (STG)**	Criminal Street Gangs (CSG)	Identification correction	Validation criteria for Inmate's CSG should not create points toward validation (this is currently occurring in the system). Notes or comments, this can cause an inmate to be validated incorrectly. Which would result in increased classification, improper movement, increase in custody and negatively impact release dates.
42463	**Security Threat Group (STG)**	Gang Intelligence Search	Identification enhancement	When a CSG is converted to an STG, any inmates identified loses the identification and is unable to be tracked. Request is to ensure proper identification of CSG and STG (through assignment or conversion). This results in unclassification and eligibility for early releases (inappropriately).
39463	**Sentence Calc.**	Sentence Begin Date (SBD)	Calculation enhancement	Request the ability to enter in jail credits that occurred prior to the date of offense to assist the calculation of the sentence begin date of the inmate. When there is an excessive number of jail credits, Time Computation has to erroneously change the SBD or Jail Credits in order to save the information so that they can lock the system to then manually calculate and correct the dates. Manual lock of the system is very time-intensive.
28992	**Sentence Calc.**	Community Supervision End Date (CSED)	Calculation correction	Request to correct the calculation of the Community Supervision End Date (CSED) for violators. Correction of this calculation will minimize errors and eliminate the need to 'manually lock' violators with the correct date. Currently it takes 30 min to 1 hr to manually lock a violator. There is a monthly average of 300 violators which need to be managed.
29221	**Sentence Calc.**	Truth-In-Sentencing Life Sentence	Calculation enhancement	Request for Parole Eligibility Date (PED) sentence calculation for inmates with a Truth-In-Sentencing (TIS) offense. This will allow for adherence to ARS 13-718 and the Chaparro Decision which allows eligibility of parole consideration for life inmates. This will impact a specific set of inmates. Today, Time Comp cannot identify these inmates.
30307	**Sentence Calc.**	Adjust Past Community Supervision Begin Date (CSBD)	Calculation correction	Request to correct calculations for inmates have passed their CSBD/TR/TR to Absolute Discharge release dates. This would also require the adjustment to the CSED and/or Probation Extended Days calculations. This will improve accuracy of the release dates and create efficiency for the Time Computation staff as they currently have to 'manually lock' the system to make these adjustments. The manual lock can take anywhere from 30min to 1hr.
31598	**Sentence Calc.**	Provisional Release (PR) Eligibility Criteria	Calculation enhancement	Request to add Provisional Release (PR) type criteria to ACIS for inmates sentenced under the 'New Code'. To provide requirements for eligibility for PR. Currently new code inmates are not being denied. This is requiring manual calculation and locking. This will create efficiency and enhance accuracy.

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ACIS Functional Enhancements: **EUIL**

TFS ID#	Module Name	Area of Concentration (Related Process)	Functional Need	What specific goal is being requested?
42235	**Community Corrections**	Home Plan (Detail Page)	**Audit stamp**	Request to add audit trail stamp on home plan form at time of submission. Currently it does not display time/date and who submitted the information in the home plan. This will enhance tracking and accountability.
42233	**Community Corrections**	Home Plan (RMS - Action Queue)	**Information accessibility**	Request to display the *earliest* eligible release date in the RMS Home Plan Action queue. By adding this release date it would give staff the ability to prioritize their workload based on earliest eligible release date. Benefits would result in: 1) Additional bed day savings and 2) More timely release of inmates. This action would eliminate each staff member having to open individual actions to determine the priority of their workflow.
42335	**Community Corrections**	Home Plan (RMS Module)	**Workflow improvement**	Request to remove the ability to submit multiple home plans for approval for a specific inmate following a CCO Supervisor approved home plan. This will prevent duplication of home plan submissions. Officers should maintain the ability to enter and save home plans, but cannot submit multiple for approval. **unless the original Home Plan is cancelled by a CCO Supervisor.*
28917	**Community Corrections**	Banner (OMS Module)	**Information accessibility**	Request for hyperlinks to be listed in the Community Corrections Banner. The hyperlinks are shortcuts allowing easy access to reference information displayed in the banner in a new browser tab. This will eliminate the need to navigate away from the active window. Implementation will help prevent the loss of information.
40629	**eOMIS Interface**	Medical Mental Health Screen	**Information display**	Request to modify of two label names in the Mental Health screen to more accurately reflect the true meaning of the IDs. This has no impact on reports, workflow or current procedures.
42241	**Global**	Banner (Inmate)	**Information accessibility**	Request to add COIII name attached to their assigned inmate(s) in the global inmate banner. The COIII information is 'living' and is subject to change based on the assigned inmates to the COIII. The team is also requesting the addition of a hyperlink attached to the COIII information which would navigate the person to the User Details screen in a separate browser window.
25275	**Programs**	Banner (Education)	**Information accessibility**	Request for the Inmate Banner (static) to reflect whether or not an inmate is exempt for Mandatory Literacy & GED/HSD. *Real estate exists for this information.* This will provide identification of program eligibility/placement and accurately reflect what the exemption is.
33168	**Sentence Calc.**	Banner (Inmate)	**Information display**	Request to have the Inmate Banner display the last release date and type of an inmate who is past the last release date. Currently it displays 'N/A'. This adjustment will provide accuracy when managing an inmate.
42364	**Sentence Calc.**	Flat/earning sentence calculation	**Calculation enhancement**	Request for the ability to adjust sentence calculation to reflect both flat or earning sentence. This will minimize release errors, improve efficiency for Time Computation staff and accurately reflect the judgement from the court.
25143	**STG**	Banner (CSG and STG)	**Information accessibility**	Request to display Criminal Street Gangs (CSG) in the Inmate banner. This is in addition to the existing Security Threat Group (STG) displayed information. By resolving this, users will no longer have to navigate to the Initial Gang Interview screen to view this information.

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Source Data

Links

These files are reference data to aid in tracking the ongoing effort. If summary reports of key components of this data would be useful, they can be generated.

Prioritized Parking Lot Tracking Sheet
Includes prioritized Site Visit recommendations

Links to Raw Data and Partially Processed Data (for reference)

Interview Response Raw Data
Raw data gathered and analysis notes stored here

Recommendations resulting from Site Visits

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Sandy Wang
Subject: Re: Need to Re-schedule the 4pm for tomorrow.
Date: Monday, May 18, 2020 5:00:28 PM
Attachments: image003.png
image004.png

Ug, sorry. I have meeting through 11am which is why I scheduled the MNO meeting for 11am. If we want to do the incident meeting at 11am and then the MNO meeting after that would be fine with me or vice versa.

Sorry for the confusion and thank you for the understanding about today.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On May 18, 2020, at 4:57 PM, Holly Greene <hgreene@azadc.gov> wrote:

Sandy/Charles-

Please find a good time and adjust the meeting accordingly. I will cancel mine once the two of you have scheduled yours.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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On Mon, May 18, 2020 at 4:34 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> I can be available whenever you all are able to meet.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> <image003.png>
>
> **From:** Sandy Wang <swang@azadc.gov>
> **Sent:** Monday, May 18, 2020 4:26 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: Need to Re-schedule the 4pm for tomorrow.
>
> Charles, we (Holly, you and myself) are double booked for 11 am -12 pm tomorrow. (Incident Management and M&O Hours). Are you only available before noon tomorrow?
>
> On Mon, May 18, 2020 at 2:56 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Holly,
> >
> > I apologize but I have had a family issue come up and need to reschedule the

AMERICAN OVERSIGHT

meeting this afternoon. I can make anytime before noon tomorrow work. Again, my apologies.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image004.png>

--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

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From:	Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To:	Charles Spannagel; Holly Greene; John Vitale
Cc:	Sandy Wang; George Martinez; Spencer Scott; Joseph Nicoletti; Rusty Johnson; Phil Wussow; Mary Suhre; Scott Schnyer; jduvall; Elizabeth Charif; Al Dubrowa; Keith Barrier; Timothy Arnold; Dean Allen; Thad Lowry; Luis Blázquez
Subject:	RE: KeepTrak Interface Issue
Date:	Monday, May 18, 2020 2:40:47 PM
Attachments:	image003.png image005.png

Hello Team,

Here is an update as to what we found. There was a production deploy on Friday around 6pm that contained some erroneous code to the KeepTrak interface. The KeepTrak interface consists of 7 interfaces actually (Utilities fees, Deposit providers, Discipline Restitutions, Inmate Updates, Offender Updates, OMS Fees, Payroll). The code that was deployed caused the OMS Fees interface to run every time any of the 7 were scheduled to run. So essentially the OMS fees ran too many times in the past 3 days and the other 6 did not run if that makes sense.

We will do an critical hotfix deploy today to repair the erroneous code before the interfaces runs again tonight. After that we will need to perform tasks for each interface to make sure each one is back to normal. Here is a breakdown of each of these 7 and what we think needs to happen going forward:

Utilities Fees – This interface runs monthly and gathers fees to be charges for utilities for inmates owning electrical appliances. It so happened to be a run day on Saturday the 16th and the interface did not run because of the defect. With approval we will run this again tonight using the date of May16th as the run date.

Discipline Restitutions – This interface runs nightly at 1:15 am. It notifies of discipline restitutions. It did not run on 5/16, 5/17, 5/18 because of the defect. With approval we can run it today and it will collect all the missing data from the last 3 days and post to KeepTrak. @John Vitale the only question for this one is that it will post all of these to a batch with today's date. Is this a problem for any reason? It will then run at 1:15am tomorrow morning going forward as usual.

Inmate Updates – This interface runs every night at 12:00 am. With approval we can run this interface today and it should update all the inmate updates in the queue that have not been sent in the past 3 days.

Offender Updates – This interface runs every night at 12:00 am. With approval we can run this interface today and it should update all the inmate updates in the queue that have not been sent in the past 3 days.

Deposit Providers – This interface runs every night at 1:15am. The interface creates a file with a list of active inmates and offenders. With approval, we can run it today and complete the file with the current status of the inmates / offenders. However some inmate and offenders statuses may have changed in the past 3 days. We will likely need to generate a query for the past 3 days to check what changes in the status of inmates have occurred since the last Friday, and evaluate those for actions

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to take going forward.

OMS Fees - This interface runs at 3:30am every night. In this case it ran more frequently because it ran ever time one of the other 6 interfaces was supposed to run. To compound the problem it ran using incorrect dates. We will need to discuss with @John Vitale how to proceed. We are working on 2 lists of data for this interface. One will contain a list of the transactions that were sent in error and one will contain a list of transactions that should have been sent. We will likely need guidance from Keefe as to how to proceed.

Payroll – There should be nothing to do here since payroll was not scheduled to post over the weekend.

Please let us know if you see any problems with our analysis. @John Vitale, we appreciate your feedback.

Thanks,

Aaron Pratt
Application Development Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
Mobile: [redacted] | Email: aaron.pratt@bndna.com

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Monday, May 18, 2020 12:27 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; jduvall <jduvall@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Timothy Arnold <tarnold@azadc.gov>
Subject: RE: KeepTrak Interface Issue

Absolutely.

As soon as Aaron knows more he will update the group.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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E: charles.spannagel@bndna.com

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From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, May 18, 2020 12:20 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; jduvall <jduvall@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Timothy Arnold <tarnold@azadc.gov>
Subject: Re: KeepTrak Interface Issue

Thank you, Charles.

I have passed this on to our CFO for awareness as her team utilizes this system daily.

Further, I have copied all individuals who need to be informed of the status of this issue in the CC field of this email response.

Please keep this group apprised of any updates.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, May 18, 2020 at 12:13 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> The interface team has identified an issue from the weekend that we are currently looking into. We do not know the size of the issue at this point but are actively researching it. As we know more I will be in contact.
>
> All of the KeepTrak interfaces are affected.

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Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
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E: charles.spannagel@bndna.com

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: ACIS System Performance Improvements
Date: Monday, May 18, 2020 12:52:45 PM
Attachments: image002.png

Holly,

I wanted to give you an overview on the system performance initiatives we have undertaken. These have not been pushed to PROD yet but we feel these initiatives will absolutely help improve the user experience.

64 Bit

Based on feedback from the users of system slowness, waiting for screens to populate and waiting for spinning wheels B&D has converted the application to a 64 bit implementation which will allow the application to make better use of memory and increase the bandwidth of the connection between the application and the databases resulting in reduction of time waiting on spinning wheels and faster screen loading. This should decrease the amount of time that it takes the users to their tasks and should improve the overall attitude when it comes to speed of the system.

Excessive Post Backs

Based on feedback from the users waiting for post backs (excessive spinning wheels) we have rewritten the count module to avoid incurring that overhead and reduce the amount of time that it takes for the field to do a count. Based on studies the users were waiting on average 20 to 30 seconds before the rewrite. After the rewrite the wait time has been reduced to almost nothing. This should decrease the amount of time that it takes the users to do a count and should improve the overall attitude when it comes to speed of the system.

Reporting System Performance

The reporting system is receiving a heavier than anticipated load in development due to the AD Hoc reporting efforts resulting in occasional slowness and system instability. Deploying the production reporting architecture into the Dev environment will provide for a fail over server (avoiding the outages) and larger systems to improve performance. This should increase the productivity of the AD Hoc developers, less time from B&D supporting AD Hoc issues and should improve the overall acceptance by the AD Hoc developers of the development environment.

Please let me know your thoughts and I will keep you updated on the progress and the estimated delivery. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; George Martinez; Spencer Scott
Cc: Aaron Pratt
Subject: KeepTrak Interface Issue
Date: Monday, May 18, 2020 12:13:40 PM
Attachments: image003.png

Holly,

The interface team has identified an issue from the weekend that we are currently looking into. We do not know the size of the issue at this point but are actively researching it. As we know more I will be in contact.

All of the KeepTrak interfaces are affected.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Will Carbajal on behalf of Will Carbajal <will.carbajal@bndna.com>
To: Holly Greene
Subject: RE: State of Indiana - Department of Corrections RFP Reference Request
Date: Monday, May 18, 2020 11:03:27 AM

Thank you Holly! Will

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, May 18, 2020 11:02 AM
To: Will Carbajal <will.carbajal@bndna.com>
Subject: Re: State of Indiana - Department of Corrections RFP Reference Request

Hello Will-

I will follow-up with Deputy Director Profiri.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, May 18, 2020 at 10:56 AM Will Carbajal <will.carbajal@bndna.com> wrote:

> Hi Holly,
>
> Just a quick note to see if you might be able to send in your reference document to the State of Indiana by Friday, May 22nd?
>
> Thank you!
>
> Will
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Thursday, May 7, 2020 5:33 PM
> **To:** Will Carbajal <will.carbajal@bndna.com>
> **Subject:** Re: State of Indiana - Department of Corrections RFP Reference Request
>
> Hello Will-

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Thank you for sending. I will look into this.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 7, 2020 at 11:28 AM Will Carbajal <will.carbajal@bndna.com> wrote:

> Hi Holly,
>
> Hope this message finds you well!
>
> We are bidding on a State of Indiana OCMS RFP which requires three references to be completed by Business & Decision customers and returned directly back to them. Attached is the form. It is due back to the State of Indiana by May 22nd.
>
> Thank you for your consideration!
>
> Will
>
> **Will Carbajal**
> Vice President
>
> Business & Decision North America (PA) Inc.
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260 US
> M: +1 [redacted]
> E: will.carbajal@bndna.com

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and notify the sender immediately.

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From: Google Calendar on behalf of hgreene@azadc.gov
To: swang@azadc.gov; jwoodward@azadc.gov; hgreene@azadc.gov; charles.spannagel@bndna.com; jnicole@azadc.gov; abailey1@azadc.gov
Subject: M&O Hours Review
Date: Monday, May 18, 2020 9:22:47 AM

Hi Charles-

I scheduled the Google Meet for this discussion.

-Holly

M&O Hours Review

When Mon May 18, 2020 4pm – 5pm Mountain Standard Time - Phoenix

Who
- Charles Spannagel - organizer
- hgreene@azadc.gov - creator
- Aaron Bailey
- Joseph Nicoletti
- Jeff Woodward
- Sandy Wang

Sandy, could you please send a google meet for this meeting. I want to review the hours prior to Joe and Dean having their initial conversation. My team is currently compiling the report for you.

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Joseph Nicoletti; Sandy Wang; Cindy Hyser-Crauwels; Trevor Baker; Keith Barrier; Rusty Johnson; Scott Schnyer
Subject: RE: ACIS User Guides
Date: Monday, May 18, 2020 9:10:06 AM
Attachments: image006.png
image010.png

Yes, we will get you some examples for proper documentation. I think a conversation about FAQ's between the BA's and IT staff would be helpful.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, May 18, 2020 8:58 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Joseph Nicoletti <jnicole@azadc.gov>; Sandy Wang <swang@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Keith Barrier <kbarrier@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>
Subject: Re: ACIS User Guides

Thank you, Charles. And remember, we're looking for some troubleshooting or frequently asked questions. What would we transfer to B&D and how would we know when it's appropriate to do so.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, May 18, 2020 at 8:48 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly and team,
>
> There was a misunderstanding on my part when I thought we had created "user guides". I thought we had created them from a paper product standpoint but in actuality we created online videos per the contract. That being said, this may work better for the IT Help Desk team because they can log into the user's station and access the videos live to review with the user. I am working on identifying an individual trainer to work directly with the ADC Staff to conduct the training. Please sit tight and I will get to you as quickly as possible. Thank you.
>
> If you click on the ?Help icon in the upper right corner you will see all of the user guides listed by module. Within each module there are sub-sets that contain the module specific user guides.

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PopMgmt-Detention
PopMgmt-DNHW
PopMgmt-Movement Holds
PopMgmt-PC
PopMgmt-Prison Admin
PopMgmt-Transportation
Programs
Property
Religious Services
RMS
Scheduling
Sentence Calc
Staff ID
STG
Victim Services
Visitation
Warrants
Work Levels Quality Review

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: ADC RPT 3200
Date: Friday, May 15, 2020 3:28:33 PM

Awesome. :) Thank you.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 15, 2020 at 3:27 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Yes, I agree. Thank you Holly.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On May 15, 2020, at 3:23 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Hi Charles-

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Please see below. Just a note that this is in reference to a report which was already implemented (or we were told it was implemented) to Prod, but it didn't end up there. This correction on the B&D end should not be counted towards the M&O. :) Do you agree?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **'Hagay Hazan' via B&D Reporting Group**
<BandDReportingGroup@azadc.gov>
Date: Fri, May 15, 2020 at 10:59 AM
Subject: RE: ADC RPT 3200
To: Jeff Woodward <jwoodward@azadc.gov>
Cc: B&D Reporting Group <BandDReportingGroup@azadc.gov>

I thought there was a request to move it ….

Fixing it right away -- sorry

Sincerely,

Hagay Hazan

AMERICAN OVERSIGHT

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, May 15, 2020 10:32 AM
To: Hagay Hazan <hagay.Hazan@bndna.com>
Cc: B&D Reporting Group <BandDReportingGroup@azadc.gov>
Subject: Re: ADC RPT 3200

Hagay,

Ah, ok... it doesn't really belong in Programs though. Can you please move it to the Ad Hoc Reports category?

Thanks.

On Fri, May 15, 2020 at 10:26 AM 'Hagay Hazan' via B&D Reporting Group <BandDReportingGroup@azadc.gov> wrote:

> It's under [Programs]
>
> <image001.jpg>
>
> Sincerely,
>
> **Hagay Hazan**
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Friday, May 15, 2020 10:13 AM
> **To:** B&D Reporting Group <BandDReportingGroup@azadc.gov>
> **Subject:** ADC RPT 3200

AMERICAN OVERSIGHT

Hey guys,

I'm not seeing this report in PROD. Please advise.

<image002.png>

--

Jeff Woodward

Ticketing System Administrator

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Jeff Woodward

Ticketing System Administrator

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

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Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Chris Nelson; Al Dubrowa; Spencer Scott; Keith Barrier; Rusty Johnson; Timothy Arnold
Subject: Re: ACIS login error in IE
Date: Friday, May 15, 2020 3:25:19 PM
Attachments: image003.png
image004.png
image005.png

Thank you, Charles. This is more internal to start. We'll draw you in when ready.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 15, 2020 at 3:04 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> I will make myself available for a time that works for the ADCRR Team.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, May 15, 2020 2:53 PM
> **To:** Sandy Wang <swang@azadc.gov>; Chris Nelson <cnelson1@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Timothy Arnold <tarnold@azadc.gov>
> **Subject:** Re: ACIS login error in IE
>
> All-
>
> Internal ADCRR IT Service Desk, ACIS Support and PMO need to sit down to devise a temporary process of report, intake, notification/communication, etc.
>
> I have already spoken with Keith, Rusty and Sandy about this and we've got the groundwork for a process which can be spun up quickly. I will look to Keith and Sandy to work with Joe and Scott on this action item. This should be delivered no later than mid-day Monday 5/18.
>
> Respectfully,
>
> Holly Greene
>
> Deputy CIO
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, May 15, 2020 at 2:29 PM Sandy Wang <swang@azadc.gov> wrote:
>
> > Charles, was this the same issue/resolution to the problem that Keith and I reported earlier? I did submit a TFS ticket for this based on your advice (TFS # 42565).
> >
> > Going forward (until B&D Service Now is in place for ADCRR to report incidents) what's the process for reporting ACIS issues? It seems like we have multiple and inconsistent venues to report, and worse yet, some of us were not notified and had to find out from another source that the problem has been resolved.
> >
> > On Fri, May 15, 2020 at 2:13 PM Rusty Johnson <sjohnson@azadc.gov> wrote:
> >
> > > Sincerely,
> > >
> > > Rusty Johnson
> > > Senior Manager, IT Field Operations

AMERICAN OVERSIGHT

Arizona Department of Corrections, Rehabilitation & Reentry

Information & Public Access Division, Information Technology Bureau

1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.542.7011 | Fax: 602.542.5036| Cell: 480.305.4027 | SJOHNSON@azadc.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Timothy Arnold** <tarnold@azadc.gov>
Date: Fri, May 15, 2020 at 2:11 PM
Subject: Fwd: ACIS login error in IE
To: Rusty Johnson <sjohnson@azadc.gov>

Thank You,

Tim Arnold

Senior Systems/Lan Administrator

Arizona Department of Corrections, Rehabilitation, and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.3028 |Cell: 520.343.0701 | tarnold@azcorrections.gov

IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Fri, May 15, 2020 at 1:59 PM
Subject: RE: ACIS login error in IE
To: Spencer Scott <sscott3@azadc.gov>, Al Dubrowa <adubrowa@azadc.gov>
Cc: Chris Nelson <cnelson1@azadc.gov>, Timothy Arnold <tarnold@azadc.gov>

We believe the problem has been resolved. Please let me know otherwise.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, May 15, 2020 1:56 PM
To: Al Dubrowa <adubrowa@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Chris Nelson <cnelson1@azadc.gov>; Timothy Arnold <tarnold@azadc.gov>
Subject: Re: ACIS login error in IE

Bnd has identified the problem. Resolution (reboot) forthcoming.

On Fri, May 15, 2020 at 1:42 PM Albert Dubrowa <adubrowa@azadc.gov> wrote:

> Charles/Spencer,
>
> See additional feedback below.
>
> Respectfully,
>
> **Al DuBrowa**
>
> Business Analyst
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
>
> 1645 W. Jefferson St., Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.542.8913 | Fax: 602.542.5036 | ADUBROWA@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Mary Espinoza** <mespinoz@azadc.gov>

AMERICAN OVERSIGHT

Date: Fri, May 15, 2020 at 1:09 PM
Subject: Re: ACIS login error in IE
To: Albert Dubrowa <adubrowa@azadc.gov>

1-yes the issue explained in your email is correct. 2-I have tried signing in on IE again, screen shot of the message is above.

I received the message after I entered an inmate number, received error that inmate number did not exist. I logged out of ACIS, tried to sign back in on IE, got same message. I signed out of my computer completely, restarted, tried to log into ACIS again, same message. I logged off my computer completely, signed back in, tried to sign into ACIS, received same message. ME

Mary Espinoza, CRT I

ASPC-Florence OIU

520-868-4011 ext. 5157

On Fri, May 15, 2020 at 12:58 PM Albert Dubrowa <adubrowa@azadc.gov> wrote:

> Hello Mary,
>
> I work in IT @ Central Office. The Service Desk advised me that you had an issue logging into ACIS Production in Internet Explorer today, and received an error stating *"Error has occurred, please contact the system administrator"*. They also mentioned that you were able to successfully login via Chrome.
>
> Could you please 1) verify if I understand the issue as stated above, and 2) retry in IE and advise if you're still encountering the same error, and if so, please forward a screenshot to me? This error occurs occasionally, and often goes away if the user logs out of ACIS, completely closes the browser tab, reopens a new tab, then attempts to login again. Also, did you have any other IE tabs open at the time you received the error in ACIS?
>
> Respectfully,
>
> **Al DuBrowa**
>
> Business Analyst
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
>
> 1645 W. Jefferson St., Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.542.8913 | Fax: 602.542.5036 | ADUBROWA@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
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--

Warm Regards,
Spencer Scott, PMP

IT Project Manager

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Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: M&O Hours Validation
Date: Friday, May 15, 2020 3:24:10 PM
Attachments: image003.png
image004.png

Agreed. :) Just do the best you can.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 15, 2020 at 3:22 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> I will get with the time tracking team. I honestly don't know what level of granularity we can dive down into? I think this may be something we have to build going forward? I will research though. Thanks Holly.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

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From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, May 15, 2020 3:17 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: M&O Hours Validation

Yes, the review process flow is correct. I'd like those hours broken down by day. If you can also provide the type of interaction and support provided (response to inquiry, implementation, correction/fix, meetings, etc.). This information will be helpful in targeting how we may be able to scale down (or up) hours of work.

I intend to use this information to support my request for an annual allotment of M&O hours dedicated to the ADCRR report team to use towards the fulfillment of their work requests.

Please include Sandy, Aaron Bailey, Jeff Woodward and Joe Nicoletti.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Fri, May 15, 2020 at 2:58 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I am sending you the hours spent to date on M&O on Monday. My understanding is this process will go to Joe and Dean as a finalization but I need to review the initial list with you for all of it so that we are on the same page. We talked about the Ad Hoc today but I am going to look at it in it's entirety. What time are you available and who else would you like there from your team?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Fwd: ADC RPT 3200
Date: Friday, May 15, 2020 3:23:05 PM
Attachments: image002.png

Hi Charles-

Please see below. Just a note that this is in reference to a report which was already implemented (or we were told it was implemented) to Prod, but it didn't end up there. This correction on the B&D end should not be counted towards the M&O. :) Do you agree?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **'Hagay Hazan' via B&D Reporting Group** <BandDReportingGroup@azadc.gov>
Date: Fri, May 15, 2020 at 10:59 AM
Subject: RE: ADC RPT 3200
To: Jeff Woodward <jwoodward@azadc.gov>
Cc: B&D Reporting Group <BandDReportingGroup@azadc.gov>

I thought there was a request to move it ….

Fixing it right away -- sorry

Sincerely,

Hagay Hazan

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, May 15, 2020 10:32 AM
To: Hagay Hazan <hagay.Hazan@bndna.com>
Cc: B&D Reporting Group <BandDReportingGroup@azadc.gov>
Subject: Re: ADC RPT 3200

Hagay,

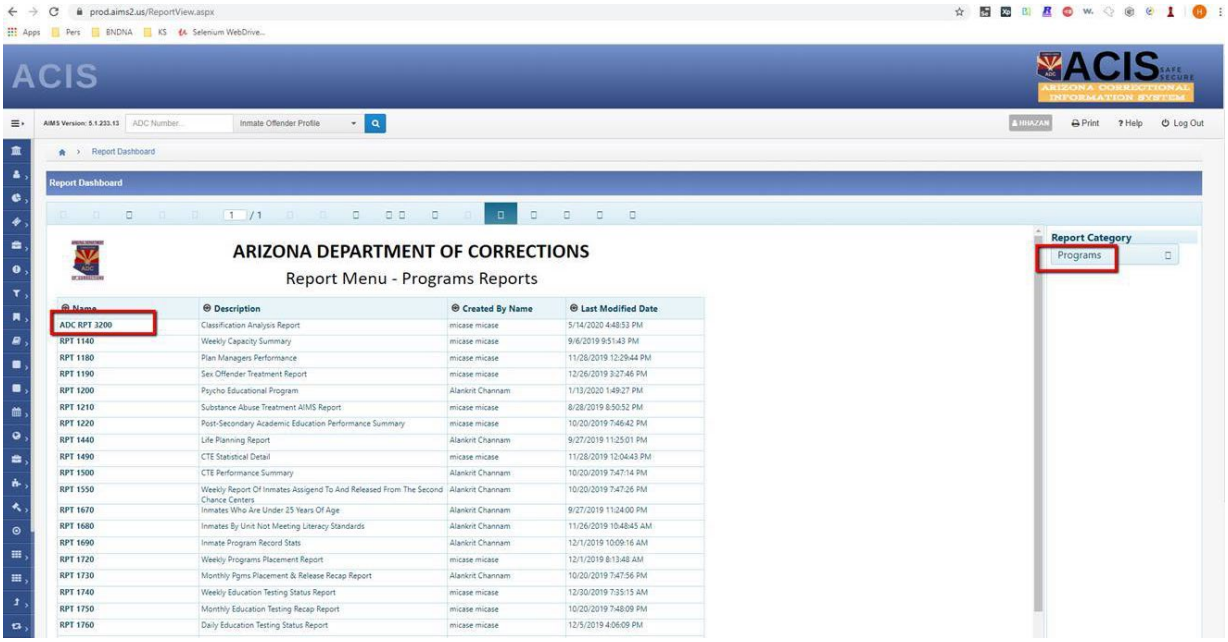
Ah, ok... it doesn't really belong in Programs though. Can you please move it to the Ad Hoc Reports category?

Thanks.

On Fri, May 15, 2020 at 10:26 AM 'Hagay Hazan' via B&D Reporting Group <BandDReportingGroup@azadc.gov> wrote:

> It's under [Programs]

AMERICAN OVERSIGHT



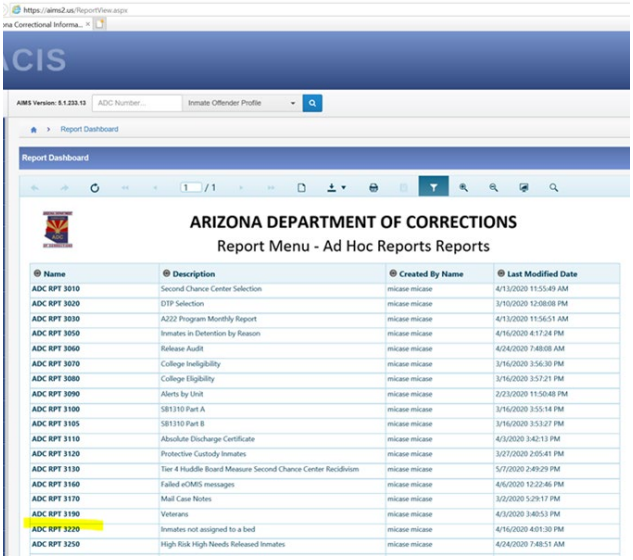
Sincerely,

Hagay Hazan

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, May 15, 2020 10:13 AM
To: B&D Reporting Group <BandDReportingGroup@azadc.gov>
Subject: ADC RPT 3200

Hey guys,

I'm not seeing this report in PROD. Please advise.



--

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Jeff Woodward

Ticketing System Administrator

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Jeff Woodward

Ticketing System Administrator

Arizona Department of Corrections

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Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang; Holly Greene
Cc:	Spencer Scott
Subject:	RE: SLA Notes from BND
Date:	Friday, May 15, 2020 1:45:47 PM
Attachments:	image003.png image004.png

Thank you all so much. That was such a great session and building block for the future.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Friday, May 15, 2020 1:24 PM
To: Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>
Subject: Re: SLA Notes from BND

Attached is the revised/cleaned up SLAs. Please see Column G for today's notes (in purple ink) and the final language for each of the SLAs (in black ink).

Thank you all, this is definitely a great way to wrap up the week!

On Fri, May 15, 2020 at 12:13 PM Holly Greene <hgreene@azadc.gov> wrote:

> All-
>
> Thank you for meeting today. It was a GREAT collaborative conversation. I've sent the document to Sandy for clean-up and she will distribute to this group when completed.
>
> Thanks again for the wonderful discussion. Have a great weekend! :)
>
> Respectfully,
>
> Holly Greene
> Deputy CIO
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

AMERICAN OVERSIGHT

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, May 15, 2020 at 9:51 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Please find the attached notes from BND. Dean will not be in the meeting, I am empowered to speak for the organization and work with you to come up with collaborative solutions. I know we can work together to find metrics that will push us forward. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Spencer Scott
Subject: SLA Notes from BND
Date: Friday, May 15, 2020 9:55:24 AM
Attachments: SLA Notes BND Comments 5142020.xlsx
image002.png

Please find the attached notes from BND. Dean will not be in the meeting, I am empowered to speak for the organization and work with you to come up with collaborative solutions. I know we can work together to find metrics that will push us forward. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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		Descriptions				
	SLA	Proposed by B&D	ADC Requested Changes to Descriptions	5/11/2020 Discussion	B&D Response	
1	System Response	Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec) (BND) How will response time be measure now? How realistic is this? What is the current number we have? Is 3 sec < what we are right now?	Change to less than or equal to 3 seconds.	Average page load time <= 3 seconds site wide	7 seconds was agreed upon during the meeting in February with all parties present. This was a reduction from 10 seconds. 3 seconds is unachievable in part because of the ADC Network	
2	User Response Time	All response times are affected whenever a request by the user invokes a remote interface with other systems. Average page load time <= 5 seconds for the "http://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx Screen"	User needs to be defined; ADOA requests feedback from ADC operations on whether this is the relevant sample page?	What in C4 needs to be removed per ADCRR since the link is for the Protective Custody screen which has only one field calling out to Keeptrack for inmate balance that does not cause a delay. Need to consider screen pops response time separate from the page . Recommend that this SLA reflects the user's interactions with a page such as the logic & therefore refresh/response rate to actions taken on a page such as drop down menu selections, etc. Recommend <=2 second response times for calculations, formula and workflow response rates.	How are we supposed to monitor this when we do not have a technique for it?	
3	System Availability/Reliability	• 24/7/365 99.95% up time; measured weekly. ADC strikes this statement for unplanned outages (with no more than 2 hours down time within any business day)(6 a.m. to 6 p.m. Arizona time, 7 days a week) • No more than ten (10) consecutive outages in any week. • 95.0 % of all failover events are concluded in less than 4 hours. • 99.9 % of failover events must be concluded in less than 8 hours. • 95.0% availability of the reporting system (24 hours, 7 days a week except for maintenance and upgrades as agreed upon by parties). • 95.0% availability of the test regions during scheduled times.	• 24/7/365 99.95% up time; measured weekly. ADC pre-approved maintenance windows to be excluded from this metric. did we decide this was OK? - bullet 2 - change to 2 occurrences (rather than 10) - bullet 3 - add "must" - bullet 4 - ok - bullet 5 - ok - bullet 6 - change to - • 95.0% availability of the test regions. Test regions includes application, database and reporting. (24 hours, 7 days a week expect for maintenance and upgrades as agreed upon by parties).	• 24/7/365 99.95% up time; measured weekly. ~~ADC strikes this statement for unplanned outages (with no more than 2 hours down time within any business day)(6 a.m. to 6 p.m. Arizona time, 7 days a week)~~ • No more than 2 ~~ten (10)~~ consecutive outages in any week. • 95.0 % of all failover events ~~are~~ must be concluded in less than 4 hours. • 99.9 % of failover events must be concluded in less than 8 hours. • 95.0% availability of the reporting system (24 hours, 7 days a week except for maintenance and upgrades as agreed upon by parties). • 95.0% availability of the test regions during scheduled times. Test regions include application, database and reporting. (24 hours, 7 days a week expect for maintenance and upgrades as agreed upon by parties).	System Availability needs to specify Production (other changes to this section are ok)	
4	System Accuracy	• 100% of data must be delivered accurately. • 100% of actions must be accurately. • 100% of actions must be accurately. • 100% of sentence calculations* must be completed accurately. • 100% of on-line update transactions are accurate. • 100% of cases and related data must be converted accurately. • 100% of case records must be compiled, returned, and displayed accurately. Verification and Validation to be provided by Offeror via system reports, Ad Hoc audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC. *(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed Functional Specifications)	- delete bullet 3 as repetitive of bullet 2 - in the last bullet - change "Functional Specifications" to "functional requirements specifications"	• 100% of data must be delivered accurately. • 100% of actions must be accurately. ~~• 100% of actions must be accurately.~~ • 100% of sentence calculations* must be completed accurately. • 100% of on-line update transactions are accurate. • 100% of cases and related data must be converted accurately. • 100% of case records must be compiled, returned, and displayed accurately. Verification and Validation to be provided by Offeror via system reports, Ad Hoc audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC. *(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed functional requirements specifications)	No update or comments	
5	Maitenance Updates Upgrades	• Maintenance to be performed outside business availability and requirements • Updates/upgrades should be implemented to improve/provide needed functionality as dictated by business/technical needs. - ADC Requires prior approval and schedule notification for any Maintenance, Updates and/or Upgrades. - If any Offeror Maintenance Updates and/or Upgrades cause an outage, Severity 1, 2, 3 failure impacting ADC end Users than the Offeror will be held accountable to current System Availability and Reliability SLA metrics. Furthermore, Offeror shall be responsible for uninstalling, backing out or deleting implemented changes to prior working state. If ADC requires or mandates a Change Control process approved change; than Offeror shall work with ADC to restore service to prior working state at no SLA impact to Offeror.	Change Bullet one to: Maintenance to be performed inside scheduled windows. Bullet 2 - OK Bullet 3 - OK Change first sentence of Bullet 4 as follows (keep 2nd and 3rd sentence): If any Offeror maintenance updates and/or upgrades cause an outage or failure impacting ADC end users, then the Offeror will be held accountable to current System Availability and Reliability SLA metrics.	• Maintenance to be performed inside scheduled windows. ~~outside business availability and requirements~~ • Updates/upgrades should be implemented to improve/provide needed functionality as dictated by business/technical needs. - ADC Requires prior approval and schedule notification for any Maintenance, Updates and/or Upgrades. - If any Offeror Maintenance Updates and/or Upgrades cause an outage~~,~~ ~~Severity 1, 2, 3~~ or failure impacting ADC end Users ~~than~~ then the Offeror will be held accountable to current System Availability and Reliability SLA metrics. Furthermore, Offeror shall be responsible for uninstalling, backing out or deleting implemented changes to prior working state. If ADC requires or mandates a Change Control process approved change; than Offeror shall work with ADC to restore service to prior working state at no SLA impact to Offeror.	No update or comments	
6	Data Integrity Destruction	• All data files shall be backed up on a regular schedule. Non-critical files, i.e., files without which users can still support the business, shall be recoverable to the end of the prior business day at a minimum. • All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files. • The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the Contractor. • The procedures shall be updated to be current for each recovery test. • In cases where files are not backed up, e.g. operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system. • Data storage will meet State, federal, and industry standards and requirement. • Data destruction will meet State, federal, and industry standards and requirements	Change bullet 1 to • All data shall be backed up on a regular schedule to meet state, federal and industry standards and requirements. Change item in bullet 3 - Change "Contractor" to "Offeror" Last 2 bullets - Change "requirement" to "requirements"	• All data ~~files~~ shall be backed up on a regular schedule~~. Non-critical files, i.e., files without which users can still support the business, shall be recoverable to the end of the prior business day at a minimum.~~ to meet state, federal and industry standards and requirements. • All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files. • The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the ~~Contractor~~. Offeror. • The procedures shall be updated to be current for each recovery test. • In cases where files are not backed up, e.g. operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system. • Data storage will meet State, federal, and industry standards and requirements. • Data destruction will meet State, federal, and industry standards and requirements	No update or comments	

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7	Security	Internal and external security to meet State, federal and industry standards and regulations. o Password security o Data encryption o Firewall o Identity management o Anti-virus/spyware o Web content monitoring/filtering o Weekly/monthly/quarterly/annual security reports and updates review. o 100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident. o 100% of all security breaches must be mitigated within the time frames approved by ADC at the time of the incident. Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements.	Change entirely based on advice from statewide IT office (ADOA): Password security will comply with State (ADOA-ASET and ADCRR) Standards and Policies. Additional Standards and Policies: after three unsuccessful login attempts the account will become locked. Offeror will comply with 45 CFR Part 160 and 164, Subparts A and C, due to the presence of protected health information within the system. Offeror must provide notice to ADCRR of any use or disclosure of PHI/ePHI that is not authorized by the Contract, by law, or in writing by ADCRR, without delay, and in no case later than 5 days after the Business Associate learns of such unauthorized use or disclosure. 100% of the time the system will be protected by a Web Application Firewall, unless written approval is provided by ADCRR to perform vulnerability assessments and penetration tests. Offeror will perform auditing of all user actions which includes, but is not limited to; password resets, role changes, information modification/addition/removal, user login and logout activity. These audit logs must have a full record of the last 60 days minimum. Offeror will run Anti-virus/spyware software on all devices capable of having the software installed. Offeror will perform logging of all network traffic to the system and retain a minimum of 60 days of logs. Offeror will apply security updates in compliance with State (ADOA-ASET and ADCRR) Standards and Policies and follow proper testing and change control prior to implementation. All security incidents must be reported to ADCRR in writing and by telephone within 5 business days of discovery. Offeror shall take immediate action to prevent further security incidents and remediate vulnerabilities, implement approved compensating controls, and address additional system weaknesses within 10 business days of discovery. Offeror will cooperate with ADCRR vulnerability management and comply with all State (ADOA-ASET and ADCRR) Standards and Procedures. Offeror must host the system on an FedRAMP moderate impact level authorized, government-related, single tenant compliant platform. Offeror must provide logs and access to security controls within 2 business days of an ADCRR	Change entirely based on advice from statewide IT office (ADOA): Password security will comply with State (ADOA-ASET and ADCRR) Standards and Policies. Additional Standards and Policies: after three unsuccessful login attempts the account will become locked. Offeror will comply with 45 CFR Part 160 and 164, Subparts A and C, due to the presence of protected health information within the system. Offeror must provide notice to ADCRR of any use or disclosure of PHI/ePHI that is not authorized by the Contract, by law, or in writing by ADCRR, without delay, and in no case later than 5 days after the Business Associate learns of such unauthorized use or disclosure. 100% of the time the system will be protected by a Web Application Firewall, unless written approval is provided by ADCRR to perform vulnerability assessments and penetration tests. Offeror will perform auditing of all user actions which includes, but is not limited to; password resets, role changes, information modification/addition/removal, user login and logout activity. These audit logs must have a full record of the last 60 days minimum. Offeror will run Anti-virus/spyware software on all devices capable of having the software installed. Offeror will perform logging of all network traffic to the system and retain a minimum of 60 days of logs. Offeror will apply security updates in compliance with State (ADOA-ASET and ADCRR) Standards and Policies and follow proper testing and change control prior to implementation. All security incidents must be reported to ADCRR in writing and by telephone within 5 business days of discovery. Offeror shall take immediate action to prevent further security incidents and remediate vulnerabilities, implement approved compensating controls	Please refer back to the original language from the RFP for this section.	Charles to review with Dean
8	Incident Response and Target	- Category of Critical = Priority of 1 = Target Response Time of 1 Clock Hour - Category of High = Priority of 2 = Target Response Time of 24 Clock Hours - Category of Medium = Priority of 3 = Target Response Time of 48 Business Hours - Category of Low = Priority of 4 = Target Response Time of 48 Business Hours	Request Change to: - Category of Critical = Priority of 1 = Target Response Time of 15 Clock Minutes - Category of High = Priority of 2 = Target Response Time of 1 Clock Hour - Category of Medium = Priority of 3 = Target Response Time of 24 Clock Hours - Category of Low = Priority of 4 = Target Response Time of 48 Clock Hours	• Category of Critical = Priority of 1 = Target Response Time of 15 Clock Minutes • Category of High = Priority of 2 = Target Response Time of 1 Clock Hours • Category of Medium = Priority of 3 = Target Response Time of 24 Clock Hours • Category of Low = Priority of 4 = Target Response Time of 48 Clock Hours	Please refer back to the original language from the RFP for this section.	Charles to review with Dean, as well as the definition of incident priorities
9	Incident Resolution and Target	- Category of Critical = Priority of 1 = Target Resolutioin Time of 5 Clock Hours - Category of High = Priority of 2 = Target Resolution Time of 48 Clock Hours - Category of Medium = Priority of 3 = Target Resolution Time of 72 Business Hours - Category of Low = Priority of 4 = Target Resolution Time of 72 Business Hours	Request Change to: - Category of Critical = Priority of 1 = Target Resolution Time of 4 Clock Hours - Category of High = Priority of 2 = Target Resolution Time of 8 Clock Hours - Category of Medium = Priority of 3 = Target Resolution Time of 60 Clock Hours - Category of Low = Priority of 4 = Target Resolution Time of 72 Clock Hours	• Category of Critical = Priority of 1 = Target Resolutioin Time of 4 Clock Hours • Category of High = Priority of 2 = Target Resolution Time of 8 Clock Hours • Category of Medium = Priority of 3 = Target Resolution Time of 60 Clock Hours • Category of Low = Priority of 4 = Target Resolution Time of 72 Clock Hours	Please refer back to the original language from the RFP for this section.	Charles to review with Dean
10	User Support	1) Monday– Sunday 6am – 6pm – Technical (except holidays) 2) Monday – Sunday 6am – 6pm – Help Desk (except holidays) 3) On call after hours support as negotiated with ADC. 4) It will be agreed without exceptions or conditions that afterhour technical support will be provided under a Time and Material basis at a Rate Card Appendix 9 approved by ADC. 5) The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	* Maintenance and Operations Manual dated 11/20/2019 states: "- The offeror shall staff the Help Desk during the following hours during implementation and initial maintenance and operations (to be determined by ADC): - Extended hours on Monday through Friday from 6 a.m. through 10 p.m. - Weekend hours on Saturday and Sunday from 6 a.m. from 6 p.m. - On-call support during all other hours for coverage 24 hours per day" The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	1) Monday– Sunday 6am – 6pm ~~– Technical~~ (except holidays) ~~2) Monday – Sunday 6am – 6pm – Help Desk (except holidays)~~ 3) On call after hours support as negotiated with ADC. 4) It will be agreed without exceptions or conditions that afterhour technical support will be provided under a Time and Material basis ~~at a Rate Card Appendix 9 approved by ADC.~~ 5) The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	No update or comments	Charles to review with Dean, the difference between Technical and Help Desk. ADCRR - to review more re: 3-5
11	Reporting	*Planned possible removal by mutual agreement <--- This was done in late February or early March 2020. Exhibit G Service Level Agreement (SLA) of the Maintenance and Operations Manual reads as follows: • 100% of data required for reporting purposes shall be available when required. Report shall be provided within 5 Business Days as requested by ADC • 100.% of required reports (Contractor-produced) shall be delivered to ADC by the data and time specified. Report shall be provided within 5 Business Days as requested by ADC • 100% of user-generated reports must be produced on the schedule indicated in the request. Report shall be provided within 5 Business Days as requested by ADC • 100% of all reports are stored according to specifications. Report shall be provided within 5 Business Days as requested by ADC • 100% of all reports are retrievable within five (5) minutes. Report shall be provided within 5 Business Days as requested by ADC • 100% of required reports shall be produced accurately. Report shall be provided within 5 Business Days as requested by ADC	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	• For new reports, changes to existing reports or ad hoc reporting that requires a push to production, once approved by the Change Control Board (CAB), the report and associated database code will be moved to the production environment within the Release cycle. • Issues with required reports as they are delivered by the system, will be managed under the incident response and resolution SLA.	No update or comments	
12	SLA Reporting	- The Offeror shall provide a Monthly status reports that provide previous month's SLA performance data. - The Offeror shall also provide a rolling previous 3/6/9 month intervals. - ADC requires a monthly SLA reporting meetings with the appropriate documentation. - ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement.	No changes required.	- The Offeror shall provide a Monthly status reports that provide previous month's SLA performance data. - The Offeror shall also provide a rolling previous 3/6/9 month intervals. - ADC requires a monthly SLA reporting meetings with the appropriate documentation. - ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement.	No update or comments	Lisa/Ken discussion on withholding % being enforced.
13	Contractor Staffing	Offeror shall maintain 100% resource availability for Key M&O Staff Roles as identified in Appendix 6 of the Maintenance and Operations Agreement.	Offeror shall maintain 100% resource availability for Key M&O Staff Roles as identified in the Contract Amendment #9 dated 4/30/2020.	more discussion needed	No update or comments	

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang
Cc:	Holly Greene; Joseph Profiri
Subject:	RE: ADCRR - B&D Weekly Leadership Meeting
Date:	Friday, May 15, 2020 9:37:20 AM
Attachments:	image002.png

Please see my comments below.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Friday, May 15, 2020 9:20 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>
Subject: ADCRR - B&D Weekly Leadership Meeting

Good morning, Charles:

Can you please provide us the status of the following items before or during our 10:30 meeting:

1. Charles to have visual (job aid) of the support hours and classification.by Monday. I am meeting with my team at 2pm today to finalize.
2. Charles to supply the breakdown of the ad hoc reports release hours In light of Holly's email yesterday I think it would be more appropriate to have an entire break down since the beginning of the start of Ad Hoc reports. I realize this will be a much bigger conversation. The hours have averaged between 10-20 per week.
3. Health of ACIS - start off with what Dean has proposed as the bases of the portfolio - speediness, timeout, Change management procedure, bi-weekly frequency in the beginning. (Charles)
4. Charles mentioned that B&D is working on the following initiatives: Rebuild the report repository, switch to chrome 64-bit I will have a communication ready to share with ADC once we are complete but can get you the overview.
5. Holly - requests Data dictionary made available to ADCRR , and reliable production data available for data analysis. There is a report that can be generated from the system by ADC staff and the goal is to train a super user to perform this function for ADC.
6. Estimate for the B&D list of recommended enhancements (Charles to send an internal email) WIP

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Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Sandy Wang; Spencer Scott; jduvall; Joshua Connolly
Subject: RE: M&O Hours
Date: Friday, May 15, 2020 8:47:57 AM
Attachments: image001.png

Good Morning Holly,

I think this is a very prudent move and I will inform my team to finish the work this week and sit tight until we can iron this out. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 14, 2020 6:43 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; jduvall <jduvall@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: M&O Hours

Hi Charles-

I'm going based on your outline..so, yes...(?)

My concern with what you outlined below is that IF we don't put a pin in this straight away and blindly continue to work with your space as described below, we may unintentionally dip into and therefore be held responsible for the use of billable time which wasn't approved by Deputy Director Profiri and Dean.

So, I say we err on the side of caution and stop such work as described below until ADCRR and B&D can determine if what's in the hopper right now will be honored along with that work completed between 4/30 and 5/14 OR if it ate into the remediation/M&O hours. And we need to work together on a plan to capture this work and how it will be quantified (I imagine the flow will be very similar to the EUIL/Parking Lot items we recently put together).

+Janet Duvall and Josh Connolly for awareness

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Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 14, 2020 at 6:14 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> We are only referring to the AD HOC reports correct?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> > On May 14, 2020, at 5:44 PM, Holly Greene <hgreene@azadc.gov> wrote:
> >
> > I agree that B&D should halt. And yes, it will require a conversation at a higher level, but I still would like to discuss in our meeting tomorrow regarding our approach. Both sides cannot undo what has been done. I sent a note to my team asking that they stop work with B&D and instructed that they provide me with a list of items which need to be worked.
> >
> > Respectfully,
> >
> > Holly Greene
> > Deputy CIO
> > Arizona Department of Corrections, Rehabilitation & Reentry
> > Administrative Services Division, Information Technology

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 14, 2020 at 9:29 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> If we need requirements moving forward we need to halt my side of this process immediately. Also, we have used hours on this and we had explained they would come from the M&O bucket so that may be a conversation that is needed to be had between Holly, Joe and Dean?
>
> Do I need to stop our side?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> <image001.png>
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Wednesday, May 13, 2020 8:41 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
> **Subject:** Re: M&O Hours
>
> That requires an in-depth conversation. Let's discuss in our next leader meeting.
>
> -Holly
>
> On Wed, May 13, 2020 at 8:37 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Where does this leave us with all of the Ad Hoc reports that were already developed and in Production?
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]

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E: charles.spannagel@bndna.com

On May 13, 2020, at 7:45 PM, Holly Greene <hgreene@azadc.gov> wrote:

Spencer is correct.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov
IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Wed, May 13, 2020 at 12:08 AM Spencer Scott <sscott3@azadc.gov> wrote:

> Unless someone says otherwise, I am under the impression that ADCRR needs to formally pre-approve the use of all M&O hours and M&O remediation hours. Assuming this is still true, we will need to develop a quick turn around on the AD HOC and data mapping estimates. So far, nothing has been approved that I'm aware of.
>
> **Holly**, can you speak to this?
>
> Warm Regards,
> Spencer Scott, PMP
>
> IT Project Manager
> **Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)**
> Administrative Services Division, Information

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Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, May 12, 2020 at 10:59 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> This is what I have gathered from meeting with my team.
>
> Report questions and assistance with building queries for reports
>
> - ADHOC support – part of 9,000 M&O Remediation hours initially then 10,000 M&O hours
>
> data group working with members of B&D regarding data mapping
>
> - part of 9,000 M&O Remediation hours initially then 10,000 M&O hours
>
> Neither of the above have to do with the existing product – it's supporting ADC extend the product – so that's out of the Remediation and M&O hours
>
> If it's to support keeping the mi-case product running / getting to the bottom of a bug
>
> - general support hours
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> <image002.png>
>
> **From:** Holly Greene <hgreene@azadc.gov>

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Sent: Monday, May 11, 2020 12:44 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: M&O Hours

Hi Charles-

Do you know how existing work will play into M&O? Things like our data group working with members of B&D regarding data mapping and integrity questions? Report questions and assistance with building queries for reports? etc..

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov
IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--

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Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	jduvall
Cc:	Holly Greene; Spencer Scott; Sandy Wang
Subject:	RE: ADCRR User Guides
Date:	Thursday, May 14, 2020 3:12:04 PM
Attachments:	image006.png image007.png image008.png image009.png image010.png

---

Yes, that makes perfect sense. Thank you Janet.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Janet Duvall <jduvall@azadc.gov>
Sent: Thursday, May 14, 2020 2:37 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: ADCRR User Guides

Hi Charles:

I had all the guides wrapped up for summertime training; the last time I was in my curriculum tracker was in October. That being said, many guides were updated September, 2019 and were directly correlated with our training blitz state-wide. Some SME's went in after training and modified guides, then then returned THAT version back to me for file-off; so it would be safe to say that MOST changes made after September, 2019 to the ACIS (then AIMS2) system, were **not** reflected in any of the guides; mostly because training had been performed already and any 'workarounds' in place, have been communicated outwards to the appropriate parties.

Bottom line - September, 2019 - that was really for the most part, the last 'snapshot' of ACIS which was reflected in all courseware.

Does that make sense?

Janet

On Thu, May 14, 2020 at 2:27 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Janet,
>
> Thank you very much for the message. Do we know how the User Guides hold up against the

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current status of ACIS? Meaning have workflows changed that would need to be updated? When you created the User Guides did you use the ones from B&D as a baseline to start? I just want to figure out how we can collaboratively work together to build educational tools moving forward. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Janet Duvall <jduvall@azadc.gov>
Sent: Thursday, May 14, 2020 2:21 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: ADCRR User Guides

I created two types of manuals: Instructor and User. **Instructor Guides** had scripted verbiage for 'instructors' (or SMEs) to use when out in the field training, along with hand-on/classroom exercises. Once I finished each Instructor manual, I extrapolated necessary information into '**User Guides**', stripping out any quoted verbiage a trainer would have stated during a class (hands-on exercises). This User guide provided the most basic information needed to help an end user.

There are approximately 78 - 80 total guides which I managed (including Instructor and User); with over 40 learning tracts.

There were a few which were never provided to me and the SME never wrote anything, or they took it upon themselves and went out and did their own training. I have accessibility as to which modules these are if you need to know them.

Please let me know how I can help and what is needed.

Janet

On Thu, May 14, 2020 at 12:55 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Absolutely. I am trying to be proactive in an effort for the incident reporting. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]

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E: charles.spannagel@bndna.com

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From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 14, 2020 12:53 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: jduvall <jduvall@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ADCRR User Guides

Perfect - thank you for the clarification.

I think this task would be better suited to flow through the PMO. Will you work with Janet and Spencer instead. If needed, they can reach out to Marlene should they need assistance. :)

Janet and Spencer-

Please see below. This ties into the IT support model that is being developed for our ADCRR Service Desk. This ask applies to the SD team's need for some user manuals to help triage issues within ACIS.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 14, 2020 at 12:42 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> It was indicated to Trevor and Cindy on their site visits by the staff that they had not seen manuals. It was my understanding that Marlene's team built them. I was hoping to review theirs against ours to see what was built and what may be useful for the IT Helpdesk. That was what I was thinking at least.
>
> **Charles Spannagel**
>
> Project Manager

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Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 14, 2020 12:39 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Fwd: ADCRR User Guides

Hi Charles-

The below email was passed on to me. What specifically are needing from Operations and why? Is this to help with something that your teams may be working on?

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Thu, May 14, 2020 at 9:59 AM
Subject: ADCRR User Guides
To: Marlene Coffee <mcoffey@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Sandy Wang <swang@azadc.gov>, Trevor Baker <trevor.baker@bndna.com>, Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>

Good morning Marlene,

Would it be possible to get our hands on the user guides your team (ADCRR) created?

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Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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--

Janet Duvall
Business Analyst/Senior QA Analyst
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.1055 | Cell: 602-526-2650 | jduvall@azadc.gov

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--

Janet Duvall
Business Analyst/Senior QA Analyst
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Marlene Coffee; Sandy Wang; Spencer Scott
Subject:	RE: Look up for visitation and intake are incorrect - Bug 42353
Date:	Thursday, May 14, 2020 2:23:53 PM
Attachments:	image003.png image004.png

I think this could be part of our User Guide review? I also think if we could identify additional workflows we can get our teams together to strategize on the documentation.

What do you guys think?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
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From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 14, 2020 12:48 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Marlene Coffee <mcoffey@azadc.gov>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Fwd: Look up for visitation and intake are incorrect - Bug 42353

Hi Charles-

Just following up on this item because it was very confusing to me. It sounds like ADCRR has access to update administration information, but there's a learning curve as to what should be updated appropriately so that we don't run into an undesired result (such as the one discussed in this email).

Will B&D be able to work with our teams to help educate them? Whether that's through conversation, a WIKI, a reference document...etc. This would be similar to the data dictionary (and schema outline) we've chatted about in the past.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Marlene Coffey** <mcoffey@azadc.gov>
Date: Fri, May 1, 2020 at 8:28 AM
Subject: Re: Look up for visitation and intake are incorrect - Bug 42353
To: Charles Spannagel <Charles.Spannagel@bndna.com>, CRABTREE, STACEY <scrabtre@azadc.gov>
Cc: ABAILEY <ABAILEY@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, George Martinez <gmartinez1@azcorrections.gov>, Sandy Wang <swang@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Chris Masson <chris.masson@bndna.com>, Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>, Rajkumar Gopal <rajkumar.gopal@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>, Steven Williams <Steven.Williams@bndna.com>, Thad Lowry <thad.lowry@bndna.com>

This is why ADCRR needs to know what tables feed the fields. Right now, ADCRR staff are either having to use the "take a shot in the dark" approach, or ask B&D staff who may not provide accurate information based on their limited knowledge.

Cindy was under the impression that the drop downs for telephone types were fed from three different tables, and the one that directly fed the Community Corrections area was TELEPHONE_TYPE. What do the two other tables, Pr Phone Type and Telephone Number Type, feed?

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

AIMS2 Testing/Training Administrator

602-542-0126

On Thu, Apr 30, 2020 at 8:53 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> ADC,
>
> B&D was able to look into the outstanding issues in regards to the TELEPHONE_TYPE Admin Screen, please see below. We have also put our recommendation at the bottom
>
> The TELEPHONE_TYPE lookups used to look like this, up until 4/27:

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LOOKUP_CATEGORY	DESCRIPTION	CODE	PRIORITY
TELEPHONE_TYPE	Fax	4	0
TELEPHONE_TYPE	WORK	3	0
TELEPHONE_TYPE	HOME	2	0
TELEPHONE_TYPE	CELL	1	0

On 4/27, the following user updated these lookups – changing the description of the existing 4, and adding 2 new values.

MICHAEL S NEWSOM - NMS3

LOOKUP_CATEGORY	DESCRIPTION	CODE	PRIORITY
TELEPHONE_TYPE	Sponsor Cell	7	
TELEPHONE_TYPE	Sponsor Home	6	
TELEPHONE_TYPE	Supervisor Number	4	
TELEPHONE_TYPE	Office Number	3	
TELEPHONE_TYPE	Offender Home	2	
TELEPHONE_TYPE	Offender Cell	1	

Because this is a shared lookup category on a common system control, it updates everywhere.

There are presently 46 ADC staff that have roles assigned that can update the System Data screen. Given the sensitive nature of the data on this screen, **B&D would suggest that a specific role that is allowed to make changes to this data is created and it is assigned to a subset of these individuals and if changes are made by the individuals they are tracked and tested in UAT prior to making changes in PROD.**

In order to revert back to how the system was previously working you would need an admin to make the changes back. Please let us know if any further discussion is needed.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang; Spencer Scott
Subject: M&O Proposed Monthly Schedule
Date: Wednesday, May 13, 2020 1:54:43 PM
Attachments: image002.png

Good morning,

I wanted to give an outline of a proposed schedule I have come up with and get your feedback. I will be presenting this on Friday to B&D Leadership.

Weekly Activities

Monday: Charles on site

1. 10:30AM – Daily Bug Review with Spencer and Steve

Tuesday: Charles at B&D

1. 10:30AM – Daily Bug Review with Spencer and Steve
2. 3:30PM – ACIS Bi-Weekly Meeting

Wednesday: Charles on site

1. 10:30AM - Daily Bug Review with Spencer and Steve

Thursday: Charles at B&D

1. 10:30AM – Daily Bug Review with Spencer and Steve
2. 3:30PM – ACIS Bi-Weekly Meeting

Friday: Charles on site

1. 10:30AM – ADCRR & BND Leadership Meeting

Monthly Activities

1st Business Day – M&O Monthly Report submitted by B&D

5th Business Day - Monthly M&O Status Meeting

10th Business Day (or prior) – ADCRR and B&D present a list of proposed EUIL items

15th Business Day (or prior) – B&D to provide estimate for proposed EUIL items, B&D to provide forecast of available FTE's

20th Business Day (or prior) – ADCRR selects items for the upcoming month

Charles Spannagel

Project Manager

AMERICAN OVERSIGHT

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Steven Williams on behalf of Steven Williams <Steven.Williams@bndna.com>
To:	Charles Spannagel; Holly Greene
Cc:	Sandy Wang
Subject:	RE: Protective Custody Write Up
Date:	Wednesday, May 13, 2020 6:49:51 AM
Attachments:	image001.png image002.png image004.png

Hello All,

Here is the latest on the 805-5 screen: (Light summary of progress)

1. Bug 42372 is linked as the parent bug to all 805-5 screen issues. This bug is under going stringent testing and development and revision for a few days now. I hope to have this testing wrapped up and push this code to UAT on Friday, 05/22/20.
2. The original save issue Marlene was having and she subsequently demo'd appeared to be working on a previous bug deployed to UAT under bug 42137 that would perform a check to ensure the save was successful and not refresh the screen if not successful. This code is currently in Production.

My commitment:

I am fully committed to making sure this screen works. Each daily deployment to QA INT environment has new changesets submitted to fix issues I am finding on this screen. It has been a big challenge to code the proper growl message if the user exceeds 4000 characters and make sure the subsequent save is successful.

We are making progress. I will not push any code to the next UAT is this screen is not working as I expect. I am testing aggressively and doing extensive negative and boundary testing.

I was grateful to learn the process of how the customer enters data into this screen and the sample document provided to complete this entry for the 1st and 2nd interview. This insight allowed me to triage and properly test the changes to the screen.

Scope of effort involved:

I intend to wrap up this testing and development as soon as possible. Again, this screen has to pass my personal testing in order to be pushed into UAT.

Our current testing includes and is ongoing:

1. Negative and Boundary of comment fields for <= 4000 characters and proper messages and warnings to the user if >= 4000 characters are entered.
2. Required fields indicated properly if user selects 'Yes' on questions.
3. Is user selects 'Yes', does the required field indicator turn on, if user toggles back to 'No' the required fields indicator should not display.
4. Proper Save and message response if:
    a. Required fields are not completed.
    b. Character limits are exceeded.
    c. Warnings indicators for fields if limit is exceeded so user will have indication prior to

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save.

d. If screen conditions are met, can save be successful.

5. Finally, we have implemented the submit button is disabled until a successful save for 1st or 2nd interview save is successful.

This work is ongoing and I hope to complete all of this with the help of 2 developers assisting me on this issue.

Please let me know if you have any questions.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: steven.williams@bndna.com

Mi-Case

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Tuesday, May 12, 2020 11:32 PM
To: Holly Greene <hgreene@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>
Subject: RE: Protective Custody Write Up

Steven,

Can you please provide an update. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, May 12, 2020 9:39 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>
Subject: Re: Protective Custody Write Up

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Quick question- How did this one shape up after this email?

On Fri, May 1, 2020 at 10:30 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> I know we are meeting shortly but I wanted to send this to you to review after, from Steve Williams.
>
> 1. Protective Custody issue - what's B&D's game plan to resolve this once and for all?
>
>   a. We have triaged this screen thanks to a document I received from Marlene used to enter in the PC 805-5 COIV and SSU Interview. I have realized that due to the lengthy interview process, the person conducting the interview would enter the answers to the interview questions into a word document during the interview and then transcribe or copy/paste the answers into the 805-5 screen.
>   b. Once I understood the process and using the sample word document provided by Marlene, I reproduced the screen not saving the answers.
>   c. The bug used for extensive testing is 42137 & 42181. B&D developers, Samy, Hassen and Youssef performed extensive Triage on the screen after I was able to reproduce the error. My previous attempts to duplicate the bug was to enter data manually (I thought that was the actual process until I found out otherwise).
>   d. Here is the development notes from Sami in an email regarding the fix:
>
>   i. When I looked into this couple weeks ago I noticed that the data was not getting saved but at the same time the database didn't throw any kind of exception, (even though an error happened in the back end) that was misleading to the app developers who carried on with a happy path and data was lost upon a screen refresh (supposedly happening after a successful command which was actually a failed command) because data was not persisted to begin with, and there shouldn't have been a refresh but a validation error (this didn't happen because the DB didn't throw any exception upon failing to persist).
>
>   ii. The issue was later fixed by Hassen.
>
>   e. After the fix was deployed, I perform extensive testing of bugs 42137 and 42181 with copious test notes. The fix was deployed to UAT and requires testing in UAT. The fix will be pushed to PROD on 05/01/2020.
>   f. I am asking Marlene to Test in UAT and validate if it is working in UAT now only.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]

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E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Joshua Connolly; Sandy Wang
Subject:	RE: Code Deposit
Date:	Tuesday, May 12, 2020 11:33:08 PM
Attachments:	image002.png image003.png

Absolutely. Please give me some dates and times that would work and I will make sure Matt is available. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, May 12, 2020 9:29 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Fwd: Code Deposit

Hi Charles-

Please see below. Will you help with the facilitation if this discussion? Or perhaps you can provide us with the details as to what this means to ADCRR..?

I would imagine you may want to be present regardless. :)

Thank you,

Holly

---------- Forwarded message ---------
From: **Matt DeClue** <matt.declue@bndna.com>
Date: Mon, May 4, 2020 at 2:51 PM
Subject: Re: Code Deposit
To: Holly Greene <hgreene@azadc.gov>
CC: Dean Allen <dean.allen@bndna.com>, Joseph Profiri <jprofiri@azadc.gov>, Sandy Wang <swang@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>

Ok.

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Matt

From: Holly Greene <hgreene@azadc.gov>
Date: Monday, May 4, 2020 at 11:02 AM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>, Joseph Profiri <jprofiri@azadc.gov>, Sandy Wang <swang@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Code Deposit

Thank you. I'd like to review with you, what this means to ADCRR. Let's get some time to chat.

-Holly

On Mon, May 4, 2020 at 10:37 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Holly,
>
> I've completed the code deposit for the Arizona trunk.
>
> **Matt DeClue**
> IT DirectorBusiness & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted] E: matt.declue@bndna.com
> Business & Decision
> Empowering Digital Business

--

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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Respectfully,

Holly Greene
Deputy CIO
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Administrative Services Division, Information Technology
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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Spencer Scott; Steven Williams
Subject: Re: Plans for Release 22
Date: Tuesday, May 12, 2020 11:13:21 PM
Attachments: image003.png
image004.png

Agreed. Thank you for the quick response. :)

On Tue, May 12, 2020 at 10:32 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly, this is the Release Management email but below is my response to Spencer's ideas below. I think this is a great conversation to have together and come to a solution for both sides.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> ---
>
> **From:** Charles Spannagel
> **Sent:** Tuesday, May 12, 2020 10:53 AM
> **To:** Spencer Scott <sscott3@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Sandy Wang <swang@azadc.gov>
> **Subject:** RE: Plans for Release 22
>
> Spencer,
>
> Thank you for your initiation with this. I think we should definitely sit down and discuss. There are so many workflows that are being put into place with EUIL, CR's, etc, that it's too

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early to look at staffing. Please correct me if I am wrong but I believe the amount of bugs/bugs fixes has not underwhelmed ADC's staff, meaning they have been sitting around with nothing to do. The commitment for M&O remains the same, full support and full enhancement efforts. I also feel that with an uptick in RCA's, JAR's, everyone's days will fully be packed with meaningful work. As it pertains to bugs from March or later, we continue to deal with shifting priorities which is absolutely fine with B&D. ADCRR dictates what we work on. The result of that is aged items that have fallen down the priority list for ADCRR.

I would like to get going with the EUIL list and priority CR's to better gage our work effort before we discuss the staffing model.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, May 8, 2020 5:01 PM
To: Steven Williams <Steven.Williams@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Sandy Wang <swang@azadc.gov>
Subject: Plans for Release 22

Now that we are into full production mode, we need to start planning out which bugs we want to include in upcoming releases. This means we need to more rigorously map out our goals ahead of time.

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About half of the 210+/- bugs were created prior to March. While we understand the priority of newer bugs can take precedence, the overall number of bugs have not come down and we are not making any meaningful impact on the stale pile. We are eager to discuss additional steps that can be taken to address this issue.

Charles, I believe we need to consider asking for temporary additional resources to get ahead of this problem. The reason is that if we don't reduce the overall bug count, our testers will never have adequate time to be fully dedicated to testing new change requests.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

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--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: George Martinez
Cc: Charles Spannagel; Sandy Wang
Subject: Re: DCQI Returns
Date: Tuesday, May 12, 2020 9:53:48 PM
Attachments: image001.png

Good evening everyone-

Is there an update to this item?

-Holly

On Thu, Apr 30, 2020 at 5:16 PM George Martinez <gmartinez1@azadc.gov> wrote:

> Holly, here is a recap of the meeting:
>
> There was confusion as to the purpose of the meeting. It was labelled as Fingerprinting, but ended up covering DCQI from DPS. There was cross-traffic in the email thread and I mistakenly scheduled it incorrectly. We continued the meeting and discussed the discrepancies that DPS is having with the OBSCIS file we send on a weekly basis. It feeds their database and they process it through their DCQI system. DPS has updated the database with the new movement codes of C2, QU and AI. There are blank movements codes that need to be researched. They seem to be for old inactive inmates/offenders that came across from migration. Melody is checking the error logs.
>
> As far as fingerprinting, I spoke with Jennifer Abbott and she wants to have a discussion with Jey. He was not available today and she is not available tomorrow. There is a meeting scheduled for Monday to go over the process and workflow.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Tue, Apr 28, 2020 at 6:08 PM George Martinez <gmartinez1@azadc.gov> wrote:
>
> > Holly, a meeting has been scheduled for Thursday 4/30 at 1030. This meeting is to discuss the discrepancies that DPS is having with the files provided by ACIS on a weekly basis. We'll keep you updated after the meeting.
> >
> > Respectfully,
> >
> > George Martinez, Jr, PMP®
> >
> > AIMS2 Project Manager
> >
> > Arizona Department of Corrections, Rehabilitation & Reentry
> >
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> >
> > Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
> >
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
> >
> > On Tue, Apr 28, 2020 at 4:48 PM Holly Greene <hgreene@azadc.gov> wrote:
> >
> > > Hi Charles-

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Please keep this group apprised of the latest status regarding the research for this issue. I recommend creating a dedicated status update email for this issue excluding the technical troubleshooting details not necessary for some on the thread.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Apr 28, 2020 at 4:34 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> FYI.. Please see attached most recent report from DPS.
>
> Jennifer Abbotts, ASO III
> Records & Identification Administrator
> Arizona Department of Corrections Rehabilitation & Reentry
> 1601 W. Jefferson (Mail code:225)
> Phoenix, Arizona 85007
> 602-364-0594 phone
> 602-542-5548 fax

> On Mon, Apr 13, 2020 at 3:39 PM Andrew Dorre <adorre@azadc.gov> wrote:
>
> > Ok, I see them both in ACIS, but I don't know when they were supposed to come across. I checked a DPS file and didn't see them in there.
> >
> > Andrew Dorre
> >
> > Senior Systems/Network Engineer
> >
> > **Arizona Department of Corrections Rehabilitation and Reentry**
> >
> > Administrative Services Division, Information Technology
> >
> > 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
> >
> > Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov
> >
> > IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > On Mon, Apr 13, 2020 at 3:10 PM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:
> >
> > > Hi Andrew and George,
> > >
> > > DPS's DOC database is updated weekly using the weekly input file from DOC. 'DCQI' is an inquiry function against the DPS's OBSC database which contains DOC data.

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DPS has not received DOC# [redacted] and DOC# [redacted] data from ADOC and those doc number data is missing from our database.

Thank you, Melody

From: Andrew Dorre <adorre@azadc.gov>
Sent: Monday, April 13, 2020 2:55 PM
To: Melody Van Arsdall <MVanArsdall@AZDPS.GOV>
Cc: Mirisue Galindo <MGALINDO@AZDPS.GOV>; Jennifer Abbotts <jabbotts@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>; Priya Soundararajan <SSoundararajan@AZDPS.GOV>
Subject: Re: DCQI Returns

Hi Melody and Jennifer,

George and I talked, I think he just wanted to ensure everyone is talking about the same file. I think the next question (unless George wants to correct me on this) is, are we actually missing some fields within the file that need to be there? Neither of us are familiar with the DCQI data that was being referenced below. I'm really not familiar with the contents at all, I just transfer the files, but I want to make sure everyone is on the same page so we can work to resolve the issue.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 13, 2020 at 2:35 PM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:

> George,
>
> It is the weekly input file to AZDPS. I have included Mr. Andrew Dorre to the email chain. He will be able to provide you the file name.
>
> The following records are not in included in the weekly input files which were received from DOC.
>
> [redacted]
>
> I also find many rejected records with status value **blank, 'QU', 'AI', and 'C2'**. Please update DPS with the newly added

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status codes.

Please tell us how we are doing by completing this **Customer Service Survey**

Melody Van Arsdall

Applications Systems Analyst

AZ Department of Public Safety

Office: 602.223.2906

Cell: 602.525.1546

mvanarsdall@azdps.gov

www.azdps.gov

'To provide the best customer service in the state of Arizona through analytics, innovation, design, and high caliber professional programming solutions.'

From: Mirisue Galindo <MGALINDO@AZDPS.GOV>
Sent: Monday, April 13, 2020 1:38 PM
To: Jennifer Abbotts <jabbotts@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Melody Van Arsdall <MVanArsdall@AZDPS.GOV>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>
Subject: Re: DCQI Returns

Melody,

I am including you in this email. Can you take a look at the below email threads and advise if you can on what DOC IT needs to do? Thanks

Mirisue Galindo

Administrative Supervisor, SSO, CISM, EAP

602-223-2099 direct

602-223-2751 fax

Arizona Department of Public Safety

Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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---

From: Jennifer Abbotts <jabbotts@azadc.gov>
Sent: Monday, April 13, 2020 1:33 PM
To: George Martinez <gmartinez1@azadc.gov>
Cc: Mirisue Galindo <MGALINDO@AZDPS.GOV>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>
Subject: Re: DCQI Returns

George,

I don't know the name of the file nor do I have a copy of it. It is done on the IT side of the house. The information is somehow pulled from ACIS and then sent via file/feed over to DPS in order to be uploaded to ACJIS.

Mirisue,

Maybe some over there in your IT can advise George.

Thank you,

Jennifer Abbotts, ASO III

Records & Identification Administrator

Arizona Department of Corrections

1601 W. Jefferson (Mail code:225)

Phoenix, Arizona 85007

602-364-0594 phone

602-542-5548 fax

On Mon, Apr 13, 2020 at 11:56 AM George Martinez <gmartinez1@azadc.gov> wrote:

> What is the name of the file that is having the issue? Please provide a copy of a file that was working correctly.
>
> Respectfully,
>
> George Martinez, Jr, PMP®

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AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Apr 13, 2020 at 11:42 AM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> Feel free to contact me directly if you need specific information on an inmate. As far as reporting, I don't think that is necessary because the error appears to have started from when ACIS went live beginning Dec-2019.
>
> Jennifer Abbotts, ASO III
>
> Records & Identification Administrator
>
> Arizona Department of Corrections
>
> 1601 W. Jefferson (Mail code:225)
>
> Phoenix, Arizona 85007
>
> 602-364-0594 phone
>
> 602-542-5548 fax
>
> On Mon, Apr 13, 2020 at 11:19 AM Mirisue Galindo <MGALINDO@azdps.gov> wrote:
>
> > Jennifer,
> >
> > Thank You. In the mean time is there a work around for this? Do you want me to report the ones we come across? Thanks
> >
> > Mirisue Galindo
> >
> > *Administrative Supervisor, SSO, CISM, EAP*
> >
> > 602-223-2099 direct
> >
> > 602-223-2751 fax
> >
> > ***Arizona Department of Public Safety***

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Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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---

From: Jennifer Abbotts <jabbotts@azadc.gov>
Sent: Monday, April 13, 2020 10:57 AM
To: Mirisue Galindo <MGALINDO@AZDPS.GOV>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; George Martinez <gmartinez1@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>
Subject: Re: DCQI Returns

Good Morning Mirisue,

Yes I am aware of the issue below. I believe ever since we switched over from AIMS to ACIS this has been a problem. I will Cc: our IT and the vendor that are involved so hopefully they can get to the bottom of it.

Thank you

Jennifer Abbotts, ASO III

Records & Identification Administrator

Arizona Department of Corrections

1601 W. Jefferson (Mail code:225)

Phoenix, Arizona 85007

602-364-0594 phone

602-542-5548 fax

On Mon, Apr 13, 2020 at 10:42 AM Mirisue Galindo <MGALINDO@azdps.gov> wrote:

> Jennifer,
>
> Are you aware of any errors not coming back on DOC inmates? We had two offenders this morning

AMERICAN OVERSIGHT

that Tracy called to confirm, as we weren't getting a response when running a DCQI by name/dob and inmate number. The inmate number is also not showing up in ACCH on subjects SID idents screen.

See below:

[redacted]

[redacted]

I wanted to check with you before putting in a ticket.

Mirisue Galindo

Administrative Supervisor, SSO, CISM, EAP

602-223-2099 direct

602-223-2751 fax

Arizona Department of Public Safety

Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

NOTICE: This email and any attachments to it may contain information that is PRIVILEGED and CONFIDENTIAL under State and Federal law. It is intended only for the use of specific individual(s) to whom it is addressed. This information may only be used or disclosed in accordance with law. You may be subject to penalties under law for improper use or further disclosure of the information in this email and its attachments. If you have received this email in error, please immediately notify the person named above by reply email, and then delete the one you received. Thank you

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> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Sandy Wang; Steven Williams
Subject:	Re: Count- Every prison and every unit receives a system error code and no inmates are displayed - Bug 42290
Date:	Tuesday, May 12, 2020 9:49:06 PM
Attachments:	image003.png

Charles-

This is a GREAT write-up. I truly appreciate the quality and thoughtful articulation.

I do apologize for my tardy response to this message.

Most sincerely,

Holly

On Thu, Apr 30, 2020 at 9:01 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I was able to work with the Developers and was given this explanation for why the count failed at all locations.
>
> The Count Module tracks every single movement for every single inmate. Since Go-Live there have been 1,000,000 movements within the system. The Developers accidently only coded for six digits and once we hit 1,000,000 the count failed. In order to ensure this doesn't happen in the future we have extended the field from six digits to 15 digits. It was a development error on B&D. In order to be proactive we are now looking at other fields to see if they need to be adjusted.
>
> If you have any further inquiries I would be happy to discuss and/or bring in the resources needed for a discussion. Thank you very much.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: charles.spannagel@bndna.com

--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Sandy Wang
Cc: Charles Spannagel; Spencer Scott
Subject: Re: Release Management
Date: Tuesday, May 12, 2020 9:07:33 PM

Just following up. Was there any feedback on this that I might have missed?

Thank you :)

Holly

On Fri, May 8, 2020 at 4:01 PM Sandy Wang <swang@azadc.gov> wrote:

> Spencer, you brought up a good point today that for the bug fixes, ADCRR should be able to choose what we want fixed in each of the releases, which I am in total agreement with.
>
> I have shared this proposed Release Management with Holly and Charles before, however, we have not got a chance to discuss any further. I believe we can combine/tailor this to be consistent with the remediation monthly procedure outlined in the Contract Amendment #9.
>
> The Key points of this release management for bug fixes are:
> (1) ADCRR identifies the bug fixes for the next releases.
> (2) Based on the estimates that B&D provides, ADCRR finalizes the items for each of the releases.
> (3) There is a gatekeeper called "UAT Readiness" that ensures the bug fixes have gone through proper QA and ready for UAT.
> (4) Again, there is a gatekeeper called "Production Readiness" that ensures the bug fixes have passed UAT without concerns.
> (5) There is a retrospective session after each release for better communication and continuous improvement.
>
> Let me know what you think, and we can implement this as soon as you are ready.
>
> --
>
> Respectfully,
>
> Sandy Wang
>
> PMO Program Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St | Phoenix AZ 85007
>
> Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Holly Greene; Spencer Scott
Subject: M&O Hours
Date: Monday, May 11, 2020 12:44:13 PM

Hi Charles-

Do you know how existing work will play into M&O? Things like our data group working with members of B&D regarding data mapping and integrity questions? Report questions and assistance with building queries for reports? etc..

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	David Brackney; Karen Hellman; Sandra Hoppough; Paul O"Connell; Rocky Advani
Cc:	Holly Greene; Charles Spannagel; Rusty Johnson; Ken Sanchez; Joseph Nicoletti; Keith Barrier; Richard Evitch; Sandy Wang
Subject:	TrackTech Project: Meeting with B&D
Date:	Monday, May 11, 2020 9:13:00 AM

Hello Paul, Sandra, Karen (et al)-

Last we spoke with TrackTech, the Proof of Value/Concept effort will require a connection to the ACIS database. Sandy Wang and I have spoken with our B&D contact, Charles Spannagel about this and he is working with his teams to help support this endeavor.

We will need a meeting with TrackTech where B&D can see a demo and ask their questions concerning the tap into their database.

Is this something that Rocky, Paul or Sandra can help put together?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang
Subject: Meeting at 10am
Date: Friday, May 8, 2020 9:53:47 AM
Attachments: image003.png

I no longer have the meeting at 10am? Did it get cancelled or moved.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Cc:	Sandy Wang; Joseph Profiri
Subject:	RE: Weekly Leader Meeting Adjustment
Date:	Friday, May 8, 2020 9:51:57 AM
Attachments:	image002.png

Ok, thanks Holly. I will cancel right now.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, May 8, 2020 9:39 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Weekly Leader Meeting Adjustment

Hi Charles-

Please cancel your weekly Leadership meeting invite with me and Sandy as I have extended the weekly leadership meeting to include Joe Profiri as an optional attendee.

To support this, I created a new invite to accommodate our new attendee as well as provide a method of connecting remotely using Google Meet. A purpose and agenda (fluid) is in the body of the invite. The timeslot and duration remains unchanged.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Will Carbajal on behalf of Will Carbajal <will.carbajal@bndna.com>
To: Holly Greene
Subject: RE: State of Indiana - Department of Corrections RFP Reference Request
Date: Thursday, May 7, 2020 6:04:33 PM

Thank you Holly!

Will

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, May 7, 2020 5:33 PM
To: Will Carbajal <will.carbajal@bndna.com>
Subject: Re: State of Indiana - Department of Corrections RFP Reference Request

Hello Will-

Thank you for sending. I will look into this.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, May 7, 2020 at 11:28 AM Will Carbajal <will.carbajal@bndna.com> wrote:

> Hi Holly,
>
> Hope this message finds you well!
>
> We are bidding on a State of Indiana OCMS RFP which requires three references to be completed by Business & Decision customers and returned directly back to them. Attached is the form. It is due back to the State of Indiana by May 22nd.
>
> Thank you for your consideration!
>
> Will

AMERICAN OVERSIGHT

Will Carbajal
Vice President

Business & Decision North America (PA) Inc.
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260 US
M: +1 480-250-6292
E: will.carbajal@bndna.com

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AMERICAN OVERSIGHT

From: Will Carbajal on behalf of Will Carbajal <will.carbajal@bndna.com>
To: hgreene@azadc.gov
Subject: State of Indiana - Department of Corrections RFP Reference Request
Date: Thursday, May 7, 2020 11:31:33 AM
Attachments: Indiana RFP 748 Updated Attachment_H_Final_v04.02.20 (1).docx

---

Hi Holly,

Hope this message finds you well!

We are bidding on a State of Indiana OCMS RFP which requires three references to be completed by Business & Decision customers and returned directly back to them. Attached is the form. It is due back to the State of Indiana by May 22nd.

Thank you for your consideration!

Will

Will Carbajal
Vice President
Business & Decision North America (PA) Inc.
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260 US
M: +1 480-250-6292
E: will.carbajal@bndna.com

AMERICAN OVERSIGHT

State of Indiana Contact:
Mark Hempel, IDOA
Email: mhempel@idoa.in.gov
Indiana Department of
Administration, Procurement Div.
402 W. Washington St.,
Room W468
Indianapolis, Indiana 46204

REFERENCE CHECK FORM

RFP # 0000000748 for
Design, Development, and Implementation of an Offender Management System (OMS) for the Indiana Department of Correction.

Response Due Date on or before:
May 22 at 3:00 PM EST

INSTRUCTIONS: You have been asked by the vendor listed below to provide a reference as they are responding the current solicitation with the state of Indiana. This is a standard form created by the state of Indiana and your input is very much appreciated. During this competitive process, a representative from the state of Indiana, may contact you directly for more detail. If you have any questions, please contact the state of Indiana contact listed in the box in the top left side of the form.

Please provide the information requested below and submit this reference check form to: idoareferences@idoa.in.gov or addressed to:

Mark Hempel
Email: mhempel@idoa.in.gov
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

VENDOR NAME

Business & Decision North America (PA) Inc. - (Mi-Case)

REFERENCE CONTACT INFORMATION

Reference Company Name	
Contact Name	
Contact Title	
Company Mailing Address	
Company City, State, Zip	
Company Website Address	
Contact Telephone Number	
Contact Fax Number	
Contact Email	
Industry of Company	

QUESTIONS: Please provide a response to each of the questions listed below regarding the vendor listed above.

1. If you decline to provide a reference, please indicate that below and provide any comments you would be willing to share regarding the reason.

2. Does the vendor currently provide your company with IT system design, development, and implementation services? Please describe the scope of work provided by the vendor to your company.

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3. How long did you/have you and/or members of your team worked with the vendor? Please provide the specific dates of service.

4. What was the vendor's turnover rate? If high or medium, what were the causes?

5. With what type of internal and external stakeholders did the vendor have to communicate with?

6. Has the vendor been cited for any financial audit issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

7. Has the vendor been subject to any requests for corrective action to cure performance issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

8. Would you rate your experience with the quality of services/work provided by vendor as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

9. Would you rate the vendor's knowledge of your business as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

10. Would you rate the overall quality of the vendor's staff as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

11. Would you describe the quality of the vendor's engagement and communication with stakeholders (internal and external) throughout the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

12. Would you rate the vendor's ability to provide appropriate staff and resources for the project, as needed, at all times as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

13. Would you rate the vendor's performance regarding cost and/or schedule overruns on the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

14. Are there any other topics you believe Indiana should consider during its reference evaluation or comments you would like to share?

AMERICAN OVERSIGHT

15. Would your overall rating of the vendor be poor, satisfactory, or superior?

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From:	Michele Dozier on behalf of Michele Dozier <michele.dozier@bndna.com>
To:	Richard Evitch; Thad Lowry
Cc:	ADCPayables - ADC; Charles Spannagel; David Quijada; Holly Greene; Sandy Wang
Subject:	RE: FW: ADOC Delivery Status Notification (Failure)
Date:	Wednesday, May 6, 2020 12:17:27 PM
Attachments:	image002.png image003.png image004.png image005.png image006.png image007.png

---

Wil do. Thank you.

Michele Dozier
Senior Accountant
Business & Decision, North America
5 Great Valley Parkway, Suite 247, Malvern, PA 19355 US
O: 610-230-2618| F: 610-230-2512
E: michele.dozier@bndna.com

Please consider the environment before printing this email.

From: Richard Evitch <revitch1@azadc.gov>
Sent: Wednesday, May 6, 2020 3:17 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: ADCPayables - ADC <adcpayables@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; David Quijada <dquijada@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Michele Dozier <michele.dozier@bndna.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: FW: ADOC Delivery Status Notification (Failure)

You may also include the general accounting email account also included in the cc line.

On Wed, May 6, 2020 at 12:14 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Thank you – we can send to David
>
> Just to be clear there isn't a generic email address that endures past people retiring or moving to other jobs?
>
> Thad

AMERICAN OVERSIGHT

Thad Lowry
Development Director – Mi-Case North America
Business & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@mi-case.com

From: Richard Evitch <revitch1@azadc.gov>
Sent: Wednesday, May 6, 2020 12:11 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>; David Quijada <dquijada@azadc.gov>
Subject: Re: FW: ADOC Delivery Status Notification (Failure)

Good day all:

Please send invoices to David Quijada (copied here).

thanks,

Richard Evitch
Arizona Department of Corrections, Rehabilitation and Reentry
Assistant Director, Financial Services

On Wed, May 6, 2020 at 12:05 PM Sandy Wang <swang@azadc.gov> wrote:

> Richard, can you point B&D to the right person?
>
> On Wed, May 6, 2020 at 11:44 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Can you please help us with who we should send our invoices to?
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > **From:** Thad Lowry <thad.lowry@bndna.com>
> > **Sent:** Wednesday, May 6, 2020 11:02 AM
> > **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> > **Subject:** FW: ADOC Delivery Status Notification (Failure)

AMERICAN OVERSIGHT

Hey Charles,

Can you find out who at ADC we should be sending our invoices to

Maybe ask Sandy or Spencer to find out

Thad

Thad Lowry
Development Director – Mi-Case North America
Business & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@mi-case.com

From: Michele Dozier <michele.dozier@bndna.com>
Sent: Wednesday, May 6, 2020 9:00 AM
To: Thad Lowry <thad.lowry@bndna.com>
Subject: ADOC Delivery Status Notification (Failure)

Hi Thad,

I emailed the invoices to Jennifer Lee and Mike Gurr and received the following notification for Mike. Is he still with the company? Should I send the invoices to someone else? Please advise.

Thank you.

From: Mail Delivery Subsystem <mailer-daemon@googlemail.com>
Sent: Wednesday, May 6, 2020 11:57 AM
To: Michele Dozier
Subject: Undeliverable: Delivery Status Notification (Failure)

Address not found

Your message wasn't delivered to **MGURR@azcorrections.gov** because the address couldn't be found, or is unable to receive mail.

LEARN MORE

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The response was:

```
The email account that you tried to reach does not exist. Please try
double-checking the recipient's email address for typos or
unnecessary spaces. Learn more at
https://support.google.com/mail/answer/6596
```

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Michele Dozier on behalf of Michele Dozier <michele.dozier@bndna.com>
To:	Thad Lowry; Richard Evitch; Charles Spannagel
Cc:	Holly Greene; Sandy Wang; David Quijada
Subject:	RE: FW: ADOC Delivery Status Notification (Failure)
Date:	Wednesday, May 6, 2020 12:16:05 PM
Attachments:	image004.png image005.png image006.png image007.png image008.png image009.png

Thank you.

Michele Dozier
Senior Accountant
Business & Decision, North America
5 Great Valley Parkway, Suite 247, Malvern, PA 19355 US
O: 610-230-2618| F: 610-230-2512
E: michele.dozier@bndna.com

Business & Decision

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From: Thad Lowry <thad.lowry@bndna.com>
Sent: Wednesday, May 6, 2020 3:14 PM
To: Richard Evitch <revitch1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>; David Quijada <dquijada@azadc.gov>; Michele Dozier <michele.dozier@bndna.com>
Subject: RE: FW: ADOC Delivery Status Notification (Failure)

Thank you – we can send to David

Just to be clear there isn't a generic email address that endures past people retiring or moving to other jobs?

Thad

Thad Lowry
Development Director – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@mi-case.com

AMERICAN OVERSIGHT

Mi-Case

From: Richard Evitch <revitch1@azadc.gov>
Sent: Wednesday, May 6, 2020 12:11 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Sandy Wang <swang@azadc.gov>; David Quijada <dquijada@azadc.gov>
Subject: Re: FW: ADOC Delivery Status Notification (Failure)

Good day all:

Please send invoices to David Quijada (copied here).

thanks,

Richard Evitch
Arizona Department of Corrections, Rehabilitation and Reentry
Assistant Director, Financial Services

On Wed, May 6, 2020 at 12:05 PM Sandy Wang <swang@azadc.gov> wrote:

> Richard, can you point B&D to the right person?
>
> On Wed, May 6, 2020 at 11:44 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Can you please help us with who we should send our invoices to?
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> > Business & Decision
> > Empowering Digital Business
> >
> > ---
> >
> > **From:** Thad Lowry <thad.lowry@bndna.com>
> > **Sent:** Wednesday, May 6, 2020 11:02 AM
> > **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> > **Subject:** FW: ADOC Delivery Status Notification (Failure)
> >
> > Hey Charles,
> >
> > Can you find out who at ADC we should be sending our invoices to
> >
> > Maybe ask Sandy or Spencer to find out

AMERICAN OVERSIGHT

Thad

Thad Lowry
Development Director – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: thad.lowry@mi-case.com

From: Michele Dozier <michele.dozier@bndna.com>
Sent: Wednesday, May 6, 2020 9:00 AM
To: Thad Lowry <thad.lowry@bndna.com>
Subject: ADOC Delivery Status Notification (Failure)

Hi Thad,

I emailed the invoices to Jennifer Lee and Mike Gurr and received the following notification for Mike. Is he still with the company? Should I send the invoices to someone else? Please advise.

Thank you.

From: Mail Delivery Subsystem <mailer-daemon@googlemail.com>
Sent: Wednesday, May 6, 2020 11:57 AM
To: Michele Dozier
Subject: Undeliverable: Delivery Status Notification (Failure)

Address not found

Your message wasn't delivered to **MGURR@azcorrections.gov** because the address couldn't be found, or is unable to receive mail.

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The response was:

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> The email account that you tried to reach does not exist. Please try double-checking the recipient's email address for typos or unnecessary spaces. Learn more at https://support.google.com/mail/answer/6596

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Jeff Woodward
Cc: Aaron Bailey; Holly Greene; Michael Dolny
Subject: RE: Telerik Training
Date: Monday, May 4, 2020 10:07:08 AM
Attachments: image001.png

Jeff,

I wanted to circle back regarding Telerik. Dean thinks we can do it but there are some logistics on our side we need to figure out. I will push him this week and see what I can come up with for you. I apologize for the delay. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, April 24, 2020 5:10 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Michael Dolny <mdolny@azadc.gov>
Subject: Re: Telerik Training

Charles,

No worries...next week is more than fine. Thanks -- have a good weekend!

On Fri, Apr 24, 2020 at 5:04 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Jeff,
>
> I will look into this right away. Please give me until early next week to have an answer. Thanks and have a great weekend.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]

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E: charles.spannagel@bndna.com

On Apr 24, 2020, at 4:59 PM, Jeff Woodward <jwoodward@azadc.gov> wrote:

Hi Charles,

I wasn't sure who to include in this one on the B&D side, so just sending this to you first.

I was looking around for Telerik training and found that Telerik has a Virtual Classroom on their site with a training course for their Report Builder. Near the bottom of this page there's a link to the agenda of the course I'm referring to.

https://www.telerik.com/support/virtual-classroom

<image.png>

Unfortunately it looks like you need to have a licensed Telerik login to access it. Is there any way ADC can get access to this course? I think it would be very helpful for us.

Thanks!

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Jeff Woodward
Ticketing System Administrator

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Arizona Department of Corrections
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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Sandy Wang
Subject: Re: B&D / ADCRR Meeting
Date: Friday, May 1, 2020 4:18:57 PM

Thank you both. I think we have some very good collaboration this week and I am excited to see what we can do next week. Have a great weekend.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On May 1, 2020, at 4:11 PM, Holly Greene <hgreene@azadc.gov> wrote:

Thank you for your understanding, Charles. Have an amazing weekend :)

-Holly

On Fri, May 1, 2020 at 3:34 PM Holly Greene <hgreene@azadc.gov> wrote:

Hi Charles-

Sandy and I are meeting with our Deputy Director currently. We will not be able to make our meeting. Please move to Monday so we can cover our agenda topics.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	J.R. Sloan; Lisa Dee Meyerson Marshall; Sandy Wang; Holly Greene
Cc:	Chris Masson; Trevor Baker; Cindy Hyser-Crauwels
Subject:	Arbitration Request #42276
Date:	Friday, May 1, 2020 1:52:51 PM
Attachments:	42276_ADOA_Arbitration_BD_Evidence.pdf eOMIS EHR to AZ Custody Specifications_v2.docx image001.png

---

Please find B&D's attached response and Marquis updated requirements documentation. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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eOMIS-EHR to Custody Interface (EOIR848) Specification

Version 2.0

April 01, 2020

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AZ-DOC-21-0315-A-002605

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Interface Overview

The eOMIS EHR to Custody Interface (EOIR848) is a vehicle for linking the eOMIS Healthcare Administration software package to any Offender Management Information System (OMIS). The interface provides Custody with relevant EHR information.

The EOIR848 Extract eOMIS EHR to OMS HL7 Interface is compatible with HL7 Version 2.5.

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Interface conventions

Required/Optional Indicator

Indicator	Meaning
C	Conditional – May be required in some circumstances (remove if not used)
N	Not to be populated
O	Optional – May be populated
R	Required – Must always be populated

Delimiter Values

Delimiter	Value	Notes
Segment Terminator	<cr>	Terminates a segment record. This value cannot be changed by implementers
Field Separator	|	Separates two adjacent data fields within a segment. It also separates the segment ID from the first data field in each segment.
Component Separator	^	Separates adjacent components of data fields where allowed.
Subcomponent Separator	&	Separates adjacent subcomponents of data fields where allowed. If there are no subcomponents, this character may be omitted.
Repetition Separator	~	Separates multiple occurrences of a field where allowed.
Escape Character	\	Escape character for use with any field represented by an ST, TX or FT data type, or for use with the data (fourth) component of the ED data type. If no escape characters are used in a message, this character may be omitted. However, it must be present if subcomponents are used in the message.

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Data Types

The following data types are supported by the eOMIS Jail Interface:

Data Type	Name	Max. Length	Notes
CE	String containing code value and description	97	Code Value^Code Description^eOMIS
DT	Date	8	YYYYMMDD. 01/01/1000 is used as a default when the date is not available.
EI	Entity Identifier	22	
MSG	Message Type	15	Message Code^Trigger Event^MessageStructure
NM	Numeric	16	
SI	Set ID	10	A sequence number
ST	String	199	
TS	Timestamp	14	YYYYMMDDHHMMSS (Hours in 24-hour format)
XAD	Extended Address	106	Street Address(49)^OtherDesignation(14)^City(30)^State or Province Code(2)(eOMIS)^Zip or Postal Code(9)^Country Code(2)(eOMIS)^^^^^^^^^
XPN	Patient Name	74 (30,20,20,4)	Last^First^Middle^Suffix

Message

The outbound interface makes use of the HL7 Version 2.5 ORM General Order message to transmit MSH, PID, OBR and OBX segments.

Message Segments

The outbound interface makes use of the following HL7 Version 2.5 Message Segments:

Code	Title	Notes	R/O
MSH	Message Header		R
PID	Patient Identification		R
OBR	**Observation Request**	Observation Request should be used when an Observation/Result (OBX) segment exists	O
OBX	Observation/Result		O
Z01	Custody Data (Local)		R

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Z02	Mental Health (Local)		O
Z03	Medical Restriction		O
Z04	Dietary Restriction		O
Z05	Medical Device		O
Z06	PULHES Scores	Physical, Upper Extremities, Lower Extremities, Hearing, Eyes, Dental, Mental Health	O
Z07	Pill Call		O
Z08	Work Release Clearance		O
Z09	Special Needs Orders		O
Z10	ADA		O
Z11	Medical Supplies		O
Z12	Medical Holds (Transfer)		O
Z13			
Z14	Offender Appointments		O
Z15	Active Medications	Flag to indicate an inmate has active medications.	O
Z16	Offender Precautions		O

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Outbound (eOMIS to Jail) Messages

Message Population

MSH – Message Header

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “MSH”
1	Field Separator	ST	1	R	Set to “|”
2	Encoding Characters	ST	4	R	Values are: ^~\& (ASCII 94, 126, 92, and 38, respectively)
3	Sending Application	ST	50	R	Set to “eOMIS”
4	Sending Facility	ST	50	R	Example: AZDOC
5	Receiving Application	ST	5	R	Example: AIMS2
6	Receiving Facility			N	
7	Date/Time of Message	TS	14	R	
8	Security			N	
9	Message Type	ST	3	R	Set to **ADR^A19^ADR_A19**
10	Message Control ID	ST	20	R	A unique identifier for the message
11	Processing ID	ST	20	R	Region Name (e.g. “Production”, “UAT”, etc.)
12	Version ID	ST	20	R	Software Version e.g. 4.5.10.5
13	Sequence Number			N	
14	Continuation Pointer			N	
15	Accept Ack. Type			N	
16	Application Ack. type			N	
17	Country Code			N	
18	Character Set			N	
19	Principal Language of Message			N	
20	Alt. Character Set Handling Scheme			N	
21	Message Profile Identifier			N	

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PID – Patient Identification

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “PID”
1	Set ID			N	
2	Patient ID	ST	20	R	
3	Patient Identifier List			N	adcNumber, Jail’s Offender ID
4	Alternate Patient ID - PID	ST	20	O	
5	Patient Name	XPN	74	R	
6	Mother’s Maiden Name			N	
7	Date of Birth	DT	8	R	
8	Administrative Sex	ST	1	R	“F” or “M”
9	Patient Alias			O	
10	Race	CE	97	O	See code table CDCLRACE
11	Patient Address			N	
12	County Code			N	
13	Phone Number - Home			N	
14	Phone Number - Business			N	
15	Primary Language			N	
16	Marital Status			N	
17	Religion			N	
18	Patient Account Number			N	
19	SSN Number - Patient			N	
20	DL Number - Patient			N	
21	Mother’s Identifier			N	
22	Ethnic Group			N	
23	Birth Place			N	
24	Multiple Birth Indicator			N	
25	Birth Order			N	
26	Citizenship			N	
27	Veteran’s Military Status			N	
28	Nationality			N	
29	Patient Death Date and Time			N	
30	Patient Death Indicator			N	
31	Identity Unknown Indicator			N	
32	Identity Reliability Code			N	
33	Last Update Date/Time			N	
34	Last Update Facility			N	
35	Species Code			N	
36	Breed Code			N	
37	Strain			N	
38	Production Class Code			N	
39	Tribal Citizenship			N	

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OBR – Observation Request

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “OBR”
1	Set ID	SI	4	O	
2	Placer Order Number	EI	22	N	
3	Filler Order Number	EI	22	O	Set to “eOMIS”
4	Universal Service Identifier	CE	250	R	Set to “28562-7^Vital Signs^LN”
5	Priority – OBR			N	
6	Requested Date/Time			N	
7	Observation Date/Time	TS	26	O	

OBX – Observation/Result – Height

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “OBX”
1	Set ID	SI		N	
2	Value Type	ST	2	R	Set to “NM”
3	Observation Identifier	ST	21	R	Set to “3137-7^BODY HEIGHT^LN”
4	Observation Sub-ID			N	
5	Observation Value	NM	3	R	
6	Units	ST	2	R	Set to “IN”
7	Reference Range			N	
8	Abnormal Flags			N	
9	Probability			N	
10	Nature of Abnormal Test			N	
11	Observation Result Status			N	
12	Effective Date of Reference Range			N	
13	User Defined Access Checks			N	
14	Date/Time of the Observation	TS	14	R	
15	Producer’s ID			N	
16	Responsible Observer			N	
17	Observation Method			N	
18	Equipment Instance Identifier			N	
19	Date/Time of the Analysis			N	

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OBX – Observation/Result – Weight

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “OBX”
1	Set ID	SI		N	
2	Value Type	ST	2	R	Set to “NM”
3	Observation Identifier	ST	21	R	Set to “3141-9^BODY WEIGHT^LN”
4	Observation Sub-ID			N	
5	Observation Value	NM	3	R	
6	Units	ST	2	R	Set to “LB”
7	Reference Range			N	
8	Abnormal Flags			N	
9	Probability			N	
10	Nature of Abnormal Test			N	
11	Observation Result Status			N	
12	Effective Date of Reference Range			N	
13	User Defined Access Checks			N	
14	Date/Time of the Observation	TS	14	R	
15	Producer’s ID			N	
16	Responsible Observer			N	
17	Observation Method			N	
18	Equipment Instance Identifier			N	
19	Date/Time of the Analysis			N	

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OBX – Observation/Result – Medical Classification Code

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “OBX”
1	Set ID			N	
2	Value Type	ST	2	R	Set to “ST”
3	Observation Identifier	ST	22	R	Set to “Medical Classification”
4	Observation Sub-ID			N	
5	Observation Value	CE	97	R	See code table CMMEDICL. Example: M1
6	Units	ST	2	R	Set to “CD”
7	Reference Range			N	
8	Abnormal Flags			N	
9	Probability			N	
10	Nature of Abnormal Test			N	
11	Observation Result Status			N	
12	Effective Date of Reference Range			N	
13	User Defined Access Checks			N	
14	Date/Time of the Observation	TS	14	R	
15	Producer’s ID			N	
16	Responsible Observer			N	
17	Observation Method			N	
18	Equipment Instance Identifier			N	
19	Date/Time of the Analysis			N	

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OBX – Observation/Result – TB Status

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “OBX”
1	Set ID			N	
2	Value Type	ST	2	R	Set to “ST”
3	Observation Identifier	ST	9	R	Set to “TB Status”
4	Observation Sub-ID			N	
5	Observation Value	ST	1	R	“N” – Negative, “P” – Positive, “U” - Unknown
6	Units	ST	2	R	Set to “CD”
7	Reference Range			N	
8	Abnormal Flags			N	
9	Probability			N	
10	Nature of Abnormal Test			N	
11	Observation Result Status			N	
12	Effective Date of Reference Range			N	
13	User Defined Access Checks			N	
14	Date/Time of the Observation	TS	14	R	
15	Producer’s ID			N	
16	Responsible Observer			N	
17	Observation Method			N	
18	Equipment Instance Identifier			N	
19	Date/Time of the Analysis			N	

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OBX – Observation/Result – Chest X-Ray for TB

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “OBX”
1	Set ID			N	
2	Value Type	ST	2	R	Set to “ST”
3	Observation Identifier	ST	9	R	Set to “Chest Xray”
4	Observation Sub-ID			N	
5	Observation Value	ST	1	R	“N” – Negative, “P” – Positive
6	Units	ST	2	R	Set to “CD”
7	Reference Range			N	
8	Abnormal Flags			N	
9	Probability			N	
10	Nature of Abnormal Test			N	
11	Observation Result Status			N	
12	Effective Date of Reference Range			N	
13	User Defined Access Checks			N	
14	Date/Time of the Observation	TS	14	R	
15	Producer’s ID			N	
16	Responsible Observer			N	
17	Observation Method			N	
18	Equipment Instance Identifier			N	
19	Date/Time of the Analysis			N	

Z01– Custody Data

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “Z01”
1	Booking ID	ST	20	R	
2	Institution	ST	8	R	Institution ID
3	Facility	ST	7	R	Facility ID
4	Housing Area	ST	4	R	
5	Cell ID	ST	4	R	
6	Bed ID	ST	4	R	
7	Offender Status	CE	97	R	See code table CMOFFSTA
8	Inmate Status	CE	97	R	See code table CIINSTAT
9	Jail Admission Date	DT	8	R	01/01/1000 is used as a default when the date is not available.
10	Projected Release Date	DT	8	R	01/01/1000 is used as a default when the date is not available.

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Z02– Mental Health

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z02"
1	Mental Health Status Code	CE	97	O	See code table MHStatus
2	Severely Mentally Ill Indicator	ST	1	O	"Y" or "N"
3	Severely Mentally Ill Community Ind	ST	1	O	"Y" or "N"
4	Date/Time of the Observation	TS	14	R	01/01/1000 is used as a default when the date is not available.

Z03– Medical Restriction

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z03"
1	Medical Restriction Count	NM	3	R	Total number of medical restrictions for inmate. Set to zero if none.
2	Medical Restriction Code	CE	97	O	See code table MEDRESTRICT
3	Medical Restriction Description	ST	60	O	
4	Medical Restriction Begin Date	DT	8	O	
5	Medical Restriction End Date	DT	8	O	
6	Date/Time of the Observation	TS	14	R	01/01/1000 is used as a default when the date is not available.
7	Action	ST	1	O	I = Insert, U = Update, D = Delete
8	Key Identifier	CE	250	O	PROCACTIONREFERRAL^ OFFENDERID^9999999^ ENCOUNTERDATE^99/99 /9999^ENCOUNTERTIME ^99:99:99^PARTYPE^XX XXXX^PARSEQNBR^999

Z04–Dietary Restriction

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z04"
1	Dietary Restriction Count	NM	3	R	Total number of dietary restrictions for inmate. Set to zero if none.
2	Dietary Restriction Code	CE	97	O	See code table

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					DIETRESTRICT
3	Dietary Restriction Description	ST	60	O	
4	Dietary Restriction Begin Date	DT	8	O	
5	Dietary Restriction End Date	DT	8	O	
6	Date/Time of the Observation	TS	14	R	01/01/1000 is used as a default when the date is not available.
7	Action	ST	1	O	I = Insert, U = Update, D = Delete
8	Key Identifier	CE	250	O	PROCACTIONREFERRAL^ OFFENDERID^9999999^E NCOUNTERDATE^99/99/ 9999^ENCOUNTERTIME^ 99:99:99^PARTYPE^XXXX XX^PARSEQNBR^999

Z05–Medical Device

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z05"
1	Medical Device Count	NM	3	R	Total number of medical devices for inmate. Set to zero if none.
2	Medical Device Code	CE	97	O	See code table MEDDEVICE
3	Medical Device Description	ST	60	O	
4	Medical Device Begin Date	DT	8	O	
5	Medical Device End Date	DT	8	O	
6	Date/Time of the Observation	TS	14	R	01/01/1000 is used as a default when the date is not available.
7	Action	ST	1	O	I = Insert, U = Update, D = Delete
8	Key Identifier	CE	250	O	PROCACTIONREFERRAL^ OFFENDERID^9999999^E NCOUNTERDATE^99/99/ 9999^ENCOUNTERTIME^ 99:99:99^PARTYPE^XXXX XX^PARSEQNBR^999

Z06 – PULHES Scores

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z06"
1	Effective Date	DT	8	R	
2	Physical Capability Code	CE	97	O	See code table PULHES_P
3	Upper Extremities Code	CE	97	O	See code table PULHES_U

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4	Lower Extremities Code	CE	97	O	See code table PULHES_L
5	Vision Condition Code	CE	97	O	See code table PULHES_E
6	Mental Health Status Code	CE	97	O	See code table PULHES_M
7	Dental Condition Code	CE	97	O	See code table PULHES_D
8	Hearing Condition Code	CE	97	O	See code table PULHES_H
9	Action	ST	1	O	I = Insert, U = Update, D = Delete
10	Key Identifier	CE	250	O	HSENCOUNTER^OFFENDERID^9999999^ENCOUNTERDATE^99/99/9999^ENCOUNTERTIME^99:99:99

Z07 – Pill Call

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “Z07”
1	Pill Call Morning	ST	1	O	“Y” or “N”
2	Pill Call Noon	ST	1	O	“Y” or “N”
3	Pill Call Afternoon	ST	1	O	“Y” or “N”
4	Pill Call Bed Time	ST	1	O	“Y” or “N”
5	Pill Call Bed Time (Late)	ST	1	O	“Y” or “N”

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Z08–Work Release Clearance

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z08"
1	Work Release Clearance code	CE	97	O	See code table WORKRELCLEARANCE (derived from PARType)
2	Work Release Clearance Description	ST	60	O	
3	Work Release Clearance Begin Date	DT	8	O	
4	Work Release Clearance End Date	DT	8	O	
5	Action	ST	1	O	I = Insert, U = Update, D = Delete
6	Key Identifier	CE	250	O	PROCACTIONREFERRAL^ OFFENDERID^9999999^E NCOUNTERDATE^99/99/ 9999^ENCOUNTERTIME^ 99:99:99^PARTYPE^XXXX XX^PARSEQNBR^999

Z09–Special Needs Orders

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z09"
1	Special Needs Orders Count	NM	3	R	Total number of special needs orders for inmate. Set to zero if none.
2	Special Needs Order Code	CE	97	O	See code table SPECNEED (derived from PARType)
3	Special Needs Description	ST	60	O	
4	Special Needs Order Begin Date	DT	8	O	
5	Special Needs Order End Date	DT	8	O	
6	Date/Time of the Order	TS	14	R	01/01/1000 is used as a default when the date is not available.
7	Action	ST	1	O	I = Insert, U = Update, D = Delete
8	Key Identifier	CE	250	O	PROCACTIONREFERRAL^ OFFENDERID^9999999^E NCOUNTERDATE^99/99/ 9999^ENCOUNTERTIME^ 99:99:99^PARTYPE^XXXX XX^PARSEQNBR^999

Z10–Americans with Disabilities Act (ADA)

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z10"
1	ADA Count	NM	3	R	Total number of

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					disabilities for inmate. Set to zero if none.
2	ADA Code	CE	97	O	See code table ADA
3	ADA Description	ST	60	O	
4	ADA Begin Date	DT	8	O	
5	ADA End Date	DT	8	O	See ADAAssessment.ADAStatusDate
6	Date/Time of the Observation	TS	14	R	01/01/1000 is used as a default when the date is not available.
7	Action	ST	1	O	I = Insert, U = Update, D = Delete
8	Key Identifier	CE	250	O	PROCACTIONREFERRAL^OFFENDERID^9999999^ENCOUNTERDATE^99/99/9999^ENCOUNTERTIME^99:99:99^PARTYPE^XXXXXX^PARSEQNBR^999

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Z11–Medical Supplies

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z11"
1	Medical Supplies Count	NM	3	R	Total number of medical supplies issued to an inmate. Set to zero if none.
2	Medical Supplies Code	CE	97	O	See code table MEDSUPPLIES
3	Medical Supplies Description	ST	60	O	
4	Medical Supplies Begin Date	DT	8	O	
5	Medical Supplies End Date	DT	8	O	
6	Date/Time of the Order	TS	14	R	01/01/1000 is used as a default when the date is not available.
7	Action	ST	1	O	I = Insert, U = Update, D = Delete
8	Key Identifier	CE	250	O	PROCACTIONREFERRAL^ OFFENDERID^9999999^E NCOUNTERDATE^99/99/ 9999^ENCOUNTERTIME^ 99:99:99^PARTYPE^XXXX XX^PARSEQNBR^999

Z12–Medical Holds (Transfer Holds)

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z12"
1	Medical Hold Code	CE	97	O	See code table TRNHLDTYP on PTNTRNFHOLD table
2	Medical Hold Description	ST	60	O	
3	Medical Hold Begin Date	DT	8	O	
4	Medical Hold Expiration Date	DT	8	O	
5	Date/Time of the Hold	TS	14	R	01/01/1000 is used as a default when the date is not available.
6	Action	ST	1	O	I = Insert, U = Update, D = Delete
7	Key Identifier	CE	250	O	HEALTHTRANSFERHOLD^ OFFENDERID^9999999^E NCOUNTERDATE^99/99/ 9999^ENCOUNTERTIME^ 99:99:99^ TRANSFERHOLDTYPE ^XXXX

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Z14–Offender Appointments

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z14"
1	Offender PID Number	ST	7	R	
2	Offender Appointment Date	DT	10	R	01/01/1000 is used as a default when the date is not available.
3	Offender Appt. Begin Time	TS	8	R	
4	Offender Appointment End Time	TS	8	O	
5	Offender Appointment Type Code	ST	2	O	CMAPTYP
6	Offender Appointment Type Code Description	ST	60	O	codeValueDesc. CodeDescription
7	Appointment Facility/Office	ST	7	O	CMAPIOUT
8	Location Within Appt. Facility	ST	2	O	
9	Offender Appt. With Staff Mbr	ST	7	O	
10	Offender Appt. Approved By	ST	7	O	
11	Lay-in List Indicator	ST	1	O	
12	Gate Pass Requir. For Offender	ST	1	O	
13	Appointment Status	ST	1	O	CMAPSTAT
14	Appointment Status Code Description	ST	60	O	codeValueDesc. CodeDescription
15	Appointment Status Date	DT	10	O	
16	Offender Appointment Comments	ST	4	O	
17	Date of Last Update	DT	10	O	
18	Time of Last Update	TS	8	O	
19	User Making Last Update	ST	7	O	
20	Encounter Begin Date	DT	10	O	
21	Encounter Begin Time	TS	8	O	
22	H/S Encounter Type Code	ST	4	O	EncounterType
23	Appointment Room Number	ST	6	O	
24	Offender Appointment End Date	DT	10	O	
25	Appointment Court of Hearing	ST	7	O	
26	Legacy Location Within Appt. Facility	ST	6	O	
27	AIMS Appointment Types	ST	4	O	
28	Early Out Indicator	ST	1	O	Y/N
29	Appointment Reason	ST	4	O	CMAPPTRSN
30	Appointment Reason Code Description	ST	60	O	codeValueDesc. CodeDescription
31	Appointment Reason for Change	ST	2	O	
32	Appointment Frequency	ST	1	O	APPTFREQ
33	Repeat Appt Start Date	DT	10	O	
34	repeat Appt Until Date	DT	10	O	
35	Appt Group Seq Number	NM	2	O	

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36	Group Appointment Number	NM	7	O	
37	Appointment Priority	ST	1	O	
38	Appointment Facility/Office	ST	50	O	PTYORG.ORGNAME
39	Offender Appt. With Staff Mbr Name	ST	77	O	PTYPRSN.PRSNFNAME + PTYPRSN.PRSNMNAME + PTYPRSN.PRSNLNAME + PTYPRSN.PRSNSUFFX
40	Offender Appt. Approved By Name	ST	77	O	PTYPRSN.PRSNFNAME + PTYPRSN.PRSNMNAME + PTYPRSN.PRSNLNAME + PTYPRSN.PRSNSUFFX
41	H/S Encounter Type Code Description	ST	60	O	CodeValueDesc. CodeDesction
42	Action	ST	1	O	I = Insert, U = Update, D = Delete
43	Key Identifier	CE	250	O	APPTCALENDAR^OFFENDERID^9999999^ OFFENDERAPPOINTMENTDT^99/99/9999^ OFFENDERAPPTBEGINTIME^99:99:99

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Z15 – Active Medications

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “Z15”
1	Active Medications	ST	1	R	“Y”

Z16 – Offender Precautions

Seq.	**Name**	**Type**	**Length**	**R/O**	**Notes**
0	Segment Identifier	ST	3	R	Set to “Z16”
1	Effective Date	DT	8	R	
2	PrecautionType	ST	3	R	Many different Types
3	PrecautionDescription	ST	60	R	
4	PrecautionLocation	ST	7	R	
5	PrecautionLocationName	ST	50	R	
6	PrecautionStaff	ST	7	R	
7	PrecautionStaffName	ST	77	R	
8	PrecautionStatus	ST	1	R	
9	PrecautionStatusDescription	ST	60	R	
10	PrecautionStatusDate	DT	8	R	
11	Action	ST	1	O	I = Insert, U = Update, D = Delete
12	Key Identifier	CE	250	O	INMATEPRECAUTIONS^OFFENDERID^9999999^PRECAUTIONEFFDATE^99/99/9999^CAUTIONTYPE^XXX

Z17 – Active Allergies

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “Z17”
1	Allergy Count	NM	3	R	Segment Counter starts at 1.
2	Allergy Category Code	CE	1	R	PRBCATEG
3	Allergy Category Description	ST	60	R	
4	Allergy Code	CE	3	R	HealthProblemCode
5	Allergy Code Description	ST	60	R	
6	Date/Time of the Observation	TS	14	R	01/01/1000 is used as a default when the date is not available. (probInitiateDate)

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					Time will default to zero
7	Action	ST	1	O	I = Insert, U = Update, D = Delete
8	Key Identifier	CE	250	O	HEALTHPROBLEM^OFFENDERID^9999999^PROBSEQNO^999

Z18 – Active Psychotropic Medications

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z18"
1	Active Psych Medications	ST	1	R	"Y"

Z19–Offender Chart Notes (For MH staff in KENT)

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z19"
3	Encounter Begin Date	DT	10	O	
4	Encounter Begin Time	TS	8	O	
5	H/S Encounter Type Code	ST	4	O	EncounterType
6	H/S Encounter Type Code Description	ST	60	O	CodeValueDesc. CodeDesction
7	EncOccurredUnit	ST	7	O	
8	EncOccurredUnit Facility	ST	50	O	PTYORG.ORGNAME
9	HsEncounterStaff	ST	7	O	
10	HsEncounterStaff Name	ST	77	O	PTYPRSN.PRSNFNAME + PTYPRSN.PRSNMNAME + PTYPRSN.PRSNLNAME + PTYPRSN.PRSNSUFFX
11	IncidentalComments	ST	65535	O	
12	Action	ST	1	O	I = Insert, U = Update, D = Delete
13	Key Identifier	CE	250	O	HSENCOUNTER^OFFENDERID^9999999^ENCOUNTERDATE^99/99/9999^ENCOUNTERTIME^99:99:99

Code Tables

ADA – Americans with Disabilities Act (derived from PARType)

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BG7102	WHEELCHAIR
BG71D3	HEARING IMPAIRED W/HEARING AID

APPTFREQ – Appointment Frequency

1	Daily (Mon-Fri)
2	Daily (incl weekends)
3	Same day of every week
4	Same day & week of every month
9	Other

CDCLRACE – Inmate Race

A	Asian
B	Black
H	Hispanic
I	NA Indian
N	Native Hawaiian or Pacific Isl
O	Other
U	Unknown
W	Caucasian

CIINSTAT – Inmate Status

A	Active
I	Inactive
O	Out Of State
T	Temporary Absent
X	Sealed/Expunged or Pardoned

CMAPTYP – Appointment Type

DN	Dental
HS	Health Services

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MD	Medical
MH	Mental Health
NS	Nursing
OV	Office Visit
ZZ	Other

CMAPIOUT – Location Within Appointment Facility

31	Medical
32	Dental
33	Mental Health
34	X-Ray
35	Medical Records
36	Lab
37	Nursing
50	Off Site
70	Other

CMAPPTRSN – Appointment Reason

H101	Return from Comm. Hospital ER
H102	Admin. Asmt.: Chrono & Appeals, ADA
H103	RC Intake (PCP)
H104	Primary Care Intake (PCP)
H105	Primary Care Intake (RN)
H106	Primary Care Follow-Up (PCP)
H107	COCF Transfer Assessment (PCP)
H108	COCF Transfer Assessment (RN)
H109	Annual Health Appraisal > 50
H110	PCP Follow-up (Post-Specialty Visit)
H111	AD/DNR Consultation
H112	Primary Care - Episodic (PCP)
H113	Primary Care - Episodic (RN)
H114	TB Annual Evaluation
H115	Preventive Services Assessment
H116	On-site Specialty Clinic
H117	Off-site Specialty Clinic
H118	Chronic Care Program Intake
H119	Chronic Care Follow-up
H120	Classification Sub-Categories
H121	OB Care

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H122	Antenatal Care
H123	Gynecology
H124	Post-Partum Care
H125	Patient Ed./ Chronic Mgt. Support
H126	Peak Flow
H127	EKG
H128	Spirometry
H129	Wound Care
H130	Blood Pressure Check
H131	Blood Sugar Check
H132	Minor Procedures - Primary Care
H133	Medication Renewal
H134	Record Review / Quality Review
H135	Infirmary / Inpatient
H136	Admission/Discharge/Rounds
H137	R&R Transfer Review
H138	Unscheduled Primary Care
H139	Pre Lockup
H140	Altercation
H141	Pre Ad-Seg Evaluation
H142	Urgent Care TTA
H143	Pre-transplant Evaluation
H144	Post-transplant Follow-up
H145	Patient Education
H146	Treatment Planning
H147	Vaccination
H148	TB Converters - Late TB Infection
H149	TB Treatment - Active TB Disease
H150	Bus Screening
H151	Annual Health Appraisal (PCP)
H152	TB Test/Evaluation
H153	PCP History and Physical
H154	PCP Chronic Care Management
H155	PCP Obstetrics and Gynecology
H156	PCP Inpatient Services (OHU/CTC/GACH)
H157	PCP Other Care Services
H158	PCP Return from Higher Level of Care
H159	RN Reception and Release Screening
H160	RN Chronic Care Management
H161	RN Obstetrics and Gynecology
H162	RN Inpatient Services (OHU/CTC/GACH)
H163	Nursing Care Services

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H164	TTA PCP Emergency (222)
H165	TTA PCP Urgent Care
H166	TTA PCP Other Services
H167	TTA RN Emergency (222)
H168	TTA RN Urgent Care
H169	TTA RN Other Services
H201	Primary Clinician Contact
H202	Psychiatry Contact
H203	Committee Contact
H204	Individual Therapy
H205	Group Therapy
H206	Assignment
H207	Other Clinical Contact
H301	RC Screening
H302	Dental - Placement Evaluation
H303	Face to Face Triage/Limited Problem Focused Exam
H304	Comprehensive Dental Exam
H305	Radiographs - Intraoral (only)
H306	Radiographs - Panoramic (only)
H307	Dental - Patient Consultation
H308	Prophylaxis (cleaning)
H309	Periodontal
H310	Filling(s)/Restorative
H311	Extraction(s)/Oral Surgery
H312	Dental - Prosthetics
H313	Pre-/Post-Operative Denture Adjustment
H314	Root Canal Therapy
H315	Stainless Steel/Resin Crown
H316	Dental Specialist Appointment
H317	Dental - 602 - ADA Appeal Interview
H318	Dental - Other
H350	7362 Treatment
H351	7362 Triage
H352	Practitioner Requested
H353	Services Not Requiring a DPC
H354	Unscheduled
H355	Inmate Requested Exam
H356	New Arrival to RC - Screening
H357	Speciality Service
H358	Transfer In DPC 1 or 2
H359	Dental Exam Eligibility Notification
H360	Treatment Plan
H401	Laboratory

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H402	Pharmacy
H403	Occupational Therapy
H404	Speech Therapy
H405	Physical Therapy
H406	Dietary Services
H407	Health Info Mgmt
H408	X-Ray
H501	X-Ray
H502	CT
H503	Flouro
H504	MRI
H505	US
H506	Mammo
H507	PET
H508	Nuclear Medicine
H509	Interventional Radiography
H510	DEXA Scan
H602	Contact Investigation
H603	TB
H604	Vaccination Administration
H701	Unspecified Specialty Service
H702	On-Site Specialty Service
H703	Off-Site Specialty Service
H704	Telemedicine Specialty Service
H8A	Medical File Review
H9A	Medical Appeal Interview
ZZZ	None

CMAPSTAT – Appointment Status

A	Accepted
C	Cancelled
D	Scheduled
G	Gate Pass Issued
H	Completed
N	No Show
P	Pending
Y	Administratively Closed
Z	Closed (Conversion)

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CMETHNIC – Inmate Ethnicity

01	African
02	Chinese
03	Cuban
04	European/N.Am./Austr
05	Filipino
06	Native Amer. Indian
07	African American
08	Asian
09	Hispanic or Latino
10	South American
11	Central America
13	West Indian
20	Islamic
21	Japanese
22	Jewish
23	Mexican American
24	Mexican National
25	Nordic/Scandanavian
26	Pacific Islander
27	Puerto Rican
28	Slavic (E.European)
29	Vietnamese
30	Eskimo
31	United Kingdom
32	Sweden
33	Spain
34	France
35	Peru
36	Panama
37	Boliva
38	Arabic
40	Mariel-Cuban
42	Marshall Islander
98	Declined to Specify
99	Other

CMETHNIC_CDC – Inmate Ethnicity CDC Codes required for EHR Certification

2135-2	Hispanic or Latino
2186-5	Not Hispanic or Latino
98	Declined to Specify

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CMIDTYPE – Identifier Type

06	State ID Number (SID)
07	FBI Number
09	ICE Number (Immigration & Customs Enforcement)

CMMEDICL – Inmate Medical Classification

M1	Good-Excel. Physical Condition
M2	Avg.-Good Physical Condition
M3	Fair-Avg. Physical Condition
M4	Poor-Fair Physical Condition
M5	Poor Physical Condition

CMOFFSTA – Offender Status

51	Active Detainee
21	Active Inmate
11	Active P&P
41	Active Resident
71	Clemency Applicant
31	Closed
35	Declined
99	Historical Data
83	Pardoned
01	Pending Offender
72	SOSRA Offender
82	Sealed/Expunged

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COUNTRY – Country

AF	Afghanistan
AC	Africa
AA	Albania
AB	Alberta
AN	Algeria
AM	American Samoa
AD	Andorra
AO	Angola
AE	Anguilla
AI	Antiqua/Barbuda
AT	Argentina
AJ	Aruba
AS	Australia
AU	Austria
AQ	Azore Islands
BD	Bahamas
BE	Bahrain / Bahrein
BK	Baker Island
BL	Bangladesh
BB	Barbados
BG	Belgium
BH	Belize
DH	Benin (formerly Brit Honduras)
BM	Bermuda
BO	Bolivia
BT	Botswana
BZ	Brazil
BC	British Columbia
BS	British Soloman Islands
BV	British Virgin Islands
BX	Brunei
BU	Bulgaria
BR	Burma
BN	Butan
CJ	Cambodia
CM	Cameroon
CD	Canada
CZ	Canal Zone
ZI	Canary Islands
CV	Cape Verde Islands
CG	Caroline Islands
CP	Cayman Islands
CW	Central African Republic

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CF	Chad
CQ	Chile
CN	China (Peoples Republic)
HR	Christmas Island
CB	Colombia
CX	Congo
CR	Costa Rica
CC	Cuba
NX	Curacao (Netherlands Antilles)
CS	Cyprus
CK	Czechoslovakia
DK	Denmark
DM	Dominica
DR	Dominican Republic
EU	Ecuador
EY	Egypt
EL	El Salvador
EN	England
EK	Equatorial Guinea
ES	Estonia
EO	Ethiopia
FA	Falkland Islands
FO	Faroe Islands
FJ	Fiji
FD	Finland
FN	France
FG	French Guiana
GZ	Gaza
GE	Germany
GG	Ghana
RG	Gibraltar
GC	Greece
GN	Greenland
GJ	Grenada
GP	Guadalupe
GM	Guam
GT	Guatemala
GI	Guinea
GY	Guyana
HT	Haiti
HD	Honduras
HK	Hong Kong
HO	Howland Island
HU	Hungary
IC	Iceland
II	India

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IO	Indonesia (inc Portugese Timor
IR	Iran
IQ	Iraq
IE	Ireland (not Northern Ire)
IS	Israel
IT	Italy (inc Sardania & Sicily)
IY	Ivory Coast
JM	Jamaica
JA	Japan
JR	Jarvis Island
JI	Johnston Island
JO	Jordan
KE	Kenya
KI	Kingman Reef
KU	Kuwait
LS	Laos
LT	Latvia
LN	Lebanon
LB	Liberia
LY	Libya
LI	Liechtenstein
LH	Lithuania
LX	Luxembourg
MA	Macedonia
MP	Madagascar
MZ	Malaysia
MY	Malta
MB	Manitoba
MK	Mariana Islands
MH	Marshall Islands
ZB	Martinique
MM	Mexico
MW	Midway Islands
MJ	Monaco
MG	Mongolia
RR	Montserrat
MQ	Morocco
ZO	Mozambique
VL	Navassa Island
NP	Nepal
NE	Netherlands (Holland)
TS	Nevis & St Christopher (KITTS)
NB	New Brunswick
ZR	New Brunswick
NO	New Guinea
NZ	New Zealand

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NF	Newfoundland/Labrador
NU	Nicaragua
NN	Niger
NG	Nigeria
NK	North Korea
VN	North Vietnam
NI	Northern Island
NT	Northwest Territories
NW	Norway
NS	Nova Scotia
OI	Okinawa
OM	Oman
ON	Ontario
TD	Pacific Is Trust Territories
PK	Pakistan
PL	Palmyra Atoll
PM	Panama
PV	Paraguay
PU	Peru
PI	Philippines
PO	Poland
PT	Portugal
PE	Prince Edward Island
PR	Puerto Rico
QA	Qatar
PQ	Quebec
RU	Romania/Rumania
SX	Russia/Ussr
RW	Rwanda
TP	Sao Tome & Principe
SN	Saskatchewan
SB	Saudi Arabia
SS	Scotland
SG	Senegal
SA	Sierra Leone (Sierra Leone)
SR	Singapore
SM	Somalia
SF	South Africa
KO	South Korea
SJ	Southwest Africa (Namibia)
SP	Spain
CY	Sri Lanka (formerly Ceylon)
HS	St. Helena
LU	St. Lucia
VV	St. Vincent & The Grenadines
SU	Sudan

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ZC	Surinam
SQ	Sweden
SZ	Switzerland
SY	Syria
TW	Taiwan
RC	Taiwan, Republic Of China
TZ	Tanzania
TH	Thailand
TG	Tonga
TT	Trinidad & Tobago
TU	Tunisia
TY	Turkey
TV	Tuvalu (former Ellice Islands)
VI	US Virgin Islands
UG	Uganda
TC	United Arab Emirates
UA	United Arab Republics
US	United States
XX	Unknown
UV	Upper Volta
UY	Uruguay
VE	Venezuela
VM	Vietnam
WK	Wake Island
WL	Wales
WB	West Bank
WN	West Indies
WS	Western Samoa
ST	Yemen (Peoples Republic)
RY	Yemen (Republic)
YG	Yugoslavia
YT	Yukon Territory
ZM	Zambia
RH	Zimbabwe (Formerly Rhodesia)

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DIETRESTRICT – Dietary Restrictions (derived from PARType)

BG9024	Clear Liquid Diet
BG9025	Full Liquid Diet
BG9056	NPO
BG9080	Bite Splint
BG90AL	ALLERGY Diet
BG90AM	Diet - Non-Formulary
BG90CH	CHEMOTHERAPY Diet
BG90CP	Controlled Protein/Hepatic Diet
BG90GI	No Gluten Diet
BG90LI	LACTOSE INTOLERANCE
BG90LS	Liquid Supplements - 1 Per Day
BG90LT	Long-term Full Liquid
BG90LU	Liquid Supplements - 2 Per Day
BG90LV	VEGAN
BG90MS	Mechanical Soft Diet
BG90MT	DENTAL/MECH SOFT FINE CHOP
BG90PR	PREGNANCY Diet
BG90RD	RENAL DIALYSIS Diet
BG90SA	AM Snack Diet
BG90SM	Mid-day Snack Diet
BG90SP	Bedtime Snack Diet
BG90WS	WASTING SYNDROME

MEDDEVICE – Medical Device (derived from PARType)

BG7002	Non-Wool Blanket
BG7003	Helmet
BG7004	Bedboard
BG7005	N95 Mask
BG7006	Bed Wedge
BG7023	Hearing Aid
BG7027	Braille Machine Assigned
BG7039	Requires Sign Language
BG7040	Wound Vac
BG7045	Cushion For Wheelchair
BG7046	Ostomy Supplies
BG7047	Foley With Bag
BG7049	Glasses

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BG7051	Lap Board
BG7055	Special Mattress
BG7056	Prosthesis
BG7066	Reader Assigned
BG7074	Shower Chair
BG7076	Prescribed Footwear
BG7077	Orthopedic Appliance
BG7078	Stump Sock
BG7096	Trapeze Bar
BG70AB	ANKLE BRACE SUPPORT
BG70AD	ABDOMINAL BINDER
BG70AN	ANKLE SUPPORT
BG70AS	ATHLETIC SUPPORTER
BG70AW	ACE WRAP
BG70AY	SNOS WIPES
BG70BS	BACK SUPPORT BELT
BG70C1	WHEELCHAIR
BG70C2	WALKER
BG70C3	RUBBER TIPPED CANE
BG70C4	CRUTCHES
BG70C6	QUAD CANES
BG70C7	CAST
BG70CB	COTTON BLANKET
BG70CC	CERVICAL COLLAR
BG70CG	COTTON GLOVES
BG70CM	CARDIAC MONITOR
BG70CP	CPAP MACHINE
BG70CR	CORN PADS
BG70CS	CATHETER SUPPLIES
BG70CT	CRUTCH TIPS
BG70DC	DENTURE CUP
BG70DE	DENTAL NIGHTGUARD
BG70DI	ADULT DIAPERS
BG70DS	Deck shoes
BG70DW	DENTAL RED WAX
BG70EG	EGG CRATE BED MATTRESS
BG70EL	ELECTRIC RAZOR PASS
BG70EP	EYE PATCH
BG70EQ	Eye Saline Solution
BG70ER	EAR PLUGS
BG70ES	ELBOW SUPPORT
BG70FB	FOOT BASIN
BG70FG	FOAM GRIPS
BG70HA	HERNIA AIDE
BG70HC	HEEL CUP
BG70HT	WIDE BRIM HAT

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BG70IN	INSOLES
BG70KB	KNEE BRACE
BG70KN	KNEE SUPPORT
BG70KS	KNEE SLEEVE
BG70LB	LOWER BUNK
BG70LD	LIMITED DUTY
BG70LS	LONG SLEEVE SHIRT
BG70LT	LOWER TIER
BG70MI	MEDICAL ICE
BG70NM	NEBULIZER MACHINE
BG70O2	O2 CONCENTRATOR
BG70PB	PLASTIC BUCKET
BG70PD	EXTRA BOX OF PADS
BG70PL	PLASTIC BAGS
BG70PS	PUMICE STONE
BG70RD	DONUT CUSHION
BG70S1	BRACES/SPLINTS
BG70SB	SPORTS BRA
BG70SE	SUNSCREEN
BG70SL	ARM SLING
BG70SN	UV SUNGLASSES
BG70SO	SOFT ROM BALL
BG70SP	SALT PACKETS
BG70SR	SIDE RESTRAINTS
BG70SS	SHOWER SHOES
BG70SW	SHAVING WAIVER
BG70SZ	SITZ BATH
BG70T1	TRACHEOTOMY TUBE
BG70TH	TED HOSE
BG70TP	EXTRA TOILET PAPER
BG70TR	TOILET RISER
BG70TS	TENNIS SHOES
BG70TU	TENS UNIT
BG70UR	URINAL
BG70US	URINE STRAINER
BG70WS	WRIST SUPPORT
BG70XB	EXTRA BLANKET
BG70XM	Extra mattress
BG70XP	EXTRA PILLOW
BG70XS	EXTRA SHEET

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MEDRESTRICT – Medical Restrictions (derived from PARType)

BG6003	No lifting, no pushing, no pulling, no running
BG6004	No repetitive motion to injured part
BG6005	No work reaching above the shoulder
BG6006	Bed Rest
BG6007	No operation of a motor vehicle
BG6008	No off-complex work assignments
BG6009	Florence Dialysis
BG6010	No Duty
BG6011	No Strenuous Exercise
BG6012	No Sports Activities
BG6013	No Weight Bearing
BG6014	No Outside Work
BG6015	Exposure to direct sunlight only w/hat,sunscreen,sleeves,etc
BG6017	No exposure to respiratory irritants
BG6018	Tucson Dialysis
BG6019	No Yard Call
BG6020	Limited Mobility
BG6021	Avoid prolong walking
BG6023	Needs meals in living quarters
BG6024	Avoid Heat/Cold Exp > 30 Mins
BG6025	School
BG6026	Avoid Lifting > 20 Lbs.
BG6027	No field activities
BG6028	Avoid Prolong Sitting/Standing
BG6031	No meals in living quarters
BG6032	No repetitive bending/twisting
BG6033	Visitation
BG6034	Avoid operating machinery or power tools
BG6035	Avoid climbing ladders
BG6036	Insect Repellent When Outside
BG6037	No Walk Track
BG6040	Avoid Const Pos. of Hands/feet
BG6041	PARALYSIS
BG6042	AMPUTATION
BG6043	DIALYSIS
BG6044	LEGALLY BLIND
BG6045	PACEMAKER/DEFIBRILLATOR
BG6046	HEARING IMPAIRED

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BG6047	Speech Impaired
BG6048	Daily Shower
BG6050	Avoid Prolonged Crawling, etc
BG6051	Avoid Strenuous Physical Acty
BG6057	Ice for Consumption
BG6065	Avoid climbing stairs
BG6066	Close to dining
BG6067	Close to bathroom
BG6068	No tent
BG6069	ADA Shower
BG6073	ADA BED REQ'D
BG6088	Needs Porter/Aide Assistance
BG60AA	State Complex/No Privates
BG60AP	LEWIS ONLY
BG60BB	NO RESTRICTIONS
BG60CC	HOUSE CORRIDOR=F,E,T,L,K,Y MAY HOUSE M54
BG60CM	CORRDR F,E,T,L,K,Y/NO L24/26
BG60FC	EYMAN OR FLORENCE ONLY
BG60FD	EYMAN FLORENCE TUCSON ONLY
BG60FM	EYMAN OR FLORENCE ONLY
BG60FV	EYMAN/FLORENCE/KINGMAN ONLY
BG60LC	STATEWDE PRVATES EXCPT M54
BG60LI	NO B19,M54
BG60LP	HOUSE CORR OR PVT/NO M54
BG60MC	NO M54
BG60MQ	Audible Books
BG60PP	CORRIDOR OR PRIVATE ONLY
BG60TC	TUCSON ONLY
BG60VF	NO PIEST/ROSA
BG60VI	NO W.SIDE
BG60WB	NO W.SIDE/CARLOS
BG60XC	ABHTF/ASPEN ONLY

MEDSUPPLIES – Medical Supplies (derived from PARType)

BG7002	Non-Wool Blanket
BG7003	Helmet
BG7004	Bedboard
BG7005	N95 Mask
BG7006	Bed Wedge

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BG7023	Hearing Aid
BG7027	Braille Machine Assigned
BG7039	Requires Sign Language
BG7040	Wound Vac
BG7045	Cushion For Wheelchair
BG7046	Ostomy Supplies
BG7047	Foley With Bag
BG7049	Glasses
BG7051	Lap Board
BG7055	Special Mattress
BG7056	Prosthesis
BG7066	Reader Assigned
BG7074	Shower Chair
BG7076	Prescribed Footwear
BG7077	Orthopedic Appliance
BG7078	Stump Sock
BG7096	Trapeze Bar
BG70AB	ANKLE BRACE SUPPORT
BG70AD	ABDOMINAL BINDER
BG70AN	ANKLE SUPPORT
BG70AS	ATHLETIC SUPPORTER
BG70AW	ACE WRAP
BG70AY	SNOS WIPES
BG70BS	BACK SUPPORT BELT
BG70C1	WHEELCHAIR
BG70C2	WALKER
BG70C3	RUBBER TIPPED CANE
BG70C4	CRUTCHES
BG70C6	QUAD CANES
BG70C7	CAST
BG70CB	COTTON BLANKET
BG70CC	CERVICAL COLLAR
BG70CG	COTTON GLOVES
BG70CM	CARDIAC MONITOR
BG70CP	CPAP MACHINE
BG70CR	CORN PADS
BG70CS	CATHETER SUPPLIES
BG70CT	CRUTCH TIPS
BG70DC	DENTURE CUP
BG70DE	DENTAL NIGHTGUARD
BG70DI	ADULT DIAPERS
BG70DS	Deck shoes
BG70DW	DENTAL RED WAX
BG70EG	EGG CRATE BED MATTRESS
BG70EL	ELECTRIC RAZOR PASS
BG70EP	EYE PATCH

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BG70EQ	Eye Saline Solution
BG70ER	EAR PLUGS
BG70ES	ELBOW SUPPORT
BG70FB	FOOT BASIN
BG70FG	FOAM GRIPS
BG70HA	HERNIA AIDE
BG70HC	HEEL CUP
BG70HT	WIDE BRIM HAT
BG70IN	INSOLES
BG70KB	KNEE BRACE
BG70KN	KNEE SUPPORT
BG70KS	KNEE SLEEVE
BG70LB	LOWER BUNK
BG70LD	LIMITED DUTY
BG70LS	LONG SLEEVE SHIRT
BG70LT	LOWER TIER
BG70MI	MEDICAL ICE
BG70NM	NEBULIZER MACHINE
BG70O2	O2 CONCENTRATOR
BG70PB	PLASTIC BUCKET
BG70PD	EXTRA BOX OF PADS
BG70PL	PLASTIC BAGS
BG70PS	PUMICE STONE
BG70RD	DONUT CUSHION
BG70S1	BRACES/SPLINTS
BG70SB	SPORTS BRA
BG70SE	SUNSCREEN
BG70SL	ARM SLING
BG70SN	UV SUNGLASSES
BG70SO	SOFT ROM BALL
BG70SP	SALT PACKETS
BG70SR	SIDE RESTRAINTS
BG70SS	SHOWER SHOES
BG70SW	SHAVING WAIVER
BG70SZ	SITZ BATH
BG70T1	TRACHEOTOMY TUBE
BG70TH	TED HOSE
BG70TP	EXTRA TOILET PAPER
BG70TR	TOILET RISER
BG70TS	TENNIS SHOES
BG70TU	TENS UNIT
BG70UR	URINAL
BG70US	URINE STRAINER
BG70WS	WRIST SUPPORT
BG70XB	EXTRA BLANKET
BG70XM	Extra mattress

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BG70XP	EXTRA PILLOW
BG70XS	EXTRA SHEET

MHStatus – Mental Health Status

	Blank (Not Assessed)
1	No history of MH services
2	Previously received MH services
3A	Acute Distress or Outpatient SMI
3B	Outpatient-Regular MH Contact
3C	Outpatient-Medication Monitoring Only
3D	Outpatient-Recently Off Meds-Monitoring Only
3E	Not on meds > 6 months with 30 day follow-up
4	Admitted Outpatient-Specialized MH Program
5	Inpatient Psychiatric Treatment

PULHES_P – Physical Capability

1	Normal Physical Stamina
2	Minimal Systemic Disease
3	Moderate Systemic Disease
4	Significant Systemic Disease
5	Severe Systemic Disease

PULHES_U – Upper Extremities

1	Normal Bone,Joints,Muscles
2	Slightly Limited Mobility
3	Mod Interference in Mobility
4	Loss/Paralysis of Single Limb
5	Loss/Paralysis of Both Limbs

PULHES_L – Lower Extremities

1	Normal Bone,Joints,Muscles

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2	Slightly Limited Mobility
3	Mod Interference in Mobility
4	Loss/Paralysis of Single Limb
5	Loss/Paralysis of Both Limbs

PULHES_H – Ears/Hearing Condition

1	No loss of hearing
2	Minimum hearing loss
3	Hearing Aid Required
4	Nearly Deaf
5	Completely deaf

PULHES_E – Eyes/Vision Condition

1	No Impairment in Vision
2	Possible Use of Glasses
3	Limited vision; Glasses Reqd
4	Loss of vision; one eye
5	Completely blind in both eyes

PULHES_M – Mental Health Status

1	Emotionally stable
2	Minimal impairment
3	Mild impairment
4	Moderate impairment
5	Severe impairment
9	Not Yet Rated

PULHES_D – Dental Condition

1	Level 1
2	Level 2

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3	Level 3
4	Level 4
5	Level 5
6	Level 6
7	Level 7
8	Level 8
9	Not Yet Rated

SPECNEED – Special Needs Order (derived from PARType)

BG6003	No lifting, no pushing, no pulling, no running
BG6004	No repetitive motion to injured part
BG6005	No work reaching above the shoulder
BG6006	Bed Rest
BG6007	No operation of a motor vehicle
BG6008	No off-complex work assignments
BG6009	Florence Dialysis
BG6010	No Duty
BG6011	No Strenuous Exercise
BG6012	No Sports Activities
BG6013	No Weight Bearing
BG6014	No Outside Work
BG6015	Exposure to direct sunlight only w/hat,sunscreen,sleeves,etc
BG6017	No exposure to respiratory irritants
BG6018	Tucson Dialysis
BG6019	No Yard Call
BG6020	Limited Mobility
BG6021	Avoid prolong walking
BG6023	Needs meals in living quarters
BG6024	Avoid Heat/Cold Exp > 30 Mins
BG6025	School
BG6026	Avoid Lifting > 20 Lbs.
BG6027	No field activities
BG6028	Avoid Prolong Sitting/Standing
BG6031	No meals in living quarters
BG6032	No repetitive bending/twisting
BG6033	Visitation
BG6034	Avoid operating machinery or power tools
BG6035	Avoid climbing ladders
BG6036	Insect Repellent When Outside

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BG6037	No Walk Track
BG6040	Avoid Const Pos. of Hands/feet
BG6041	PARALYSIS
BG6042	AMPUTATION
BG6043	DIALYSIS
BG6044	LEGALLY BLIND
BG6045	PACEMAKER/DEFIBRILLATOR
BG6046	HEARING IMPAIRED
BG6047	Speech Impaired
BG6048	Daily Shower
BG6050	Avoid Prolonged Crawling, etc
BG6051	Avoid Strenuous Physical Acty
BG6057	Ice for Consumption
BG6065	Avoid climbing stairs
BG6066	Close to dining
BG6067	Close to bathroom
BG6068	No tent
BG6069	ADA Shower
BG6073	ADA BED REQ'D
BG6088	Needs Porter/Aide Assistance
BG60AA	State Complex/No Privates
BG60AP	LEWIS ONLY
BG60BB	NO RESTRICTIONS
BG60CC	HOUSE CORRIDOR=F,E,T,L,K,Y MAY HOUSE M54
BG60CM	CORRDR F,E,T,L,K,Y/NO L24/26
BG60FC	EYMAN OR FLORENCE ONLY
BG60FD	EYMAN FLORENCE TUCSON ONLY
BG60FM	EYMAN OR FLORENCE ONLY
BG60FV	EYMAN/FLORENCE/KINGMAN ONLY
BG60LC	STATEWDE PRVATES EXCPT M54
BG60LI	NO B19,M54
BG60LP	HOUSE CORR OR PVT/NO M54
BG60MC	NO M54
BG60MQ	Audible Books
BG60PP	CORRIDOR OR PRIVATE ONLY
BG60TC	TUCSON ONLY
BG60VF	NO PIEST/ROSA
BG60VI	NO W.SIDE
BG60WB	NO W.SIDE/CARLOS
BG60XC	ABHTF/ASPEN ONLY

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State or Province – U.S. State or Province

AL	Alabama
AK	Alaska
AB	Alberta
AM	American Samoa
AZ	Arizona
AR	Arkansas
BK	Baker Island
BC	British Columbia
CA	California
CZ	Canal Zone
CG	Caroline Islands
CO	Colorado
CT	Connecticut
DE	Delaware
DC	Dist. Columbia
FL	Florida
FN	Foreign Nation
GA	Georgia
GM	Guam
HI	Hawaii
HO	Howland Island
ID	Idaho
IL	Illinois
IN	Indiana
IA	Iowa
JR	Jarvis Island
JI	Johnston Island
KS	Kansas
KY	Kentucky
KI	Kingsman Reef
LA	Louisiana
ME	Maine
MB	Manitoba
MK	Mariana Islands
MH	Marshall Islands
MD	Maryland
MA	Massachusetts
MI	Michigan
MN	Minnesota
MS	Mississippi
MO	Missouri

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MT	Montana
VL	Navassa Island
NE	Nebraska
NV	Nevada
NK	New Brunswick
NH	New Hampshire
NJ	New Jersey
NM	New Mexico
NY	New York
NF	Newfoundland/Labrador
NC	North Carolina
ND	North Dakota
NT	Northwest Territories
NS	Nova Scotia
OH	Ohio
OK	Oklahoma
ON	Ontario
OR	Oregon
PL	Palmyra Atoll
PA	Pennsylvania
PE	Prince Edward Island
PR	Puerto Rico
PQ	Quebec
RI	Rhode Island
SN	Saskatchewan
SC	South Carolina
SD	South Dakota
TN	Tennessee
TX	Texas
VI	US Virgin Islands
US	United States
UK	Unknown
UT	Utah
VT	Vermont
VA	Virginia
WK	Wake Island
WA	Washington
WV	West Virginia
WI	Wisconsin
WY	Wyoming
YT	Yukon Territory

TRNHLDTYP – Medical Transfer Hold Type

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C-00	Dental Hold
B-00	Mental Health Hold
A-00	Medical Hold
D-00	Other Hold

WORKRELCLEARANCE – Work Release Clearance (derived from PARType)

BD5002	DC Form: Comm.work Release
BD5004	Approved For Work Release
BD5008	Work Release Not Approved
BD50010	Kitchen Clearance Approved
BD50012	Kitchen Clearance Denied
BD50014	Fire Crew Clearance Approved
BD50016	Fire Crew Clearance Denied

AMERICAN OVERSIGHT

Module	**Interfaces – eOMIS EHR**
Topic	Marquis has provided new data points in their requirements document 4/16/2020
Date	4/30/2020
TFS ID (if applicable)	42276

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1. Provide an overview of the Change Request:

The eOMIS Electronic Health Record vendor, Marquis Software, provided B&D with new documentation on 04/16/2020 that included two new data points for each of the following message types:

- Z06
- Z08
- Z14
- Z16

In Addition, Z11 has no reference in the signed off and approved Corizon eOMIS FSD.

For B&D to successfully process and update the medical screens these two fields are required and were not specified in the original specification. B&D contends that change request is required to include the fields and complete changes to the ACIS application code.

2. Is the desired functionality defined as an explicit requirement in the <u>most recent</u> revision of the FSD? *No*

i. **FSD Revision#** 018_MQ_AIMS2_Interface_Specification_I-1_Corizon_eOMIS
ii. **FSD Date** 4/9/2016
iii. **Business Rules Revision#** N/A
iv. **Business Rules Date** N/A

3. Is the desired functionality defined as an explicit requirement in a <u>previous</u> revision of the FSD? *No*

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a. If '**Yes'**, what Revision and Date of the FSD was this rule present:
   i. **Revision#** N/A
   ii. **Date** N/A

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4. **Provide justification for why B&D do not feel this is a bug/defect with the AIMS2 application, including, but not limited to, conversation and documents from the TFS Tracking Item and/or documentation from the <u>most recent revision</u> of the FSD:**

The two new data points for each message type did not exist until March/April 2020. The FSD was signed off in 2016. The new fields are described below: **Action**: This field contains either an I for "Insert", U for "Update", or D for "Delete". B&D currently does not have a method to identify if an inbound message is an Insert, update, or delete action. **Key Identifier**: This field is a unique identifier to differentiate the inbound messages. Currently there is not a unique way to identify inbound messages. With the addition of these two new fields, B&D could successfully interpret the messages and insert, update, or delete messages. B&D would be able to identify previously received messages using the **Key Identifier** (currently inbound messages are not unique) and in the example of an "**Update**" Action, successfully update the existing record in the ACIS medical screens. Without these two fields B&D can only perform inserts as we cannot interpret a difference between an insert, update, and delete inbound message without the "**Action**" data field, and nor was there a specific requirement to even look at whether to perform an update in ACIS. B&D contends this is a change request because the two new fields provided by eOMIS/Marquis were not originally specified in the FSD and without these two fields the inbound messages can only be Inserted into ACIS tables.

5. **Supporting Documents:**

AIMS2 to/from eOMIS messages

List of message types, the highlighted ones are in context of this arbitration.

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Trigger Description	Outbound Business Logic Description *(if applicable)*	Inbound Business Logic Description *(if applicable)*	Message Type	Method	Direction
• **Inmate is Transferred from a Private to State Prison**	An inmate is assigned a new Bed in a State Prison and their last Bed Assignment was in a Private Prison, via either: • An assignment made on the Intake Dashboard • An assignment made via the Cell Screening & Assignment screen	N/A	A02	MQ	Outbound
• **Inmate is Transferred from a State to Private Prison**	An inmate is assigned a new Bed in a Private Prison and their last Bed Assignment was in a State Prison, via either: • An assignment made on the Intake Dashboard • An assignment made via the Cell Screening & Assignment screen	N/A	A02	MQ	Outbound
• **Inmate sent to Court**	An inmate is set to a status of Out to Court via an entry on the External Movements screen	N/A	A02	MQ	Outbound
• **Inmate Returns from Court**	An inmate in a status of Out to Court is set to a status of Active via an entry on the External Movements screen	N/A	A02	MQ	Outbound
• **Inmate classified as SMI-C**	Based on Interface I-18 (DHS) an inmate who is **newly** classified as SMI-C shall trigger a message to eOMIS	N/A	Z02	MQ	Outbound
• **Inmate Medical data is saved**	An inmate has their Medical Score entered or updated on the Medical Screen in AIMS2	An inmate has their Medical Score entered or updated in eOMIS	OBX^MED	MQ	Bi-directional
• **Inmate Mental Health data is saved**	An inmate has a Mental Health encounter entered or updated in AIMS2	An inmate has a Mental Health encounter entered or updated in eOMIS	Z02	MQ	Bi-directional
• **Inmate PPD data is saved**	An inmate has a PPD Test entered in AIMS2	An inmate has a PPD Test entered in eOMIS	OBX TB Status	MQ	Bi-directional

AMERICAN OVERSIGHT

Trigger Description	Outbound Business Logic Description *(if applicable)*	Inbound Business Logic Description *(if applicable)*	Message Type	Method	Direction
• **Inmate Chest X-ray data is saved**	An inmate has a Chest X-Ray Test entered in AIMS2	An inmate has a Chest X-Ray Test entered in eOMIS	OBX Chest X-Ray	MQ	Bi-directional
• **Inmate Height Entered or Updated**	An inmate has their height entered or updated on the Personal Characteristics screen in AIMS2	N/A	OBX	MQ	Outbound
• **Suicide Attempt**	An inmate has the Suicide Alert set to Yes on a Mental Health record in AIMS2	An inmate has the Suicide Alert set to Yes on a Mental Health record in eOMIS	Z16	MQ	Bi-directional
• **Inmate Medical Restriction data is saved**	N/A	An inmate has a Medical Restriction entered or updated in eOMIS	Z03	MQ	Inbound
• **Inmate Dietary Restriction data is saved**	N/A	An inmate has a Dietary Restriction entered or updated in eOMIS	Z04	MQ	Inbound
• **Inmate Dental data is saved**	N/A	An inmate has a Dental Complete flag entered or updated in eOMIS	Z06	MQ	Inbound
• **Work Clearance Kitchen**	N/A	An inmate has their Kitchen Clearance Approved or Denied in eOMIS	Z08	MQ	Inbound
• **Work Clearance Fire Crew**	N/A	An inmate has their Fire Crew Clearance Approved or Denied in eOMIS	Z08	MQ	Inbound
• **Inmate Special Needs Order (SNO) data is saved**	N/A	An inmate has a Special Needs Order entered or updated in eOMIS	Z09	MQ	Inbound
• **Inmate ADA data is saved**	N/A	An inmate has an ADA Restriction entered or updated in eOMIS	Z10	MQ	Inbound
• **Inmate Medical Hold data is saved**	N/A	An inmate has a Medical Hold entered or updated in eOMIS	Z12	MQ	Inbound
• **Inmate Medical Appointment Scheduled**	N/A	An inmate has a Medical Appointment scheduled in eOMIS	Z14	MQ	Inbound
• **Inmate Medical Appointment Updated**	N/A	An inmate has a Medical Appointment modified in eOMIS	Z14	MQ	Inbound
• **Inmate Medical Appointment Cancelled**	N/A	An inmate has a Medical Appointment cancelled in eOMIS	Z14	MQ	Inbound
• **Active Medications**	N/A	Inmate has Active Medications	Z15	MQ	Inbound

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New data fields highlighted in yellow.

Example Z06 from ACIS FSD

		AIMS2 Parsing		
Sequence Number	***Field Name***	***Screen***	***Field***	***Comments***
1	Effective Date	Medical Screen - Medical Tab	Dental - Effective Date	
7	Dental Condition Code	Medical Screen - Medical Tab	Dental Complete	Convert Number to Y

Example Z06 from Marquis updated Specification

Z06 – PULHES Scores

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z06"
1	Effective Date	DT	8	R	
2	Physical Capability Code	CE	97	O	See code table PULHES_P
3	Upper Extremities Code	CE	97	O	See code table PULHES_U
4	Lower Extremities Code	CE	97	O	See code table PULHES_L
5	Vision Condition Code	CE	97	O	See code table PULHES_E
6	Mental Health Status Code	CE	97	O	See code table PULHES_M
7	Dental Condition Code	CE	97	O	See code table PULHES_D
8	Hearing Condition Code	CE	97	O	See code table PULHES_H
9	Action	ST	1	O	I = Insert, U = Update, D = Delete
10	Key Identifier	CE	250	O	HSENCOUNTER^OFFENDERID^9999999^ENCOUNTERDATE^99/99/9999^ENCOUNTERTIME^99:99:99

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Example Z08 from ACIS FSD

		AIMS2 Parsing		
Sequence Number	***Field Name***	***Screen***	***Field***	***Comments***
1	Medical Screen - Medical Tab	"Kitchen Clearance (Inbound, convert to Y or N) (Outbound, convert Y or N to matching code)	Dental - Effective Date	BD5010 Kitchen Clearance Approved BD5012 Kitchen Clearance Denied BD5014 Fire Clearance Approved BD5016 Fire Clearance Denied
2	Work Release Clearance Begin Date	Medical Screen - Medical Tab	Date/Time of save/update	

Example Z08 from Marquis updated Specification

Z08–Work Release Clearance

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to “Z08”
1	Work Release Clearance code	CE	97	O	See code table WORKRELCLEARANCE (derived from PARType)
2	Work Release Clearance Description	ST	60	O	
3	Work Release Clearance Begin Date	DT	8	O	
4	Work Release Clearance End Date	DT	8	O	
5	Action	ST	1	O	I = Insert, U = Update, D = Delete
6	Key Identifier	CE	250	O	PROCACTIONREFERRAL^ OFFENDERID^9999999^E

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					NCOUNTERDATE^99/99/9999^ENCOUNTERTIME^99:99:99^PARTYPE^XXXXXX^PARSEQNBR^999

Example Z11 from ACIS FSD

Not present in FSD.

Example Z06 from Marquis updated Specification

Z11–Medical Supplies

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z11"
1	Medical Supplies Count	NM	3	R	Total number of medical supplies issued to an inmate. Set to zero if none.
2	Medical Supplies Code	CE	97	O	See code table MEDSUPPLIES
3	Medical Supplies Description	ST	60	O	
4	Medical Supplies Begin Date	DT	8	O	
5	Medical Supplies End Date	DT	8	O	
6	Date/Time of the Order	TS	14	R	01/01/1000 is used as a default when the date is not available.
7	Action	ST	1	O	I = Insert, U = Update, D = Delete
8	Key Identifier	CE	250	O	PROCACTIONREFERRAL^OFFENDERID^9999999^ENCOUNTERDATE^99/99/9999^ENCOUNTERTIME^

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					99:99:99^PARTYPE^XXXXXX^PARSEQNBR^999

Example Z14 from ACIS FSD

		AIMS2 Parsing		
Sequence Number	***Field Name***	***Screen***	***Field***	***Comments***
2	Offender Appointment Date	Scheduling – Inmate Activity	Date	
3	Offender Appt. Begin Time	Scheduling – Inmate Activity	Start Time	
4	Offender Appointment End Time	Scheduling – Inmate Activity	End Time	
5	Offender Appointment Type Code	Scheduling – Inmate Activity	Activity	If Type Code = MD, DN, HS, NS, OV, ZZ • Category = Medical Activity • Activity = Activity that matches code received Else if Type Code = MH • Category = Mental Health Activity • Activity = Mental Health
7	Appointment Facility/Office	Scheduling – Inmate Activity	Locator Code	If Locator Code matches an AIMS2 Locator Code, then: • Find the parent Unit and associate appointment with that Unit Else if Locator Code does **not** match an AIMS2 Locator Code, then: • Associate the appointment with the Unit the inmate is assigned to

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				• Set the Category = Medical Activity • Set the Activity = Off-Site Medical Else if the inmate does not have a Unit assigned • Do not import the message
8	Location Within Appt. Facility	Scheduling – Inmate Activity	Internal Location	Map to Internal Location of parent Unit of Locator Code received in field #7
12	Gate Pass Requir. For Offender	Scheduling – Inmate Activity	V-Gate	
16	Offender Appointment Comments	Scheduling – Inmate Activity	Notes	
24	Offender Appointment End Date	Scheduling – Inmate Activity	End Date	
28	Early Out Indicator	Scheduling – Inmate Activity	Early Out	
32	Appointment Frequency	Scheduling – Inmate Activity	Activity Recurrence Ind	
33	Repeat Appt Start Date	Scheduling – Inmate Activity	Repeat Start Date	
34	Repeat Appt Until Date	Scheduling – Inmate Activity	Repeat End Date	
37	Appointment Priority	Scheduling – Inmate Activity	Priority	

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Example Z14 from Marquis updated Specification

Z14–Offender Appointments

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z14"
1	Offender PID Number	ST	7	R	
2	Offender Appointment Date	DT	10	R	01/01/1000 is used as a default when the date is not available.
3	Offender Appt. Begin Time	TS	8	R	
4	Offender Appointment End Time	TS	8	O	
5	Offender Appointment Type Code	ST	2	O	CMAPTYP
6	Offender Appointment Type Code Description	ST	60	O	codeValueDesc. CodeDescription
7	Appointment Facility/Office	ST	7	O	CMAPIOUT
8	Location Within Appt. Facility	ST	2	O	
9	Offender Appt. With Staff Mbr	ST	7	O	
10	Offender Appt. Approved By	ST	7	O	
11	Lay-in List Indicator	ST	1	O	
12	Gate Pass Requir. For Offender	ST	1	O	
13	Appointment Status	ST	1	O	CMAPSTAT
14	Appointment Status Code Description	ST	60	O	codeValueDesc. CodeDescription
15	Appointment Status Date	DT	10	O	
16	Offender Appointment Comments	ST	4	O	
17	Date of Last Update	DT	10	O	
18	Time of Last Update	TS	8	O	
19	User Making Last Update	ST	7	O	
20	Encounter Begin Date	DT	10	O	
21	Encounter Begin Time	TS	8	O	
22	H/S Encounter Type Code	ST	4	O	EncounterType
23	Appointment Room Number	ST	6	O	
24	Offender Appointment End Date	DT	10	O	

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25	Appointment Court of Hearing	ST	7	O	
26	Legacy Location Within Appt. Facility	ST	6	O	
27	AIMS Appointment Types	ST	4	O	
28	Early Out Indicator	ST	1	O	Y/N
29	Appointment Reason	ST	4	O	CMAPPTRSN
30	Appointment Reason Code Description	ST	60	O	codeValueDesc. CodeDescription
31	Appointment Reason for Change	ST	2	O	
32	Appointment Frequency	ST	1	O	APPTFREQ
33	Repeat Appt Start Date	DT	10	O	
34	repeat Appt Until Date	DT	10	O	
35	Appt Group Seq Number	NM	2	O	
36	Group Appointment Number	NM	7	O	
37	Appointment Priority	ST	1	O	
38	Appointment Facility/Office	ST	50	O	PTYORG.ORGNAME
39	Offender Appt. With Staff Mbr Name	ST	77	O	PTYPRSN.PRSNFNAME + PTYPRSN.PRSNMNAME + PTYPRSN.PRSNLNAME + PTYPRSN.PRSNSUFFX
40	Offender Appt. Approved By Name	ST	77	O	PTYPRSN.PRSNFNAME + PTYPRSN.PRSNMNAME + PTYPRSN.PRSNLNAME + PTYPRSN.PRSNSUFFX
41	H/S Encounter Type Code Description	ST	60	O	CodeValueDesc. CodeDesction
42	Action	ST	1	O	I = Insert, U = Update, D = Delete
43	Key Identifier	CE	250	O	APPTCALENDAR^OFFENDERID^9999999^ OFFENDERAPPOINTMENTDT^99/99/9999^

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					OFFENDERAPPTBEGINTIME^99:99:99

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Example Z16 from ACIS FSD

		AIMS2 Parsing		
Sequence Number	***Field Name***	***Screen***	***Field***	***Comments***
1	Effective Date	Medical - Mental Health Tab	Date/Time of save/update	
2	Precaution Type	Medical - Mental Health Tab	SUA	

Example Z16 from Marquis updated Specification

Z16 – Offender Precautions

Seq.	Name	Type	Length	R/O	Notes
0	Segment Identifier	ST	3	R	Set to "Z16"
1	Effective Date	DT	8	R	
2	PrecautionType	ST	3	R	Many different Types
3	PrecautionDescription	ST	60	R	
4	PrecautionLocation	ST	7	R	
5	PrecautionLocationName	ST	50	R	
6	PrecautionStaff	ST	7	R	
7	PrecautionStaffName	ST	77	R	
8	PrecautionStatus	ST	1	R	
9	PrecautionStatusDescription	ST	60	R	
10	PrecautionStatusDate	DT	8	R	
11	Action	ST	1	O	I = Insert, U = Update, D = Delete

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12	Key Identifier	CE	250	O	INMATEPRECAUTIONS^OFFENDERID^9999999^PRECAUTIONEFFDATE^99/99/9999^CAUTIONTYPE^XXX

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang
Subject: Call to Holly"s office failed
Date: Friday, May 1, 2020 10:32:21 AM
Attachments: image003.png

I received a message that you are currently experiencing system problems and to try the call later? Please call me on my cell phone below.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Holly Greene
Subject: Protective Custody Write Up
Date: Friday, May 1, 2020 10:30:19 AM
Attachments: image003.png

I know we are meeting shortly but I wanted to send this to you to review after, from Steve Williams.

1. Protective Custody issue - what's B&D's game plan to resolve this once and for all?
    a. We have triaged this screen thanks to a document I received from Marlene used to enter in the PC 805-5 COIV and SSU Interview. I have realized that due to the lengthy interview process, the person conducting the interview would enter the answers to the interview questions into a word document during the interview and then transcribe or copy/paste the answers into the 805-5 screen.
    b. Once I understood the process and using the sample word document provided by Marlene, I reproduced the screen not saving the answers.
    c. The bug used for extensive testing is 42137 & 42181. B&D developers, Samy, Hassen and Youssef performed extensive Triage on the screen after I was able to reproduce the error. My previous attempts to duplicate the bug was to enter data manually (I thought that was the actual process until I found out otherwise).
    d. Here is the development notes from Sami in an email regarding the fix:
        i. When I looked into this couple weeks ago I noticed that the data was not getting saved but at the same time the database didn't throw any kind of exception, (even though an error happened in the back end) that was misleading to the app developers who carried on with a happy path and data was lost upon a screen refresh (supposedly happening after a successful command which was actually a failed command) because data was not persisted to begin with, and there shouldn't have been a refresh but a validation error (this didn't happen because the DB didn't throw any exception upon failing to persist).
        ii. The issue was later fixed by Hassen.
    e. After the fix was deployed, I perform extensive testing of bugs 42137 and 42181 with copious test notes. The fix was deployed to UAT and requires testing in UAT. The fix will be pushed to PROD on 05/01/2020.
    f. I am asking Marlene to Test in UAT and validate if it is working in UAT now only.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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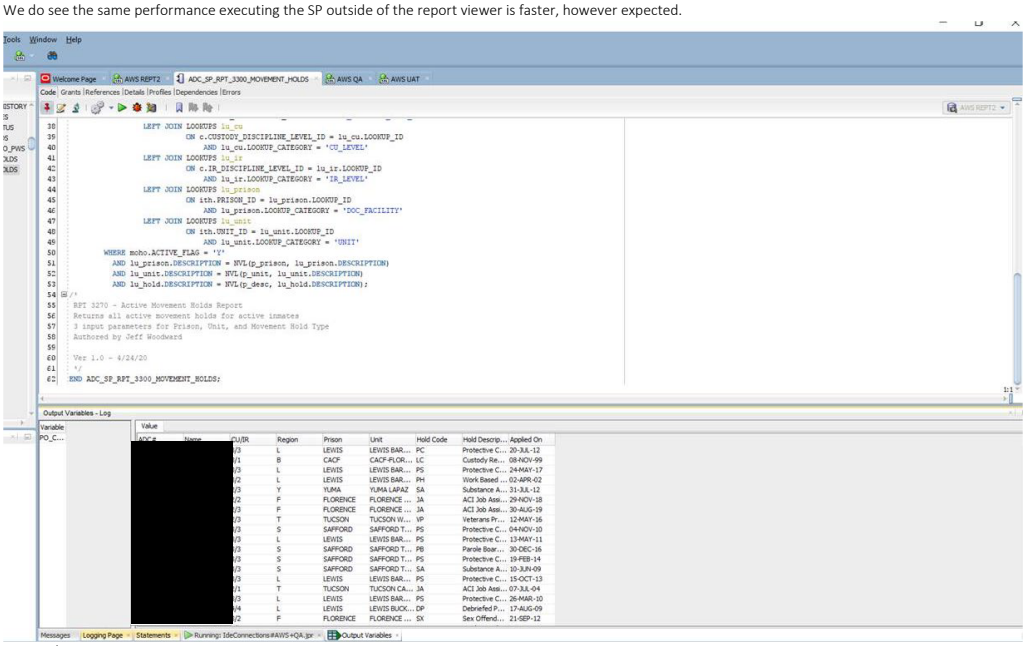
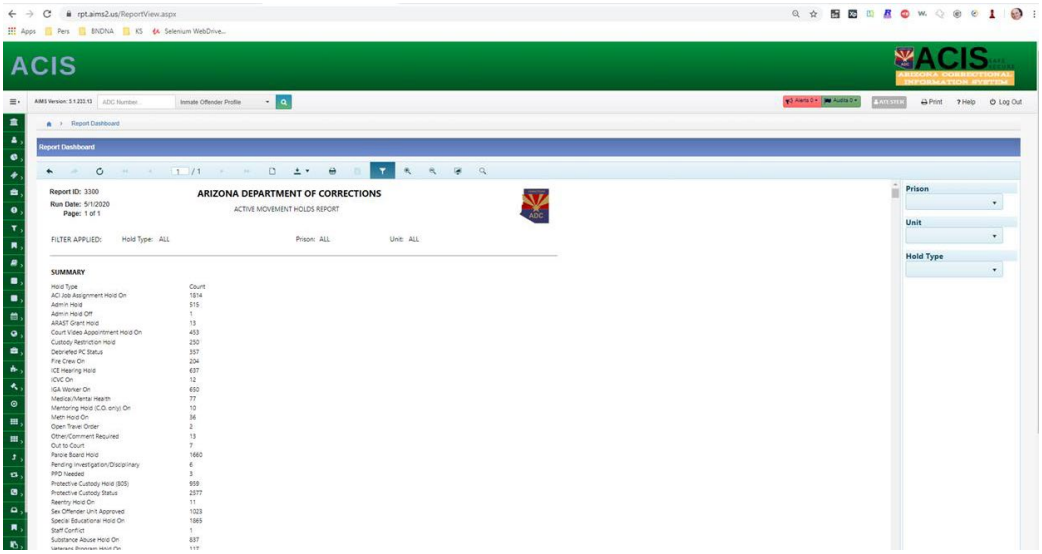
From: Hagay Hazan on behalf of Hagay Hazan <hagay.Hazan@bndna.com>
To: Jeff Woodward
Cc: David Wrbelis; Charles Spannagel; Aaron Bailey; Keith Francen; Harika Chikkala; Sandy Wang; Holly Greene
Subject: RE: UAT environment restart reporting services
Date: Friday, May 1, 2020 9:30:23 AM
Attachments: image004.png
image006.png
image007.png

I don't see the same behavior with any other reports but this particular one, so it might be worth it to re-visit the process.
We do see the same performance executing the SP outside of the report viewer is faster, however expected.



Here is the report in RPT_DEV



Sincerely,

Hagay Hazan

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, May 1, 2020 9:19 AM
To: Hagay Hazan <hagay.Hazan@bndna.com>
Cc: David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: UAT environment restart reporting services

Hagay,

About how long did it take to load? I left one of my browser windows open and it did finally load after more than 20 minutes. At this point, we're not even able to load any of the report category menus... sometimes they will load after 5-10 mins, sometimes not. This is happening to both me and Aaron.

I went back and tested RPT 3300 in RPTDEV again right now... It was working yesterday and was loading in about 30 seconds, but now it's also extremely slow there too. I'm not sure what's going on. The underlying stored procedure is still running in under 30 seconds... but the Telerik side of things is taking forever.

Thanks.

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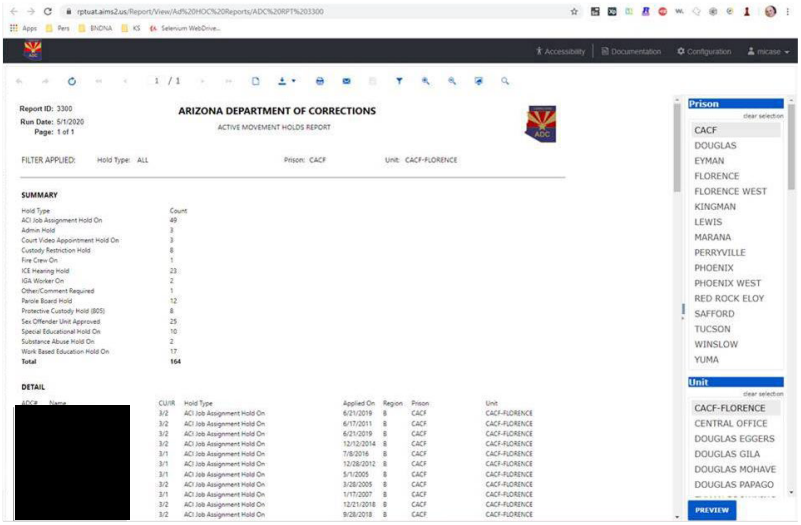
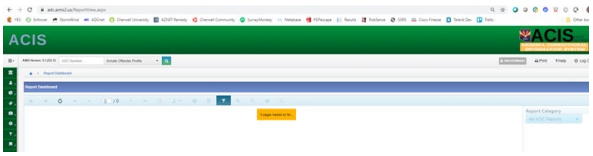
On Fri, May 1, 2020 at 8:57 AM Hagay Hazan <hagay.Hazan@bndna.com> wrote:

> Good morning Jeff
> We were able to execute RPT 3300 successfully on UAT. Granted, it took some time and we have reached out the our support team to investigate that. Will get back to you if any news.
>
> 
>
>
> Sincerely,
>
> **Hagay Hazan**
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Friday, May 1, 2020 8:33 AM
> **To:** David Wrbelis <David.Wrbelis@bndna.com>
> **Cc:** Hagay Hazan <hagay.Hazan@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Keith Francen <keith.francen@bndna.com>
> **Subject:** Re: UAT environment restart reporting services
>
> Good morning guys,
>
> I'm not sure what's going on, but RPT 3300 still won't load for us, and now the Ad Hoc Reports menu in UAT is not loading either after trying RPT 3300 a few times. It never moves past the below screen, which is the same thing RPT 3300 does for us...
>
> 
>
>
> Also, I noticed in Hagay's screenshot that he tested it via the Telerik console and not through ACIS UAT. I'm not sure if that makes a difference (we don't have access to log into Telerik UAT to test), but can you test it through ACIS UAT?
>
> Any ideas?
>
> Thanks.
>
> On Thu, Apr 30, 2020 at 7:31 PM David Wrbelis <David.Wrbelis@bndna.com> wrote:
>
> > Thanks Hagay.
> >
> > ---
> >
> > **From:** Hagay Hazan <hagay.Hazan@bndna.com>
> > **Sent:** Thursday, April 30, 2020 5:50 PM
> > **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; David Wrbelis <David.Wrbelis@bndna.com>
> > **Cc:** Aaron Bailey <abailey1@azadc.gov>; Keith Francen <keith.francen@bndna.com>
> > **Subject:** RE: UAT environment restart reporting services
> >
> > What seems to be the problem with RPT 3300?
> > It is working

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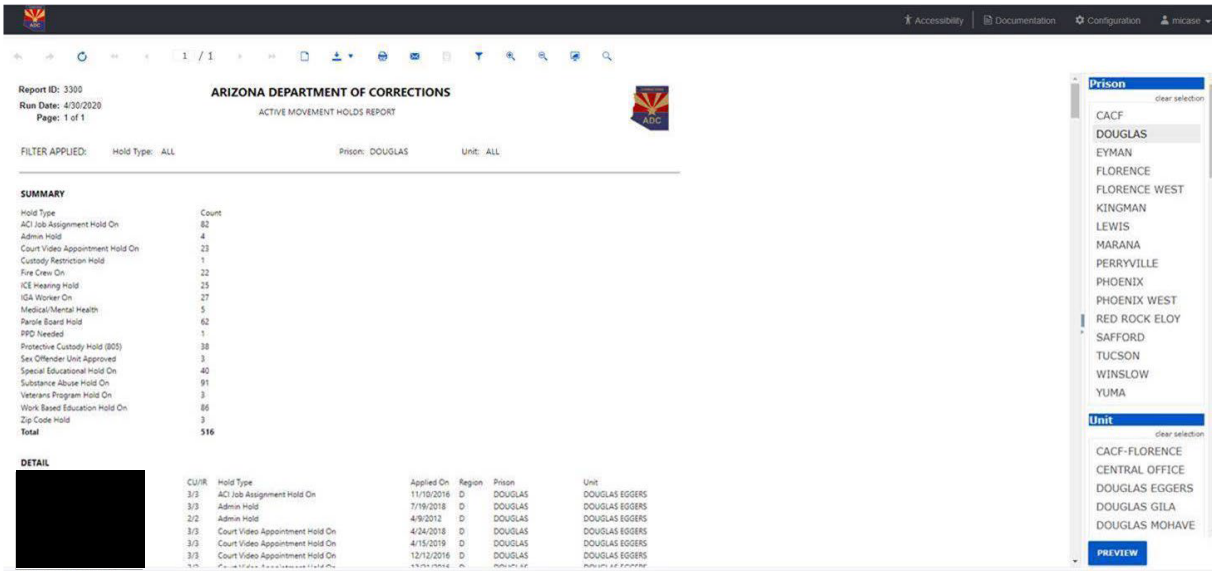

Sincerely,

Hagay Hazan

From: 'Charles Spannagel' via B&D Reporting Group <BandDReportingGroup@azadc.gov>
Sent: Thursday, April 30, 2020 5:01 PM
To: Jeff Woodward <jwoodward@azadc.gov>; David Wrbelis <David.Wrbelis@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Keith Francen <keith.francen@bndna.com>; B&D Reporting Group <BandDReportingGroup@azadc.gov>
Subject: RE: UAT environment restart reporting services

@David Wrbelis can you please look at 3300? Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Thursday, April 30, 2020 4:33 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Keith Francen <keith.francen@bndna.com>; B&D Reporting Group <BandDReportingGroup@azadc.gov>
Subject: Re: UAT environment restart reporting services

Charles,

It does look to be back up. Unfortunately RPT 3300 still doesn't seem to be working, so that report must have another issue. Other reports seem to be loading normally.

Thanks!

On Thu, Apr 30, 2020 at 4:04 PM 'Charles Spannagel' via B&D Reporting Group <BandDReportingGroup@azadc.gov> wrote:

> The system should be up and running now.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Aaron Bailey <abailey1@azadc.gov>
> **Sent:** Thursday, April 30, 2020 3:25 PM
> **To:** Keith Francen <keith.francen@bndna.com>; B&D Reporting Group <BandDReportingGroup@azadc.gov>
> **Subject:** UAT environment restart reporting services
>
> Hi Keith and B&D,
>
> The UAT environment report module appears to be down. Could you please investigate?
>
> --
> Sincerely,
> Aaron Bailey
>
> ACIS Reports Specialist

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Cell: 480.268.5726
abailey1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Cindy Hyser-Crauwels on behalf of Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
To: Marlene Coffee; Charles Spannagel; Stacey Crabtree
Cc: ABAILEY; Jey Whitson1; Spencer Scott; George Martinez; Sandy Wang; Holly Greene; Chris Masson; Rajkumar Gopal; Aaron Pratt; Steven Williams; Thad Lowry
Subject: RE: Look up for visitation and intake are incorrect - Bug 42353
Date: Friday, May 1, 2020 9:09:13 AM
Attachments: image001.png
image002.png

Marlene, I may have spoke too soon. That was my first impression from just having looked at the lookup values in the Administration tables. It took a deeper dive into the code to identify what the actual issue was which is what Charles included in his email. I apologize for jumping the gun.

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Mi-Case

Please consider the environment before printing this email.

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Friday, May 1, 2020 8:28 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>
Cc: ABAILEY <ABAILEY@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; George Martinez <gmartinez1@azcorrections.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Steven Williams <Steven.Williams@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Look up for visitation and intake are incorrect - Bug 42353

This is why ADCRR needs to know what tables feed the fields. Right now, ADCRR staff are either having to use the "take a shot in the dark" approach, or ask B&D staff who may not provide accurate information based on their limited knowledge.

Cindy was under the impression that the drop downs for telephone types were fed from three different tables, and the one that directly fed the Community Corrections area was TELEPHONE_TYPE. What do the two other tables, Pr Phone Type and Telephone Number Type, feed?

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Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

AIMS2 Testing/Training Administrator

602-542-0126

On Thu, Apr 30, 2020 at 8:53 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> ADC,
>
> B&D was able to look into the outstanding issues in regards to the TELEPHONE_TYPE Admin Screen, please see below. We have also put our recommendation at the bottom
>
> The TELEPHONE_TYPE lookups used to look like this, up until 4/27:

LOOKUP_CATEGORY	DESCRIPTION	CODE	PRIORITY
TELEPHONE_TYPE	Fax	4	0
TELEPHONE_TYPE	WORK	3	0
TELEPHONE_TYPE	HOME	2	0
TELEPHONE_TYPE	CELL	1	0

> On 4/27, the following user updated these lookups – changing the description of the existing 4, and adding 2 new values.
>
> **MICHAEL S NEWSOM - NMS3**

LOOKUP_CATEGORY	DESCRIPTION	CODE	PRIORITY
TELEPHONE_TYPE	Sponsor Cell	7	
TELEPHONE_TYPE	Sponsor Home	6	
TELEPHONE_TYPE	Supervisor Number	4	
TELEPHONE_TYPE	Office Number	3	
TELEPHONE_TYPE	Offender Home	2	
TELEPHONE_TYPE	Offender Cell	1	

> Because this is a shared lookup category on a common system control, it updates everywhere.
>
> There are presently 46 ADC staff that have roles assigned that can update the System Data screen. Given the sensitive nature of the data on this screen, **B&D would suggest that a specific role that is allowed to make changes to this data is created and it is assigned to a subset of these individuals and if changes are made by the individuals they are tracked and tested in UAT prior**

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to making changes in PROD.

In order to revert back to how the system was previously working you would need an admin to make the changes back. Please let us know if any further discussion is needed.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Keith Barrier
Cc: Sandy Wang; Holly Greene
Subject: Re: ACIS Pen Test Results
Date: Thursday, April 30, 2020 7:44:59 PM

Thank you Keith.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Apr 30, 2020, at 7:43 PM, Keith Barrier <kbarrier@azadc.gov> wrote:

Hello,

I will be able to send the file to you in the morning. Since the file is vulnerability information there is a State requirement that it has to be an encrypted email.

On Thu, Apr 30, 2020, 6:31 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

Sandy,

Can you please save it as an attachment. We are unable to login with our emails.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Apr 30, 2020, at 4:27 PM, Sandy Wang <swang@azadc.gov>

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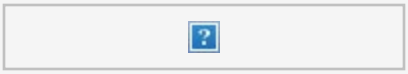
wrote:

Charles, the attached document contains the ACIS PenTest results. Please forward the findings to your B&D leadership and technical team for review. Once you have an opportunity to discuss among yourselves, please schedule a meeting for us to review your remediation plan.

On Thu, Apr 30, 2020 at 3:44 PM Keith Barrier <kbarrier@azadc.gov> wrote:



This is an official email from the State of Arizona. The State of Arizona uses Virtru to send and receive encrypted email. Click the "unlock message" button below to decrypt and read the message. If you have any questions, please contact me.

Virtru asks you to verify yourself. It's only fair that we verify ourselves, too.
Learn more about us at virtru.com/intro

Protection That Travels With Your Data

www.virtru.com

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 |
swang@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Ken Sanchez
Cc: Joseph Profiri; Bonnell, Nancy
Subject: Re: Amendment 9
Date: Thursday, April 30, 2020 6:21:30 PM

Thanks again Ken! Have a lovely evening.

Thanks

Dean

> On Apr 30, 2020, at 6:20 PM, Ken Sanchez <ksanchez@azadc.gov> wrote:
>
> Here you go.
>
> **Ken Sanchez**
>
> **Chief Procurement Officer,**
>
> **Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)**
>
> **Phone ADC: 602-364-3786**
>
> **Email ADC: ksanchez@azcorrections.gov**
>
> On Thu, Apr 30, 2020 at 6:06 PM Joseph Profiri <jprofiri@azadc.gov> wrote:
> > Ken,
> >
> > There is a signature missing from one of the Doc's. Can you take a look at it and add your signature?
> >
> > Thank you,
> >
> > Joe
> >
> > On Thu, Apr 30, 2020 at 5:58 PM Ken Sanchez <ksanchez@azadc.gov> wrote:
> > > Hello Dean,
> > >
> > > Please see the attached countersigned amendment.

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Thank you,

Ken Sanchez

Chief Procurement Officer,

Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

On Thu, Apr 30, 2020 at 5:37 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Ken,
>
> Please see my signed copy of the PDF document that you sent me.
>
> Please return the countersigned version. Thanks for all the effort.
>
> Thanks
>
> Dean
>
> **From:** Ken Sanchez <ksanchez@azadc.gov>
> **Sent:** Thursday, April 30, 2020 5:05 PM
> **To:** Dean Allen <dean.allen@bndna.com>
> **Cc:** Joseph Profiri <jprofiri@azadc.gov>; Bonnell, Nancy <Nancy.Bonnell@azag.gov>
> **Subject:** Amendment 9
>
> Hello Dean,

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Please see attached amendment 9 to our existing agreement for your review and signature. If you can sign it quickly I will stay here and countersign. We made a few changes from will to shall as shown in the word version.

Thank you,

Ken Sanchez

Chief Procurement Officer,

Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

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whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
<corrected.pdf>

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Ken Sanchez
Cc: Joseph Profiri; Bonnell, Nancy
Subject: RE: Amendment 9
Date: Thursday, April 30, 2020 5:40:43 PM
Attachments: Amendment9Final43020 for Signature.pdf

Hello Ken,

Please see my signed copy of the PDF document that you sent me.

Please return the countersigned version. Thanks for all the effort.

Thanks

Dean

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Thursday, April 30, 2020 5:05 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Joseph Profiri <jprofiri@azadc.gov>; Bonnell, Nancy <Nancy.Bonnell@azag.gov>
Subject: Amendment 9

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Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

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AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D without charge for usage against any Parking Lot items, EUIL items, or changes requested by ADCRR. B&D agrees that it shall provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of Maintenance and Operations.

c. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development. Parking Lot items that were defined in the implementation scope for the Go-Live solution are listed on Exhibit 2. B&D shall deliver Parking Lots items listed in Exhibit 2. All other Parking Lot items may be implemented as part of the End User Improvement List (EUIL).

d. An End-User Improvement List ("EUIL") shall be created by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful positive impact on the aggregate ADCRR end-user experience. At the outset, the Parking Lot items listed in **Exhibit 2** shall be delivered as part of the Additional Remediation Hours and shall consume no more than 1,000 hours of the Additional Remediation Hours, leaving a balance of 9,000 Additional Remediation Hours for the remaining Parking Lot and EUIL items

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e. "Effective Date" means the date of last signature of this Amendment

2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the Contract and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it shall pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the Contract. No late fees have been assessed, paid, or shall be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to Section VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties further agree that the EUIL, as defined in Section 6 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims, pursuant to Section V.M. of the Contract, against the Performance Bond pursuant to Section V.R. of the Contract. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R. of the Contract.

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5. Dispute Resolution of Discrete Items

In the event that ADCRR leadership (Joe Profiri) and B&D leadership (Dean Allen) cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also known as Bugs) and System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this Amendment.

6. End-User Improvements & Remediation Hours

The Parties agree that B&D's delivery of items from **Exhibit 2** and the EUIL shall be free of charge, subject to a total cap of 10,000 Additional Remediation Hours. Items may be added to the EUIL up to the last working day of the 12th month following the Effective Date ("12th Month") if ADCRR has sufficient Additional Remediation Hours available for use. Any items added to the EUIL during the 12th Month, may be delivered in subsequent months consistent with the effort estimated by B&D and to maximum balance of 4200 Additional Remediation Hours or the balance of the Additional Remediation Hours available for use.

In the event that ADCRR does not have sufficient Additional Remediation Hours available for use for any items added to the EUIL, ADCRR may supplement the effort for the aforementioned items by any means at its disposal, which may include using any available M&O Hours or a separate Purchase Order.

The Parties shall iteratively develop the EUIL with monthly additions to the EUIL. The goal shall be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as reasonably possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D shall provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D shall utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

In each of the 12 months following the Effective Date, ADCRR commits to authorizing B&D to perform at least 400 hours of work on EUIL items to count against the Additional Remediation Hours.

ADCRR and B&D have provided and shall continue to provide Business Analysts, at no cost to the other Party, to gather ADCRR user feedback and identify the primary issues that users are facing in utilization of the system. This information shall be validated with ADCRR Business Owners.

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The following monthly procedure shall be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, shall present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D shall define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D shall also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, with support from B&D, shall choose from the proposed and estimated items, which items shall be added to the EUIL (with the acceptance criteria for each item defined) and shall exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.
- ADCRR shall submit an initial prioritized list of EUIL items by no later than May 25, 2020.

This process shall repeat monthly. During some months more items shall be selected than other months. The Parties acknowledge that some of the items on the finalized EUIL shall take more than one month to develop. The Parties agree that B&D shall deliver each item from the EUIL into User Acceptance Testing and notify ADCRR of each delivery. If ADCRR fails to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, then that item shall be deemed accepted.

It is the intent of the Parties that the development of and delivery of the EUIL shall fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing available M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties shall simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes.

The Parties recommit to the bug/change qualification as detailed in Section 5 of this Amendment.

7. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties reaffirm that future software defects that require remediation shall be repaired at no additional cost and separate from the M&O or Additional Remediation Hours. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug. With regards to any dispute the ADCRR appointed leadership (Joe Profiri) and the B&D appointed leadership (Dean Allen) shall endeavor to resolve any dispute. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

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With respect to SLAs, the Parties agree that final acceptance of agreed SLAs shall be achieved 30 days after the effective date of this Amendment.

8. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and shall confirm such in commercial references, orally and in writing, for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause shall survive the termination of the Contract for any reason.

8. Point of Contact

B&D shall make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations shall be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

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Dated April 30 , 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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AZ-DOC-21-0315-A-002694

EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: April 30, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Ken Sanchez
Cc: Joseph Profiri; Bonnell, Nancy
Subject: RE: Amendment 9
Date: Thursday, April 30, 2020 5:14:34 PM

Ok standby…..

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Thursday, April 30, 2020 5:05 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Joseph Profiri <jprofiri@azadc.gov>; Bonnell, Nancy <Nancy.Bonnell@azag.gov>
Subject: Amendment 9

Hello Dean,

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Thank you,

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Chief Procurement Officer,

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Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Holly Greene
Subject: Agenda for 5/1/2020 Leadership Meeting
Date: Thursday, April 30, 2020 3:51:59 PM
Attachments: image003.png

I apologize for the late notice. Please let me know what agenda items you have. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: Amendment 9
Date: Thursday, April 30, 2020 1:54:32 PM
Attachments: Amendment9Final43020.docx
Amendment9Final43020SignedDA.pdf
image003.png

Hi Joe,

As discussed, please find attached the final draft of the amendment with no track changes, please review it carefully and check that I have made all the appropriate changes as discussed.

I also attach a signed PDF version for countersigning on pages 7 & 8.

Let me know if you need anything else, and once again, thank you for your help and hard work.

Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

AMERICAN OVERSIGHT

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- By or before the 20th Business Day: ADCRR, with support from B&D, shall choose from the proposed and estimated items, which items shall be added to the EUIL (with the acceptance criteria for each item defined) and shall exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.
- ADCRR shall submit an initial prioritized list of EUIL items by no later than May 25, 2020.

This process shall repeat monthly. During some months more items shall be selected than other months. The Parties acknowledge that some of the items on the finalized EUIL shall take more than one month to develop. The Parties agree that B&D shall deliver each item from the EUIL into User Acceptance Testing and notify ADCRR of each delivery. If ADCRR fails to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, then that item shall be deemed accepted.

It is the intent of the Parties that the development of and delivery of the EUIL shall fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing available M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties shall simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes.

The Parties recommit to the bug/change qualification as detailed in Section 5 of this Amendment.

7. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties reaffirm that future software defects that require remediation shall be repaired at no additional cost and separate from the M&O or Additional Remediation Hours. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug. With regards to any dispute the ADCRR appointed leadership (Joe Profiri) and the B&D appointed leadership (Dean Allen) shall endeavor to resolve any dispute. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

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With respect to SLAs, the Parties agree that final acceptance of agreed SLAs shall be achieved 30 days after the effective date of this Amendment.

8. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and shall confirm such in commercial references, orally and in writing, for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause shall survive the termination of the Contract for any reason.

8. Point of Contact

B&D shall make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations shall be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

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Dated April _30__, 2020

Kenneth Sanchez Chief Procurement Officer Arizona Department of Corrections	Dean Allen President Business & Decision, North America PA, Inc.

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EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: __April 30___, 2020

_____	_____ _____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

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AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

   b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D without charge for usage against any Parking Lot items, EUIL items, or changes requested by ADCRR. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of Maintenance and Operations.

   c. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development. Parking Lot items that were defined in the implementation scope for the Go-Live solution are listed on Exhibit 2. B&D shall deliver Parking Lots items listed in Exhibit 2. All other Parking Lot items may be implemented as part of the End User Improvement List (EUIL).

   d. An End-User Improvement List ("EUIL") will be created by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful positive impact on the aggregate ADCRR end-user experience. At the outset, the Parking Lot items listed in **Exhibit 2** will be delivered as part of the Additional Remediation Hours and will consume no more than 1,000 hours of the Additional Remediation Hours, leaving a balance of 9,000 Additional Remediation Hours for the remaining Parking Lot and EUIL items

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e. "Effective Date" means the date of last signature of this Amendment

2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the Contract and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the Contract. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to Section VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties further agree that the EUIL, as defined in Section 6 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims, pursuant to Section V.M. of the Contract, against the Performance Bond pursuant to Section V.R. of the Contract. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R. of the Contract.

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5. Dispute Resolution of Discrete Items

In the event that ADCRR leadership (Joe Profiri) and B&D leadership (Dean Allen) cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also known as Bugs) and System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this Amendment.

6. End-User Improvements & Remediation Hours

The Parties agree that B&D's delivery of items from **Exhibit 2** and the EUIL will be free of charge, subject to a total cap of 10,000 Additional Remediation Hours. Items may be added to the EUIL up to the last working day of the 12th month following the Effective Date ("12th Month") if ADCRR has sufficient Additional Remediation Hours available for use. Any items added to the EUIL during the 12th Month, may be delivered in subsequent months consistent with the effort estimated by B&D and to maximum balance of 4200 Additional Remediation Hours or the balance of the Additional Remediation Hours available for use.

In the event that ADCRR does not have sufficient Additional Remediation Hours available for use for any items added to the EUIL, ADCRR may supplement the effort for the aforementioned items by any means at its disposal, which may include using any available M&O Hours or a separate Purchase Order.

The Parties will iteratively develop the EUIL with monthly additions to the EUIL. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as reasonably possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D will utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

In each of the 12 months following the Effective Date, ADCRR commits to authorizing B&D to perform at least 400 hours of work on EUIL items to count against the Additional Remediation Hours.

ADCRR and B&D have provided and will continue to provide Business Analysts, at no cost to the other Party, to gather ADCRR user feedback and identify the primary issues that users are facing in utilization of the system. This information shall be validated with ADCRR Business Owners.

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The following monthly procedure shall be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, shall present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D shall define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D shall also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, with support from B&D, shall choose from the proposed and estimated items, which items shall be added to the EUIL (with the acceptance criteria for each item defined) and shall exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.
- ADCRR shall submit an initial prioritized list of EUIL items by no later than May 25, 2020.

This process shall repeat monthly. During some months more items shall be selected than other months. The Parties acknowledge that some of the items on the finalized EUIL shall take more than one month to develop. The Parties agree that B&D shall deliver each item from the EUIL into User Acceptance Testing and notify ADCRR of each delivery. If ADCRR fails to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, then that item shall be deemed accepted.

It is the intent of the Parties that the development of and delivery of the EUIL shall fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing available M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties shall simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes.

The Parties recommit to the bug/change qualification as detailed in Section 5 of this Amendment.

7. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties reaffirm that future software defects that require remediation shall be repaired at no additional cost and separate from the M&O or Additional Remediation Hours. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug. With regards to any dispute the ADCRR appointed leadership (Joe Profiri) and the B&D appointed leadership (Dean Allen) shall endeavor to resolve any dispute. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

AMERICAN OVERSIGHT

With respect to SLAs, the Parties agree that final acceptance of agreed SLAs shall be achieved 30 days after the effective date of this Amendment.

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8. Point of Contact

B&D shall make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations shall be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

AMERICAN OVERSIGHT

Dated April ___, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

AMERICAN OVERSIGHT

EXHIBIT 1

AMERICAN OVERSIGHT

CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

AMERICAN OVERSIGHT

Exhibit 2

AMERICAN OVERSIGHT

AZ-DOC-21-0315-A-002720

Defect	Module	Description
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16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
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37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: proposed words....i have highlighted them....
Date: Thursday, April 30, 2020 9:45:19 AM
Attachments: image001.png

"Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development. Parking Lot items that were defined in the implementation scope for the Go-Live solution are listed on **Exhibit 2**. B&D will deliver Parking Lots items listed in **Exhibit 2**. All other Parking Lot items may be implemented as part of the End User Improvement List (EUIL).

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

AMERICAN OVERSIGHT

From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Dean Allen
Subject: Fwd: PHX-#8693878-v1-B&D_nmb_4_29_edits_to_amendment_9.docx
Date: Wednesday, April 29, 2020 6:25:20 PM
Attachments: PHX-#8693878-v1-B&D_nmb_4_29_edits_to_amendment_9.docx

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Dean,

As discussed. Take a look and we'll discuss in the morning.

Joe

AMERICAN OVERSIGHT

AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

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b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D without charge for usage against any Parking Lot items, EUIL items, or changes requested by ADCRR. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of Maintenance and Operations. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that B&D will deliver. Parking Lot items that were defined in the implementation scope for the Go-Live solution are listed on **Exhibit 2**. All other Parking Lot items may be implemented as part of the End User Improvement List (EUIL).

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d. "Effective Date" means the date of last signature of this Amendment

AMERICAN OVERSIGHT

2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the Contract and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

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The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties further agree that the EUIL, as defined in Section 6 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims, pursuant to Section V.M. of the Contract, against the Performance Bond pursuant to Section V.R. of the Contract. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R. of the Contract.

AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-002725

5. Dispute Resolution of Discrete Items

In the event that ADCRR leadership (Joe Profiri) and B&D leadership (Dean Allen) cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also known as Bugs) and System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this Amendment.

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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ADCRR acknowledges that B&D has served as a vendor under the Contract and shall confirm such in commercial references, orally and in writing, for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause shall survive the termination of the Contract for any reason.

8. Point of Contact

B&D shall make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations shall be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

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Dated April ___, 2020

Kenneth Sanchez Chief Procurement Officer Arizona Department of Corrections	Dean Allen President Business & Decision, North America PA, Inc.

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EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Stacey Crabtree; Herbert Haley; Jey Whitson1; Marlene Coffee; Spencer Scott; Sandy Wang; Holly Greene; Elianna Jacobs
Cc:	Steven Williams
Subject:	Bug 42162
Date:	Wednesday, April 29, 2020 1:13:05 PM
Attachments:	image002.png

Stacey and Herb,

We are actively working through the one inmate [redacted]) that failed on this re-test, the other 6 inmates passed. I request that this Bug be re-classified as a Medium P1. We are already working it and it doesn't meet the criteria of a "High" at this point. Please let me know if you would like to talk live about this. Thank you so much.

https://tfs.mi-case.com/tfs/DefaultCollection/Aims2/_workitems#_a=edit&id=42162

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: George Martinez
Cc: Sandy Wang; Charles Spannagel
Subject: Re: DCQI Returns
Date: Wednesday, April 29, 2020 7:46:20 AM
Attachments: image001.png

Wonderful. Thank you.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Apr 28, 2020 at 6:09 PM George Martinez <gmartinez1@azadc.gov> wrote:

> Holly, a meeting has been scheduled for Thursday 4/30 at 1030. This meeting is to discuss the discrepancies that DPS is having with the files provided by ACIS on a weekly basis. We'll keep you updated after the meeting.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Tue, Apr 28, 2020 at 4:48 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hi Charles-
> >
> > Please keep this group apprised of the latest status regarding the research for this issue. I recommend creating a dedicated status update email for this issue excluding the technical troubleshooting details not necessary for some on the thread.
> >
> > Respectfully,
> >
> > Holly Greene

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Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Apr 28, 2020 at 4:34 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

FYI.. Please see attached most recent report from DPS.

Jennifer Abbotts, ASO III
Records & Identification Administrator
Arizona Department of Corrections Rehabilitation & Reentry
1601 W. Jefferson (Mail code:225)
Phoenix, Arizona 85007
602-364-0594 phone
602-542-5548 fax

On Mon, Apr 13, 2020 at 3:39 PM Andrew Dorre <adorre@azadc.gov> wrote:

Ok, I see them both in ACIS, but I don't know when they were supposed to come across. I checked a DPS file and didn't see them in there.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 13, 2020 at 3:10 PM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:

Hi Andrew and George,

DPS's DOC database is updated weekly using the weekly input file from DOC. 'DCQI' is an inquiry function against the DPS's OBSC database which contains DOC data.

DPS has not received DOC# [redacted] and DOC# [redacted] data from ADOC and those doc number data is missing from our database.

Thank you, Melody

From: Andrew Dorre <adorre@azadc.gov>
Sent: Monday, April 13, 2020 2:55 PM

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To: Melody Van Arsdall <MVanArsdall@AZDPS.GOV>
Cc: Mirisue Galindo <MGALINDO@AZDPS.GOV>; Jennifer Abbotts <jabbotts@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>; Priya Soundararajan <SSoundararajan@AZDPS.GOV>
Subject: Re: DCQI Returns

Hi Melody and Jennifer,

George and I talked, I think he just wanted to ensure everyone is talking about the same file. I think the next question (unless George wants to correct me on this) is, are we actually missing some fields within the file that need to be there? Neither of us are familiar with the DCQI data that was being referenced below. I'm really not familiar with the contents at all, I just transfer the files, but I want to make sure everyone is on the same page so we can work to resolve the issue.

Andrew Dorre

Senior Systems/Network Engineer

Arizona Department of Corrections Rehabilitation and Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 13, 2020 at 2:35 PM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:

> George,
>
> It is the weekly input file to AZDPS. I have included Mr. Andrew Dorre to the email chain. He will be able to provide you the file name.
>
> The following records are not in included in the weekly input files which were received from DOC.
>
> [redacted]
>
> I also find many rejected records with status value **blank, 'QU', 'AI', and 'C2'**. Please update DPS with the newly added status codes.
>
> Melody Van Arsdall
>
> Applications Systems Analyst
>
> AZ Department of Public Safety

AMERICAN OVERSIGHT

APPLICATIONS DEVELOPMENT
Information Technology Bureau

Please tell us how we are doing by completing this **Customer Service Survey**

Office: 602.223.2906
Cell: 602.525.1546
mvanarsdall@azdps.gov
www.azdps.gov

'To provide the best customer service in the state of Arizona through analytics, innovation, design, and high caliber professional programming solutions.'

From: Mirisue Galindo <MGALINDO@AZDPS.GOV>
Sent: Monday, April 13, 2020 1:38 PM
To: Jennifer Abbotts <jabbotts@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Melody Van Arsdall <MVanArsdall@AZDPS.GOV>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>
Subject: Re: DCQI Returns

Melody,

I am including you in this email. Can you take a look at the below email threads and advise if you can on what DOC IT needs to do? Thanks

Mirisue Galindo

Administrative Supervisor, SSO, CISM, EAP

602-223-2099 direct

602-223-2751 fax

Arizona Department of Public Safety

Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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From: Jennifer Abbotts <jabbotts@azadc.gov>
Sent: Monday, April 13, 2020 1:33 PM
To: George Martinez <gmartinez1@azadc.gov>
Cc: Mirisue Galindo <MGALINDO@AZDPS.GOV>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>
Subject: Re: DCQI Returns

George,

I don't know the name of the file nor do I have a copy of it. It is done on the IT side of the house. The information is somehow pulled from ACIS and then sent via file/feed over to DPS in order to be uploaded to ACJIS.

Mirisue,

Maybe some over there in your IT can advise George.

Thank you,

Jennifer Abbotts, ASO III

Records & Identification Administrator

Arizona Department of Corrections

1601 W. Jefferson (Mail code:225)

Phoenix, Arizona 85007

602-364-0594 phone

602-542-5548 fax

On Mon, Apr 13, 2020 at 11:56 AM George Martinez <gmartinez1@azadc.gov> wrote:

> What is the name of the file that is having the issue? Please provide a copy of a file that was working correctly.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager

AMERICAN OVERSIGHT

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Apr 13, 2020 at 11:42 AM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> Feel free to contact me directly if you need specific information on an inmate. As far as reporting, I don't think that is necessary because the error appears to have started from when ACIS went live beginning Dec-2019.
>
> Jennifer Abbotts, ASO III
>
> Records & Identification Administrator
>
> Arizona Department of Corrections
>
> 1601 W. Jefferson (Mail code:225)
>
> Phoenix, Arizona 85007
>
> 602-364-0594 phone
>
> 602-542-5548 fax
>
> On Mon, Apr 13, 2020 at 11:19 AM Mirisue Galindo <MGALINDO@azdps.gov> wrote:
>
> > Jennifer,
> >
> > Thank You. In the mean time is there a work around for this? Do you want me to report the ones we come across? Thanks
> >
> > Mirisue Galindo
> >
> > *Administrative Supervisor, SSO, CISM, EAP*
> >
> > 602-223-2099 direct
> >
> > 602-223-2751 fax
> >
> > ***Arizona Department of Public Safety***

AMERICAN OVERSIGHT

Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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---

From: Jennifer Abbotts <jabbotts@azadc.gov>
Sent: Monday, April 13, 2020 10:57 AM
To: Mirisue Galindo <MGALINDO@AZDPS.GOV>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; George Martinez <gmartinez1@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>
Subject: Re: DCQI Returns

Good Morning Mirisue,

Yes I am aware of the issue below. I believe ever since we switched over from AIMS to ACIS this has been a problem. I will Cc: our IT and the vendor that are involved so hopefully they can get to the bottom of it.

Thank you

Jennifer Abbotts, ASO III

Records & Identification Administrator

Arizona Department of Corrections

1601 W. Jefferson (Mail code:225)

Phoenix, Arizona 85007

602-364-0594 phone

602-542-5548 fax

On Mon, Apr 13, 2020 at 10:42 AM Mirisue Galindo <MGALINDO@azdps.gov> wrote:

> Jennifer,

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Are you aware of any errors not coming back on DOC inmates? We had two offenders this morning that Tracy called to confirm, as we weren't getting a response when running a DCQI by name/dob and inmate number. The inmate number is also not showing up in ACCH on subjects SID idents screen.

See below:

[redacted]

[redacted]

I wanted to check with you before putting in a ticket.

Mirisue Galindo

Administrative Supervisor, SSO, CISM, EAP

602-223-2099 direct

602-223-2751 fax

Arizona Department of Public Safety

Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: Amendment 9 Final Clean Version
Date: Tuesday, April 28, 2020 5:34:55 PM
Attachments: Amendment9FinalCleanVersion.docx
Amendment9FinalCleanVersionsignedDA.pdf
image003.png

Hi Joe,

Here it is! The fruit of our labor for the last few weeks.

I thoroughly appreciate your hard work and determination to drive this to conclusion and enjoyed your candor throughout.

I have attached the final clean version and a signed PDF version of the same document. Double and Triple check it please, I have done my best to clean it up with the removal of all track changes.

Any concerns our issues whatsoever please do not hesitate to contact me…

Thanks again!
Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

AMERICAN OVERSIGHT

AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

   b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D without charge for usage against any Parking Lot items, EUIL items, or changes requested by ADCRR.

   c. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that B&D will exercise its best efforts to deliver. Parking Lot items that were defined in the implementation scope for the Go-Live solution are listed on Exhibit 2. All other Parking Lot items may be implemented as part of the End User Improvement List (EUIL).

   d. An End-User Improvement List ("EUIL") will be created by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful positive impact on the aggregate ADCRR end-user experience. At the outset, the Parking Lot items listed in Exhibit 2 will be delivered as part of the Additional Remediation Hours and will consume no more than 1000 hours of the Additional Remediation Hours, leaving a balance of 9,000 'Additional Remediation Hours' for the remaining Parking Lot and EUIL items

   e. "Effective Date" means the date of last signature of this Amendment

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2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties further agree that EUIL, as defined in Section 6 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims, pursuant to V.M., against the Performance Bond pursuant to Section V.R. of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.

AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-002746

5. Dispute Resolution of Discrete Items

In the event that ADCRR leadership (Joe Profiri) and B&D leadership (Dean Allen) cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also known as Bugs) and System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this amendment.

6. End-User Improvements & Remediation Hours

The Parties agree that B&D's delivery of items from Exhibit 2 and the EUIL will be free of charge, subject to a total cap of 10,000 "Additional Remediation Hours". Items may be added to the EUIL up to the last working day of the 12th month following the Effective Date ("12th Month") if ADCRR has sufficient "Additional Remediation Hours" available for use. Any items added to the EUIL during the 12th Month, may be delivered in subsequent months consistent with the effort estimated by B&D and to maximum balance of 4200 "Additional Remediation Hours" or the balance of the "Additional Remediation Hours" available for use. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of the M&O Hours.

In the event that ADCRR does not have sufficient "Additional Remediation Hours" available for use for any items added to the EUIL, ADCRR may supplement the effort for the aforementioned items by any means at its disposal, which may include using any available "M&O Hours" or a separate Purchase Order.

The Parties will iteratively develop the EUIL with monthly additions to the EUIL. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as reasonably possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D will utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

In each of the 12 months following the Effective Date, ADCRR commits to authorizing B&D to perform at least 400 hours of work on EUIL items to count against the Additional Remediation Hours. Any Additional Remediation Hours not used in the 12 months following the Effective Date will roll over to the following year.

ADCRR and B&D have provided and will continue to provide Business Analysts to gather ADCRR user feedback and identify the primary issues that users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

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The following monthly procedure will be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the acceptance criteria for each item defined) and will exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.
- ADCRR shall submit an initial prioritized (Low Hanging Fruit") EUIL of items by no later than May 25, 2020.

This process will repeat monthly. During some months more items will be selected than other months. The Parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item from the EUIL into User Acceptance Testing and notify ADCRR of each delivery. If ADCRR fails to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, then that item shall be deemed accepted.

It is the intent of the Parties that the development of and delivery of the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing available M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes.

The Parties recommit to the bug/change qualification as detailed in Section 5 of this Amendment.

7. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties reaffirm that future software defects that require remediation will be repaired at no additional cost and separate from the M&O or Additional Remediation Hours. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug, With regards to any dispute the ADCRR appointed leadership (Joe Profiri) and the B&D appointed leadership (Dean Allen) shall agree to the resolution of any dispute. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

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AZ-DOC-21-0315-A-002748

With respect to SLAs, the Parties agree that final acceptance of agreed SLAs will be achieved 30 days after the effective date of this Amendment.

8. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause will survive the termination of the Contract for any reason.

8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

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Dated April _28_, 2020

_____	___ _____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _April 28_____, 2020

_____	_____ _____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

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AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

   b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D without charge for usage against any Parking Lot items, EUIL items, or changes requested by ADCRR.

   c. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that B&D will exercise its best efforts to deliver. Parking Lot items that were defined in the implementation scope for the Go-Live solution are listed on Exhibit 2. All other Parking Lot items may be implemented as part of the End User Improvement List (EUIL).

   d. An End-User Improvement List ("EUIL") will be created by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful positive impact on the aggregate ADCRR end-user experience. At the outset, the Parking Lot items listed in Exhibit 2 will be delivered as part of the Additional Remediation Hours and will consume no more than 1000 hours of the Additional Remediation Hours, leaving a balance of 9,000 'Additional Remediation Hours' for the remaining Parking Lot and EUIL items

   e. "Effective Date" means the date of last signature of this Amendment

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2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties further agree that EUIL, as defined in Section 6 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims, pursuant to V.M., against the Performance Bond pursuant to Section V.R. of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.

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5. Dispute Resolution of Discrete Items

In the event that ADCRR leadership (Joe Profiri) and B&D leadership (Dean Allen) cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also known as Bugs) and System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this amendment.

6. End-User Improvements & Remediation Hours

The Parties agree that B&D's delivery of items from Exhibit 2 and the EUIL will be free of charge, subject to a total cap of 10,000 "Additional Remediation Hours". Items may be added to the EUIL up to the last working day of the 12th month following the Effective Date ("12th Month") if ADCRR has sufficient "Additional Remediation Hours" available for use. Any items added to the EUIL during the 12th Month, may be delivered in subsequent months consistent with the effort estimated by B&D and to maximum balance of 4200 "Additional Remediation Hours" or the balance of the "Additional Remediation Hours" available for use. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of the M&O Hours.

In the event that ADCRR does not have sufficient "Additional Remediation Hours" available for use for any items added to the EUIL, ADCRR may supplement the effort for the aforementioned items by any means at its disposal, which may include using any available "M&O Hours" or a separate Purchase Order.

The Parties will iteratively develop the EUIL with monthly additions to the EUIL. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as reasonably possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D will utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

In each of the 12 months following the Effective Date, ADCRR commits to authorizing B&D to perform at least 400 hours of work on EUIL items to count against the Additional Remediation Hours. Any Additional Remediation Hours not used in the 12 months following the Effective Date will roll over to the following year.

ADCRR and B&D have provided and will continue to provide Business Analysts to gather ADCRR user feedback and identify the primary issues that users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

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The following monthly procedure will be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the acceptance criteria for each item defined) and will exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.
- ADCRR shall submit an initial prioritized (Low Hanging Fruit") EUIL of items by no later than May 25, 2020.

This process will repeat monthly. During some months more items will be selected than other months. The Parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item from the EUIL into User Acceptance Testing and notify ADCRR of each delivery. If ADCRR fails to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, then that item shall be deemed accepted.

It is the intent of the Parties that the development of and delivery of the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing available M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes.

The Parties recommit to the bug/change qualification as detailed in Section 5 of this Amendment.

7. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties reaffirm that future software defects that require remediation will be repaired at no additional cost and separate from the M&O or Additional Remediation Hours. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug, With regards to any dispute the ADCRR appointed leadership (Joe Profiri) and the B&D appointed leadership (Dean Allen) shall agree to the resolution of any dispute. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

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With respect to SLAs, the Parties agree that final acceptance of agreed SLAs will be achieved 30 days after the effective date of this Amendment.

8. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause will survive the termination of the Contract for any reason.

8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

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Dated April ___, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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AZ-DOC-21-0315-A-002763

Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: PHX-^N8689081-v1-BD__edits_to_JP_Amendment_No_9DAACCEPTEDCHANGES.docx
Date: Tuesday, April 28, 2020 4:01:04 PM
Attachments: PHX-^N8689081-v1-BD__edits_to_JP_Amendment_No_9DAACCEPTEDCHANGES.docx

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AMERICAN OVERSIGHT

AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D without charge for usage against any Parking Lot items, EUIL items, or changes requested by ADCRR.

c. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that B&D agrees to deliver. Parking Lot items that were defined in the implementation scope for the Go-Live solution are listed on Exhibit 2. All other Parking Lot items may be implemented as part of the End User Improvement List (EUIL).

d. An End-User Improvement List ("EUIL") will be created by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful positive impact on the aggregate ADCRR end-user experience. At the outset, the Parking Lot items listed in Exhibit 2 will be delivered as part of the Additional Remediation Hours and will consume no more than 1000 hours of the Additional Remediation Hours, leaving a balance of 9,000 'Additional Remediation Hours' for the remaining Parking Lot and EUIL items"Effective Date" means the date of last signature of this Amendment

2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have

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commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties further agree that except for B&D's completion of the Parking Lot items identified on Exhibit 2, EUIL, as defined in Section 6 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims, pursuant to V.M., against the Performance Bond pursuant to Section V.R. of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R..

5. Dispute Resolution of Discrete Items

In the event that ADCRR leadership (Joe Profiri) and B&D leadership (Dean Allen) cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also known as Bugs) and System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an

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'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this amendment.

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6. End-User Improvements & Remediation Hours

The Parties agree that B&D's delivery of items from Exhibit 2 and the EUIL will be free of charge, subject to a total cap of 10,000 "Additional Remediation Hours". Items may be added to the EUIL up to the last working day of the 12th month following the Effective Date ("12th Month") if ADCRR has sufficient "Additional Remediation Hours" available for use. Any items added to the EUIL during the 12th Month, may be delivered in subsequent months consistent with the effort estimated by B&D and to maximum balance of 4200"Additional Remediation Hours" or the balance of the "Additional Remediation Hours" available for use. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of the M&O Hours.

In the event that ADCRR does not have sufficient "Additional Remediation Hours" available for use for any items added to the EUIL, ADCRR may supplement the effort for the aforementioned items by any means at it's disposal, which may include using any available "M&O Hours" or a separate Purchase Order.

The Parties will iteratively develop the EUIL with monthly additions to the EUIL. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as reasonably possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D will utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

In each of the 12 months following the Effective Date, ADCRR commits to authorizing B&D to perform at least 400 hours of work on EUIL items to count against the Additional Remediation Hours. Any Additional Remediation Hours not used in the 12 months following the Effective Date will roll over to the following year.

ADCRR and B&D have provided and will continue to provide Business Analysts to gather ADCRR user feedback and identify the primary issues that users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

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- By or before the 10th Business Day: ADCRR and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.

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- By or before the 20th Business Day: ADCRR, with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the acceptance criteria for each item defined) and will exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.
- ADCRR shall submit an initial prioritized (Low Hanging Fruit") EUIL of items by no later than May 25, 2020.

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It is the intent of the Parties that the development of and delivery of the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing available M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes.

The Parties recommit to the bug/change qualification as detailed in Section 5 of this Amendment.

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The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties reaffirm that future software defects that require remediation will be repaired at no additional cost and separate from the M&O or Additional Remediation Hours. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug, With regards to any dispute the ADCRR appointed leadership (Joe Profiri) and the B&D appointed leadership (Dean Allen) shall agree to the resolution of any dispute. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

With respect to SLAs, the Parties agree that final acceptance of agreed SLAs will be achieved 30 days after the effective date of this Amendment.

8. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System

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opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause will survive the termination of the Contract for any reason.

8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

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Dated April ___, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Elianna Jacobs; Aaron Pratt; Holly Greene
Cc:	Steven Williams; Spencer Scott; Thad Lowry; Keith Francen; Wissem Soussi; Ons Jannene; Hagay Hazan; Herbert Haley; bcassiano
Subject:	RE: Aims2 Work Item Changed: Bug 42162 - UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly
Date:	Tuesday, April 28, 2020 3:48:25 PM
Attachments:	image002.png image003.png

Holly please see the message below about bug 42162 abd it's push to PROD. I apologize for you not being included in this communication. Please let me know if you have any further questions.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Elianna Jacobs <ejacobs@azadc.gov>
Sent: Monday, April 27, 2020 1:04 PM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Steven Williams <Steven.Williams@bndna.com>; Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Keith Francen <keith.francen@bndna.com>; Wissem Soussi <wissem.soussi@bndna.com>; Ons Jannene <Ons.Jannene@businessdecision.com>; Hagay Hazan <hagay.Hazan@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Herbert Haley <hhaley@azadc.gov>; bcassiano <bcassiano@azadc.gov>
Subject: Re: Aims2 Work Item Changed: Bug 42162 - UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly

Thank you!

On Mon, Apr 27, 2020 at 12:30 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> This has been promoted to production.
>
> Thanks,
>
>
> **Aaron Pratt**
> ***Application Development Manager***
> Business & Decision, North America
> 15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
> Mobile: [redacted] | Email: aaron.pratt@bndna.com
>
>
> **From:** Steven Williams <Steven.Williams@bndna.com>

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Sent: Monday, April 27, 2020 10:51 AM
To: Spencer Scott <sscott3@azadc.gov>; Elianna Jacobs <ejacobs@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Wissem Soussi <wissem.soussi@bndna.com>; Ons Jannene <Ons.Jannene@businessdecision.com>; Hagay Hazan <hagay.Hazan@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Herbert Haley <hhaley@azadc.gov>; bcassiano <bcassiano@azadc.gov>
Subject: RE: Aims2 Work Item Changed: Bug 42162 - UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly

@Thad Lowry, @Aaron Pratt, @Keith Francen – Please see below for the request for bug 42162 to be pushed to PROD.
Thank you.

Steven M. Williams
Senior Quality Assurance Analyst
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: 623-256-5129
E: steven.williams@bndna.com

Mi-Case

From: Spencer Scott <sscott3@azadc.gov>
Sent: Monday, April 27, 2020 10:44 AM
To: Elianna Jacobs <ejacobs@azadc.gov>
Cc: Steven Williams <Steven.Williams@bndna.com>; Wissem Soussi <wissem.soussi@bndna.com>; Ons Jannene <Ons.Jannene@businessdecision.com>; Hagay Hazan <hagay.Hazan@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Herbert Haley <hhaley@azadc.gov>; bcassiano <bcassiano@azadc.gov>
Subject: Re: Aims2 Work Item Changed: Bug 42162 - UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly

Bug 42162 is approved to push to PROD.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Apr 27, 2020 at 9:09 AM Elianna Jacobs <ejacobs@azadc.gov> wrote:

> I was under the impression that this fix can be pushed to PROD immediately after I verified it in UAT. This is an urgent Bug that was affecting an inmate's release date and there a lot of inmates affected by this. Is it possible to push this fix to PROD before Friday?
>
> Thank you,
> Elianna
>
> Sent from my iPhone
>
> > On Apr 27, 2020, at 8:57 AM, Steven Williams <Steven.Williams@bndna.com> wrote:
> >
> > Hi Elianna,
> > Thanks for checking. We will push to PROD on Friday, 05/01/2020.
> > I appreciate the assistance
> >
> > **Steven M. Williams**
> > **Senior Quality Assurance Analyst**
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: 623-256-5129
> > E: steven.williams@bndna.com
> >
> > <image001.png>
> >
> > **From:** Elianna Jacobs <ejacobs@azadc.gov>
> > **Sent:** Monday, April 27, 2020 8:26 AM
> > **To:** Steven Williams <Steven.Williams@bndna.com>
> > **Subject:** Re: Aims2 Work Item Changed: Bug 42162 - UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly
> >
> > Good morning, Steven.
> >
> > I've reviewed those two again and it looks the screens updated after I checked them. They both look good now. Could you please push this fix to PROD, please?
> >
> > Thank you,
> > Elianna

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On Mon, Apr 27, 2020 at 8:01 AM <aims2.tfs@bndna.com> wrote:

Work item Changed: Bug 42162 - UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly

Team project:	Aims2
Area:	\Aims2\Transition
Iteration:	\Aims2\v5.1.233.X (PROD Release 20)
Assigned to:	Elianna Jacobs
State:	Resolved
Reason:	Fixed
Changed by:	Steven Williams
Changed date:	4/27/2020 8:00:49 AM

Changed fields

Field	New Value
History	Hello Elianna, I apologize, I became confused and checked PROD and not UAT. This changeset is only in UAT. I checked ADC [redacted] and the Community Violence Risk is [redacted] The inmate shows eligible. I believe this is correct. I rechecked ADC [redacted] and they are ineligible for the Community Violence Risk = [redacted] Can you please retest in UAT again? Here are my results using your list Below: [redacted] - passed (reflects ineligible now) - **Still Ineligible in UAT.** [redacted] - passed (reflects eligible now) - **Still Eligible in UAT.** [redacted] - passed (reflects eligible now, but denied by denied by coordinator due to a different reason) - **Still Eligible in UAT. Denied for other reason.** [redacted] - passed (reflects eligible now) - **Still Eligible in UAT.** [redacted] - passed (reflects ineligible now) - **Ineligible in UAT - Community Violence Risk Level** [redacted] [redacted] - **failed** (still reflects eligible, but should be ineligible) - **Ineligible in UAT - Community Violence Risk Level** [redacted] [redacted] - **failed** (still reflects eligible, but should be ineligible) - **Eligible in UAT - Community Violence Risk Level** [redacted] If the retest fails, please let me know immediately. Thanks for your help.

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Field	New Value	Old Value
Assigned To	Elianna Jacobs	Steven Williams

Notes:
- All dates and times are shown in UTC-07:00:00 US Mountain Standard Time
- You are receiving this notification because of a subscription created by Elianna Jacobs

Provided by Microsoft Visual Studio® Team Foundation Server

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From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Dean Allen
Subject: Fwd: PHX-#8689081-v1-B&D__edits_to_JP_Amendment_No_9.docx
Date: Tuesday, April 28, 2020 12:14:18 PM
Attachments: PHX-#8689081-v1-B&D__edits_to_JP_Amendment_No_9.docx

---

4/28 - Noon version.

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AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

   b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D without charge for usage against any Parking Lot items, EUIL items, or changes requested by ADCRR.

   c. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that B&D agrees to deliver. Parking Lot items that were defined in the implementation scope for the Go-Live solution are listed on Exhibit 2. All other Parking Lot items may be implemented as part of the End User Improvement List (EUIL).

   d. An End-User Improvement List ("EUIL") will be created by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful positive impact on the aggregate ADCRR end-user experience. At the outset, the Parking Lot items listed in Exhibit 2 will be delivered as part of the Additional Remediation Hours and will consume no more than 1000 hours of the Additional Remediation Hours, leaving a balance of 9,000 'Additional Remediation Hours' for the remaining Parking Lot and EUIL items"Effective Date" means the date of last signature of this Amendment

2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have

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commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties further agree that except for B&D's completion of the Parking Lot items identified on Exhibit 2, EUIL, as defined in Section 6 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims, pursuant to V.M., against the Performance Bond pursuant to Section V.R. of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R..

5. Dispute Resolution of Discrete Items

In the event that ADCRR leadership (Joe Profiri) and B&D leadership (Dean Allen) cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also known as Bugs) and System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an

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AZ-DOC-21-0315-A-002784

'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this amendment.

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AZ-DOC-21-0315-A-002785

6. End-User Improvements & Remediation Hours

The Parties agree that B&D's delivery of items from Exhibit 2 and the EUIL will be free of charge, subject to a total cap of 10,000 "Additional Remediation Hours". Items may be added to the EUIL up to the last working day of the 12th month following the Effective Date ("12th Month") if ADCRR has sufficient "Additional Remediation Hours" available for use. Any items added to the EUIL during the 12th Month, may be delivered in subsequent months consistent with the effort estimated by B&D and to maximum balance of 4200"Additional Remediation Hours" or the balance of the "Additional Remediation Hours" available for use. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of the M&O Hours.

In the event that ADCRR does not have sufficient "Additional Remediation Hours" available for use for any items added to the EUIL, ADCRR may supplement the effort for the aforementioned items by any means at it's disposal, which may include using any available "M&O Hours" or a separate Purchase Order.

The Parties will iteratively develop the EUIL with monthly additions to the EUIL. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as reasonably possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D will utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

In each of the 12 months following the Effective Date, ADCRR commits to authorizing B&D to perform at least 400 hours of work on EUIL items to count against the Additional Remediation Hours. Any Additional Remediation Hours not used in the 12 months following the Effective Date will roll over to the following year.

ADCRR and B&D have provided and will continue to provide Business Analysts to gather ADCRR user feedback and identify the primary issues that users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

The following monthly procedure will be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.

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- By or before the 20th Business Day: ADCRR, with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the acceptance criteria for each item defined) and will exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.
- ADCRR shall submit an initial prioritized (Low Hanging Fruit") EUIL of items by no later than May 25, 2020.

This process will repeat monthly. During some months more items will be selected than other months. The Parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item from the EUIL into User Acceptance Testing and notify ADCRR of each delivery. If ADCRR fails to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, then that item shall be deemed accepted.

It is the intent of the Parties that the development of and delivery of the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing available M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes.

The Parties recommit to the bug/change qualification as detailed in Section 5 of this Amendment.

7. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties reaffirm that future software defects that require remediation will be repaired at no additional cost and separate from the M&O or Additional Remediation Hours. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug, With regards to any dispute the ADCRR appointed leadership (Joe Profiri) and the B&D appointed leadership (Dean Allen) shall agree to the resolution of any dispute. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

With respect to SLAs, the Parties agree that final acceptance of agreed SLAs will be achieved 30 days after the effective date of this Amendment.

8. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System

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opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause will survive the termination of the Contract for any reason.

8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

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Dated April ___, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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AZ-DOC-21-0315-A-002792

Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
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28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
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37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

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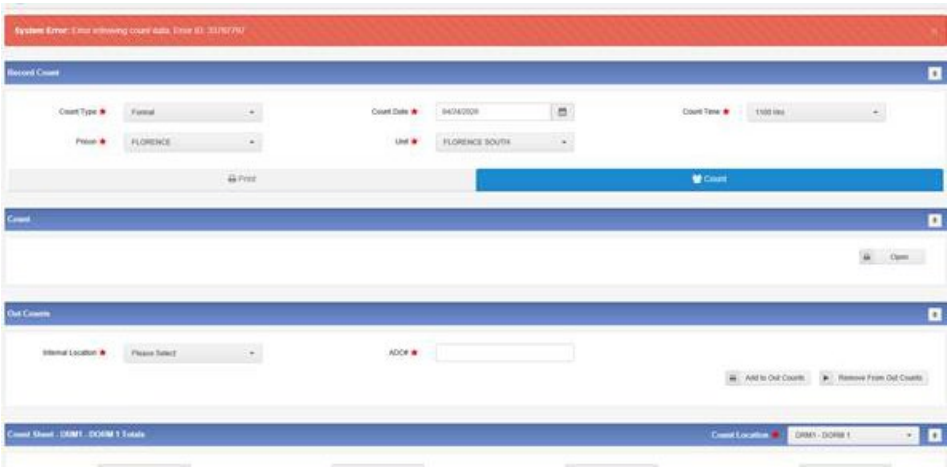
From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Holly Greene
Subject:	FW: count module down
Date:	Monday, April 27, 2020 3:23:04 PM
Attachments:	image001.png image003.png image004.png

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Daniel Ford <dford1@azadc.gov>
Sent: Friday, April 24, 2020 8:11 AM
To: Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azcorrections.gov>; Marlene Coffey <mcoffey@azcorrections.gov>; Jacob Whitson <jwhitson@azcorrections.gov>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Fwd: count module down



Critical bug going in. Multiple complexes unable to open count. No inmates displaying.

CPT. Daniel Ford

---------- Forwarded message ---------
From: **Jared Moser** <jmoser@azadc.gov>

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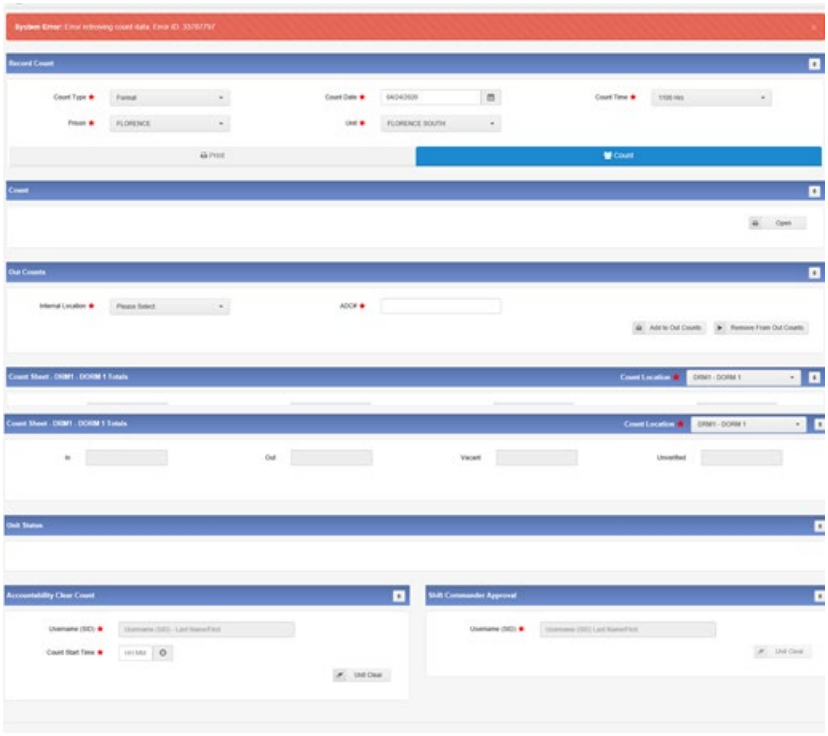
Date: Fri, Apr 24, 2020 at 7:46 AM
Subject: count module down
To: Daniel Ford <dford1@azadc.gov>

We were unable to clear the informal at 0300 and the Formal at 0400. From what i am hearing this was every unit at Florence complex except Central



--
CO II JARED MOSER 8755
SOUTH UNIT COUNT MOVEMENT OFFICER
ASPC-F SOUTH UNIT
520-868-4011 EXT 25609

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang; Steven Williams
Subject: Re: ACIS count issue Lewis Complex
Date: Monday, April 27, 2020 2:56:45 PM

Thank you. Let me know if something pops up.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 27, 2020 at 2:26 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> Yes, count has been resolved as far as I can tell. We have not heard anything new from Operations.
>
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>
> On Apr 27, 2020, at 2:18 PM, Holly Greene <hgreene@azadc.gov> wrote:

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Afternoon Charles-

Has it been confirmed that this has been resolved?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 24, 2020 at 5:35 PM Holly Greene <hgreene@azadc.gov> wrote:

> Wonderful. I will check my email periodically throughout the weekend. My work cell is: 602-316-7545 if you need to reach me.
>
> -Holly
>
> On Fri, Apr 24, 2020 at 5:32 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > Holly,
> >
> > We were able to test and the fix went into PROD within the last hour. We were waiting to hear back about any PROD issues but have not heard anything yet. I am on call for the weekend and will report back anything I hear. Thank you.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]

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E: charles.spannagel@bndna.com

On Apr 24, 2020, at 5:28 PM, Holly Greene <hgreene@azadc.gov> wrote:

Apologies, but did I miss an update beyond the verbal update in our meeting?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 24, 2020 at 10:09 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Currently being tested in QA. We will keep the updates coming.
>
> **Charles Spannagel**

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Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, April 24, 2020 10:04 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Steven Williams <Steven.Williams@bndna.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: ACIS count issue Lewis Complex

Wonderful. Please provide this group regular status updates.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Fri, Apr 24, 2020 at 9:13 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> We are working on the issue with OPS.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> <image005.png>
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, April 24, 2020 8:03 AM
> **To:** Steven Williams <Steven.Williams@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: ACIS count issue Lewis Complex
>
> Hello Charles and Steven-
>
> With all due respect, if no monitoring and alerting is established by B&D for ACIS; and there is no issue intake process outside of the ADC ACIS email box, then you would not have received anything other than the below.
>
> Please investigate the issue and provide an update to

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this group. The shift for those who reported the issue has likely ended. So if you need someone to work with on the ADC side, I recommend reaching out to Marlene Coffey and Jey Whitson. I'd like to know if this is still occurring, what exactly is happening, is this widespread and the root cause (along with solution).

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 24, 2020 at 7:38 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello All,
>
> I have not received any notification or communication regarding this.
>
> I did not receive a message or see a bug sent to me about this.
>
> Regards,

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Steven M. Williams

Senior Quality Assurance Analyst

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]
E: steven.williams@bndna.com

<image003.png>

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Friday, April 24, 2020 7:19 AM
To: Sandy Wang <swang@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: ACIS count issue Lewis Complex

Steven,

Are you aware of any communication or bug that came in for the issue listed below? This is the first i am being made aware of this. Please research and get back to everyone on this email.

Thank you Sandy. We will immediately look into it.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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On Apr 24, 2020, at 7:09 AM, Sandy Wang <swang@azadc.gov> wrote:

Charles, don't know if you have received this. Please include this as an agenda item in today's call.

On Fri, Apr 24, 2020 at 6:42 AM ACIS Communications <ACIS@azadc.gov> wrote:

> Fyi below. -cb
>
> ---------- Forwarded message ---------
> From: **Stephen Everett** <severett@azadc.gov>
> Date: Fri, Apr 24, 2020, 5:30 AM
> Subject: ACIS count issue Lewis Complex
> To: Robert Hetrick <rhetrick@azadc.gov>, Brian Whiting <bwhiting@azadc.gov>, Rondald Evans <revans@azadc.gov>, ACIS SUPPORT - ADC <ACISSupport@azadc.gov>, ACIS - ADC <ACIS@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>
>
> On 04/24/2020 at approximately 0400 hourrs Lewis complex went under emergency count due to ACIS malfunctions complex wide.
>
> Rast Closed unit and Morey unit were unable to access ACIS count
>
> At approximately 0315 hours, Major Hetrick was notified of the incident.
>
> At approximately 0320 hours, On site DW Ron Evans Was notified of the incident
>
> Lewis Complex cleared emergency count on paper

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only at approximately 0449 hours.

Appropriate emails were sent to the ACIS internet communications / Support.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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<20-06300 Gill Afterhours transport.doc>

<ACIS malfunctioning #20-06371.doc>

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--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Dean Allen
Subject: Re: as discussed
Date: Monday, April 27, 2020 2:31:06 PM
Attachments: image001.png

Got it. Thank you.

On Mon, Apr 27, 2020 at 1:11 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hi Joe,
>
> We can replace the words:
>
> The Parties agree that any claims or Disputes released as part of this Mutual Release, or previously released, shall not serve as predicates for claims, if any, against the Performance Bond pursuant to Section V.R.17 of the RFP. The Parties further agree that the End-User Improvement List ("EUIL"), as defined in Section 7 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims against the Performance Bond pursuant to Section V.R.17 of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.17.
>
> With:
>
> The Parties further agree that the End-User Improvement List ("EUIL"), as defined in Section 7 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims against the Performance Bond pursuant to Section V.R.17 of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.17.
>
> Thanks
>
> Dean
>
> **Dean Allen**
>
> President – Mi-Case North America
>
> Business & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]: dean.allen@mi-case.com

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From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Elianna Jacobs
Cc:	Wissem BenAissa; Holly Greene; Sandy Wang; Spencer Scott; Steven Williams; bcassiano; Herbert Haley
Subject:	Re: Aims2 Work Item Changed: Bug 42162 - UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly
Date:	Saturday, April 25, 2020 12:00:36 PM

Ok, thank you very much. We will work the issue and report back.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Apr 25, 2020, at 11:43 AM, Elianna Jacobs <ejacobs@azadc.gov> wrote:

I thought at first it was because they were denied by the transition coordinator and maybe the system didn't run the scheduled job for eligibility, but there was one that passed that had the same scenario so that logic is no longer valid.

Sent from my iPhone

On Apr 25, 2020, at 10:22 AM, Charles Spannagel <charles.spannagel@bndna.com> wrote:

Ok, was there something different about the 2 inmates who failed?
We will work the issue and report back on Monday.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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On Apr 25, 2020, at 9:57 AM, Elianna Jacobs <ejacobs@azadc.gov> wrote:

Hello.

FYI - I returned the Bug back to Wissem. Out of the 7 inmates I tested - 5 passed, but 2 failed.

On Fri, Apr 24, 2020 at 4:13 PM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello Elianna,
>
> We can do the push after you test in UAT. However, you will have to contact @Charles Spannagel so he can ask for the push.
>
> Thank you.
>
> I will let you know when UAT is dsployed.
>
> **Steven M. Williams**
>
> **Senior Quality Assurance Analyst**
>
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
> E: steven.williams@bndna.com
>
> <image001.png>
>
> **From:** Elianna Jacobs <ejacobs@azadc.gov>
> **Sent:** Friday, April 24, 2020 3:50 PM
> **To:** Steven Williams <Steven.Williams@bndna.com>
> **Cc:** bcassiano <bcassiano@azadc.gov>; Herbert Haley <hhaley@azadc.gov>
> **Subject:** Re: Aims2 Work Item Changed: Bug 42162 -

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UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly

Hi Steven,

I can check tonight. How early can I check it tonight? And after it's verified, how soon can we get it pushed to PROD?

Thanks! :)

On Fri, Apr 24, 2020 at 3:38 PM <aims2.tfs@bndna.com> wrote:

> **Work item Changed: Bug 42162 - UC-TRA: Transition Program Eligibility not assessing the Community Violence Risk Levels correctly**
>
> | | |
> |---|---|
> | Team project: | Aims2 |
> | Area: | \Aims2\Transition |
> | Iteration: | \Aims2\v5.1.233.X (PROD Release 20) |
> | Assigned to: | Elianna Jacobs |
> | State: | Resolved |
> | Reason: | Fixed |
> | Changed by: | Steven Williams |
> | Changed date: | 4/24/2020 3:38:21 PM |
>
> Changed fields
>
> | Field | New Value |
> |---|---|
> | History | Hi Elianna,

Well, if want, we can check it late tonight, or first thing tomorrow morning. Then request the changeset be pushed to PROD. |

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What would you suggest?

Field	New Value	Old Value
Assigned To	Elianna Jacobs	Steven Williams

Notes:
- All dates and times are shown in UTC-07:00:00 US Mountain Standard Time
- You are receiving this notification because of a subscription created by Elianna Jacobs
Provided by Microsoft Visual Studio® Team Foundation Server

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From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Dean Allen
Subject: Re: 40049409_WorkingSession42420.docx
Date: Friday, April 24, 2020 9:37:47 PM

Dean,

Thanks for getting this to me. I will review and get back to you. I'm confident we are on our course to achieve our goal and agreed upon timeline. Maybe even earlier!

Have a great weekend.

Joe

On Fri, Apr 24, 2020 at 9:15 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hi Joe,
>
> Thanks for the time on the phone today.
>
> As agreed here is the updated version(track changes) of the document we worked on, please could you check over the sections that we added together to ensure they are in-line with what we had discussed.
>
> Have a great weekend and I look forward to chatting with you Monday.
>
> Dean

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: 40049409_WorkingSession42420.docx
Date: Friday, April 24, 2020 9:18:36 PM
Attachments: 40049409_WorkingSession42420.docx

Hi Joe,

Thanks for the time on the phone today.

As agreed here is the updated version(track changes) of the document we worked on, please could you check over the sections that we added together to ensure they are in-line with what we had discussed.

Have a great weekend and I look forward to chatting with you Monday.

Dean

AMERICAN OVERSIGHT

AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

   b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D for usage against any change requested by ADCRR without charge.

   c. "M&O Hours" means a cap of 10,000 hours per year provided to ADCRR by B&D for usage against any change requested by ADCRR during the M&O Phase of the contract.
   d. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that was not defined in the implementation scope for Go-Live solution and which may still be implemented as part of the End User Improvement List (EUIL).
   e. An End-User Improvement List ("EUIL") will be created by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful positive impact on the aggregate ADCRR end-user experience. At the outset the EUIL will include the items listed in Exhibit 2 that were placed in the Parking Lot prior to Go-Live. These items will be delivered as part of the Additional Remediation Hours and will consume no more than 1000 hours of the Additional Remediation Hours, leaving a balance of 9,000 'Additional Remediation Hours'.
   f. "Effective Date" means the date of last signature of this Amendment

2. Commencement of the M&O Phase

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In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties agree that any claims or Disputes released as part of this Mutual Release, or previously released, shall not serve as predicates for claims, if any, against the Performance Bond pursuant to Section V.R.17 of the RFP. The Parties further agree that the End-User Improvement List ("EUIL"), as defined in Section 7 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims against the Performance Bond pursuant to Section V.R.17 of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.17.

In the event that ADCRR leadership (Joe Profiri) and B&D leadership (Dean Allen) cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also

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AZ-DOC-21-0315-A-002816

known as Bugs) and System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this amendment.

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5. End-User Improvements & Remediation Hours

The Parties agree that B&D will deliver items from the EUIL free of charge, subject to a total cap of 10,000 "Additional Remediation Hours". Items may be added to the EUIL up to the last working day of the 12th month following the signature of this Amendment, if ADCRR has sufficient "Additional Remediation Hours" available for use. Any items added to the EUIL during the 12th month, may be delivered in subsequent months consistent with the effort estimated by B&D and to maximum balance of 4200"Additional Remediation Hours" or the balance of the "Additional Remediation Hours" available for use. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of the M&O Hours.

In the event that ADCRR does not have sufficient "Additional Remediation Hours" available for use for any items added to the EUIL, ADCRR may supplement the effort for the aforementioned items by any means at it's disposal, which may include any available "M&O Hours" or a separate Purchase Order.

The Parties will iteratively develop the EUIL with monthly additions to the EUIL. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as reasonably as possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D will utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

ADCRR commits to provide B&D with sufficient items off the EUIL per month to a minimum of 400 hours per month of Additional Remediation Hours for 12 months following the effective date of this amendment.

ADCRR and B&D have provided and will continue to provide Business Analysts to gather ADCRR user feedback and identify the primary issues that users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

The following monthly procedure will be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the

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acceptance criteria for each item defined) and will exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.

- ADCRR shall submit an initial prioritized (Low Hanging Fruit") EUIL of items by no later than May 25, 2020.

This process will repeat monthly. During some months more items will be selected than other months. The Parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item from the EUIL into User Acceptance Testing and notify ADCRR of each delivery. If ADCRR fails to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, then that item shall be deemed accepted.

It is the intent of the Parties that the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing available M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes. If any hours remain at the end of the first year from the M&O Hours, these hours shall carry over for use in the second year of M&O, and so on, year after year, throughout the entire M&O phase.

The Parties recommit to the bug/change qualification as detailed in Section 4 of this Amendment.

6. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties reaffirm that future software defects that require remediation will be repaired at no additional cost and separate from the M&O hours. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug, With regards to any dispute the ADCRR appointed leadership (Joe Profiri) and the B&D appointed leadership (Dean Allen) shall agree to the resolution of any dispute. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

With respect to SLAs, the Parties agree that final acceptance of agreed SLAs will be achieved 30 days after the effective date of this Amendment.

7. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection

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with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause will survive the termination of the Contract for any reason.

8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

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Dated April ___, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Sandy Wang; Steven Williams
Subject: Re: ACIS count issue Lewis Complex
Date: Friday, April 24, 2020 5:41:41 PM

Thank you! Have a great weekend.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Apr 24, 2020, at 5:35 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Wonderful. I will check my email periodically throughout the weekend. My work cell is: 602-316-7545 if you need to reach me.
>
> -Holly
>
> On Fri, Apr 24, 2020 at 5:32 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> Holly,
>
> We were able to test and the fix went into PROD within the last hour. We were waiting to hear back about any PROD issues but have not heard anything yet. I am on call for the weekend and will report back anything I hear. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

On Apr 24, 2020, at 5:28 PM, Holly Greene <hgreene@azadc.gov> wrote:

Apologies, but did I miss an update beyond the verbal update in our meeting?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 24, 2020 at 10:09 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Currently being tested in QA. We will keep the updates coming.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

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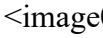

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, April 24, 2020 10:04 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Steven Williams <Steven.Williams@bndna.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: ACIS count issue Lewis Complex

Wonderful. Please provide this group regular status updates.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

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| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
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On Fri, Apr 24, 2020 at 9:13 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> We are working on the issue with OPS.

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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image005.png>

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, April 24, 2020 8:03 AM
To: Steven Williams <Steven.Williams@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: ACIS count issue Lewis Complex

Hello Charles and Steven-

With all due respect, if no monitoring and alerting is established by B&D for ACIS; and there is no issue intake process outside of the ADC ACIS email box, then you would not have received anything other than the below.

Please investigate the issue and provide an update to this group. The shift for those who reported the issue has likely ended. So if you need someone to work with on the ADC side, I recommend reaching out to Marlene Coffey and Jey Whitson. I'd like to know if this is still occurring, what exactly is happening, is this widespread and the root cause (along with solution).

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Respectfully,

Holly Greene

Deputy CIO

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Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 24, 2020 at 7:38 AM Steven Williams <Steven.Williams@bndna.com> wrote:

> Hello All,
>
> I have not received any notification or communication regarding this.
>
> I did not receive a message or see a bug sent to me about this.
>
> Regards,
>
> **Steven M. Williams**
>
> **Senior Quality Assurance Analyst**
>
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
> E: steven.williams@bndna.com
>
> <image003.png>

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From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Friday, April 24, 2020 7:19 AM
To: Sandy Wang <swang@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: ACIS count issue Lewis Complex

Steven,

Are you aware of any communication or bug that came in for the issue listed below? This is the first i am being made aware of this. Please research and get back to everyone on this email.

Thank you Sandy. We will immediately look into it.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

> On Apr 24, 2020, at 7:09 AM, Sandy Wang <swang@azadc.gov> wrote:
>
> Charles, don't know if you have received this. Please include this as an agenda item in today's call.

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On Fri, Apr 24, 2020 at 6:42 AM ACIS Communications <ACIS@azadc.gov> wrote:

> Fyi below. -cb
>
> ---------- Forwarded message ---------
> From: **Stephen Everett** <severett@azadc.gov>
> Date: Fri, Apr 24, 2020, 5:30 AM
> Subject: ACIS count issue Lewis Complex
> To: Robert Hetrick <rhetrick@azadc.gov>, Brian Whiting <bwhiting@azadc.gov>, Rondald Evans <revans@azadc.gov>, ACIS SUPPORT - ADC <ACISSupport@azadc.gov>, ACIS - ADC <ACIS@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>
>
> On 04/24/2020 at approximately 0400 hourrs Lewis complex went under emergency count due to ACIS malfunctions complex wide.
>
> Rast Closed unit and Morey unit were unable to access ACIS count
>
> At approximately 0315 hours, Major Hetrick was notified of the incident.
>
> At approximately 0320 hours, On site DW Ron Evans Was notified of the incident
>
> Lewis Complex cleared emergency count on paper only at approximately 0449 hours.
>
> Appropriate emails were sent to the ACIS internet communications / Support.
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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<20-06300 Gill Afterhours transport.doc>

<ACIS malfunctioning #20-06371.doc>

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--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Steven Williams; Sandy Wang
Subject: Re: ACIS count issue Lewis Complex
Date: Friday, April 24, 2020 10:17:03 AM
Attachments: image003.png
image004.png
image005.png

Wonderful

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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> Currently being tested in QA. We will keep the updates coming.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, April 24, 2020 10:04 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Steven Williams <Steven.Williams@bndna.com>; Sandy Wang <swang@azadc.gov>
Subject: Re: ACIS count issue Lewis Complex

Wonderful. Please provide this group regular status updates.

Respectfully,

Holly Greene

Deputy CIO

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>
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15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

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Business & Decision
Empowering Digital Business

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Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

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> **Steven M. Williams**
>
> **Senior Quality Assurance Analyst**
>
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
> E: steven.williams@bndna.com
>
> Mi-Case

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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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>
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> To: Robert Hetrick <rhetrick@azadc.gov>, Brian Whiting <bwhiting@azadc.gov>, Rondald Evans <revans@azadc.gov>, ACIS SUPPORT - ADC <ACISSupport@azadc.gov>, ACIS - ADC <ACIS@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>

AMERICAN OVERSIGHT

On 04/24/2020 at approximately 0400 hourrs Lewis complex went under emergency count due to ACIS malfunctions complex wide.

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At approximately 0315 hours, Major Hetrick was notified of the incident.

At approximately 0320 hours, On site DW Ron Evans Was notified of the incident

Lewis Complex cleared emergency count on paper only at approximately 0449 hours.

Appropriate emails were sent to the ACIS internet communications / Support.

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Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC
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<20-06300 Gill Afterhours transport.doc>

<ACIS malfunctioning #20-06371.doc>

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang
Subject: Re: Meeting Agenda - ADCRR & B&D
Date: Thursday, April 23, 2020 4:18:54 PM
Attachments: image003.png
image004.png

I need the history and current state of that item before determining if it needs to be brought to Dean...

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Apr 23, 2020 at 3:30 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Absolutely. I do think the Medical Holds Arbitration discussion would better suited for Holly and Dean but I am more than happy to document our discussion and report it back to my leadership.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Thursday, April 23, 2020 3:20 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: Re: Meeting Agenda - ADCRR & B&D

Charles, I would like to add:

(1) Ad Hoc reports release hours -

(2) Medical Holds arbitration and bug fix for the other 5 types

On Thu, Apr 23, 2020 at 3:15 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly and Sandy,
>
> Please let me know what further topics you would like to discuss on the call tomorrow.
>
> 1: Alert Notification
>
> *B&D is set up to automatically receive alert notifications from our systems. However, the thresholds have yet to be triggered by system "slowness". We will contact you right away if we were to receive a notification from our systems but this has yet to happen.
>
> 2: Release Management
>
> 3: TBD
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang
Subject: Re: Meeting Agenda - ADCRR & B&D
Date: Thursday, April 23, 2020 3:25:51 PM
Attachments: image003.png

I have nothing further to add.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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>
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>
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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Dean Allen
Subject: Re: Document from yesterday
Date: Thursday, April 23, 2020 11:24:37 AM
Attachments: image003.png

Outstanding! May anticipate sooner if I can pull it off.

Take care and talk soon.

Joe

On Thu, Apr 23, 2020 at 10:40 AM Dean Allen <dean.allen@bndna.com> wrote:

> Hi Joe,
>
> Good morning, I trust you are well!
>
> Please see attached the document we reviewed, I edited it and left track changes on as we agreed, I look forward to hearing from you in-line with the timeline that that we discussed!
>
> Stay safe and keep fighting the good fight over there!
>
> D
>
> **Dean Allen**
>
> President – Mi-Case North America
>
> Business & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted] dean.allen@mi-case.com

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: Document from yesterday
Date: Thursday, April 23, 2020 10:41:21 AM
Attachments: 40049409_WorkingSession42220.docx
image003.png

Hi Joe,

Good morning, I trust you are well!

Please see attached the document we reviewed, I edited it and left track changes on as we agreed, I look forward to hearing from you in-line with the timeline that that we discussed!

Stay safe and keep fighting the good fight over there!

D

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

AMERICAN OVERSIGHT

AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

   b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D for usage against any change requested by ADCRR without charge.

   c. "M&O Hours" means a cap of 10,000 hours per year provided to ADCRR by B&D for usage against any change requested by ADCRR during the M&O Phase of the contract.

   d. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that was not defined in the implementation scope for Go-Live solution and which may still be implemented as part of the End User Improvement List (EUIL).

   e. An End-User Improvement List ("EUIL") will be created by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful positive impact on the aggregate ADCRR end-user experience. At the outset the EUIL will include the items listed in Exhibit 2 that were placed in the Parking Lot prior to Go-Live. These items will be delivered as part of the Additional Remediation Hours and will consume no more than 1000 hours of the Additional Remediation Hours.

   f. "Effective Date" means the date of last signature of this Amendment

2. Commencement of the M&O Phase

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In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties agree that any claims or Disputes released as part of this Mutual Release, or previously released, shall not serve as predicates for claims, if any, against the Performance Bond pursuant to Section V.R.17 of the RFP. The Parties further agree that the End-User Improvement List ("EUIL"), as defined in Section 7 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims against the Performance Bond pursuant to Section V.R.17 of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.17.

In the event that ADCRR leadership and B&D leadership cannot resolve any dispute through a normal issue escalation process with respect to any disputes arising after the Effective Date arising out of the definition of System Defects (also known as Bugs) and System Changes

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AZ-DOC-21-0315-A-002850

(also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a mutually agreed upon professional industry expert organization that is different from the 'Third Party' identified in the Definitions section 1.a. of this amendment.

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5. End-User Improvements & Remediation Hours

The Parties agree that B&D will deliver items from the EUIL free of charge, subject to a total cap of 10,000 "Additional Remediation Hours". Items may be added to the EUIL up to the last working day of the 12th month following the signature of this Amendment, if ADCRR has sufficient "Additional Remediation Hours" available for use. Any items added to the EUIL during the 12th month, may be delivered in subsequent months consistent with the effort estimated by B&D and the "Additional Remediation Hours" available for use. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours per year that B&D is required to provide as part of the M&O Hours.

In the event that ADCRR does not have sufficient "Additional Remediation Hours" available for use for any items added to the EUIL, ADCRR may supplement the effort for the aforementioned items by any means at it's disposal, which may include any available "M&O Hours" or a separate Purchase Order.

The Parties will iteratively develop the EUIL with monthly additions to the EUIL. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly reasonably possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as reasonably possible against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs that B&D will utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

ADCRR commits to provide B&D with sufficient items off the EUIL per month to a minimum of 400 hours per month of Additional Remediation Hours for 12 months following the effective date of this amendment.

ADCRR and B&D have provided and will continue to provide Business Analysts to gather ADCRR user feedback and identify the primary issues that users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

The following monthly procedure will be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the

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acceptance criteria for each item defined) and will exercise its best good faith effort to ensure that the number of selected items utilizes the B&D FTEs at full capacity.

- ADCRR shall submit an initial "Low Hanging Fruit" EUIL of items by no later than May 20, 2020.

This process will repeat monthly. During some months more items will be selected than other months. The Parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item from the EUIL into User Acceptance Testing and notify ADCRR of each delivery. If ADCRR fails to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, then that item shall be deemed accepted.

It is the intent of the Parties that the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing the Annual Hours or the future M&O hours at ADCRR's sole discretion.

In the first year commencing on the Effective date and following the initial EUIL agreed between the Parties, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes utilizing the M&O Hours. If any hours remain at the end of the first year from the M&O Hours, these hours shall carry over for use in the second year of M&O, and so on, year after year, throughout the entire M&O phase.

The Parties recommit to the bug/change qualification as detailed in Section 4 of this Amendment.

6. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

With respect to SLAs, the Parties agree that final acceptance of agreed SLAs will be achieved 30 days after the effective date of this Amendment.

7. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United

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States of America. ADCRR's obligation set out in this clause will survive the termination of the Contract for any reason.

8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision-maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

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AZ-DOC-21-0315-A-002854

Dated April ___, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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EXHIBIT 1

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AZ-DOC-21-0315-A-002856

CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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AZ-DOC-21-0315-A-002858

Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Chris Masson; Cindy Hyser-Crauwels; Trevor Baker
Cc: Lisa Dee Meyerson Marshall; JR Sloan; Holly Greene; Spencer Scott
Subject: RE: Arbitration Update
Date: Thursday, April 23, 2020 9:20:05 AM
Attachments: image003.png

Sandy,

I have one quick question. What happens with Bug 41655 ADCRR withdrew? Does it move to the Parking Lot? Bug 41771 was closed.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Wednesday, April 22, 2020 11:53 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; JR Sloan <jr.sloan@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Arbitration Update

Hi, Charles, just wanted to give you an update on the arbitration requests. ADCRR has responded to two and decided to withdraw the other two. They are as follows:
#41655 Classification for new ICC Inmates - Withdrew
#41771 Pay Override in Programs - Withdrew
#41838 - responded with revised request, see attachment
#41868 - responded with revised request, see attachment.

--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Dean Allen
Subject: Amendment to Contract
Date: Wednesday, April 22, 2020 4:12:50 PM

"ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints at its sole discretion to assist ADCRR with regard to this Amendment and the Contract. ADCRR acknowledges that the contractual relationship remains between ADCRR and B&D, notwithstanding the involvement of any third party so appointed by ADCRR.

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Lisa Dee Meyerson Marshall; Sandy Wang
Cc: Holly Greene; JR Sloan; Spencer Scott
Subject: RE: Arbitration Update
Date: Wednesday, April 22, 2020 2:14:23 PM
Attachments: image002.png

Lisa,

We have reviewed the documents and no further supplements are needed from the B&D side. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Sent: Wednesday, April 22, 2020 12:27 PM
To: Sandy Wang <swang@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; JR Sloan <jr.sloan@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Arbitration Update

Great
Thanks to all.
Lisa

On Wed, Apr 22, 2020 at 12:02 PM Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov> wrote:

> Charles:
>
> Does B and D want to update or supplement your submission for either of the 2 remaining items?
>
> We were going to try to start review today but will absolutely wait if you feel updates to either or both are appropriate.
>
> Please let us know.
>
> Best
> Thanks
> Lisa

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On Wed, Apr 22, 2020 at 11:54 AM Sandy Wang <swang@azadc.gov> wrote:

> Hi, Charles, just wanted to give you an update on the arbitration requests. ADCRR has responded to two and decided to withdraw the other two. They are as follows:
> #41655 Classification for new ICC Inmates - Withdrew
> #41771 Pay Override in Programs - Withdrew
> #41838 - responded with revised request, see attachment
> #41868 - responded with revised request, see attachment.
>
> --
> Respectfully,
> Sandy Wang
> PMO Program Manager
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St | Phoenix AZ 85007
> Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Lisa Dee Meyerson Marshall
Executive IT Consulting Manager
ADOA ASET, State of AZ
lisa.meyerson@azdoa.gov
602-364-4780; Cell 602-284-3186

--
Lisa Dee Meyerson Marshall
Executive IT Consulting Manager
ADOA ASET, State of AZ
lisa.meyerson@azdoa.gov
602-364-4780; Cell 602-284-3186

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Lisa Dee Meyerson Marshall; Sandy Wang
Cc: Holly Greene; JR Sloan; Spencer Scott
Subject: RE: Arbitration Update
Date: Wednesday, April 22, 2020 12:07:36 PM
Attachments: image002.png

Thank you Sandy and Lisa.

I have forwarded this message and the two remaining documents to Chris Masson and the BA team. I am meeting with them at 1pm and as soon as I hear back I will let you know.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Sent: Wednesday, April 22, 2020 12:03 PM
To: Sandy Wang <swang@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; JR Sloan <jr.sloan@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Arbitration Update

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Please let us know.

Best
Thanks
Lisa

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> Hi, Charles, just wanted to give you an update on the arbitration requests. ADCRR has responded to two and decided to withdraw the other two. They are as follows:
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> #41771 Pay Override in Programs - Withdrew

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#41838 - responded with revised request, see attachment
#41868 - responded with revised request, see attachment.

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Lisa Dee Meyerson Marshall
Executive IT Consulting Manager
ADOA ASET, State of AZ
lisa.meyerson@azdoa.gov
602-364-4780; Cell 602-284-3186

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From:	Hagay Hazan on behalf of Hagay Hazan <hagay.Hazan@bndna.com>
To:	Aaron Bailey
Cc:	Charles Spannagel; Jeff Woodward; David Wrbelis; Harika Chikkala; Phil Wussow; Keith Francen; Marlene Coffee; Jey Whitson1; Sandy Wang; gmartinez1; Holly Greene; gdenning
Subject:	RE: Ad Hoc Report name standardization/update
Date:	Tuesday, April 21, 2020 11:15:09 AM
Attachments:	image001.png

Aaron

RPT_DEV is updated as per naming convention
ADC RPT 3220 is updated on all environments.

Let me know

Sincerely,

Hagay Hazan

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Tuesday, April 21, 2020 10:42 AM
To: Hagay Hazan <hagay.Hazan@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; David Wrbelis <David.Wrbelis@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; gdenning <gdenning@azadc.gov>
Subject: Re: Ad Hoc Report name standardization/update

Thanks Hagay, this is looking really good. Placing all of the reports in ADC Playground in DEV as you suggest would be fine; it's not a high priority but it would be an improvement. When you have time, could you also please update ADC RPT 3220 by moving "Inmates not assigned to a bed" from the Name field and into the description so it matches the others? Thank you.

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ARIZONA DEPARTMENT OF CORRECTIONS

Report Menu - Ad Hoc Reports Reports

Name	Description	Created By Name	Last Modified Date
ADC RPT 3000	Warrants NCIC Entry Prep	micase micase	2/10/2020 9:46:18 AM
ADC RPT 3010	Second Chance Center Selection	micase micase	4/13/2020 11:55:49 AM
ADC RPT 3020	DTP Selection	micase micase	3/10/2020 12:08:08 PM
ADC RPT 3030	A222 Program Monthly Report	micase micase	4/13/2020 11:56:51 AM
ADC RPT 3040	BOEC Agenda	micase micase	4/3/2020 5:23:45 PM
ADC RPT 3050	Inmates in Detention by Reason	micase micase	4/16/2020 4:17:24 PM
ADC RPT 3060	Release Audit	micase micase	4/3/2020 3:43:26 PM
ADC RPT 3070	College Ineligibility	micase micase	3/16/2020 3:56:30 PM
ADC RPT 3080	College Eligibility	micase micase	3/16/2020 3:57:21 PM
ADC RPT 3090	Alerts by Unit	micase micase	2/23/2020 11:50:48 PM
ADC RPT 3100	SB1310 Part A	micase micase	3/16/2020 3:55:14 PM
ADC RPT 3105	SB1310 Part B	micase micase	3/16/2020 3:53:27 PM
ADC RPT 3110	Absolute Discharge Certificate	micase micase	4/3/2020 3:42:13 PM
ADC RPT 3120	Protective Custody Inmates	micase micase	3/27/2020 2:05:41 PM
ADC RPT 3130	Tier 4 Huddle Board Measure Second Chance Center Recidivism	micase micase	4/3/2020 3:41:04 PM
ADC RPT 3160	Failed eOMIS messages	micase micase	4/6/2020 12:22:46 PM
ADC RPT 3170	Mail Case Notes	micase micase	3/2/2020 5:29:17 PM
ADC RPT 3190	Veterans	micase micase	4/3/2020 3:40:53 PM
ADC RPT 3220 Inmates not assigned to a bed		micase micase	4/16/2020 4:01:30 PM
ADC RPT 3260	Daily Arrests	micase micase	3/2/2020 5:30:45 PM
ADC RPT 3270	Interstate Compact Inmates	micase micase	3/2/2020 5:41:09 PM
ADC RPT 3280	Pending Manslaughter Reviews	micase micase	3/2/2020 5:31:42 PM

On Mon, Apr 20, 2020 at 2:53 PM Hagay Hazan <hagay.Hazan@bndna.com> wrote:

> Hi Aaron,
>
> - All Reports were tested on PROD to be functioning, generating data and free of errors
> - UAT and PROD are in Sync
> - DEV (rpt.aims2.us) is not in sync as reports arbitrarily in [Playground] AND [ADC Playground]. There are no instructions what to do in DEV, but if needed I can place them all in [ADC Playground] so they are in sync with UAT and PROD.
> - There is one additional report that is in PROD but is not in the list → ADC RPT 3220 Inmates not assigned to a bed
>
> Please see attached word document updated.
>
> Sincerely,
>
> **Hagay Hazan**
>
> **From:** Aaron Bailey <abailey1@azadc.gov>
> **Sent:** Monday, April 20, 2020 10:07 AM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Jeff Woodward <jwoodward@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>; David

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Wrbelis <David.Wrbelis@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; gdenning <gdenning@azadc.gov>
Subject: Ad Hoc Report name standardization/update

Hi Charles,

We discussed removing duplicate SB1310 reports and standardizing the names of ad hoc reports to be more consistent with the B&D report naming convention. Attached is a breakdown of our requested naming changes. We do not request an update to stored procedure names; just the report names and descriptions as they appear to our ACIS users. Thank you.

--
Sincerely,
Aaron Bailey

ACIS Reports Specialist
Cell: 480.268.5726
abailey1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Sincerely,
Aaron Bailey

ACIS Reports Specialist
Cell: 480.268.5726
abailey1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: amendment revision
Date: Monday, April 20, 2020 5:41:33 PM
Attachments: 40049409_3FinalFlattenedToBeSent.docx
40049409_3FinalTrackChangesToBeSent.docx
image002.png

Hi Joe,

I have tried to make this as easy as possible! I have attached two documents, which are the same. 1 has track changes on and the other is flattened. I have done this so we can work through the track changes version, but we also have a clean version to review if needed. I want to be as transparent and collaborative as I can be.

I have endeavored to incorporate all the changes that we had discussed during our calls. I still have the document that we were walking through while I was screen sharing. So we can compare and ensure that the salient points have been met as part of our review. I still need your words around the third party, you will see I have left a comment in the document to that effect.

Let me know a good time for us to go through this, I think we can get this wrapped up in one call as I think we are pretty close now.

Thanks
Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

AMERICAN OVERSIGHT

AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints in relation to fulfilling its obligations under this Amendment., subject that ADCRR remains fully responsible to B&D for that third party,

   b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D for usage against any change requested by ADCRR without charge.

   c. "M&O Hours" means a cap of 10,000 hours provided to ADCRR by B&D for usage against any change requested by ADCRR as included in the M&O Phase of the contract.
   d. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that was not defined in the implementation scope for Go-Live solution and which may still be implemented as part of the End User Improvement List (EUIL).
   e. An End-User Improvement List ("EUIL") will be drawn up by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful impact on the aggregate ADCRR end-user experience. At the outset the EUIL will include the items listed in Exhibit 2 that were placed in the Parking Lot prior to Go-Live. These items will be delivered as part of the Additional Remediation Hours and will consume no more than 1000 hours of the Additional Remediation Hours.
   f. "Effective Date" means the date of last signature of this Amendment

2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase

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monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties agree that any claims or Disputes released as part of this Mutual Release, or previously released, shall not serve as predicates for claims, if any, against the Performance Bond pursuant to Section V.R.17 of the RFP. The Parties further agree that the End-User Improvement List ("EUIL"), as defined in Section 7 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims against the Performance Bond pursuant to Section V.R.17 of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.17.

With respect to any disputes arising after the Effective Date that relate to the definition of System Defects (also known as Bugs) versus System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a

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mutually agreed professional industry expert organization that is different to the 'Third Party' identified in the Definitions section 1.a. of this amendment.

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5. End-User Improvements & Remediation Hours

The Parties agree that B&D will deliver items off the EUIL free of charge, subject to a total cap of 10,000 "Additional Remediation Hours". Items can be added to the EUIL up to the last working day of the 12th month following the signature of this amendment, assuming ADCRR has enough "Additional Remediation Hours" available for use. Any items added to the EUIL during the 12th Month, can be delivered in subsequent months, in line with the effort estimated by B&D and the "Additional Remediation Hours" available for use. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours B&D is required to provide yearly as part of the M&O Hours.

In the event that ADCRR does not have sufficient "Additional Remediation Hours" available for use for any items added to the EUIL, ADCRR can supplement the effort for the aforementioned items, by any means at their disposal, which can include any available "M&O Hours" or a separate purchase order.

The Parties will iteratively develop the EUIL with monthly additions to the EUIL. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as possible (e.g., utilization of the full 10,000 Additional Remediation Hours as quickly as possible against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs B&D will utilize to satisfy its M&O Hours) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 M&O Hours.

ADCRR commits to provide B&D with sufficient items off the EUIL per month to a minimum of 400 hours per month of Additional Remediation Hours for 12 months following the effective date of this amendment.

ADCRR and B&D have provided and will continue to provide Business Analysts to gather ADCRR user feedback and identify the primary issues users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

The following monthly procedure will be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the acceptance criteria for each item defined) and will make sure that the number of selected items utilizes the B&D FTEs at full capacity.

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- ADCRR shall submit an initial "Low Hanging Fruit" EUIL of items by no later than May 20, 2020.

This process will repeat monthly. During some months more items will be selected than others. The parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item off of the EUIL into User Acceptance Testing and notify ADCRR of each delivery. Should ADCRR fail to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, that item shall be deemed accepted.

It is the intent of the Parties that the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing the Annual Hours or in the future at ADCRR's sole discretion.

In the first year commencing on the effective date and following the initial EUIL agreed between the Parties, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes utilizing the M&O Hours. If any hours remain at the end of the first year from the M&O Hours, these hours shall carry over for use in the second year of M&O.

The parties recommit to the bug/change qualification as detailed in section 4 of this amendment.

6. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

With respect to SLAs, the Parties agree that final acceptance of agreed SLAs will be achieved 30 days after the effective date of this amendment.

7. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause will survive the termination of the Contract for any reason.

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8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

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AZ-DOC-21-0315-A-002876

Dated April ___, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

AMERICAN OVERSIGHT

EXHIBIT 1

AMERICAN OVERSIGHT

CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

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Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

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AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints in relation to fulfilling its obligations under this Amendment., subject that ADCRR remains fully responsible to B&D for that third party,

   b. "Additional Remediation Hours" means a cap of 10,000 hours provided to ADCRR by B&D for usage against any change requested by ADCRR without charge.

   c. "M&O Hours" means a cap of 10,000 hours provided to ADCRR by B&D for usage against any change requested by ADCRR as included in the M&O Phase of the contract.
   d. "Parking Lot" means the list of desired system functionality gathered by ADCRR throughout system development that was not defined in the implementation scope for Go-Live solution and which may still be implemented as part of the End User Improvement List (EUIL).
   e. An End-User Improvement List ("EUIL") will be drawn up by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful impact on the aggregate ADCRR end-user experience. At the outset the EUIL will include the items listed in Exhibit 2 that were placed in the Parking Lot prior to Go-Live. These items will be delivered as part of the Additional Remediation Hours and will consume no more than 1000 hours of the Additional Remediation Hours.
   f. "Effective Date" means the date of last signature of this Amendment
2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase

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monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid on these amounts. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties agree that any claims or Disputes released as part of this Mutual Release, or previously released, shall not serve as predicates for claims, if any, against the Performance Bond pursuant to Section V.R.17 of the RFP. The Parties further agree that the End-User Improvement List ("EUIL"), as defined in Section 7 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims against the Performance Bond pursuant to Section V.R.17 of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.17.

With respect to any disputes arising after the Effective Date that relate to the definition of System Defects (also known as Bugs) versus System Changes (also known as Change Requests), ADCRR and B&D agree to resolve such disputes through an arbitration process. The Parties agree to mutually agree to an 'Independent Expert' to fully and finally resolve such disputes. The Independent Expert may be selected from either the existing ADCRR IV&V vendor or a

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AZ-DOC-21-0315-A-002883

mutually agreed professional industry expert organization that is different to the 'Third Party' identified in the Definitions section 1.a. of this amendment.

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5. End-User Improvements & Remediation Hours

The Parties agree that B&D will deliver items off the EUIL free of charge, subject to a total cap of 10,000 "Additional Remediation Hours". Items can be added to the EUIL up to the last working day of the 12th month following the signature of this amendment, assuming ADCRR has enough "Additional Remediation Hours" available for use. Any items added to the EUIL during the 12th Month, can be delivered in subsequent months, in line with the effort estimated by B&D and the "Additional Remediation Hours" available for use. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours B&D is required to provide yearly as part of the M&O Hours.

In the event that ADCRR does not have sufficient "Additional Remediation Hours" available for use for any items added to the EUIL, ADCRR can supplement the effort for the aforementioned items, by any means at their disposal, which can include any available "M&O Hours" or a separate purchase order.

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- ADCRR shall submit an initial "Low Hanging Fruit" EUIL of items by no later than May 20, 2020.

This process will repeat monthly. During some months more items will be selected than others. The parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item off of the EUIL into User Acceptance Testing and notify ADCRR of each delivery. Should ADCRR fail to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, that item shall be deemed accepted.

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In the first year commencing on the effective date and following the initial EUIL agreed between the Parties, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes utilizing the M&O Hours. If any hours remain at the end of the first year from the M&O Hours, these hours shall carry over for use in the second year of M&O.

The parties recommit to the bug/change qualification as detailed in section 4 of this amendment.

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The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

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ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America. ADCRR's obligation set out in this clause will survive the termination of the Contract for any reason.

AMERICAN OVERSIGHT

8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-002887

Dated April ___, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

AMERICAN OVERSIGHT

EXHIBIT 1

AMERICAN OVERSIGHT

CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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Exhibit 2

AMERICAN OVERSIGHT

Defect	Module	Description
16465	Pop Mgmt	UC-POP-12: The bed number should be an existing list of beds within the selected building on the Modify Beds screen.
16466	Pop Mgmt	UC-POP-12: The bed designation value should be based upon the beds selected on the Modify Beds screen.
16474	Pop Mgmt	UC-POP-13: The bed number should be an existing list of beds within the selected building on the Remove Beds screen.
16475	Pop Mgmt	UC-POP-13: The bed designation value should be based upon the beds selected on the Remove Beds screen.
28774	Sentence Calc	Old Code: Incorrect release dates
28915	Sentence Calc	Old Code: Not terminating Copper time at the mandatory date
31028	OMS	UC-CC-OMS-46: Able to alter a previously saved CC Risk Assessment, then print and/or save a pdf of the altered form
37161	RMS	UC-CC-RMS-14: Missing Clear button on Release Dashboard
40553	STG	Validation criteria for Inmate's CSG is creating points toward Validation

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene; Sandy Wang
Subject: Leadership Meeting Schedule
Date: Monday, April 20, 2020 11:29:51 AM
Attachments: image003.png

Good afternoon,

I wanted to follow up on the schedule for our weekly meetings. Will Friday's @10:30 work moving forward? I will set a re-occurring schedule and send out an invite. Do we also want to leave the meeting as a call in where I call Holly's office line?

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Aaron Bailey
Cc:	Jeff Woodward; Hagay Hazan; David Wrbelis; Harika Chikkala; Phil Wussow; Keith Francen; Marlene Coffee; Jey Whitson1; Sandy Wang; gmartinez1; Holly Greene; gdenning
Subject:	RE: Ad Hoc Report name standardization/update
Date:	Monday, April 20, 2020 10:22:34 AM
Attachments:	image002.png

Thank you Aaron.

I will get with my team and get an estimate for when this will be completed.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Monday, April 20, 2020 10:07 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Jeff Woodward <jwoodward@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Keith Francen <keith.francen@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; gdenning <gdenning@azadc.gov>
Subject: Ad Hoc Report name standardization/update

Hi Charles,

We discussed removing duplicate SB1310 reports and standardizing the names of ad hoc reports to be more consistent with the B&D report naming convention. Attached is a breakdown of our requested naming changes. We do not request an update to stored procedure names; just the report names and descriptions as they appear to our ACIS users. Thank you.

--
Sincerely,
Aaron Bailey

ACIS Reports Specialist
Cell: 480.268.5726
abailey1@azadc.gov

AMERICAN OVERSIGHT

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang
Subject: Re: ACIS High Severity Bug submitted (#42162)
Date: Wednesday, April 15, 2020 4:25:08 PM
Attachments: image002.png
image003.png

Thank you, Charles.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Apr 15, 2020 at 1:17 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Understood.
>
> We are now facing a problem in regards to triaging the work because bugs have been raised in severity and most everything else is coming in as a priority 1. Some of these are IT bugs and some are operational bugs. An agenda item for today's 3:30 is that we need a list of what this priority list should look like from ADCRR.
>
> I agree though Holly, that is my fault and I should have tabled it for our meeting.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, April 15, 2020 1:13 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Spencer Scott <sscott3@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>
Subject: Re: ACIS High Severity Bug submitted (#42162)

Gentlemen-

This level of debate should never include the broader audience. In the future, scale the audience back to yourselves and include me and Sandy.

For this, please get a meeting scheduled so the proper individuals can talk through the issue. This discussion should include me and Sandy. Once we get through the debate, then we can rope other in if needed.

-Holly

On Wed, Apr 15, 2020 at 10:42 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Spencer,
>
> Respectfully, I disagree. Every single bug that has been raised as a “high/critical” issue we have acted on immediately and are working them with great urgency. These issues are not sitting in a queue. We can’t continue to blur the lines with the severity levels. We have the severity levels and criteria for a reason. We need to adhere to them. You guys instruct us

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what the priority is and we act accordingly. Sentence Calc module in entirety is not down. Per the criteria it is a medium – priority 1. If we want to have a live conversation in regards to this then we can absolutely do so.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Spencer Scott <sscott3@azadc.gov>
Sent: Wednesday, April 15, 2020 10:33 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Hagay Hazan <hagay.Hazan@bndna.com>; Sandy Wang <swang@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Herbert Haley <hhaley@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>
Subject: ACIS High Severity Bug submitted (#42162)

I wanted to keep everyone in the loop on this one. This past weekend it was discovered that Community Violence Risk Level is being calculated incorrectly. It is important to note this score was being calculated correctly prior to this. This is having a significant impact on Time Comp and OIU's.

During a discussion with Charles and Hagay, it was first thought this was a data migration issue and we would lower the severity to medium. Given the more detailed explanation I recieved, it is ADCRR's position that this is still a High severity bug.

As indicated, Hagay knows the priority that ADCRR places on this bug and B&D is working it appropriately.

Definition of High Severity:

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Is a major function in the app severely restricted with no workaround
but other functions operate correctly and users can continue using the system?

My recent TFS comments:

I am being told from the SME that this is more than a data migration issue and is impacting many inmates all of a sudden. I believe they are saying that the scores were correct before but now are no longer. This errant change occurred sometime over this past weekend. Here is what I was told:

"This Bug is affecting a lot of inmates. I thought it was only incorrectly making inmates ineligible for Transition due to not assessing the Community Violence Risk Level accurately, but it is also making inmates Eligible for Transition Program when they shouldn't be. Time Comp is receiving many emails and calls from OIU's asking why the inmate was eligible at one point and now ineligible when the inmate meets all criteria. I don't see how this is a migration issue when to me it's more like an issue with the eligibility workflow process"

If there is additional information to consider, we can continue to discuss changing the severity of this bug.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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--

Respectfully,

Holly Greene

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Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Cc: Sandy Wang
Subject: RE: Agenda item for recurring meeting
Date: Tuesday, April 14, 2020 5:29:59 PM
Attachments: image003.png
image004.png

Holly,

Absolutely. Sandy and I are meeting tomorrow and we will put the agenda together. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, April 14, 2020 5:22 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>
Subject: Agenda item for recurring meeting

Hi Charles-

I have some questions regarding the below message. When you schedule the recurring meeting with Sandy and I, I would like this topic and specifically item #3 to be part of the agenda for discussion. In addition to the below, I'd like to gain a better understanding regarding B&D's role in supporting ad-hoc reports.

Many thanks,

Holly

-------- Forwarded message ---------

From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Tue, Apr 14, 2020 at 12:03 PM
Subject: Ad-Hoc Discussion
To: Aaron Bailey <abailey1@azadc.gov>, Jeff Woodward <jwoodward@azadc.gov>
Cc: Hagay Hazan <hagay.Hazan@bndna.com>, David Wrbelis <David.Wrbelis@bndna.com>, Harika Chikkala <harika.chikkala@bndna.com>, Phil Wussow <phil.wussow@bndna.com>, Keith Francen <keith.francen@bndna.com>

Aaron and Jeff,

I want to confirm the following items with your team.

1: Ad-Hoc Reports will continue on its weekly release schedule with all guidelines and deadlines remaining the same.

2: RPT-DEV Environment is refreshed bi-weekly with a current copy of Production. Please note the data is refreshed. The schedule is as follows:
4/25/2020
5/9/2020
5/23/2020
6/6/2020
6/20/2020
ETC

3: Please note the following concerns with non-standardized Production Releases.
releasing outside of the standard release schedule:
- is prone to errors
- requires extra work
  - requires someone to keep track of where items are in the release cycle
  - Requires lists to be provided when it's time to do a release of:
    - Changeset #'s that need to go to UAT
    - Changeset #'s that need to go to PROD
    - Report Names that need to be deployed to UAT
    - Report Names that need to be deployed to PROD

Requests for ADC
1: Standardize Naming Convention
2: Email messages sent to entire team (minus Keith)
3: Request for PROD Sign off by 5pm Thursday

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Business & Decision
Empowering Digital Business

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Sandy Wang
Bcc: Aaron Bailey
Subject: Agenda item for recurring meeting
Date: Tuesday, April 14, 2020 5:21:53 PM
Attachments: image002.png

Hi Charles-

I have some questions regarding the below message. When you schedule the recurring meeting with Sandy and I, I would like this topic and specifically item #3 to be part of the agenda for discussion. In addition to the below, I'd like to gain a better understanding regarding B&D's role in supporting ad-hoc reports.

Many thanks,

Holly

-------- Forwarded message ---------

From: **Charles Spannagel** <Charles.Spannagel@bndna.com>
Date: Tue, Apr 14, 2020 at 12:03 PM
Subject: Ad-Hoc Discussion
To: Aaron Bailey <abailey1@azadc.gov>, Jeff Woodward <jwoodward@azadc.gov>
Cc: Hagay Hazan <hagay.Hazan@bndna.com>, David Wrbelis <David.Wrbelis@bndna.com>, Harika Chikkala <harika.chikkala@bndna.com>, Phil Wussow <phil.wussow@bndna.com>, Keith Francen <keith.francen@bndna.com>

Aaron and Jeff,

I want to confirm the following items with your team.

1: Ad-Hoc Reports will continue on its weekly release schedule with all guidelines and deadlines remaining the same.

2: RPT-DEV Environment is refreshed bi-weekly with a current copy of Production. Please note the data is refreshed. The schedule is as follows:

4/25/2020

5/9/2020

5/23/2020

6/6/2020

6/20/2020

ETC

3: Please note the following concerns with non-standardized Production Releases.

releasing outside of the standard release schedule:

- is prone to errors
- requires extra work
    - requires someone to keep track of where items are in the release cycle
    - Requires lists to be provided when it's time to do a release of:
        - Changeset #'s that need to go to UAT
        - Changeset #'s that need to go to PROD
        - Report Names that need to be deployed to UAT
        - Report Names that need to be deployed to PROD

Requests for ADC

1: Standardize Naming Convention

2: Email messages sent to entire team (minus Keith)

3: Request for PROD Sign off by 5pm Thursday

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Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Cindy Hyser-Crauwels on behalf of Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
To: Holly Greene; Jennifer Abbotts
Cc: Mirisue Galindo; gmartinez1; Charles Spannagel; Jey Whitson1; Sandy Wang; Stacey Crabtree
Subject: RE: DCQI Returns
Date: Monday, April 13, 2020 4:59:10 PM
Attachments: image001.png
image003.png

I apologize, I should have blanked that out. Again, sorry.

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m [redacted]
o. 480-795-7220

Mi-Case
Please consider the environment before printing this email.

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, April 13, 2020 4:57 PM
To: Jennifer Abbotts <jabbotts@azadc.gov>
Cc: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Mirisue Galindo <MGALINDO@azdps.gov>; gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: DCQI Returns

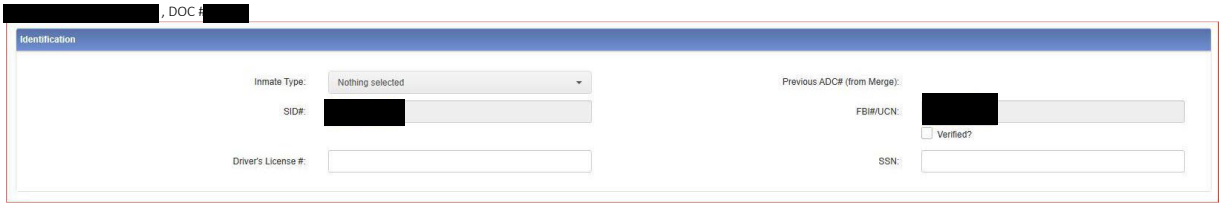
Folks -

I'd like to remind that sending social security numbers back and forth in email is not acceptable because it's not secure. Please redact that sensitive information prior to sharing snapshots or other documentation.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 13, 2020 at 1:29 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> Yes, please see below.
>
> Fingerprints were verified for [redacted]
> Arizona Correctional Information System
> 04/10/2020 | 4/10/2020 | JCC8 | 22 print [redacted]
>
> Fingerprints were verified for [redacted]
> Arizona Correctional Information System
> 12/06/2019 | 12/6/2019 | MJCE | 22 print [redacted]
>
> Jennifer Abbotts, ASO III
> Records & Identification Administrator
> Arizona Department of Corrections
> 1601 W. Jefferson (Mail code:225)
> Phoenix, Arizona 85007
> 602-364-0594 phone
> 602-542-5548 fax
>
> On Mon, Apr 13, 2020 at 1:22 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:
>
> > Has anyone verified if the data is correct in ACIS?
> >
> > [redacted], DOC #[redacted]
> >
> > 
> >
> >
> > [redacted]
> > <IMAGE REMOVED DUE TO SENSITIVE INFORMATION>
> >
> > Thank you,
> >
> > Cindy Hyser-Crauwels
> > Sr. Business Analyst
> > Business & Decision, North America
> > 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> > e: Cindy.Hyser-Crauwels@businessdecision.com
> > m [redacted]
> > o. 480-795-7220

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Mi-Case

Please consider the environment before printing this email.

From: Mirisue Galindo <MGALINDO@AZDPS.GOV>
Sent: Monday, April 13, 2020 1:02 PM
To: gmartinez1 <gmartinez1@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: DCQI Returns

George,

When running DCQI, the following two subjects get no response:

[redacted]

On the following subject get a response when I run DCQI:

[redacted]

Also, the first two subjects do not have their DOC# linked to their ACCH record. [redacted] does have a DOC# linked in ACCH.

Mirisue Galindo

Administrative Supervisor, SSO, CISM, EAP

602-223-2099 direct

602-223-2751 fax

Arizona Department of Public Safety

Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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---

From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, April 13, 2020 11:55 AM
To: Jennifer Abbotts <jabbotts@azadc.gov>
Cc: Mirisue Galindo <MGALINDO@AZDPS.GOV>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: DCQI Returns

What is the name of the file that is having the issue? Please provide a copy of a file that was working correctly.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Apr 13, 2020 at 11:42 AM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> Feel free to contact me directly if you need specific information on an inmate. As far as reporting, I don't think that is necessary because the error appears to have started from when ACIS went live beginning Dec-2019.
>
>
> Jennifer Abbotts, ASO III
> Records & Identification Administrator
> Arizona Department of Corrections
> 1601 W. Jefferson (Mail code:225)
> Phoenix, Arizona 85007
> 602-364-0594 phone
> 602-542-5548 fax
>
>
> On Mon, Apr 13, 2020 at 11:19 AM Mirisue Galindo <MGALINDO@azdps.gov> wrote:
>
> > Jennifer,
> >
> > Thank You. In the mean time is there a work around for this? Do you want me to report the ones we come across? Thanks
> >
> > Mirisue Galindo

AMERICAN OVERSIGHT

Administrative Supervisor, SSO, CISM, EAP

602-223-2099 direct

602-223-2751 fax

Arizona Department of Public Safety

Criminal History Records & Sex Offender Compliance

P.O. Box 6638 MD#9999

Phoenix, AZ 85005-6638

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---

From: Jennifer Abbotts <jabbotts@azadc.gov>
Sent: Monday, April 13, 2020 10:57 AM
To: Mirisue Galindo <MGALINDO@AZDPS.GOV>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; George Martinez <gmartinez1@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Sandy Wang <swang@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jennifer Abbotts <jabbotts@azadc.gov>
Subject: Re: DCQI Returns

Good Morning Mirisue,

Yes I am aware of the issue below. I believe ever since we switched over from AIMS to ACIS this has been a problem. I will Cc: our IT and the vendor that are involved so hopefully they can get to the bottom of it.

Thank you

Jennifer Abbotts, ASO III
Records & Identification Administrator
Arizona Department of Corrections
1601 W. Jefferson (Mail code:225)
Phoenix, Arizona 85007
602-364-0594 phone
602-542-5548 fax

On Mon, Apr 13, 2020 at 10:42 AM Mirisue Galindo <MGALINDO@azdps.gov> wrote:

> Jennifer,
>
> Are you aware of any errors not coming back on DOC inmates? We had two offenders this morning that Tracy called to confirm, as we weren't getting a response when running a DCQI by name/dob and inmate number. The inmate number is also not showing up in ACCH on subjects SID idents screen.
>
> See below:
> [redacted]
> I wanted to check with you before putting in a ticket.
>
> Mirisue Galindo
>
> *Administrative Supervisor, SSO, CISM, EAP*
>
> 602-223-2099 direct
>
> 602-223-2751 fax
>
> ***Arizona Department of Public Safety***
>
> ***Criminal History Records & Sex Offender Compliance***
>
> *P.O. Box 6638 MD#9999*
>
> *Phoenix, AZ 85005-6638*
>
> ***NOTICE: This email and any attachments to it may contain information that is PRIVILEGED and CONFIDENTIAL under State and Federal law. It is intended only for the use of specific individual(s) to whom it is addressed. This information may only be used or disclosed in accordance with law. You may be subject to penalties under law for improper use or further disclosure of the information in this email and its attachments. If you have received this email in error, please immediately notify the person named above by reply email, and then delete the one you received. Thank you***

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Sandy Wang
Subject: ACIS Support
Date: Monday, April 13, 2020 12:34:23 PM

Hi Charles-

At some point, we need to move away from use of the BA's for ACIS support. We need folks from B&D or other vendors to begin standing on their own and really only using our teams as a touchstone for reference to process and policy.

Once you and Sandy have had your 1:1, I'd like for you to schedule a meeting for the three of us ot meet (let's do weekly every Tu and Th) to talk through open issues, plans for support and plans for future sustained support (this is not related to M&O).

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang
Cc: jduvall; Elizabeth Charif; Spencer Scott; Al Dubrowa; gmartinez1; Holly Greene
Subject: RE: REPORT FOR PIMA COUNTY
Date: Monday, April 13, 2020 10:51:48 AM
Attachments: image002.png

Sandy,

In reading the comments below can George verify this was a report that was moved to ACIS? Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Monday, April 13, 2020 10:42 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: jduvall <jduvall@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: REPORT FOR PIMA COUNTY

Charles, this ticket came in last week and seems that PIMA county stopped receiving this report since 11112019. Please investigate and let us know what we should reply to PIMA county.

On Thu, Apr 9, 2020 at 9:53 AM Albert Dubrowa <adubrowa@azadc.gov> wrote:

> Eli/Janet,
>
> Are either of you familiar with this report? I've never seen it before. Could it be one of the reports that Andrew Dorre was involved with sending?
>
> Respectfully,
>
> **Al DuBrowa**
> Business Analyst
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St., Suite 2115, MC 310 | Phoenix AZ 85007
> Office: 602.542.8913 | Fax: 602.542.5036 | ADUBROWA@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Brian Makris** <bmakris@azadc.gov>
> Date: Thu, Apr 9, 2020 at 9:46 AM
> Subject: REPORT FOR PIMA COUNTY
> To: Janet Duvall <jduvall@azadc.gov>, Elizabeth Charif <echarif@azadc.gov>, Albert Dubrowa <adubrowa@azadc.gov>
>
> Randy Carolan from Pima County sent the following email. Please advise if this is something that was moved to ACIS or if this is something else. Thank you,
> Brian Makris
>
> **Carolan, Randy <RCAROLAN@sc.pima.gov>** 9:26 AM (18 minutes ago)
>
> to me
>
> -----Original Message-----
> From: Carolan, Randy <RCAROLAN@sc.pima.gov>
> Sent: April 8, 2020 9:40 AM
> To: kreyes@azadc.gov; cportis@azadc.gov
> Cc: Krinks, Jerralynn <JKrinks@sc.pima.gov>; Wheeler, Allen <awheeler@sc.pima.gov>
> Subject: FW: REPORT FOR PIMA COUNTY

AMERICAN OVERSIGHT

Hello,

We noticed that we have not received this report since 11/11/2019. I know there was an issue where my name was dropped off email threads, rcarolan@sc.pima.gov , from AOC and NICS. Could the same happened here?

Please let me know so that I start receiving these again. While we are at it, can you add our generic address for our DBAs as well. This will work better, and there will be no need to contact you in the future when we have staff changes. That email address is:

dg_ITSDDBA@sc.pima.gov plus add rcarolan@sc.pima.gov as well.

Thank you

-----Original Message-----
From: MF_REPORTS@AZCORRECTIONS.GOV <MF_REPORTS@AZCORRECTIONS.GOV>
Sent: November 11, 2019 1:01 AM
To: KREYES@AZCORRECTIONS.GOV; CPORTIS@AZCORRECTIONS.GOV; Carolan, Randy <RCAROLAN@sc.pima.gov>
Subject: REPORT FOR PIMA COUNTY

MONTHLY REPORT FOR PIMA COUNTY.
TO CHANGE ROUTING OR FOR ANY CONCERNS REGARDING THIS REPORT PLEASE CONTACT:
ADC COMPUTER OPERATIONS
602-542-9091

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Amber Wiley; Cindy Hyser-Crauwels; Jennifer Abbotts; Jey Whitson1; Sandy Wang; Shalini Makam; Stacey Crabtree; Trevor Baker; gmartinez1
Subject:	Re: ACJIS error report from DPS
Date:	Friday, April 10, 2020 5:56:28 PM

There is no backfill for Jim as the mainframe is retired from an AIMS user, input and reporting perspective. I do have a person who may be able to help with understanding the legacy fields from the report of they are mainframe, but I don't believe that will help solve the issue because the data should be coming from ACIS or another source.

-Holly

On Fri, Apr 10, 2020 at 5:05 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Trevor and Cindy,
>
> We are all trying to figure out what's going on with this error report from DPS. Is this something you are familiar with?
>
> Holly, is there a backfill for Jim T?
>
> I think once we figure out who is supporting this on both sides, I will pull together a meeting.
>
> We'll get this figured out Jennifer. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On Apr 10, 2020, at 4:56 PM, Jennifer Abbotts <jabbotts@azadc.gov> wrote:
>
> The fingerprinting interface is a completely different subject but that isn't working correctly either from my understanding.
>
> Jennifer Abbotts, ASO III
> Records & Identification Administrator
> Arizona Department of Corrections
> 1601 W. Jefferson (Mail code:225)

AMERICAN OVERSIGHT

Phoenix, Arizona 85007
602-364-0594 phone
602-542-5548 fax

On Fri, Apr 10, 2020 at 4:53 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> I am not sure what the problem is from just reading this thread. I am aware that we get fingerprinting data from DPS via emails that get sent and an interface picks up and loads data into ACIS. Does this relate to that interface?
>
> Thanks,
>
> Aaron
>
> ---
>
> **From:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Sent:** Friday, April 10, 2020 4:40 PM
> **To:** Holly Greene <hgreene@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Jennifer Abbotts <jabbotts@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Amber Wiley <awiley@azadc.gov>; Sandy Wang <swang@azadc.gov>
> **Subject:** Re: ACJIS error report from DPS
>
> Aaron,
>
> Would you please read through the string below. I'm not familiar with this interface and how we can work towards a resolution. Is this interface something that works with AIMS?
>
> Holly, I have included our Interface Manager-Lead Developer.
>
> Thank you.
>
> **Charles Spannagel**

AMERICAN OVERSIGHT

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

On Apr 10, 2020, at 4:29 PM, Holly Greene <hgreene@azadc.gov> wrote:

Understood. Yet with AIMS and Jim both retired, B&D will need to guide us in support of this. Do the best you can with explaining to Charles what has been rejected and what you know about the content of the report (not the backend).

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Fri, Apr 10, 2020 at 4:24 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> Sorry Holly...I am not sure I will be of much help. I honestly don't know how the report works. DPS is rejecting some information and apparently not getting other information we are sending them. This was an IT thing that Jim Tararinto used to handle with AIMS.
>
> Jennifer Abbotts, ASO III
>
> Records & Identification Administrator
>
> Arizona Department of Corrections
>
> 1601 W. Jefferson (Mail code:225)
>
> Phoenix, Arizona 85007
>
> 602-364-0594 phone
>
> 602-542-5548 fax

On Fri, Apr 10, 2020 at 4:17 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Jennifer-
>
> With this being a report from ACIS, I have roped in Charles Spannagel who is our B&D support representative. Please work with him so that he may understand the issue and determine the next steps for support.

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

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Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 10, 2020 at 4:12 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> One more thing I want to add is I am not seeing any new numbers created since we went to ACIS show up on ACJIS/DCQI when I run criminal history.
>
> Jennifer Abbotts, ASO III
>
> Records & Identification Administrator
>
> Arizona Department of Corrections
>
> 1601 W. Jefferson (Mail code:225)
>
> Phoenix, Arizona 85007
>
> 602-364-0594 phone
>
> 602-542-5548 fax

AMERICAN OVERSIGHT

On Fri, Apr 10, 2020 at 4:04 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> George/Holly
>
> Please see attached most current error report from DPS. I can only assume the feed from ACIS to DPS/ACJIS is not reading something correctly. Jim Tarantino used to know a lot about this so I am not sure who this would go to now.
>
> Thank you
>
> Jennifer Abbotts, ASO III
>
> Records & Identification Administrator
>
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>
> 1601 W. Jefferson (Mail code:225)
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--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Jennifer Abbotts; Scott Sobotka; Aaron Pratt
Cc: Charles Spannagel; George Martinez; Stacey Crabtree; Jacob Whitson; Amber Wiley; Sandy Wang; Jennifer Abbotts
Subject: Re: ACJIS error report from DPS
Date: Friday, April 10, 2020 5:02:35 PM

arizona

This is an official email from the State of Arizona. The State of Arizona uses Virtru to send and receive encrypted email. Click the "unlock message" button below to decrypt and read the message. If you have any questions, please contact me.

Unlock Message

Virtru asks you to verify yourself. It's only fair that we verify ourselves, too.
Learn more about us at virtru.com/intro

Powered by Virtru

Protection That Travels With Your Data

www.virtru.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Aaron Pratt; Jennifer Abbotts; gmartinez1; Stacey Crabtree; Jey Whitson1; Amber Wiley; Sandy Wang
Subject: Re: ACJIS error report from DPS
Date: Friday, April 10, 2020 4:54:06 PM
Attachments: ACJIS error report from DPS.pdf

Thank you, Charles.

I've re-attached the report.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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> Aaron,
>
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>
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> M: [redacted]
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

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>
> On Fri, Apr 10, 2020 at 4:04 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:
>
> > George/Holly

AMERICAN OVERSIGHT

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Thank you

Jennifer Abbotts, ASO III
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Phoenix, Arizona 85007
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AMERICAN OVERSIGHT

OBSCSTAX ARIZONA DEPARMENT OF PUBLIC SAFETY DATE: 04/06/20 PAGE: 1
PRESENCE OF SID, FBI, SOC IN OBSCIS RECS

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	ACTIVE	INACTIVE
NO. RECS WITH: SID, FBI, SOC	62855	171352
NO. RECS WITH: SID, FBI, NO SOC	4801	25048
NO. RECS WITH: SID, NO FBI, SOC	165	14146
NO. RECS WITH: SID, NO FBI, NO SOC	26	2678
NO. RECS WITH: NO SID, FBI, SOC	169	2059
NO. RECS WITH: NO SID, FBI, NO SOC	37	255
NO. RECS WITH: NO SID, NO FBI, SOC	58	3257
NO. RECS WITH: NO SID, NO FBI, NO SOC	73	3043

	ACTIVE	INACTIVE	TOTAL
TOTAL RECS	68184	221838	290022
NO. RECS W/ A SID	67847	213224	281071
% RECS W/ A SID	99.5	96.1	96.9
NO. RECS W/ AN FBI	67862	198714	266576
NO. RECS W/ A SOC	63247	190814	254061

AMERICAN OVERSIGHT

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AFTER - CUS-MOVEMENTS(191) = 20200406

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF PUBLIC SAFETY
DOC ERROR CORRECTION REPORT

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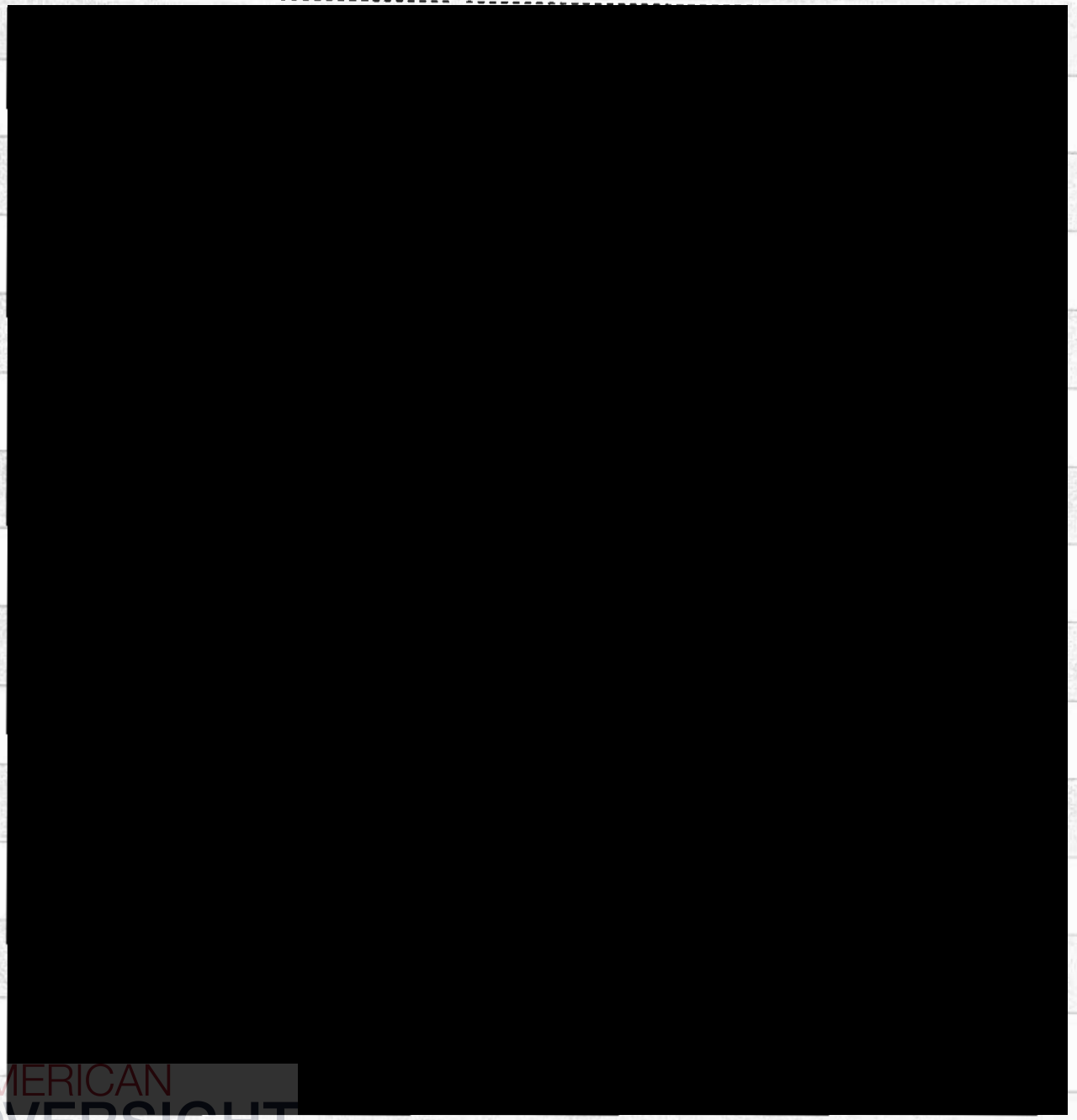

AMERICAN OVERSIGHT

- [redacted]

AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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Field left intact, Record processed as is
Field left intact, Record processed as is

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#DOC	#FLD	#DATA	#ACTION
[redacted]			Field left intact, Record processed as is
			Field left intact, Record processed as is
			Field left intact, Record processed as is
			Field left intact, Record processed as is
			Field left intact, Record processed as is
			Field left intact, Record processed as is
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			Field left intact, Record processed as is
			Field left intact, Record processed as is
			Field left intact, Record processed as is

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From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Charles Spannagel; Holly Greene
Cc: Jennifer Abbotts; gmartinez1; Stacey Crabtree; Jey Whitson1; Amber Wiley; Sandy Wang; Shalini Makam
Subject: RE: ACJIS error report from DPS
Date: Friday, April 10, 2020 4:53:43 PM

I am not sure what the problem is from just reading this thread. I am aware that we get fingerprinting data from DPS via emails that get sent and an interface picks up and loads data into ACIS. Does this relate to that interface?

Thanks,
Aaron

From: Charles Spannagel <Charles.Spannagel@bndna.com>
Sent: Friday, April 10, 2020 4:40 PM
To: Holly Greene <hgreene@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Jennifer Abbotts <jabbotts@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Amber Wiley <awiley@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: ACJIS error report from DPS

Aaron,

Would you please read through the string below. I'm not familiar with this interface and how we can work towards a resolution. Is this interface something that works with AIMS?

Holly, I have included our Interface Manager-Lead Developer.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Apr 10, 2020, at 4:29 PM, Holly Greene <hgreene@azadc.gov> wrote:

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Understood. Yet with AIMS and Jim both retired, B&D will need to guide us in support of this. Do the best you can with explaining to Charles what has been rejected and what you know about the content of the report (not the backend).

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 10, 2020 at 4:24 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> Sorry Holly...I am not sure I will be of much help. I honestly don't know how the report works. DPS is rejecting some information and apparently not getting other information we are sending them. This was an IT thing that Jim Tararinto used to handle with AIMS.
>
> Jennifer Abbotts, ASO III
> Records & Identification Administrator
> Arizona Department of Corrections
> 1601 W. Jefferson (Mail code:225)
> Phoenix, Arizona 85007
> 602-364-0594 phone
> 602-542-5548 fax
>
> On Fri, Apr 10, 2020 at 4:17 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hello Jennifer-
> >
> > With this being a report from ACIS, I have roped in Charles Spannagel who is our B&D support representative. Please work with him so that he may understand the issue and determine the next steps for support.

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Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 10, 2020 at 4:12 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> One more thing I want to add is I am not seeing any new numbers created since we went to ACIS show up on ACJIS/DCQI when I run criminal history.
>
> Jennifer Abbotts, ASO III
> Records & Identification Administrator
> Arizona Department of Corrections
> 1601 W. Jefferson (Mail code:225)
> Phoenix, Arizona 85007
> 602-364-0594 phone
> 602-542-5548 fax
>
> On Fri, Apr 10, 2020 at 4:04 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:
>
> > George/Holly
> >
> > Please see attached most current error report from DPS. I can only assume the feed from ACIS to DPS/ACJIS is not reading something correctly. Jim Tarantino used to know a lot about this so I am not sure who this would go to now.
> >
> > Thank you
> >
> > Jennifer Abbotts, ASO III
> > Records & Identification Administrator
> > Arizona Department of Corrections
> > 1601 W. Jefferson (Mail code:225)
> > Phoenix, Arizona 85007
> > 602-364-0594 phone
> > 602-542-5548 fax

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From:	Hagay Hazan on behalf of Hagay Hazan <hagay.Hazan@bndna.com>
To:	Spencer Scott; Charles Spannagel
Cc:	Sandy Wang; Holly Greene; Stacey Crabtree; Marlene Coffee
Subject:	RE: PC review issue
Date:	Friday, April 10, 2020 3:29:46 PM

Spencer
Thank you for the additional information
You mention that there is a trail of linked bugs, do you happened to have the bug numbers?

Thank you

Sincerely,

Hagay Hazan

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, April 10, 2020 2:56 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; Hagay Hazan <hagay.Hazan@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>
Subject: PC review issue

Charles and Hagay,

Bug#42137 was submitted today by Marlene Coffee. While this is a TFS Medium, Priority 1, per our agreement, it is also a very important issue to prioritize. This has been escalated with our management team as an ongoing concern.

Marlene's message:
"We have ANOTHER corrupted PC review. There have been approximately 20 corrupted files now that we have to complete via paper process, then upload and enter at the PCU level once it is fixed. This invalidates the audit trail and may cause issues if we have to later defend the review in court. "

There is a trail of Linked bugs in TFS showing some of the history of this problem. Unfortunately, each time this has happened, the particular error was fixed but the underlying cause has not been remediated. We'd like to discuss this on Monday, sometime after the 11AM ACIS/ASET meeting.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: amendment 6
Date: Friday, April 10, 2020 12:20:25 PM
Attachments: Amendment 6 18270695_1.pdf
image002.png

Hi Joe,

Thanks again for the time this morning and I totally understand you being pulled into other things. I standby to pick up where we left off.

As requested I have attached the amendment 6 document and I draw your attention to section 2 which is the section that details the scope, I hope this helps.

Thanks

Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

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AMENDMENT TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, the "Contract"), the Arizona Department of Corrections ("ADC") and Business & Decision, North America, Inc. ("B&D") (together, the "Parties") hereby enter into this official Contract amendment (the "Amendment").

This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the original Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing.

1. Project Schedule

The Parties hereby agree that the remainder of the project shall be completed in accordance with the extended Gantt chart attached to this Amendment as Exhibit A.

B&D shall complete all reports and make them available and accessible in both the PROD and UAT environment for validation. B&D shall perform the preliminary Q&A of reports prior to releasing them in the designated testing environment. B&D shall promptly fix all High and Critical bugs identified and rerun the reports for ADC's verification. Certain B&D report writer staff shall co-locate with ADC staff during validation to expedite the process when appropriate and necessary for the project as mutually agreed by the parties. B&D shall assist ADC with End-to-End Testing, Interface Testing, UAT Testing, Sentence Calculation Testing, Data Migration Validation, and Report Validation, including, to the extent it is beneficial to the project and does not delay progress, by having certain of B&D's developers or business analyst(s) physically sit with the testers at a mutually agreed location on a mutually agreed schedule.

B&D and ADC shall report weekly on the progress of each other's activities. Both ADC and B&D shall use supplemental and summary reports to note progress on tasks that are to be completed for the Bug Fixes and associated QA Testing, System Interface development, CR-063 development, Data Migration development, and the Report development items. The detailed documentation of progress by each party on all bugs shall be recorded in TFS. TFS remains the system of record to which both ADC and B&D shall have full access.

2. Future Change Requests

The Parties agree that the current set of specifications as set forth in the functional specification documents ("FSDs"), including Change Request 63 ("CR-63"), form the "agreed upon scope of work" that will be delivered according to the mutually developed extended Gantt chart attached as Exhibit A. Any modification, including additions, to these specifications will be considered a change. To the extent that ADC reasonably believes it is necessary to request a

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change request, ADC agrees that it will provide reasonable compensation to B&D for such change request. To the extent there is any disagreement over whether a request constitutes a change request during the implementation phase, such dispute shall be resolved by Arizona Department of Administration – Arizona Strategic Enterprise Technology ("ADOA-ASET"), whose decision shall be final and binding on the Parties and not subject to any further administrative, judicial, quasi-judicial, or other review. ADOA-ASET shall act in good faith and exert its best efforts to expeditiously resolve the dispute so as to minimize any delay to the project implementation.

All future requests for change or modification of the agreed upon scope of work will be required to meet strict standards of quality and any misunderstanding will be worked through according to the contract. A change request must be evaluated under the quality of the specification requirements contained in the FSDs. All requirements should be clear and unambiguous. This will require a collaborative effort by both ADC and B&D, especially with Sentence Calculation that requires a superior subject matter understanding. Requirements should be complete, in that it should align with the needs of the stakeholders and not conflict with other requirements. To allow requirements to be adequately interpreted and used to build quality code, requirements should be concise. A requirement should also be testable, so that it can be verified that the requirement meets the needs of the business by way of multiple tiers of testing. Requirements which lack the key components defined above allow for some form of misinterpretation or assumptions, often resulting in solutions which do not meet the needs of the business. Functional Specifications requirements should be verified to validate that they not only meet the primary components of a quality requirement, but also that they truly meet the needs of the business, and are in alignment with departmental policies or regulatory requirements. Modelled requirements which insufficiently detail specific flows or paths through a process are typically missing one or more of these quality components and this should be identified during review of the requirements to ensure they align with operational needs. Thus, requirements which lack these key quality aspects should be viewed as potential change requests, as any modification required to them to ensure their quality will result in a modification of scope, whether this is to improve the atomicity, completeness, conciseness or testability of the requirements.

The reasonableness of compensation shall depend on the size, scope, complexity, risk assessment, and timing of the change request. Change requests and bug identification may be found at the end of projects, during the QA Testing, System Integration Testing, User Acceptance Testing, and Piloting phases, therefore it is incumbent upon both Parties to collaboratively and expeditiously resolve issues. ADC acknowledges that change orders made closer to the go-live date will necessitate reasonable compensation to maintain the go-live team until the new implementation date because such orders will require B&D to expend more resources to maintain the go live team. To the extent there is any disagreement over the reasonableness of compensation during the implementation phase, such dispute shall be resolved in writing by ADOA-ASET, whose decision shall be final and binding and not subject to any further administrative, judicial, quasi-judicial, or other review. ADOA-ASET shall act in good faith in reaching its decision.

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The Parties further agree that change requests that result from relevant changes in the law, whether statutory or otherwise, constitute change requests for which B&D is entitled to reasonable compensation.

The Parties agree that change requests shall not alter, modify, or shorten the Maintenance and Operations Phase as amended in Section 4 below.

3. Sentence Calculation and Other Modules ("The System")

The Parties agree that ADC shall be responsible for reviewing the remaining FSDs in relation to the functionality of all Test Scripts that have not yet been tested, with collaboration from B&D. ADC is responsible for the final approval of all content of the FSD documents. ADC shall define how this is to be accomplished and reported quantified no later than December 14, 2018. B&D further agrees to review with ADC the correlation of FSDs and specifications between modules that may impact each other. B&D shall promptly provide ADC with all SIT (System Integration Testing) Results and a full Test Report, Test Cases, and a final Defect Report as defined in the Contract. Upon completion of review, the Parties will determine if current documentation is sufficient and whether there is any resultant impact on the agreed upon scope of work as defined in the Contract and Section 2 of this Amendment. To the extent there is an impact on the agreed upon scope of work, it shall constitute a change request.

In addition, Sentence Calculation Test Scripts run by ADC shall not result in any calculation errors, regardless of Bug Category. Modules will be elevated into Phase II status for preparation for End-to-End Testing. This is contingent upon the testing scripts achieving and consistently maintaining throughout the remainder of the project, including Go-Live, an 85% or higher passing rate. Acceptance criteria is based on no critical or high bugs.

4. Maintenance and Operation Phase

The Parties agree that the Maintenance and Operations Phase ("M&O Phase") shall last for seven (7) years commencing upon the start of operations, commencing in accordance with the terms of the Contract.

The Parties agree to hereby reaffirm their respective responsibilities pursuant to the original Contract.

5. Compensatory Payments

The Parties agree that, as compensation for work performed to date and to be performed in the future ADC will pay B&D: (i) $500,000.00, payable by no later than November 26, 2018; and (ii) an additional $2.8 million for the M&O Phase, which brings the total amount of the M&O Phase to $13,825,294.31, to be paid in annual installments at the beginning of each year of the M&O Phase (initial installment schedule plus $400,000.00 per year for the seven years).

The compensation addressed in this Section 5 shall include work to be performed pursuant to the general concept agreed to by the Parties for CR-63, provided, however, that B&D reserves the right to seek resolution and/or relief from ADOA under Section 2 should any disputes arise after ADC provides B&D with the specific requirements of CR-63. If B&D seeks

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resolution, it will provide ADOA with evidence of any difference between the general concept that was used to cost CR-63, compared to the final signed-off version of the CR-63 specification.

The Parties agree to hereby reaffirm their respective responsibilities pursuant to the original Contract.

The Parties acknowledge that there have been certain disputes relating to testing, change requests, and project delays (the "Disputes"). The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Section, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the date of signing this Amendment. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

6. Collaboration and Governance

The Parties agree to exchange weekly status reports documenting their progress on their respective tasks, including, but not limited to, ADC's development of an interface testing plan, a data migration validation plan, a UAT testing plan, and an end-to-end test plan; ADC's progress of UAT testing; and B&D's progress of bug fixing.

With regard to the pre-requisite conditions for formal acceptance of a module, the Parties agree that there shall be no "critical and/or "high" bugs. In determining whether these pre-requisite conditions have been met, the Parties shall consider the functional impact of any bugs on both testing progress and application readiness on a scale of 1-Critical, 2-High, 3-Medium and 4-Low, as follows:

- 1-Critical is defined as: The entire system is not operational or the use of system is severely impacted by non-operational functions and there is no workaround available.

- 2-High is defined as: The operation of a major function in the application is severely restricted with no workaround for that function, but other functions operate correctly and users can continue using the system. In the case of the sentence calculation module, any defect that could result in a release error shall be considered high.

- 3-Medium is defined as: The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable. For example, a missing field or missing sections, which do not prevent additional functionality from being used.

- 4-Low is defined as: There is a minor problem, which does not impact the use and operation of the function(s). For example, misspelled words, graphical designs, etc.

For items that ADC identifies as a bug, B&D will review the current FSDs (that have superseded all previous copies) and determine if it agrees with ADC's determination. In conducting this review, B&D agrees to confer in good faith with ADC staff to have them replicate their observation. If B&D disagrees, it will document its bug explanation in TFS and send the bug back to ADC to reconsider with the tag: "Not in FSD". ADC will review B&D's

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documentation and if it disagrees with B&D's determination, ADC will review the current FSDs (that have superseded all previous copies) and highlight the pieces of the FSD that substantiate that it is a bug by documenting this in TFS and sending it back to B&D. Upon review if B&D still believes it is not a bug, it will be sent to ADOA-ASET for resolution, whose decision shall be final and binding on the Parties and not subject to any further administrative, judicial, quasi-judicial, or other review. ADOA-ASET shall act in good faith in reaching its decision.

The Parties agree to strict project management governance in relation to the tasks assigned to their respective resources. Both Parties further commit in good faith to providing the necessary and appropriate resources to the overall project, including assigning co-located staff at a single agreed-upon site.

7. User Acceptance Testing

The Parties agree to hereby reaffirm their respective responsibilities pursuant to the original Contract. ADC and B&D agree to collaborate in good faith to manage the UAT process.

The Parties further agree that ADC will assign a primary Test Manager to coordinate and report the progress of the overall UAT activities to the project management team, including the B&D project manager. ADC shall provide B&D a copy of the test scenarios upon request. To the extent there is any disagreement over UAT activities, such dispute shall be resolved by ADOA-ASET, whose decision shall be final and binding on the Parties and not subject to any further administrative, judicial, quasi-judicial, or other review. ADOA-ASET shall act in good faith in reaching its decision.

8. Go-Live Decision

The Parties agree that for End-to-End Testing, Perryville Pilot, and Statewide Go-Live to proceed, there must be an achieved and consistently maintained 85% pass rate and no high or critical bugs. All Reports and Data migration shall also be 100% complete before End-to-End testing, Pilot, and Go-Live.

The parties agree that the Final Data Migration payment, pursuant to the original Contract, will not be paid until final Data Migration sign-off by ADC.

Dated: November 14, 2018

Kenneth Sanchez
Chief Procurement Officer
Arizona Department of Corrections

11/14/2018

Dean Allen
President
Business & Decision, North America, Inc

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AZ-DOC-21-0315-A-002976

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Exhibit A

ID		WBS	% Complete	Task Name	Duration	Start	Finish
1		**1**	**79%**	**AIMS2 Remaining Tasks Plan**	**446 days**	**Tue 9/12/17**	**Fri 6/14/19**
2		**1.1**	**85%**	**System Interfaces Development & Testing**	**346 days**	**Tue 9/12/17**	**Fri 1/25/19**
3	✓	**1.1.1**	**100%**	**Definition/FSD**	**211 days**	**Tue 9/12/17**	**Fri 7/13/18**
4	✓	1.1.1.1	100%	HW-22 Warrants	30 days	Tue 9/12/17	Tue 10/24/17
5	✓	**1.1.1.2**	**100%**	**I-21 PC AIMS**	**43 days**	**Mon 10/2/17**	**Tue 12/5/17**
6	✓	1.1.1.2.1	100%	Coplan 1	15 days	Mon 10/2/17	Mon 10/23/17
7	✓	1.1.1.2.2	100%	Coplan 8	15 days	Mon 10/2/17	Mon 10/23/17
8	✓	1.1.1.2.3	100%	DT30 IRI	15 days	Mon 10/2/17	Mon 10/23/17
9	✓	1.1.1.2.4	100%	I-7 US Dept Commerce - US Census	15 days	Mon 10/30/17	Mon 11/20/17
10	✓	1.1.1.2.5	100%	CR AIMS2-029 Prior Packets	15 days	Mon 10/2/17	Mon 10/23/17
11	✓	1.1.1.2.6	100%	I-21 Data Export	15 days	Mon 10/2/17	Mon 10/23/17
12	✓	1.1.1.2.7	100%	Submitted mapping documentation to ADC	1 day	Tue 10/24/17	Tue 10/24/17
13	✓	1.1.1.2.8	100%	ADC Reviewing	15 days	Wed 10/25/17	Wed 11/15/17
14	✓	1.1.1.2.9	100%	ADC provide sign off	10 days	Mon 11/20/17	Tue 12/5/17
15	✓	**1.1.1.3**	**100%**	**COPLAN 8**	**156 days**	**Mon 12/4/17**	**Fri 7/13/18**
16	✓	1.1.1.3.1	100%	Finalize documentation of Coplan 8	11 days	Mon 12/4/17	Mon 12/18/17
17	✓	1.1.1.3.2	100%	ADC Review of submitted requirements	55 days	Tue 12/19/17	Fri 3/9/18
18	✓	1.1.1.3.3	100%	B&D putting effort on hold until requirements clarified	1 day	Mon 3/12/18	Mon 3/12/18
19	✓	1.1.1.3.4	100%	ADC reviewing and providing requirements	13 days	Tue 3/13/18	Thu 3/29/18
20	✓	1.1.1.3.5	100%	B&D Review of Requirements/Feedback to ADC	11 days	Fri 3/30/18	Fri 4/13/18
21	✓	1.1.1.3.6	100%	B&D Reviewing and obtaining clarification from ADC	63 days	Mon 4/16/18	Wed 7/11/18
22	✓	1.1.1.3.7	100%	ADC Sign off	2 days	Thu 7/12/18	Fri 7/13/18
23		**1.1.2**	**96%**	**System Interface Development**	**330 days**	**Tue 9/12/17**	**Thu 1/3/19**
24	✓	**1.1.2.1**	**100%**	**System Interface Development**	**221 days**	**Tue 9/12/17**	**Fri 7/27/18**
25	✓	**1.1.2.1.1**	**100%**	**I-1 Corizon**	**152 days**	**Tue 9/12/17**	**Mon 4/23/18**
26	✓	1.1.2.1.1	100%	Development	52 days	Tue 9/12/17	Tue 11/28/17
27	✓	1.1.2.1.1	100%	QA Test/UAT	100 days	Wed 11/29/17	Mon 4/23/18
28	✓	**1.1.2.1.2**	**100%**	**CI-4 Keefe Trust**	**161 days**	**Wed 9/27/17**	**Mon 5/21/18**
29	✓	1.1.2.1.2	100%	Development	44 days	Wed 9/27/17	Fri 12/1/17
30	✓	1.1.2.1.2	100%	QA Test	117 days	Mon 12/4/17	Mon 5/21/18
31	✓	**1.1.2.1.3**	**100%**	**I-6 AFIS-Re-planning**	**134 days**	**Mon 9/25/17**	**Tue 4/10/18**

AZ-DOC-21-0315-A-002977

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
32	1.1.2.1.3	100%	ADC to Provide DPS Point of Contact	33 days	Mon 9/25/17	Thu 11/9/17
33	1.1.2.1.3	100%	Replanning with new development start date	10 days	Mon 11/13/17	Tue 11/28/17
34	1.1.2.1.3	100%	Development	32 days	Mon 1/8/18	Wed 2/21/18
35	1.1.2.1.3	100%	QA Test	40 days	Fri 2/9/18	Tue 4/10/18
36	**1.1.2.1.4**	**100%**	**I-18 DHS**	**53 days**	**Mon 9/25/17**	**Tue 12/12/17**
37	1.1.2.1.4	100%	Development	19 days	Mon 9/25/17	Fri 10/20/17
38	1.1.2.1.4	100%	QA Test	5 days	Mon 10/23/17	Fri 10/27/17
39	1.1.2.1.4	100%	Testing connection strings for interface	29 days	Mon 10/30/17	Tue 12/12/17
40	**1.1.2.1.5**	**100%**	**I-10 Social Security Administration**	**55 days**	**Tue 9/26/17**	**Fri 12/15/17**
41	1.1.2.1.5	100%	Development	19 days	Tue 9/26/17	Mon 10/23/17
42	1.1.2.1.5	100%	QA Test	2 days	Tue 10/24/17	Wed 10/25/17
43	1.1.2.1.5	100%	Connect file to target email address	20 days	Wed 11/8/17	Fri 12/8/17
44	1.1.2.1.5	100%	ADC Verifying Format with SSA	4 days	Wed 11/8/17	Tue 11/14/17
45	1.1.2.1.5	100%	QA	5 days	Mon 12/11/17	Fri 12/15/17
46	**1.1.2.1.6**	**100%**	**I-4 Century Link-high complexity**	**108 days**	**Mon 11/27/17**	**Tue 5/1/18**
47	1.1.2.1.6	100%	Development	39 days	Mon 11/27/17	Tue 1/23/18
48	1.1.2.1.6	100%	QA Test	69 days	Wed 1/24/18	Tue 5/1/18
49	**1.1.2.1.7**	**100%**	**I-3 Keefe Commissary**	**118 days**	**Mon 10/30/17**	**Fri 4/20/18**
50	1.1.2.1.7	100%	Development	36 days	Mon 10/30/17	Thu 12/21/17
51	1.1.2.1.7	100%	QA Test	82 days	Tue 12/26/17	Fri 4/20/18
52	**1.1.2.1.8**	**100%**	**I-13 Inmate Testing**	**71 days**	**Mon 12/4/17**	**Fri 3/16/18**
53	1.1.2.1.8	100%	Development	8 days	Mon 12/4/17	Wed 12/13/17
54	1.1.2.1.8	100%	QA Test	63 days	Thu 12/14/17	Fri 3/16/18
55	**1.1.2.1.9**	**100%**	**VI-3 EVW**	**64 days**	**Mon 1/8/18**	**Fri 4/6/18**
56	1.1.2.1.9	100%	Development	54 days	Mon 1/8/18	Fri 3/23/18
57	1.1.2.1.9	100%	QA Test	10 days	Mon 3/26/18	Fri 4/6/18
58	**1.1.2.1.1**	**100%**	**I-8 AZ DPS**	**76 days**	**Fri 4/6/18**	**Fri 7/20/18**
59	1.1.2.1.1	100%	Initial Review	2 days	Fri 4/6/18	Mon 4/9/18
60	1.1.2.1.1	100%	Need clarification on requirements	59 days	Tue 4/10/18	Fri 6/29/18
61	1.1.2.1.1	100%	Development	10 days	Mon 7/2/18	Fri 7/13/18
62	1.1.2.1.1	100%	QA Test	5 days	Mon 7/16/18	Fri 7/20/18

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
63	**1.1.2.1.1**	**100%**	**I-19 Health - Comm. Agencies**	**44 days**	**Tue 5/29/18**	**Fri 7/27/18**
64	1.1.2.1.1	100%	Development	39 days	Tue 5/29/18	Fri 7/20/18
65	1.1.2.1.1	100%	QA Test	5 days	Mon 7/23/18	Fri 7/27/18
66	**1.1.2.2**	**100%**	**PC AIMS-COPLAN 1-COPLAN 8 Sign Offs**	**3 days**	**Fri 12/1/17**	**Tue 12/5/17**
67	1.1.2.2.1	100%	PC AIMS Signed off	3 days	Fri 12/1/17	Tue 12/5/17
68	1.1.2.3	0%	COPLANS Dev and QA	42 days	Wed 10/31/18	Thu 1/3/19
69	1.1.2.3.1	0%	COPLAN8 / Mini file	42 days	Wed 10/31/18	Thu 1/3/19
70	1.1.2.3.1	0%	Development	22 days	Wed 10/31/18	Mon 12/3/18
71	1.1.2.3.1	0%	QA	20 days	Tue 12/4/18	Thu 1/3/19
72	**1.1.3**	**70%**	**Interface Testing**	**332 days**	**Mon 10/2/17**	**Fri 1/25/19**
73	**1.1.3.1**	**41%**	**Interface Parallel Testing Plan**	**300 days**	**Mon 10/2/17**	**Fri 12/7/18**
74	1.1.3.1.1	41%	Meetings and Documenting each interface will operate during parallel testing	300 days	Mon 10/2/17	Fri 12/7/18
75	**1.1.3.2**	**82%**	**UAT/Vendor Testing**	**272 days**	**Wed 1/3/18**	**Fri 1/25/19**
76	1.1.3.2.1	90%	CI-4 Keefe Trust	107 days	Tue 7/3/18	Fri 11/30/18
77	1.1.3.2.2	100%	I-6 AFIS	45 days	Tue 5/29/18	Mon 7/30/18
78	1.1.3.2.3	85%	I-18 DHS	28 days	Mon 10/22/18	Fri 11/30/18
79	1.1.3.2.4	90%	I-4 Century Link	23 days	Mon 10/29/18	Fri 11/30/18
80	1.1.3.2.5	90%	I-3 Keefe Commissary	102 days	Tue 7/10/18	Fri 11/30/18
81	1.1.3.2.6	90%	VI-3 EVW	107 days	Tue 7/3/18	Fri 11/30/18
82	1.1.3.2.7	100%	I-10 Social Security Administration	50 days	Wed 1/3/18	Wed 3/14/18
83	1.1.3.2.8	100%	I-13 Inmate Testing	30 days	Tue 6/5/18	Mon 7/16/18
84	1.1.3.2.9	100%	I-8 AZ DPS	95 days	Tue 6/5/18	Fri 11/9/18
85	1.1.3.2.1	85%	I-19 Health - Comm. Agencies	15 days	Mon 10/29/18	Mon 11/19/18
86	**1.1.3.2.1**	**40%**	**UAT of I-21 PC AIMS**	**48 days**	**Mon 9/24/18**	**Fri 11/30/18**
87	1.1.3.2.1	0%	Coplan 1	18 days	Mon 11/5/18	Fri 11/30/18
88	1.1.3.2.1	0%	Coplan 8 / Mini file	18 days	Mon 11/5/18	Fri 11/30/18
89	1.1.3.2.1	70%	PC AIMS	48 days	Mon 9/24/18	Fri 11/30/18
90	1.1.3.2.1	0%	Extended Interface Testing	37 days	Mon 12/3/18	Fri 1/25/19
91	**1.2**	**84%**	**Change Requests**	**341 days**	**Tue 9/19/17**	**Fri 1/25/19**
92	**1.2.1**	**100%**	**Previous Change Requests**	**135 days**	**Tue 9/19/17**	**Thu 4/5/18**

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
93	**1.2.1.1**	**100%**	**CR AIMS2-036 WLQR Security Location**	**38 days**	**Tue 9/19/17**	**Mon 11/13/17**
94	1.2.1.1.1	100%	BA	5 days	Tue 9/19/17	Mon 9/25/17
95	1.2.1.1.2	100%	Development	10 days	Mon 10/23/17	Fri 11/3/17
96	1.2.1.1.3	100%	QA	5 days	Mon 11/6/17	Mon 11/13/17
97	**1.2.1.2**	**100%**	**CR AIMS2-038 Discipline-Restoration/Recission**	**68 days**	**Tue 9/26/17**	**Mon 1/8/18**
98	1.2.1.2.1	100%	BA	18 days	Tue 9/26/17	Fri 10/20/17
99	1.2.1.2.2	100%	ADC Review and Sign Off	7 days	Mon 10/23/17	Tue 10/31/17
100	1.2.1.2.3	100%	Development	9 days	Mon 11/6/17	Fri 11/17/17
101	1.2.1.2.4	100%	QA	5 days	Mon 11/20/17	Tue 11/28/17
102	1.2.1.2.5	100%	Develop AQ Triggers	23 days	Wed 11/29/17	Wed 1/3/18
103	1.2.1.2.6	100%	Document UAT test script	3 days	Thu 1/4/18	Mon 1/8/18
104	**1.2.1.3**	**100%**	**CR AIMS2-039 Discipline-Remove Supervisor Review**	**22 days**	**Thu 9/21/17**	**Mon 10/23/17**
105	1.2.1.3.1	100%	BA	0.25 days	Mon 10/2/17	Mon 10/2/17
106	1.2.1.3.2	100%	Development	3 days	Thu 9/21/17	Mon 9/25/17
107	1.2.1.3.3	100%	QA	8 days	Tue 9/26/17	Thu 10/5/17
108	1.2.1.3.4	100%	Document UAT test script	1 day	Mon 10/23/17	Mon 10/23/17
109	**1.2.1.4**	**100%**	**CR AIMS2-040 Discipline-Suspend Penalties**	**56 days**	**Mon 10/16/17**	**Tue 1/9/18**
110	1.2.1.4.1	100%	BA	7 days	Mon 10/16/17	Tue 10/24/17
111	1.2.1.4.2	100%	ADC Review and Sign Off	7 days	Wed 10/25/17	Thu 11/2/17
112	1.2.1.4.3	100%	Development	28 days	Fri 11/17/17	Tue 1/2/18
113	1.2.1.4.4	100%	QA	2 days	Wed 1/3/18	Thu 1/4/18
114	1.2.1.4.5	100%	Document UAT test script	3 days	Fri 1/5/18	Tue 1/9/18
115	**1.2.1.5**	**100%**	**CR AIMS2-041 DIM- Security Levels**	**86 days**	**Wed 9/27/17**	**Fri 2/2/18**
116	1.2.1.5.1	100%	Approval of CR	1 day	Wed 9/27/17	Wed 9/27/17
117	1.2.1.5.2	100%	BA	5 days	Mon 10/16/17	Fri 10/20/17
118	1.2.1.5.3	100%	ADC Review and Sign Off	7 days	Mon 10/23/17	Tue 10/31/17
119	1.2.1.5.4	100%	Development	20 days	Fri 11/17/17	Mon 12/18/17
120	1.2.1.5.5	100%	QA	24 days	Tue 1/2/18	Fri 2/2/18
121	**1.2.1.6**	**100%**	**CR AIMS2-042 ACI O&O Sessions**	**84 days**	**Wed 10/25/17**	**Wed 2/28/18**
122	1.2.1.6.1	100%	Approval of CR	22 days	Wed 10/25/17	Tue 11/28/17
123	1.2.1.6.2	100%	BA	4 days	Mon 12/11/17	Thu 12/14/17

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
124	1.2.1.6.3	100%	ADC Provide Sign Off	1 day	Fri 12/15/17	Fri 12/15/17
125	1.2.1.6.4	100%	Development	20 days	Mon 1/22/18	Fri 2/16/18
126	1.2.1.6.5	100%	QA	7 days	Tue 2/20/18	Wed 2/28/18
127	**1.2.1.7**	**100%**	**CR AIMS2-043 DES Interface**	**78 days**	**Wed 12/13/17**	**Thu 4/5/18**
128	1.2.1.7.1	100%	Submittal of CR	1 day	Wed 12/13/17	Wed 12/13/17
129	1.2.1.7.2	100%	Approval of CR - BA Hours Only	19 days	Thu 12/14/17	Fri 1/12/18
130	1.2.1.7.3	100%	BA	5 days	Mon 1/15/18	Fri 1/19/18
131	1.2.1.7.4	100%	Re-estimate based on collected requirements	8 days	Mon 1/22/18	Wed 1/31/18
132	1.2.1.7.5	100%	Submit to ADC	1 day	Thu 2/1/18	Thu 2/1/18
133	1.2.1.7.6	100%	ADC Review	5 days	Fri 2/2/18	Thu 2/8/18
134	1.2.1.7.7	100%	ADC Provide Approval to move forward with Dev	1 day	Fri 2/9/18	Fri 2/9/18
135	1.2.1.7.8	100%	Development	28 days	Tue 2/20/18	Thu 3/29/18
136	1.2.1.7.9	100%	QA	5 days	Fri 3/30/18	Thu 4/5/18
137	**1.2.2**	**76%**	**CR AIMS2-053: Sent Calc-Weekend and Holiday Release**	**100 days**	**Thu 8/30/18**	**Wed 1/23/19**
138	1.2.2.1	100%	PM-4 hours	20 days	Thu 8/30/18	Wed 9/26/18
139	1.2.2.2	100%	BA-12 hours	4 days	Thu 8/30/18	Tue 9/4/18
140	1.2.2.3	100%	ADC Review and Sign off	3 days	Wed 9/5/18	Fri 9/7/18
141	1.2.2.4	100%	DEV-40 hours	10 days	Mon 9/10/18	Fri 9/21/18
142	1.2.2.5	100%	QA-20 hours	5 days	Mon 9/24/18	Fri 9/28/18
143	1.2.2.6	0%	Modular UAT Testing	5 days	Mon 1/7/19	Fri 1/11/19
144	1.2.2.7	0%	Regression/Integration Testing	8 days	Mon 1/14/19	Wed 1/23/19
145	1.2.3	0%	Milestone - ADC Approves CR AIMS-063: Parole Effective Date	0 days	Mon 10/1/18	Mon 10/1/18
146	**1.2.4**	**36%**	**CR-63 - Parole Effective Date**	**80 days**	**Mon 10/1/18**	**Fri 1/25/19**
147	**1.2.4.1**	**100%**	**Requirements Definition**	**15 days**	**Mon 10/1/18**	**Fri 10/19/18**
148	1.2.4.1.1	100%	Specification Creation	15 days	Mon 10/1/18	Fri 10/19/18
149	**1.2.4.1.1**	**100%**	**Specification Creation 1**	**5 days**	**Mon 10/1/18**	**Fri 10/5/18**
150	1.2.4.1.1	100%	Prepare for Jar	1 day	Mon 10/1/18	Mon 10/1/18
151	1.2.4.1.1	100%	Jar Session with Users	1 day	Tue 10/2/18	Tue 10/2/18
152	1.2.4.1.1	100%	Write up Jar	1 day	Wed 10/3/18	Wed 10/3/18
153	1.2.4.1.1	100%	Review Jar writeup	1 day	Thu 10/4/18	Thu 10/4/18
154	1.2.4.1.1	100%	Make Changes	1 day	Fri 10/5/18	Fri 10/5/18

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
155	**1.2.4.1.1**	**100%**	**Specification Creation 2**	**5 days**	**Mon 10/8/18**	**Fri 10/12/18**
156	1.2.4.1.1	100%	Prepare for Jar	1 day	Mon 10/8/18	Mon 10/8/18
157	1.2.4.1.1	100%	Jar Session with Users	1 day	Tue 10/9/18	Tue 10/9/18
158	1.2.4.1.1	100%	Write up Jar	1 day	Wed 10/10/18	Wed 10/10/18
159	1.2.4.1.1	100%	Review Jar writeup	1 day	Thu 10/11/18	Thu 10/11/18
160	1.2.4.1.1	100%	Make Changes	1 day	Fri 10/12/18	Fri 10/12/18
161	**1.2.4.1.1**	**100%**	**Specification Creation 3**	**5 days**	**Mon 10/15/18**	**Fri 10/19/18**
162	1.2.4.1.1	100%	Prepare for Jar	1 day	Mon 10/15/18	Mon 10/15/18
163	1.2.4.1.1	100%	Jar Session with Users	1 day	Tue 10/16/18	Tue 10/16/18
164	1.2.4.1.1	100%	Write up Jar	1 day	Wed 10/17/18	Wed 10/17/18
165	1.2.4.1.1	100%	Review Jar writeup	1 day	Thu 10/18/18	Thu 10/18/18
166	1.2.4.1.1	100%	Make Changes	1 day	Fri 10/19/18	Fri 10/19/18
167	1.2.4.2	100%	ADC Approves Specification	5 days	Mon 10/22/18	Fri 10/26/18
168	1.2.4.3	100%	Review Specification and Design	5 days	Mon 10/22/18	Fri 10/26/18
169	1.2.4.4	75%	Development	15 days	Mon 10/29/18	Mon 11/19/18
170	1.2.4.5	0%	Data Migration	15 days	Mon 10/29/18	Mon 11/19/18
171	1.2.4.6	0%	QA	20 days	Tue 11/20/18	Tue 12/18/18
172	1.2.4.7	0%	UAT	25 days	Wed 12/19/18	Fri 1/25/19
173	**1.3**	**86%**	**Data Migration**	**346 days**	**Tue 9/12/17**	**Fri 1/25/19**
174	**1.3.1**	100%	**Resolve the Episodes that wont load issue**	**5 days**	**Wed 10/4/17**	**Wed 10/11/17**
175	1.3.1.1	100%	Meeting	5 days	Wed 10/4/17	Wed 10/11/17
176	**1.3.2**	**100%**	**Resolve the creation of the 750 records**	**3 days**	**Wed 10/4/17**	**Fri 10/6/17**
177	1.3.2.1	100%	Meeting	3 days	Wed 10/4/17	Fri 10/6/17
178	**1.3.3**	**100%**	**Establish where the PC data is being created and loaded**	**5 days**	**Tue 10/10/17**	**Mon 10/16/17**
179	1.3.3.1	100%	Meeting	5 days	Tue 10/10/17	Mon 10/16/17
180	**1.3.4**	**100%**	**Prepare for a New Data Load**	**2 days**	**Tue 10/17/17**	**Wed 10/18/17**
181	1.3.4.1	100%	Refresh Doc O	1 day	Tue 10/17/17	Tue 10/17/17
182	1.3.4.2	100%	Extract the 750 records	1 day	Wed 10/18/17	Wed 10/18/17
183	**1.3.5**	**100%**	**Resolve Locator Code / Building Hierarchy**	**25 days**	**Thu 10/19/17**	**Mon 11/27/17**
184	1.3.5.1	100%	Impact Analysis	17 days	Thu 10/19/17	Mon 11/13/17
185	1.3.5.2	100%	Data Structure alteration	17 days	Thu 10/26/17	Mon 11/20/17

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
186	1.3.5.3	100%	Reload old Structure Data	18 days	Mon 10/30/17	Mon 11/27/17
187	**1.3.6**	**100%**	**Static & Dynamic Data**	**67 days**	**Tue 9/12/17**	**Tue 12/19/17**
188	1.3.6.1	100%	Validate all Static & Dynamic Reference Data & Staff ID	47 days	Fri 9/15/17	Wed 11/22/17
189	1.3.6.2	100%	Sign off conversion data	0 days	Wed 11/22/17	Wed 11/22/17
190	1.3.6.3	100%	Validate Staff ID Data	40 days	Tue 9/12/17	Tue 11/7/17
191	1.3.6.4	100%	Create a Procedure for maintaining the Spreadsheet to go liv	22 days	Thu 11/16/17	Tue 12/19/17
192	**1.3.7**	**100%**	**Reload of Data**	**183 days**	**Tue 10/31/17**	**Mon 7/23/18**
193	1.3.7.1	100%	Create Loader for reference data	4 days	Tue 10/31/17	Fri 11/3/17
194	1.3.7.2	100%	Load all Lookup data/reference data	4 days	Mon 11/27/17	Thu 11/30/17
195	1.3.7.3	100%	Load 750 Inmates	3 days	Fri 12/1/17	Tue 12/5/17
196	1.3.7.4	100%	Verification of loaded Inmates	79 days	Wed 12/6/17	Fri 3/30/18
197	1.3.7.5	100%	Delay due to incorrect Classification segments	2 days	Wed 12/13/17	Thu 12/14/17
198	1.3.7.6	100%	Create 250 Inmates	40 days	Wed 12/6/17	Fri 2/2/18
199	1.3.7.7	100%	Defect Fixing on Current Load	160 days	Wed 12/6/17	Mon 7/23/18
200	1.3.7.8	100%	Data Ready for UAT to Begin-sign off	1 day	Mon 2/5/18	Mon 2/5/18
201	**1.3.8**	**100%**	**Development/Programming Tasks**	**136 days**	**Tue 9/12/17**	**Fri 3/30/18**
202	**1.3.8.1**	**100%**	**Complete all extract scripts for outliers**	**136 days**	**Tue 9/12/17**	**Fri 3/30/18**
203	**1.3.8.1.1**	**100%**	Medical Mental Scores 19AA, BB(MH), BD(MD), BE(SNOS) Mapping	**75 days**	**Fri 9/29/17**	**Mon 1/22/18**
204	1.3.8.1.1	100%	Data Request for the above items	2 days	Fri 9/29/17	Mon 10/2/17
205	1.3.8.1.1	100%	List of needed segments and field level mapping	1 day	Tue 10/3/17	Tue 10/3/17
206	1.3.8.1.1	100%	Clean and Delivery for all segments	30 days	Wed 10/4/17	Thu 11/16/17
207	1.3.8.1.1	100%	Coding to create STG1 to STG2-Load Data	42 days	Fri 11/17/17	Mon 1/22/18
208	1.3.8.1.2	100%	Employment History	35 days	Thu 11/16/17	Wed 1/10/18
209	1.3.8.1.2	100%	Clean and Delivery for all segments	15 days	Thu 11/16/17	Fri 12/8/17
210	1.3.8.1.2	100%	Coding to create STG1 to STG2	20 days	Mon 12/11/17	Wed 1/10/18
211	1.3.8.1.3	100%	Classification Scores	79 days	Fri 9/15/17	Fri 1/12/18
212	1.3.8.1.3	100%	Data Request for the above items	10 days	Fri 9/15/17	Thu 9/28/17
213	1.3.8.1.3	100%	List of needed segments and field level mapping	1 day	Fri 9/29/17	Fri 9/29/17
214	1.3.8.1.3	100%	Clean and Delivery for all segments	47 days	Mon 10/2/17	Mon 12/11/17
215	1.3.8.1.3	100%	Coding to create STG1 to STG2	21 days	Tue 12/12/17	Fri 1/12/18

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
216	1.3.8.1.4	100%	Corrections Plan	118 days	Fri 9/15/17	Fri 3/9/18
217	1.3.8.1.4	100%	Clean and Delivery for all segments	42 days	Fri 9/15/17	Wed 11/15/17
218	1.3.8.1.4	100%	Coding to create STG1 to STG2-Load Data	39 days	Mon 1/15/18	Fri 3/9/18
219	1.3.8.1.5	100%	BOEC	120 days	Wed 10/4/17	Fri 3/30/18
220	1.3.8.1.5	100%	List of needed segments and field level mapping	3 days	Wed 10/4/17	Fri 10/6/17
221	1.3.8.1.5	100%	Clean and Delivery for all segments	28 days	Tue 10/10/17	Fri 11/17/17
222	1.3.8.1.5	100%	Coding to create STG1 to STG2	10 days	Mon 3/19/18	Fri 3/30/18
223	1.3.8.1.6	100%	Victim Services	110 days	Wed 10/4/17	Fri 3/16/18
224	1.3.8.1.6	100%	Clean and Delivery for all segments	3 days	Wed 10/4/17	Fri 10/6/17
225	1.3.8.1.6	100%	Coding to create STG1 to STG2-Load Data	12 days	Thu 3/1/18	Fri 3/16/18
226	1.3.8.1.7	100%	Sentence Calc	110 days	Tue 10/10/17	Wed 3/21/18
227	1.3.8.1.7	100%	List of needed segments and field level mapping	3 days	Tue 10/10/17	Thu 10/12/17
228	1.3.8.1.7	100%	Clean and Delivery for all segments	23 days	Fri 10/13/17	Wed 11/15/17
229	1.3.8.1.7	100%	Coding to create STG1 to STG2-Load Data	45 days	Wed 1/17/18	Wed 3/21/18
230	1.3.8.1.8	100%	IHA	136 days	Tue 9/12/17	Fri 3/30/18
231	1.3.8.1.8	100%	Clean and Delivery for all segments	3 days	Tue 9/12/17	Thu 9/14/17
232	1.3.8.1.8	100%	Coding to create STG1 to STG2-Load Data	7 days	Thu 3/22/18	Fri 3/30/18
233	**1.3.9**	**100%**	**Dry Run the migration extract scripts**	**65 days**	**Mon 4/2/18**	**Fri 6/29/18**
234	1.3.9.1	100%	Iteration 1 22nd / 6th October possible dates for dry runs	3 days	Mon 4/2/18	Wed 4/4/18
235	1.3.9.2	100%	Iteration 2	2 days	Mon 4/9/18	Tue 4/10/18
236	1.3.9.3	100%	Iteration 3	2 days	Fri 4/13/18	Mon 4/16/18
237	1.3.9.4	100%	Iteration 4	2 days	Thu 4/19/18	Fri 4/20/18
238	1.3.9.5	100%	Iteration 5	2 days	Wed 4/25/18	Thu 4/26/18
239	1.3.9.6	100%	Load Full Data Migration into UAT	2 days	Thu 5/3/18	Fri 5/4/18
240	1.3.9.7	100%	Define the extract times per extract?	2 days	Mon 5/7/18	Tue 5/8/18
241	1.3.9.8	100%	Continual Dry Runs-proving out steps in process and run time	38 days	Wed 5/9/18	Fri 6/29/18
242	1.3.10	100%	Full Data Migration	26 days	Tue 7/24/18	Tue 8/28/18
243	1.3.11	100%	Validate data / Fix Bugs	33 days	Wed 8/29/18	Fri 10/12/18
244	**1.3.12**	**23%**	**Monthly data migrations**	**70 days**	**Mon 10/15/18**	**Fri 1/25/19**
245	**1.3.12.1**	**79%**	**Iteration 1**	**20 days**	**Mon 10/15/18**	**Fri 11/9/18**
246	1.3.12.1.	100%	DOC O	3 days	Mon 10/15/18	Wed 10/17/18

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
247	1.3.12.1.	100%	Data Migration	10 days	Thu 10/18/18	Wed 10/31/18
248	1.3.12.1.	100%	Migrate to PROD	2 days	Thu 11/1/18	Fri 11/2/18
249	1.3.12.1.	50%	Validate PROD	5 days	Mon 11/5/18	Fri 11/9/18
250	1.3.12.1.	75%	Validate Data	20 days	Mon 10/15/18	Fri 11/9/18
251	1.3.12.1.	75%	Bug Fix Data Migration	20 days	Mon 10/15/18	Fri 11/9/18
252	**1.3.12.2**	**0%**	**Iteration 2**	**20 days**	**Tue 11/13/18**	**Tue 12/11/18**
253	1.3.12.2.	0%	DOC O	3 days	Tue 11/13/18	Thu 11/15/18
254	1.3.12.2.	0%	Data Migration	10 days	Fri 11/16/18	Fri 11/30/18
255	1.3.12.2.	0%	Migrate to PROD	2 days	Mon 12/3/18	Tue 12/4/18
256	1.3.12.2.	0%	Validate PROD	5 days	Wed 12/5/18	Tue 12/11/18
257	1.3.12.2.	0%	Validate Data	20 days	Tue 11/13/18	Tue 12/11/18
258	1.3.12.2.	0%	Bug Fix Data Migration	20 days	Tue 11/13/18	Tue 12/11/18
259	**1.3.12.3**	**0%**	**Iteration 3**	**20 days**	**Wed 12/12/18**	**Fri 1/11/19**
260	1.3.12.3.	0%	DOC O	3 days	Wed 12/12/18	Fri 12/14/18
261	1.3.12.3.	0%	Data Migration	10 days	Mon 12/17/18	Wed 1/2/19
262	1.3.12.3.	0%	Migrate to PROD	2 days	Thu 1/3/19	Fri 1/4/19
263	1.3.12.3.	0%	Validate PROD	5 days	Mon 1/7/19	Fri 1/11/19
264	1.3.12.3.	0%	Validate Data	20 days	Wed 12/12/18	Fri 1/11/19
265	1.3.12.3.	0%	Bug Fix Data Migration	20 days	Wed 12/12/18	Fri 1/11/19
266	**1.3.12.4**	**0%**	**Iteration 4 - 2 week iteration**	**10 days**	**Mon 1/14/19**	**Fri 1/25/19**
267	1.3.12.4.	0%	DOC O	1 day	Mon 1/14/19	Mon 1/14/19
268	1.3.12.4.	0%	Data Migration	3 days	Tue 1/15/19	Thu 1/17/19
269	1.3.12.4.	0%	Migrate to PROD	1 day	Fri 1/18/19	Fri 1/18/19
270	1.3.12.4.	0%	Validate PROD	5 days	Mon 1/21/19	Fri 1/25/19
271	1.3.12.4.	0%	Validate Data	10 days	Mon 1/14/19	Fri 1/25/19
272	1.3.12.4.	0%	Bug Fix Data Migration	10 days	Mon 1/14/19	Fri 1/25/19
273	**1.4**	**28%**	**Reports Development and Testing**	**85 days**	**Mon 9/24/18**	**Fri 1/25/19**
274	1.4.1	0%	Milestone - Approve Telerik Report Developer	0 days	Mon 10/1/18	Mon 10/1/18
275	**1.4.2**	**28%**	**Telerik Reports Development & Testing**	**85 days**	**Mon 9/24/18**	**Fri 1/25/19**
276	**1.4.2.1**	**100%**	**Preparation Iteration 1**	**5 days**	**Mon 9/24/18**	**Fri 9/28/18**
277	1.4.2.1.1	100%	Generate DOC O Artifacts for Iteration 1	5 days	Mon 9/24/18	Fri 9/28/18

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
278	1.4.2.1.2	100%	Generate SQL Specification for Iteration 1	5 days	Mon 9/24/18	Fri 9/28/18
279	**1.4.2.2**	**100%**	**Iteration 1**	**5 days**	**Mon 10/1/18**	**Fri 10/5/18**
280	1.4.2.2.1	100%	Generate SQL Stored Procedures for Reports from last iteration	5 days	Mon 10/1/18	Fri 10/5/18
281	1.4.2.2.2	100%	Generate DOC O Artifacts for next Iteration	5 days	Mon 10/1/18	Fri 10/5/18
282	1.4.2.2.3	100%	Generate SQL Specification for next iteration	5 days	Mon 10/1/18	Fri 10/5/18
283	**1.4.2.3**	**100%**	**Iteration 2**	**5 days**	**Mon 10/8/18**	**Fri 10/12/18**
284	1.4.2.3.1	100%	Generate SQL Stored Procedures for Reports from last iter	5 days	Mon 10/8/18	Fri 10/12/18
285	1.4.2.3.2	100%	Generate DOC O Artifacts for next Iteration	5 days	Mon 10/8/18	Fri 10/12/18
286	1.4.2.3.3	100%	Generate SQL Specification for next iteration	5 days	Mon 10/8/18	Fri 10/12/18
287	1.4.2.3.4	100%	Generate Front End Report for reports from the SQL created in the last iteration	5 days	Mon 10/8/18	Fri 10/12/18
288	**1.4.2.4**	**100%**	**Iteration 3**	**5 days**	**Mon 10/15/18**	**Fri 10/19/18**
289	1.4.2.4.1	100%	Generate SQL Stored Procedures for Reports from last iter	5 days	Mon 10/15/18	Fri 10/19/18
290	1.4.2.4.2	100%	Generate DOC O Artifacts for next Iteration	5 days	Mon 10/15/18	Fri 10/19/18
291	1.4.2.4.3	100%	Generate SQL Specification for next iteration	5 days	Mon 10/15/18	Fri 10/19/18
292	1.4.2.4.4	100%	Generate Front End Report for reports from the SQL creat	5 days	Mon 10/15/18	Fri 10/19/18
293	1.4.2.4.5	100%	QA Reports From Last iteration	5 days	Mon 10/15/18	Fri 10/19/18
294	**1.4.2.5**	**71%**	**Iteration 4**	**5 days**	**Mon 10/22/18**	**Fri 10/26/18**
295	1.4.2.5.1	100%	Generate SQL Stored Procedures for Reports from last iter	5 days	Mon 10/22/18	Fri 10/26/18
296	1.4.2.5.2	100%	Generate DOC O Artifacts for next Iteration	5 days	Mon 10/22/18	Fri 10/26/18
297	1.4.2.5.3	100%	Generate SQL Specification for next iteration	5 days	Mon 10/22/18	Fri 10/26/18
298	1.4.2.5.4	100%	Generate Front End Report for reports from the SQL creat	5 days	Mon 10/22/18	Fri 10/26/18
299	1.4.2.5.5	100%	QA Reports From Last iteration	5 days	Mon 10/22/18	Fri 10/26/18
300	1.4.2.5.6	0%	UAT Reports from last iteration approved by QA	5 days	Mon 10/22/18	Fri 10/26/18
301	1.4.2.5.7	0%	Bug Fix reports that failed QA from last iteration	5 days	Mon 10/22/18	Fri 10/26/18
302	**1.4.2.6**	**71%**	**Iteration 5**	**5 days**	**Mon 10/29/18**	**Fri 11/2/18**
303	1.4.2.6.1	100%	Generate SQL Stored Procedures for Reports from last iter	5 days	Mon 10/29/18	Fri 11/2/18
304	1.4.2.6.2	100%	Generate DOC O Artifacts for next Iteration	5 days	Mon 10/29/18	Fri 11/2/18
305	1.4.2.6.3	100%	Generate SQL Specification for next iteration	5 days	Mon 10/29/18	Fri 11/2/18
306	1.4.2.6.4	100%	Generate Front End Report for reports from the SQL creat	5 days	Mon 10/29/18	Fri 11/2/18

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
307	1.4.2.6.5	100%	QA Reports From Last iteration	5 days	Mon 10/29/18	Fri 11/2/18
308	1.4.2.6.6	0%	UAT Reports from last iteration approved by QA	5 days	Mon 10/29/18	Fri 11/2/18
309	1.4.2.6.7	0%	Bug Fix reports that failed QA from last iteration	5 days	Mon 10/29/18	Fri 11/2/18
310	**1.4.2.7**	**43%**	**Iteration 6**	**5 days**	**Mon 11/5/18**	**Fri 11/9/18**
311	1.4.2.7.1	60%	Generate SQL Stored Procedures for Reports from last iter	5 days	Mon 11/5/18	Fri 11/9/18
312	1.4.2.7.2	60%	Generate DOC O Artifacts for next Iteration	5 days	Mon 11/5/18	Fri 11/9/18
313	1.4.2.7.3	60%	Generate SQL Specification for next iteration	5 days	Mon 11/5/18	Fri 11/9/18
314	1.4.2.7.4	60%	Generate Front End Report for reports from the SQL creat	5 days	Mon 11/5/18	Fri 11/9/18
315	1.4.2.7.5	60%	QA Reports From Last iteration	5 days	Mon 11/5/18	Fri 11/9/18
316	1.4.2.7.6	0%	UAT Reports from last iteration approved by QA	5 days	Mon 11/5/18	Fri 11/9/18
317	1.4.2.7.7	0%	Bug Fix reports that failed QA from last iteration	5 days	Mon 11/5/18	Fri 11/9/18
318	**1.4.2.8**	**0%**	**Iteration 7**	**5 days**	**Tue 11/13/18**	**Mon 11/19/18**
319	1.4.2.8.1	0%	Generate SQL Stored Procedures for Reports from last iter	5 days	Tue 11/13/18	Mon 11/19/18
320	1.4.2.8.2	0%	Generate DOC O Artifacts for next Iteration	5 days	Tue 11/13/18	Mon 11/19/18
321	1.4.2.8.3	0%	Generate SQL Specification for next iteration	5 days	Tue 11/13/18	Mon 11/19/18
322	1.4.2.8.4	0%	Generate Front End Report for reports from the SQL creat	5 days	Tue 11/13/18	Mon 11/19/18
323	1.4.2.8.5	0%	QA Reports From Last iteration	5 days	Tue 11/13/18	Mon 11/19/18
324	1.4.2.8.6	0%	UAT Reports from last iteration approved by QA	5 days	Tue 11/13/18	Mon 11/19/18
325	1.4.2.8.7	0%	Bug Fix reports that failed QA from last iteration	5 days	Tue 11/13/18	Mon 11/19/18
326	**1.4.2.9**	**0%**	**Iteration 8**	**5 days**	**Tue 11/20/18**	**Tue 11/27/18**
327	1.4.2.9.1	0%	Generate SQL Stored Procedures for Reports from last iter	5 days	Tue 11/20/18	Tue 11/27/18
328	1.4.2.9.2	0%	Generate DOC O Artifacts for next Iteration	5 days	Tue 11/20/18	Tue 11/27/18
329	1.4.2.9.3	0%	Generate SQL Specification for next iteration	5 days	Tue 11/20/18	Tue 11/27/18
330	1.4.2.9.4	0%	Generate Front End Report for reports from the SQL creat	5 days	Tue 11/20/18	Tue 11/27/18
331	1.4.2.9.5	0%	QA Reports From Last iteration	5 days	Tue 11/20/18	Tue 11/27/18
332	1.4.2.9.6	0%	UAT Reports from last iteration approved by QA	5 days	Tue 11/20/18	Tue 11/27/18
333	1.4.2.9.7	0%	Bug Fix reports that failed QA from last iteration	5 days	Tue 11/20/18	Tue 11/27/18
334	**1.4.2.10**	**0%**	**Iteration 9**	**5 days**	**Wed 11/28/18**	**Tue 12/4/18**
335	1.4.2.10.	0%	Generate SQL Stored Procedures for Reports from last iter	5 days	Wed 11/28/18	Tue 12/4/18
336	1.4.2.10.	0%	Generate DOC O Artifacts for next Iteration	5 days	Wed 11/28/18	Tue 12/4/18
337	1.4.2.10.	0%	Generate SQL Specification for next iteration	5 days	Wed 11/28/18	Tue 12/4/18

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
338	1.4.2.10.	0%	Generate Front End Report for reports from the SQL creat	5 days	Wed 11/28/18	Tue 12/4/18
339	1.4.2.10.	0%	QA Reports From Last iteration	5 days	Wed 11/28/18	Tue 12/4/18
340	1.4.2.10.	0%	UAT Reports from last iteration approved by QA	5 days	Wed 11/28/18	Tue 12/4/18
341	1.4.2.10.	0%	Bug Fix reports that failed QA from last iteration	5 days	Wed 11/28/18	Tue 12/4/18
342	**1.4.2.11**	**0%**	**Iteration 10**	**5 days**	**Wed 12/5/18**	**Tue 12/11/18**
343	1.4.2.11.	0%	Generate SQL Stored Procedures for Reports from last iter	5 days	Wed 12/5/18	Tue 12/11/18
344	1.4.2.11.	0%	Generate DOC O Artifacts for next Iteration	5 days	Wed 12/5/18	Tue 12/11/18
345	1.4.2.11.	0%	Generate SQL Specification for next iteration	5 days	Wed 12/5/18	Tue 12/11/18
346	1.4.2.11.	0%	Generate Front End Report for reports from the SQL creat	5 days	Wed 12/5/18	Tue 12/11/18
347	1.4.2.11.	0%	QA Reports From Last iteration	5 days	Wed 12/5/18	Tue 12/11/18
348	1.4.2.11.	0%	UAT Reports from last iteration approved by QA	5 days	Wed 12/5/18	Tue 12/11/18
349	1.4.2.11.	0%	Bug Fix reports that failed QA from last iteration	5 days	Wed 12/5/18	Tue 12/11/18
350	**1.4.2.12**	**0%**	**Iteration 11**	**5 days**	**Wed 12/12/18**	**Tue 12/18/18**
351	1.4.2.12.	0%	Generate SQL Stored Procedures for Reports from last iter	5 days	Wed 12/12/18	Tue 12/18/18
352	1.4.2.12.	0%	Generate DOC O Artifacts for next Iteration	5 days	Wed 12/12/18	Tue 12/18/18
353	1.4.2.12.	0%	Generate SQL Specification for next iteration	5 days	Wed 12/12/18	Tue 12/18/18
354	1.4.2.12.	0%	Generate Front End Report for reports from the SQL creat	5 days	Wed 12/12/18	Tue 12/18/18
355	1.4.2.12.	0%	QA Reports From Last iteration	5 days	Wed 12/12/18	Tue 12/18/18
356	1.4.2.12.	0%	UAT Reports from last iteration approved by QA	5 days	Wed 12/12/18	Tue 12/18/18
357	1.4.2.12.	0%	Bug Fix reports that failed QA from last iteration	5 days	Wed 12/12/18	Tue 12/18/18
358	**1.4.2.13**	**0%**	**Iteration 12**	**5 days**	**Wed 12/19/18**	**Thu 12/27/18**
359	1.4.2.13.	0%	Generate SQL Stored Procedures for Reports from last iter	5 days	Wed 12/19/18	Thu 12/27/18
360	1.4.2.13.	0%	Generate DOC O Artifacts for next Iteration	5 days	Wed 12/19/18	Thu 12/27/18
361	1.4.2.13.	0%	Generate SQL Specification for next iteration	5 days	Wed 12/19/18	Thu 12/27/18
362	1.4.2.13.	0%	Generate Front End Report for reports from the SQL creat	5 days	Wed 12/19/18	Thu 12/27/18
363	1.4.2.13.	0%	QA Reports From Last iteration	5 days	Wed 12/19/18	Thu 12/27/18
364	1.4.2.13.	0%	UAT Reports from last iteration approved by QA	5 days	Wed 12/19/18	Thu 12/27/18
365	1.4.2.13.	0%	Bug Fix reports that failed QA from last iteration	5 days	Wed 12/19/18	Thu 12/27/18
366	**1.4.2.14**	**0%**	**Iteration 13**	**5 days**	**Fri 12/28/18**	**Fri 1/4/19**
367	1.4.2.14.	0%	Generate SQL Stored Procedures for Reports from last iter	5 days	Fri 12/28/18	Fri 1/4/19
368	1.4.2.14.	0%	Generate DOC O Artifacts for next Iteration	5 days	Fri 12/28/18	Fri 1/4/19

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
369	1.4.2.14.	0%	Generate SQL Specification for next iteration	5 days	Fri 12/28/18	Fri 1/4/19
370	1.4.2.14.	0%	Generate Front End Report for reports from the SQL creat	5 days	Fri 12/28/18	Fri 1/4/19
371	1.4.2.14.	0%	QA Reports From Last iteration	5 days	Fri 12/28/18	Fri 1/4/19
372	1.4.2.14.	0%	UAT Reports from last iteration approved by QA	5 days	Fri 12/28/18	Fri 1/4/19
373	1.4.2.14.	0%	Bug Fix reports that failed QA from last iteration	5 days	Fri 12/28/18	Fri 1/4/19
374	**1.4.2.15**	**0%**	**Iteration 14**	**5 days**	**Mon 1/7/19**	**Fri 1/11/19**
375	1.4.2.15.	0%	Generate SQL Stored Procedures for Reports from last iter	5 days	Mon 1/7/19	Fri 1/11/19
376	1.4.2.15.	0%	Generate DOC O Artifacts for next Iteration	5 days	Mon 1/7/19	Fri 1/11/19
377	1.4.2.15.	0%	Generate SQL Specification for next iteration	5 days	Mon 1/7/19	Fri 1/11/19
378	1.4.2.15.	0%	Generate Front End Report for reports from the SQL creat	5 days	Mon 1/7/19	Fri 1/11/19
379	1.4.2.15.	0%	QA Reports From Last iteration	5 days	Mon 1/7/19	Fri 1/11/19
380	1.4.2.15.	0%	UAT Reports from last iteration approved by QA	5 days	Mon 1/7/19	Fri 1/11/19
381	1.4.2.15.	0%	Bug Fix reports that failed QA from last iteration	5 days	Mon 1/7/19	Fri 1/11/19
382	**1.4.2.16**	**0%**	**Iteration 15**	**5 days**	**Mon 1/14/19**	**Fri 1/18/19**
383	1.4.2.16.	0%	QA Reports From Last iteration	5 days	Mon 1/14/19	Fri 1/18/19
384	1.4.2.16.	0%	UAT Reports from last iteration approved by QA	5 days	Mon 1/14/19	Fri 1/18/19
385	1.4.2.16.	0%	Bug Fix reports that failed QA from last iteration	5 days	Mon 1/14/19	Fri 1/18/19
386	**1.4.2.17**	**0%**	**Iteration 16**	**5 days**	**Mon 1/21/19**	**Fri 1/25/19**
387	1.4.2.17.	0%	UAT Reports from last iteration approved by QA	5 days	Mon 1/21/19	Fri 1/25/19
388	1.4.2.17.	0%	Bug Fix reports that failed QA from last iteration	5 days	Mon 1/21/19	Fri 1/25/19
389	**1.5**	**94%**	**UAT**	**337 days**	**Mon 9/25/17**	**Fri 1/25/19**
390 ✓	**1.5.1**	**100%**	**Modular UAT Prep**	**18 days**	**Mon 9/25/17**	**Thu 10/19/17**
391 ✓	**1.5.1.1**	**100%**	**Classification**	**18 days**	**Mon 9/25/17**	**Thu 10/19/17**
392 ✓	1.5.1.1.1	100%	Continue Developing Test Scripts	14 days	Mon 9/25/17	Fri 10/13/17
393 ✓	1.5.1.1.2	100%	Validate Test Scripts w/ SME	4 days	Mon 10/16/17	Thu 10/19/17
394 ✓	1.5.1.1.3	100%	Sign off on Test Scripts	0 days	Thu 10/19/17	Thu 10/19/17
395 ✓	**1.5.1.2**	**100%**	**Discipline**	**6 days**	**Mon 9/25/17**	**Mon 10/2/17**
396 ✓	1.5.1.2.1	100%	Continue Developing Test Scripts	3 days	Mon 9/25/17	Wed 9/27/17
397 ✓	1.5.1.2.2	100%	Validate Test Scripts w/ SME	3 days	Thu 9/28/17	Mon 10/2/17
398 ✓	1.5.1.2.3	100%	Sign off on Test Scripts	0 days	Mon 10/2/17	Mon 10/2/17
399 ✓	**1.5.1.3**	**100%**	**OMS**	**10 days**	**Mon 9/25/17**	**Fri 10/6/17**

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
400	1.5.1.3.1	100%	Continue Developing Test Scripts	7 days	Mon 9/25/17	Tue 10/3/17
401	1.5.1.3.2	100%	Validate Test Scripts w/ SME	3 days	Wed 10/4/17	Fri 10/6/17
402	1.5.1.3.3	100%	Sign off on Test Scripts	0 days	Fri 10/6/17	Fri 10/6/17
403	**1.5.1.4**	**100%**	**Schedule**	**11 days**	**Mon 9/25/17**	**Tue 10/10/17**
404	1.5.1.4.1	100%	Continue Developing Test Scripts	8 days	Mon 9/25/17	Wed 10/4/17
405	1.5.1.4.2	100%	Validate Test Scripts w/ SME	3 days	Thu 10/5/17	Tue 10/10/17
406	1.5.1.4.3	100%	Sign off on Test Scripts	0 days	Tue 10/10/17	Tue 10/10/17
407	**1.5.1.5**	**100%**	**DI57**	**10 days**	**Mon 9/25/17**	**Fri 10/6/17**
408	1.5.1.5.1	100%	Continue Developing Test Scripts	7 days	Mon 9/25/17	Tue 10/3/17
409	1.5.1.5.2	100%	Validate Test Scripts w/ SME	3 days	Wed 10/4/17	Fri 10/6/17
410	1.5.1.5.3	100%	Sign off on Test Scripts	0 days	Fri 10/6/17	Fri 10/6/17
411	**1.5.1.6**	**100%**	**Programs**	**13 days**	**Mon 9/25/17**	**Thu 10/12/17**
412	1.5.1.6.1	100%	Continue Developing Test Scripts	10 days	Mon 9/25/17	Fri 10/6/17
413	1.5.1.6.2	100%	Validate Test Scripts w/ SME	3 days	Tue 10/10/17	Thu 10/12/17
414	1.5.1.6.3	100%	Sign off on Test Scripts	0 days	Thu 10/12/17	Thu 10/12/17
415	**1.5.1.7**	**100%**	**Correction Plan**	**10 days**	**Mon 9/25/17**	**Fri 10/6/17**
416	1.5.1.7.1	100%	Continue Developing Test Scripts	7 days	Mon 9/25/17	Tue 10/3/17
417	1.5.1.7.2	100%	Validate Test Scripts w/ SME	3 days	Wed 10/4/17	Fri 10/6/17
418	1.5.1.7.3	100%	Sign off on Test Scripts	0 days	Fri 10/6/17	Fri 10/6/17
419	**1.5.2**	100%	**Pre-Modular UAT Execution**	**86 days**	**Mon 10/2/17**	**Wed 2/7/18**
420	**1.5.2.1**	**100%**	**Pre Activities**	**4.86 days**	**Mon 10/2/17**	**Fri 10/6/17**
421	**1.5.2.1.1**	**100%**	**Case Manager**	**4.33 days**	**Mon 10/2/17**	**Fri 10/6/17**
422	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.98 days**	**Mon 10/2/17**	**Tue 10/3/17**
423	1.5.2.1.1	100%	Validate required testing data is available	0.12 days	Mon 10/2/17	Mon 10/2/17
424	1.5.2.1.1	100%	Create test data if necessary	0.12 days	Mon 10/2/17	Mon 10/2/17
425	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.25 days	Mon 10/2/17	Mon 10/2/17
426	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in place	0.12 days	Mon 10/2/17	Mon 10/2/17
427	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.12 days	Mon 10/2/17	Mon 10/2/17
428	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.25 days	Mon 10/2/17	Mon 10/2/17
429	1.5.2.1.1	100%	Schedule the pretest session	1 day	Mon 10/2/17	Tue 10/3/17

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
430	**1.5.2.1.1**	**100%**	**Pre Test**	**1.49 days**	**Tue 10/3/17**	**Thu 10/5/17**
431	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.12 days	Tue 10/3/17	Wed 10/4/17
432	1.5.2.1.1	100%	Review test scenarios/scripts	1 day	Wed 10/4/17	Thu 10/5/17
433	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.25 days	Thu 10/5/17	Thu 10/5/17
434	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
435	**1.5.2.1.1**	**100%**	**Testing**	**0.86 days**	**Thu 10/5/17**	**Fri 10/6/17**
436	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
437	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.12 days	Thu 10/5/17	Thu 10/5/17
438	1.5.2.1.1	100%	Provide testers with their assignments	0.12 days	Thu 10/5/17	Thu 10/5/17
439	1.5.2.1.1	100%	Review test scenarios/scripts	0.5 days	Thu 10/5/17	Fri 10/6/17
440	**1.5.2.1.2**	**100%**	**Count**	**4.64 days**	**Mon 10/2/17**	**Fri 10/6/17**
441	**1.5.2.1.2**	**100%**	**Pre Test Prep**	**1.45 days**	**Mon 10/2/17**	**Tue 10/3/17**
442	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
443	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
444	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
445	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in place	0.12 days	Mon 10/2/17	Tue 10/3/17
446	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
447	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for the test leads	0.12 days	Tue 10/3/17	Tue 10/3/17
448	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
449	**1.5.2.1.2**	**100%**	**Pre Test**	**2.33 days**	**Tue 10/3/17**	**Thu 10/5/17**
450	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they will be testing with	0.04 days	Tue 10/3/17	Tue 10/3/17
451	1.5.2.1.2	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
452	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move forward	0.17 days	Thu 10/5/17	Thu 10/5/17

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
453	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
454	**1.5.2.1.2**	**100%**	**Testing**	**0.86 days**	**Thu 10/5/17**	**Fri 10/6/17**
455	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
456	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.12 days	Thu 10/5/17	Fri 10/6/17
457	1.5.2.1.2	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
458	1.5.2.1.2	100%	Review test scenarios/scripts	0.5 days	Fri 10/6/17	Fri 10/6/17
459	**1.5.2.1.3**	**100%**	**Property**	**4.28 days**	**Mon 10/2/17**	**Fri 10/6/17**
460	**1.5.2.1.3**	**100%**	**Pre Test Prep**	**1.45 days**	**Mon 10/2/17**	**Tue 10/3/17**
461	1.5.2.1.3	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
462	1.5.2.1.3	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
463	1.5.2.1.3	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
464	1.5.2.1.3	100%	Insure all critical bugs are fixed, or a workaround is in place	0.12 days	Mon 10/2/17	Tue 10/3/17
465	1.5.2.1.3	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
466	1.5.2.1.3	100%	Create necessary user id's/passwords/credentials for the test leads	0.12 days	Tue 10/3/17	Tue 10/3/17
467	1.5.2.1.3	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
468	**1.5.2.1.3**	**100%**	**Pre Test**	**2.33 days**	**Tue 10/3/17**	**Thu 10/5/17**
469	1.5.2.1.3	100%	Provide the test leads with the inmate numbers they will be testing with	0.04 days	Tue 10/3/17	Tue 10/3/17
470	1.5.2.1.3	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
471	1.5.2.1.3	100%	Run the scripts/determine the feasibility to move forward	0.17 days	Thu 10/5/17	Thu 10/5/17
472	1.5.2.1.3	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
473	**1.5.2.1.3**	**100%**	**Testing**	**0.5 days**	**Thu 10/5/17**	**Fri 10/6/17**
474	1.5.2.1.3	100%	Perform technical check at the testing facility	0.17 days	Thu 10/5/17	Thu 10/5/17

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
475	1.5.2.1.3	100%	Conduct AIMS2 orientation with the testers	0.17 days	Thu 10/5/17	Fri 10/6/17
476	1.5.2.1.3	100%	Provide testers with their assignments	0.04 days	Fri 10/6/17	Fri 10/6/17
477	1.5.2.1.3	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
478	**1.5.2.1.4**	**100%**	**DNHW**	**4.46 days**	**Mon 10/2/17**	**Fri 10/6/17**
479	**1.5.2.1.4**	**100%**	**Pre Test Prep**	**1.98 days**	**Mon 10/2/17**	**Tue 10/3/17**
480	1.5.2.1.4	100%	Validate required testing data is available	0.12 days	Mon 10/2/17	Mon 10/2/17
481	1.5.2.1.4	100%	Create test data if necessary	0.12 days	Mon 10/2/17	Mon 10/2/17
482	1.5.2.1.4	100%	Review test scripts/scenarios with test leads	0.25 days	Mon 10/2/17	Mon 10/2/17
483	1.5.2.1.4	100%	Insure all critical bugs are fixed, or a workaround is in place	0.12 days	Mon 10/2/17	Mon 10/2/17
484	1.5.2.1.4	100%	Conduct an AIMS2 orientation with the test leads	0.12 days	Mon 10/2/17	Mon 10/2/17
485	1.5.2.1.4	100%	Create necessary user id's/passwords/credentials for the test leads	0.25 days	Mon 10/2/17	Mon 10/2/17
486	1.5.2.1.4	100%	Schedule the pretest session	1 day	Mon 10/2/17	Tue 10/3/17
487	**1.5.2.1.4**	**100%**	**Pre Test**	**1.49 days**	**Tue 10/3/17**	**Thu 10/5/17**
488	1.5.2.1.4	100%	Provide the test leads with the inmate numbers they will be testing with	0.12 days	Tue 10/3/17	Wed 10/4/17
489	1.5.2.1.4	100%	Review test scenarios/scripts	1 day	Wed 10/4/17	Thu 10/5/17
490	1.5.2.1.4	100%	Run the scripts/determine the feasibility to move forward	0.25 days	Thu 10/5/17	Thu 10/5/17
491	1.5.2.1.4	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
492	**1.5.2.1.4**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
493	1.5.2.1.4	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
494	1.5.2.1.4	100%	Conduct AIMS2 orientation with the testers	0.25 days	Thu 10/5/17	Thu 10/5/17
495	1.5.2.1.4	100%	Provide testers with their assignments	0.12 days	Thu 10/5/17	Thu 10/5/17

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
496	1.5.2.1.4	100%	Review test scenarios/scripts	0.5 days	Thu 10/5/17	Fri 10/6/17
497	**1.5.2.1.5**	**100%**	**Prison Admin**	**4.03 days**	**Mon 10/2/17**	**Fri 10/6/17**
498	**1.5.2.1.5**	**100%**	**Pre Test Prep**	**0.71 days**	**Mon 10/2/17**	**Mon 10/2/17**
499	1.5.2.1.5	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
500	1.5.2.1.5	100%	Review test scripts/scenarios with test leads	0.12 days	Mon 10/2/17	Mon 10/2/17
501	1.5.2.1.5	100%	Insure all critical bugs are fixed, or a workaround is in	0.1 days	Mon 10/2/17	Mon 10/2/17
502	1.5.2.1.5	100%	Conduct an AIMS2 orientation with the test leads	0.12 days	Mon 10/2/17	Mon 10/2/17
503	1.5.2.1.5	100%	Schedule the pretest session	0.12 days	Mon 10/2/17	Mon 10/2/17
504	**1.5.2.1.5**	**100%**	**Pre Test**	**3.2 days**	**Mon 10/2/17**	**Thu 10/5/17**
505	1.5.2.1.5	100%	Provide the test leads with the inmate numbers they	0.1 days	Mon 10/2/17	Mon 10/2/17
506	1.5.2.1.5	100%	Review test scenarios/scripts	3 days	Mon 10/2/17	Thu 10/5/17
507	1.5.2.1.5	100%	Schedule the testing session/follow up sessions	0.1 days	Thu 10/5/17	Thu 10/5/17
508	**1.5.2.1.5**	**100%**	**Testing**	**0.12 days**	**Thu 10/5/17**	**Fri 10/6/17**
509	1.5.2.1.5	100%	Provide testers with their assignments	0.12 days	Thu 10/5/17	Fri 10/6/17
510	**1.5.2.1.6**	**100%**	**Protective Custody**	**4.33 days**	**Mon 10/2/17**	**Fri 10/6/17**
511	**1.5.2.1.6**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
512	1.5.2.1.6	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
513	1.5.2.1.6	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
514	1.5.2.1.6	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
515	1.5.2.1.6	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
516	1.5.2.1.6	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
517	1.5.2.1.6	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
518	1.5.2.1.6	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
519	**1.5.2.1.6**	**100%**	**Pre Test**	**1.69 days**	**Tue 10/3/17**	**Thu 10/5/17**
520	1.5.2.1.6	100%	Provide the test leads with the inmate numbers they	0.4 days	Tue 10/3/17	Wed 10/4/17
521	1.5.2.1.6	100%	Review test scenarios/scripts	1 day	Wed 10/4/17	Thu 10/5/17
522	1.5.2.1.6	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
523	1.5.2.1.6	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
524	**1.5.2.1.6**	**100%**	**Testing**	**0.86 days**	**Thu 10/5/17**	**Fri 10/6/17**
525	1.5.2.1.6	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
526	1.5.2.1.6	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
527	1.5.2.1.6	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
528	1.5.2.1.6	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
529	**1.5.2.1.7**	**100%**	**Classification**	**4.33 days**	**Mon 10/2/17**	**Fri 10/6/17**
530	**1.5.2.1.7**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
531	1.5.2.1.7	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
532	1.5.2.1.7	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
533	1.5.2.1.7	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
534	1.5.2.1.7	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
535	1.5.2.1.7	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
536	1.5.2.1.7	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
537	1.5.2.1.7	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
538	**1.5.2.1.7**	**100%**	**Pre Test**	**1.69 days**	**Tue 10/3/17**	**Thu 10/5/17**
539	1.5.2.1.7	100%	Provide the test leads with the inmate numbers they	0.4 days	Tue 10/3/17	Wed 10/4/17
540	1.5.2.1.7	100%	Review test scenarios/scripts	1 day	Wed 10/4/17	Thu 10/5/17
541	1.5.2.1.7	100%	Run the scripts/determine the feasibility to move forv	0.17 days	Thu 10/5/17	Thu 10/5/17
542	1.5.2.1.7	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
543	**1.5.2.1.7**	**100%**	**Testing**	**0.86 days**	**Thu 10/5/17**	**Fri 10/6/17**
544	1.5.2.1.7	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
545	1.5.2.1.7	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
546	1.5.2.1.7	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
547	1.5.2.1.7	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
548	**1.5.2.1.8**	**100%**	**Discipline**	**4.73 days**	**Mon 10/2/17**	**Fri 10/6/17**
549	**1.5.2.1.8**	**100%**	**Pre Test Prep**	**1.5 days**	**Mon 10/2/17**	**Tue 10/3/17**
550	1.5.2.1.8	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
551	1.5.2.1.8	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
552	1.5.2.1.8	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
553	1.5.2.1.8	100%	Insure all critical bugs are fixed, or a workaround is in	0.17 days	Mon 10/2/17	Tue 10/3/17
554	1.5.2.1.8	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
555	1.5.2.1.8	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
556	1.5.2.1.8	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
557	**1.5.2.1.8**	**100%**	**Pre Test**	**2.49 days**	**Tue 10/3/17**	**Thu 10/5/17**

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
558	1.5.2.1.8	100%	Provide the test leads with the inmate numbers they	0.12 days	Tue 10/3/17	Tue 10/3/17
559	1.5.2.1.8	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
560	1.5.2.1.8	100%	Run the scripts/determine the feasibility to move forv	0.25 days	Thu 10/5/17	Thu 10/5/17
561	1.5.2.1.8	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
562	**1.5.2.1.8**	**100%**	**Testing**	**0.74 days**	**Thu 10/5/17**	**Fri 10/6/17**
563	1.5.2.1.8	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Fri 10/6/17
564	1.5.2.1.8	100%	Conduct AIMS2 orientation with the testers	0.25 days	Fri 10/6/17	Fri 10/6/17
565	1.5.2.1.8	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
566	1.5.2.1.8	100%	Review test scenarios/scripts	0.25 days	Fri 10/6/17	Fri 10/6/17
567	**1.5.2.1.9**	**100%**	**EIP**	**4.67 days**	**Mon 10/2/17**	**Fri 10/6/17**
568	**1.5.2.1.9**	**100%**	**Pre Test Prep**	**1.45 days**	**Mon 10/2/17**	**Tue 10/3/17**
569	1.5.2.1.9	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
570	1.5.2.1.9	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
571	1.5.2.1.9	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
572	1.5.2.1.9	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
573	1.5.2.1.9	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
574	1.5.2.1.9	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
575	1.5.2.1.9	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
576	**1.5.2.1.9**	**100%**	**Pre Test**	**2.69 days**	**Tue 10/3/17**	**Fri 10/6/17**
577	1.5.2.1.9	100%	Provide the test leads with the inmate numbers they	0.4 days	Tue 10/3/17	Tue 10/3/17
578	1.5.2.1.9	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
579	1.5.2.1.9	100%	Run the scripts/determine the feasibility to move forv	0.17 days	Thu 10/5/17	Fri 10/6/17
580	1.5.2.1.9	100%	Schedule the testing session/follow up sessions	0.12 days	Fri 10/6/17	Fri 10/6/17
581	**1.5.2.1.9**	**100%**	**Testing**	**0.53 days**	**Fri 10/6/17**	**Fri 10/6/17**
582	1.5.2.1.9	100%	Perform technical check at the testing facility	0.12 days	Fri 10/6/17	Fri 10/6/17
583	1.5.2.1.9	100%	Conduct AIMS2 orientation with the testers	0.17 days	Fri 10/6/17	Fri 10/6/17
584	1.5.2.1.9	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
585	1.5.2.1.9	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
586	**1.5.2.1.1**	**100%**	**Religion**	**4.67 days**	**Mon 10/2/17**	**Fri 10/6/17**
587	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.45 days**	**Mon 10/2/17**	**Tue 10/3/17**
588	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
589	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
590	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
591	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
592	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
593	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
594	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
595	**1.5.2.1.1**	**100%**	**Pre Test**	**2.69 days**	**Tue 10/3/17**	**Fri 10/6/17**
596	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.4 days	Tue 10/3/17	Tue 10/3/17
597	1.5.2.1.1	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
598	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Fri 10/6/17
599	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Fri 10/6/17	Fri 10/6/17
600	**1.5.2.1.1**	**100%**	**Testing**	**0.53 days**	**Fri 10/6/17**	**Fri 10/6/17**
601	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Fri 10/6/17	Fri 10/6/17
602	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.17 days	Fri 10/6/17	Fri 10/6/17
603	1.5.2.1.1	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
604	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
605	**1.5.2.1.1**	**100%**	**Scheduling**	**4.67 days**	**Mon 10/2/17**	**Fri 10/6/17**
606	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.45 days**	**Mon 10/2/17**	**Tue 10/3/17**
607	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
608	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
609	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
610	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
611	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
612	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
613	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
614	**1.5.2.1.1**	**100%**	**Pre Test**	**2.69 days**	**Tue 10/3/17**	**Fri 10/6/17**
615	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.4 days	Tue 10/3/17	Tue 10/3/17
616	1.5.2.1.1	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
617	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Fri 10/6/17
618	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Fri 10/6/17	Fri 10/6/17
619	**1.5.2.1.1**	**100%**	**Testing**	**0.53 days**	**Fri 10/6/17**	**Fri 10/6/17**

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
620	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Fri 10/6/17	Fri 10/6/17
621	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.17 days	Fri 10/6/17	Fri 10/6/17
622	1.5.2.1.1	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
623	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
624	**1.5.2.1.1**	**100%**	**STG**	**4.72 days**	**Mon 10/2/17**	**Fri 10/6/17**
625	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.45 days**	**Mon 10/2/17**	**Tue 10/3/17**
626	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
627	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
628	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.12 days	Mon 10/2/17	Mon 10/2/17
629	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.17 days	Mon 10/2/17	Tue 10/3/17
630	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
631	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
632	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
633	**1.5.2.1.1**	**100%**	**Pre Test**	**2.36 days**	**Tue 10/3/17**	**Thu 10/5/17**
634	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.12 days	Tue 10/3/17	Tue 10/3/17
635	1.5.2.1.1	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
636	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.12 days	Thu 10/5/17	Thu 10/5/17
637	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
638	**1.5.2.1.1**	**100%**	**Testing**	**0.91 days**	**Thu 10/5/17**	**Fri 10/6/17**
639	1.5.2.1.1	100%	Perform technical check at the testing facility	0.17 days	Thu 10/5/17	Thu 10/5/17
640	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
641	1.5.2.1.1	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
642	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
643	1.5.2.1.1	100%	Transportation	4.28 days	Mon 10/2/17	Fri 10/6/17
644	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.5 days**	**Mon 10/2/17**	**Tue 10/3/17**
645	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
646	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
647	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
648	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.17 days	Mon 10/2/17	Tue 10/3/17
649	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
650	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
651	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
652	**1.5.2.1.1**	**100%**	**Pre Test**	**2.33 days**	**Tue 10/3/17**	**Thu 10/5/17**
653	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
654	1.5.2.1.1	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
655	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
656	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
657	**1.5.2.1.1**	**100%**	**Testing**	**0.45 days**	**Thu 10/5/17**	**Fri 10/6/17**
658	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
659	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.17 days	Thu 10/5/17	Fri 10/6/17
660	1.5.2.1.1	100%	Provide testers with their assignments	0.04 days	Fri 10/6/17	Fri 10/6/17
661	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
662	**1.5.2.1.1**	**100%**	**Visitation**	**4.77 days**	**Mon 10/2/17**	**Fri 10/6/17**
663	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.5 days**	**Mon 10/2/17**	**Tue 10/3/17**
664	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
665	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
666	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
667	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.17 days	Mon 10/2/17	Tue 10/3/17
668	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.17 days	Tue 10/3/17	Tue 10/3/17
669	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
670	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
671	**1.5.2.1.1**	**100%**	**Pre Test**	**2.36 days**	**Tue 10/3/17**	**Thu 10/5/17**
672	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.12 days	Tue 10/3/17	Tue 10/3/17
673	1.5.2.1.1	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
674	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.12 days	Thu 10/5/17	Thu 10/5/17
675	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
676	**1.5.2.1.1**	**100%**	**Testing**	**0.91 days**	**Thu 10/5/17**	**Fri 10/6/17**
677	1.5.2.1.1	100%	Perform technical check at the testing facility	0.17 days	Thu 10/5/17	Fri 10/6/17
678	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.5 days	Fri 10/6/17	Fri 10/6/17
679	1.5.2.1.1	100%	Provide testers with their assignments	0.12 days	Fri 10/6/17	Fri 10/6/17
680	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
681	**1.5.2.1.1**	**100%**	**Cell Screening**	**4.6 days**	**Mon 10/2/17**	**Fri 10/6/17**

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
682	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
683	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
684	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
685	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
686	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
687	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
688	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
689	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
690	**1.5.2.1.1**	**100%**	**Pre Test**	**1.83 days**	**Tue 10/3/17**	**Thu 10/5/17**
691	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
692	1.5.2.1.1	100%	Review test scenarios/scripts	1.5 days	Tue 10/3/17	Thu 10/5/17
693	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
694	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
695	**1.5.2.1.1**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
696	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
697	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
698	1.5.2.1.1	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
699	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
700	**1.5.2.1.1**	**100%**	**Grievances**	**4.86 days**	**Mon 10/2/17**	**Fri 10/6/17**
701	1.5.2.1.1	100%	Pre Test Prep	1.78 days	Mon 10/2/17	Tue 10/3/17
702	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
703	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
704	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
705	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
706	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
707	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
708	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
709	**1.5.2.1.1**	**100%**	**Pre Test**	**2.33 days**	**Tue 10/3/17**	**Thu 10/5/17**
710	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
711	1.5.2.1.1	100%	Review test scenarios/scripts	2 days	Tue 10/3/17	Thu 10/5/17
712	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
713	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
714	**1.5.2.1.1**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
715	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
716	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
717	1.5.2.1.1	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
718	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
719	**1.5.2.1.1**	**100%**	**Programs**	**4.59 days**	**Mon 10/2/17**	**Fri 10/6/17**
720	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
721	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
722	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
723	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
724	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
725	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
726	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
727	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
728	**1.5.2.1.1**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
729	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
730	1.5.2.1.1	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
731	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
732	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
733	**1.5.2.1.1**	**100%**	**Testing**	**0.78 days**	**Thu 10/5/17**	**Fri 10/6/17**
734	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
735	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
736	1.5.2.1.1	100%	Provide testers with their assignments	0.04 days	Fri 10/6/17	Fri 10/6/17
737	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
738	**1.5.2.1.1**	**100%**	**Programs (DI57)**	**4.59 days**	**Mon 10/2/17**	**Fri 10/6/17**
739	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
740	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
741	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
742	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
743	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17

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AMERICAN OVERSIGHT

Exhibit A

ID		WBS	% Complete	Task Name	Duration	Start	Finish
744	✓	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
745	✓	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
746	✓	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
747	✓	**1.5.2.1.1**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
748	✓	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
749	✓	1.5.2.1.1	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
750	✓	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
751	✓	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
752	✓	**1.5.2.1.1**	**100%**	**Testing**	**0.78 days**	**Thu 10/5/17**	**Fri 10/6/17**
753	✓	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
754	✓	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
755	✓	1.5.2.1.1	100%	Provide testers with their assignments	0.04 days	Fri 10/6/17	Fri 10/6/17
756	✓	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
757	✓	**1.5.2.1.1**	**100%**	**Work Levels**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
758	✓	**1.5.2.1.1**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
759	✓	1.5.2.1.1	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
760	✓	1.5.2.1.1	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
761	✓	1.5.2.1.1	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
762	✓	1.5.2.1.1	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
763	✓	1.5.2.1.1	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
764	✓	1.5.2.1.1	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
765	✓	1.5.2.1.1	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
766	✓	**1.5.2.1.1**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
767	✓	1.5.2.1.1	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
768	✓	1.5.2.1.1	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
769	✓	1.5.2.1.1	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
770	✓	1.5.2.1.1	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
771	✓	**1.5.2.1.1**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
772	✓	1.5.2.1.1	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
773	✓	1.5.2.1.1	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
774	✓	1.5.2.1.1	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17

AZ-DOC-21-0315-A-003002

AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
775	1.5.2.1.1	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
776	**1.5.2.1.2**	**100%**	**BOEC**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
777	**1.5.2.1.2**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
778	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
779	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
780	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
781	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
782	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
783	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
784	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
785	**1.5.2.1.2**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
786	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
787	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
788	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
789	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
790	**1.5.2.1.2**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
791	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
792	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
793	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
794	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
795	**1.5.2.1.2**	**100%**	**Victim's Services**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
796	**1.5.2.1.2**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
797	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
798	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
799	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
800	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
801	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
802	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
803	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
804	**1.5.2.1.2**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
805	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17

AZ-DOC-21-0315-A-003003

AMERICAN OVERSIGHT

Exhibit A

ID		WBS	% Complete	Task Name	Duration	Start	Finish
806	✓	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
807	✓	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
808	✓	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
809	✓	**1.5.2.1.2**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
810	✓	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
811	✓	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
812	✓	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
813	✓	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
814	✓	**1.5.2.1.2**	**100%**	**OMS**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
815	✓	**1.5.2.1.2**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
816	✓	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
817	✓	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
818	✓	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
819	✓	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
820	✓	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
821	✓	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
822	✓	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
823	✓	**1.5.2.1.2**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
824	✓	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
825	✓	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
826	✓	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
827	✓	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
828	✓	**1.5.2.1.2**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
829	✓	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
830	✓	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
831	✓	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
832	✓	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
833	✓	**1.5.2.1.2**	**100%**	**Detainers**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
834	✓	**1.5.2.1.2**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
835	✓	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
836	✓	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17

AZ-DOC-21-0315-A-003004

AMERICAN OVERSIGHT

Exhibit A

ID		WBS	% Complete	Task Name	Duration	Start	Finish
837	✓	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
838	✓	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
839	✓	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
840	✓	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
841	✓	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
842	✓	**1.5.2.1.2**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
843	✓	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
844	✓	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
845	✓	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
846	✓	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
847	✓	**1.5.2.1.2**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
848	✓	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
849	✓	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
850	✓	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
851	✓	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
852	✓	**1.5.2.1.2**	**100%**	**Intake**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
853	✓	**1.5.2.1.2**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
854	✓	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
855	✓	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
856	✓	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
857	✓	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
858	✓	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
859	✓	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
860	✓	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
861	✓	**1.5.2.1.2**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
862	✓	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
863	✓	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
864	✓	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
865	✓	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
866	✓	**1.5.2.1.2**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
867	✓	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17

AZ-DOC-21-0315-A-003005

AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
868	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
869	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
870	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
871	**1.5.2.1.2**	**100%**	**RMS**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
872	**1.5.2.1.2**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
873	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
874	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
875	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
876	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
877	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
878	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
879	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
880	**1.5.2.1.2**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
881	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
882	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
883	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
884	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
885	**1.5.2.1.2**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
886	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
887	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
888	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
889	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
890	**1.5.2.1.2**	**100%**	**FITS**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
891	1.5.2.1.2	100%	Pre Test Prep	1.78 days	Mon 10/2/17	Tue 10/3/17
892	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
893	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
894	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
895	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
896	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
897	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
898	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17

AZ-DOC-21-0315-A-003006

AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
899	1.5.2.1.2	100%	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
900	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
901	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
902	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
903	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
904	1.5.2.1.2	100%	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
905	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
906	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
907	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
908	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
909	1.5.2.1.2	100%	**Events**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
910	1.5.2.1.2	100%	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
911	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
912	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
913	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
914	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
915	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
916	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
917	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
918	1.5.2.1.2	100%	Pre Test	2.03 days	Tue 10/3/17	Thu 10/5/17
919	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
920	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
921	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move for	0.17 days	Thu 10/5/17	Thu 10/5/17
922	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
923	1.5.2.1.2	100%	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
924	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
925	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
926	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
927	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
928	1.5.2.1.2	100%	**Warrants**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
929	1.5.2.1.2	100%	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**

AZ-DOC-21-0315-A-003007

AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
930	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
931	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
932	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
933	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
934	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
935	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
936	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
937	1.5.2.1.2	100%	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
938	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
939	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
940	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move forv	0.17 days	Thu 10/5/17	Thu 10/5/17
941	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
942	1.5.2.1.2	100%	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
943	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
944	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
945	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
946	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
947	1.5.2.1.2	100%	**DIM (Security Levels)**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
948	1.5.2.1.2	100%	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
949	1.5.2.1.2	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
950	1.5.2.1.2	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
951	1.5.2.1.2	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
952	1.5.2.1.2	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
953	1.5.2.1.2	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
954	1.5.2.1.2	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
955	1.5.2.1.2	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
956	1.5.2.1.2	100%	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
957	1.5.2.1.2	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
958	1.5.2.1.2	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
959	1.5.2.1.2	100%	Run the scripts/determine the feasibility to move forv	0.17 days	Thu 10/5/17	Thu 10/5/17
960	1.5.2.1.2	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
961	**1.5.2.1.2**	**100%**	**Testing**	**0.99 days**	**Thu 10/5/17**	**Fri 10/6/17**
962	1.5.2.1.2	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
963	1.5.2.1.2	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
964	1.5.2.1.2	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
965	1.5.2.1.2	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
966	**1.5.2.1.3**	**100%**	**Staff ID Roles**	**4.8 days**	**Mon 10/2/17**	**Fri 10/6/17**
967	**1.5.2.1.3**	**100%**	**Pre Test Prep**	**1.78 days**	**Mon 10/2/17**	**Tue 10/3/17**
968	1.5.2.1.3	100%	Validate required testing data is available	0.25 days	Mon 10/2/17	Mon 10/2/17
969	1.5.2.1.3	100%	Create test data if necessary	0.5 days	Mon 10/2/17	Mon 10/2/17
970	1.5.2.1.3	100%	Review test scripts/scenarios with test leads	0.17 days	Mon 10/2/17	Mon 10/2/17
971	1.5.2.1.3	100%	Insure all critical bugs are fixed, or a workaround is in	0.12 days	Mon 10/2/17	Tue 10/3/17
972	1.5.2.1.3	100%	Conduct an AIMS2 orientation with the test leads	0.5 days	Tue 10/3/17	Tue 10/3/17
973	1.5.2.1.3	100%	Create necessary user id's/passwords/credentials for	0.12 days	Tue 10/3/17	Tue 10/3/17
974	1.5.2.1.3	100%	Schedule the pretest session	0.12 days	Tue 10/3/17	Tue 10/3/17
975	**1.5.2.1.3**	**100%**	**Pre Test**	**2.03 days**	**Tue 10/3/17**	**Thu 10/5/17**
976	1.5.2.1.3	100%	Provide the test leads with the inmate numbers they	0.04 days	Tue 10/3/17	Tue 10/3/17
977	1.5.2.1.3	100%	Review test scenarios/scripts	1.7 days	Tue 10/3/17	Thu 10/5/17
978	1.5.2.1.3	100%	Run the scripts/determine the feasibility to move forv	0.17 days	Thu 10/5/17	Thu 10/5/17
979	1.5.2.1.3	100%	Schedule the testing session/follow up sessions	0.12 days	Thu 10/5/17	Thu 10/5/17
980	1.5.2.1.3	100%	Testing	0.99 days	Thu 10/5/17	Fri 10/6/17
981	1.5.2.1.3	100%	Perform technical check at the testing facility	0.12 days	Thu 10/5/17	Thu 10/5/17
982	1.5.2.1.3	100%	Conduct AIMS2 orientation with the testers	0.5 days	Thu 10/5/17	Fri 10/6/17
983	1.5.2.1.3	100%	Provide testers with their assignments	0.25 days	Fri 10/6/17	Fri 10/6/17
984	1.5.2.1.3	100%	Review test scenarios/scripts	0.12 days	Fri 10/6/17	Fri 10/6/17
985	1.5.2.2	100%	Ongoing Pre-Activities	36 days	Tue 10/31/17	Wed 12/27/17
986	**1.5.2.2.1**	**100%**	**Case Manager**	**27 days**	**Tue 10/31/17**	**Tue 12/12/17**
987	**1.5.2.2.1**	**100%**	**Test the application daily**	**27 days**	**Tue 10/31/17**	**Tue 12/12/17**
988	1.5.2.2.1	100%	Run scripts	17 days	Tue 10/31/17	Tue 11/28/17
989	1.5.2.2.1	100%	Record results	17 days	Tue 10/31/17	Tue 11/28/17
990	1.5.2.2.1	100%	Log issues/bugs	17 days	Tue 10/31/17	Tue 11/28/17
991	1.5.2.2.1	100%	Email critical bugs to test leads immediately	17 days	Tue 10/31/17	Tue 11/28/17

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
992	1.5.2.2.1	100%	Report test results to test leads daily	17 days	Tue 10/31/17	Tue 11/28/17
993	1.5.2.2.1	100%	Report test status to test leads weekly	17 days	Tue 10/31/17	Tue 11/28/17
994	1.5.2.2.1	100%	Development/QA Bug Fix	27 days	Tue 10/31/17	Tue 12/12/17
995	1.5.2.2.1	100%	Report bug fix testing results to test leads/test admin	17 days	Tue 10/31/17	Tue 11/28/17
996	1.5.2.2.1	100%	Close or reopen bug depending on test results	17 days	Tue 10/31/17	Tue 11/28/17
997	**1.5.2.2.2**	**100%**	**Property**	**27 days**	**Tue 10/31/17**	**Tue 12/12/17**
998	**1.5.2.2.2**	**100%**	**Test the application daily**	**27 days**	**Tue 10/31/17**	**Tue 12/12/17**
999	1.5.2.2.2	100%	Run scripts	17 days	Tue 10/31/17	Tue 11/28/17
1000	1.5.2.2.2	100%	Record results	17 days	Tue 10/31/17	Tue 11/28/17
1001	1.5.2.2.2	100%	Log issues/bugs	17 days	Tue 10/31/17	Tue 11/28/17
1002	1.5.2.2.2	100%	Email critical bugs to test leads immediately	17 days	Tue 10/31/17	Tue 11/28/17
1003	1.5.2.2.2	100%	Report test results to test leads daily	17 days	Tue 10/31/17	Tue 11/28/17
1004	1.5.2.2.2	100%	Report test status to test leads weekly	17 days	Tue 10/31/17	Tue 11/28/17
1005	1.5.2.2.2	100%	Development/QA Bug Fix	27 days	Tue 10/31/17	Tue 12/12/17
1006	1.5.2.2.2	100%	Report bug fix testing results to test leads/test admin	17 days	Tue 10/31/17	Tue 11/28/17
1007	1.5.2.2.2	100%	Close or reopen bug depending on test results	17 days	Tue 10/31/17	Tue 11/28/17
1008	**1.5.2.2.3**	**100%**	**Detention**	**17 days**	**Tue 10/31/17**	**Tue 11/28/17**
1009	**1.5.2.2.3**	**100%**	**Pre Test Prep**	**17 days**	**Tue 10/31/17**	**Tue 11/28/17**
1010	1.5.2.2.3	100%	Regression Testing	17 days	Tue 10/31/17	Tue 11/28/17
1011	1.5.2.2.3	100%	Bug Fix	17 days	Tue 10/31/17	Tue 11/28/17
1012	1.5.2.2.3	100%	Validate Bug Fix	17 days	Tue 10/31/17	Tue 11/28/17
1013	**1.5.2.2.4**	**100%**	**DNHW**	**27 days**	**Tue 10/31/17**	**Tue 12/12/17**
1014	**1.5.2.2.4**	**100%**	**Test the application daily**	**27 days**	**Tue 10/31/17**	**Tue 12/12/17**
1015	1.5.2.2.4	100%	Run scripts	17 days	Tue 10/31/17	Tue 11/28/17
1016	1.5.2.2.4	100%	Record results	17 days	Tue 10/31/17	Tue 11/28/17
1017	1.5.2.2.4	100%	Log issues/bugs	17 days	Tue 10/31/17	Tue 11/28/17
1018	1.5.2.2.4	100%	Email critical bugs to test leads immediately	17 days	Tue 10/31/17	Tue 11/28/17
1019	1.5.2.2.4	100%	Report test results to test leads daily	17 days	Tue 10/31/17	Tue 11/28/17
1020	1.5.2.2.4	100%	Report test status to test leads weekly	17 days	Tue 10/31/17	Tue 11/28/17
1021	1.5.2.2.4	100%	Development/QA Bug Fix	27 days	Tue 10/31/17	Tue 12/12/17
1022	1.5.2.2.4	100%	Report bug fix testing results to test leads/test admin	17 days	Tue 10/31/17	Tue 11/28/17

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1023	1.5.2.2.4	100%	Close or reopen bug depending on test results	17 days	Tue 10/31/17	Tue 11/28/17
1024	**1.5.2.2.5**	**100%**	**Movement Holds**	**22 days**	**Tue 10/31/17**	**Tue 12/5/17**
1025	**1.5.2.2.5**	**100%**	**Test the application daily**	**22 days**	**Tue 10/31/17**	**Tue 12/5/17**
1026	1.5.2.2.5	100%	Run scripts	12 days	Tue 10/31/17	Fri 11/17/17
1027	1.5.2.2.5	100%	Record results	12 days	Tue 10/31/17	Fri 11/17/17
1028	1.5.2.2.5	100%	Log issues/bugs	12 days	Tue 10/31/17	Fri 11/17/17
1029	1.5.2.2.5	100%	Email critical bugs to test leads immediately	12 days	Tue 10/31/17	Fri 11/17/17
1030	1.5.2.2.5	100%	Report test results to test leads daily	12 days	Tue 10/31/17	Fri 11/17/17
1031	1.5.2.2.5	100%	Report test status to test leads weekly	12 days	Tue 10/31/17	Fri 11/17/17
1032	1.5.2.2.5	100%	Development/QA Bug Fix	22 days	Tue 10/31/17	Tue 12/5/17
1033	1.5.2.2.5	100%	Report bug fix testing results to test leads/test admin	12 days	Tue 10/31/17	Fri 11/17/17
1034	1.5.2.2.5	100%	Close or reopen bug depending on test results	12 days	Tue 10/31/17	Fri 11/17/17
1035	**1.5.2.2.6**	**100%**	**Prison Admin**	**22 days**	**Tue 10/31/17**	**Tue 12/5/17**
1036	**1.5.2.2.6**	**100%**	**Test the application daily**	**22 days**	**Tue 10/31/17**	**Tue 12/5/17**
1037	1.5.2.2.6	100%	Run scripts	12 days	Tue 10/31/17	Fri 11/17/17
1038	1.5.2.2.6	100%	Record results	12 days	Tue 10/31/17	Fri 11/17/17
1039	1.5.2.2.6	100%	Log issues/bugs	12 days	Tue 10/31/17	Fri 11/17/17
1040	1.5.2.2.6	100%	Email critical bugs to test leads immediately	12 days	Tue 10/31/17	Fri 11/17/17
1041	1.5.2.2.6	100%	Report test results to test leads daily	12 days	Tue 10/31/17	Fri 11/17/17
1042	1.5.2.2.6	100%	Report test status to test leads weekly	12 days	Tue 10/31/17	Fri 11/17/17
1043	1.5.2.2.6	100%	Development/QA Bug Fix	22 days	Tue 10/31/17	Tue 12/5/17
1044	1.5.2.2.6	100%	Report bug fix testing results to test leads/test admin	12 days	Tue 10/31/17	Fri 11/17/17
1045	1.5.2.2.6	100%	Close or reopen bug depending on test results	12 days	Tue 10/31/17	Fri 11/17/17
1046	1.5.2.2.7	100%	Protective Custody	27 days	Tue 10/31/17	Tue 12/12/17
1047	1.5.2.2.7	100%	Test the application daily	27 days	Tue 10/31/17	Tue 12/12/17
1048	1.5.2.2.7	100%	Run scripts	17 days	Tue 10/31/17	Tue 11/28/17
1049	1.5.2.2.7	100%	Record results	17 days	Tue 10/31/17	Tue 11/28/17
1050	1.5.2.2.7	100%	Log issues/bugs	17 days	Tue 10/31/17	Tue 11/28/17
1051	1.5.2.2.7	100%	Email critical bugs to test leads immediately	17 days	Tue 10/31/17	Tue 11/28/17
1052	1.5.2.2.7	100%	Report test results to test leads daily	17 days	Tue 10/31/17	Tue 11/28/17
1053	1.5.2.2.7	100%	Report test status to test leads weekly	17 days	Tue 10/31/17	Tue 11/28/17

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1054	1.5.2.2.7	100%	Development/QA Bug Fix	27 days	Tue 10/31/17	Tue 12/12/17
1055	1.5.2.2.7	100%	Report bug fix testing results to test leads/test admin	17 days	Tue 10/31/17	Tue 11/28/17
1056	1.5.2.2.7	100%	Close or reopen bug depending on test results	17 days	Tue 10/31/17	Tue 11/28/17
1057	**1.5.2.2.8**	**100%**	**Religion**	**17 days**	**Tue 10/31/17**	**Tue 11/28/17**
1058	**1.5.2.2.8**	**100%**	**Test the application daily**	**17 days**	**Tue 10/31/17**	**Tue 11/28/17**
1059	1.5.2.2.8	100%	Run scripts	17 days	Tue 10/31/17	Tue 11/28/17
1060	1.5.2.2.8	100%	Record results	17 days	Tue 10/31/17	Tue 11/28/17
1061	1.5.2.2.8	100%	Log issues/bugs	17 days	Tue 10/31/17	Tue 11/28/17
1062	1.5.2.2.8	100%	Email critical bugs to test leads immediately	17 days	Tue 10/31/17	Tue 11/28/17
1063	1.5.2.2.8	100%	Report test results to test leads daily	17 days	Tue 10/31/17	Tue 11/28/17
1064	1.5.2.2.8	100%	Report test status to test leads weekly	17 days	Tue 10/31/17	Tue 11/28/17
1065	1.5.2.2.8	100%	Report bug fix testing results to test leads/test admin	17 days	Tue 10/31/17	Tue 11/28/17
1066	1.5.2.2.8	100%	Close or reopen bug depending on test results	17 days	Tue 10/31/17	Tue 11/28/17
1067	**1.5.2.2.9**	**100%**	**STG**	**17 days**	**Tue 10/31/17**	**Tue 11/28/17**
1068	**1.5.2.2.9**	**100%**	**Test the application daily**	**17 days**	**Tue 10/31/17**	**Tue 11/28/17**
1069	1.5.2.2.9	100%	Run scripts	17 days	Tue 10/31/17	Tue 11/28/17
1070	1.5.2.2.9	100%	Record results	17 days	Tue 10/31/17	Tue 11/28/17
1071	1.5.2.2.9	100%	Log issues/bugs	17 days	Tue 10/31/17	Tue 11/28/17
1072	1.5.2.2.9	100%	Email critical bugs to test leads immediately	17 days	Tue 10/31/17	Tue 11/28/17
1073	1.5.2.2.9	100%	Report test results to test leads daily	17 days	Tue 10/31/17	Tue 11/28/17
1074	1.5.2.2.9	100%	Report test status to test leads weekly	17 days	Tue 10/31/17	Tue 11/28/17
1075	1.5.2.2.9	100%	Report bug fix testing results to test leads/test admin	17 days	Tue 10/31/17	Tue 11/28/17
1076	1.5.2.2.9	100%	Close or reopen bug depending on test results	17 days	Tue 10/31/17	Tue 11/28/17
1077	1.5.2.2.1	100%	Visitation	36 days	Tue 10/31/17	Wed 12/27/17
1078	**1.5.2.2.1**	**100%**	**Test the application daily**	**36 days**	**Tue 10/31/17**	**Wed 12/27/17**
1079	1.5.2.2.1	100%	Run scripts	36 days	Tue 10/31/17	Wed 12/27/17
1080	1.5.2.2.1	100%	Record results	36 days	Tue 10/31/17	Wed 12/27/17
1081	1.5.2.2.1	100%	Log issues/bugs	36 days	Tue 10/31/17	Wed 12/27/17
1082	1.5.2.2.1	100%	Email critical bugs to test leads immediately	36 days	Tue 10/31/17	Wed 12/27/17
1083	1.5.2.2.1	100%	Report test results to test leads daily	36 days	Tue 10/31/17	Wed 12/27/17
1084	1.5.2.2.1	100%	Report test status to test leads weekly	36 days	Tue 10/31/17	Wed 12/27/17

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1085	1.5.2.2.1	100%	Report bug fix testing results to test leads/test admin	36 days	Tue 10/31/17	Wed 12/27/17
1086	1.5.2.2.1	100%	Close or reopen bug depending on test results	36 days	Tue 10/31/17	Wed 12/27/17
1087	**1.5.2.2.1**	**100%**	**Intake**	**24 days**	**Tue 10/31/17**	**Thu 12/7/17**
1088	1.5.2.2.1	100%	Test the application daily	**24 days**	**Tue 10/31/17**	**Thu 12/7/17**
1089	1.5.2.2.1	100%	Run scripts	24 days	Tue 10/31/17	Thu 12/7/17
1090	1.5.2.2.1	100%	Record results	24 days	Tue 10/31/17	Thu 12/7/17
1091	1.5.2.2.1	100%	Log issues/bugs	24 days	Tue 10/31/17	Thu 12/7/17
1092	1.5.2.2.1	100%	Email critical bugs to test leads immediately	24 days	Tue 10/31/17	Thu 12/7/17
1093	1.5.2.2.1	100%	Report test results to test leads daily	24 days	Tue 10/31/17	Thu 12/7/17
1094	1.5.2.2.1	100%	Report test status to test leads weekly	24 days	Tue 10/31/17	Thu 12/7/17
1095	1.5.2.2.1	100%	Report bug fix testing results to test leads/test admin	24 days	Tue 10/31/17	Thu 12/7/17
1096	1.5.2.2.1	100%	Close or reopen bug depending on test results	24 days	Tue 10/31/17	Thu 12/7/17
1097	1.5.**2.2.1**	100%	Staff ID Roles	**17 days**	**Tue 10/31/17**	**Tue 11/28/17**
1098	**1.5.2.2.1**	**100%**	**Test the application daily**	**17 days**	**Tue 10/31/17**	**Tue 11/28/17**
1099	1.5.2.2.1	100%	Run scripts	17 days	Tue 10/31/17	Tue 11/28/17
1100	1.5.2.2.1	100%	Record results	17 days	Tue 10/31/17	Tue 11/28/17
1101	1.5.2.2.1	100%	Log issues/bugs	17 days	Tue 10/31/17	Tue 11/28/17
1102	1.5.2.2.1	100%	Email critical bugs to test leads immediately	17 days	Tue 10/31/17	Tue 11/28/17
1103	1.5.2.2.1	100%	Report test results to test leads daily	17 days	Tue 10/31/17	Tue 11/28/17
1104	1.5.2.2.1	100%	Report test status to test leads weekly	17 days	Tue 10/31/17	Tue 11/28/17
1105	1.5.2.2.1	100%	Report bug fix testing results to test leads/test admin	17 days	Tue 10/31/17	Tue 11/28/17
1106	1.5.2.2.1	100%	Close or reopen bug depending on test results	17 days	Tue 10/31/17	Tue 11/28/17
1107	1.5.2.3	100%	Pre-Activities to Prepare for Modular UAT	18 days	Mon 1/15/18	**Wed 2/7/18**
1108	1.5.2.3.1	100%	Pre-Activities to Prepare for Modular UAT	15 days	Mon 1/15/18	Fri 2/2/18
1109	1.5.2.3.2	100%	Data Ready for UAT to Begin-sign off	1 day	Tue 2/6/18	Tue 2/6/18
1110	1.5.2.3.3	100%	Pre-Activities Sign off	1 day	Wed 2/7/18	Wed 2/7/18
1111	**1.5.3**	**90%**	**UAT Execution of Test Scripts**	**254 days**	**Mon 2/5/18**	**Fri 1/25/19**
1112	1.5.3.1	100%	UAT Testing Round 1	189 days	Mon 2/5/18	Fri 10/26/18
1113	1.5.3.1.1	100%	Protective Custody	129 days	Mon 2/5/18	Fri 8/3/18
1114	1.5.3.1.2	100%	Case Manager	129 days	Mon 2/5/18	Fri 8/3/18
1115	1.5.3.1.3	100%	Detention	89 days	Mon 2/5/18	Fri 6/8/18

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1116	1.5.3.1.4	100%	DNHW	10 days	Mon 2/5/18	Fri 2/16/18
1117	1.5.3.1.5	100%	Visitation	129 days	Mon 2/5/18	Fri 8/3/18
1118	1.5.3.1.6	100%	STG	20 days	Mon 2/5/18	Mon 3/5/18
1119	1.5.3.1.7	100%	Property	135 days	Mon 2/5/18	Mon 8/13/18
1120	1.5.3.1.8	100%	Religion	129 days	Mon 2/5/18	Fri 8/3/18
1121	1.5.3.1.9	100%	Intake	124 days	Mon 2/12/18	Fri 8/3/18
1122	1.5.3.1.1	100%	DT 31 Fingerprints	10 days	Mon 2/12/18	Mon 2/26/18
1123	1.5.3.1.1	100%	Detainers	124 days	Mon 2/12/18	Fri 8/3/18
1124	1.5.3.1.1	100%	Classification	124 days	Mon 2/12/18	Fri 8/3/18
1125	1.5.3.1.1	100%	Count	30 days	Mon 2/12/18	Mon 3/26/18
1126	1.5.3.1.1	100%	Transportation	124 days	Mon 2/12/18	Fri 8/3/18
1127	1.5.3.1.1	100%	Prison Admin	10 days	Mon 2/12/18	Mon 2/26/18
1128	1.5.3.1.1	100%	DIM	34 days	Tue 6/19/18	Fri 8/3/18
1129	1.5.3.1.1	100%	Staff ID	10 days	Mon 2/12/18	Mon 2/26/18
1130	1.5.3.1.1	100%	RMS	119 days	Tue 2/20/18	Fri 8/3/18
1131	1.5.3.1.1	100%	Discipline	119 days	Tue 2/20/18	Fri 8/3/18
1132	1.5.3.1.2	100%	Cell Screening	44 days	Tue 6/5/18	Fri 8/3/18
1133	1.5.3.1.2	100%	Scheduling	119 days	Tue 2/20/18	Fri 8/3/18
1134	1.5.3.1.2	100%	FITS	20 days	Tue 2/20/18	Mon 3/19/18
1135	1.5.3.1.2	100%	Movement Holds	10 days	Tue 2/20/18	Mon 3/5/18
1136	1.5.3.1.2	100%	Warrants	60 days	Mon 5/14/18	Fri 8/3/18
1137	1.5.3.1.2	100%	BOEC	49 days	Tue 5/29/18	Fri 8/3/18
1138	1.5.3.1.2	100%	Victim's Services	115 days	Mon 2/26/18	Fri 8/3/18
1139	1.5.3.1.2	100%	EIP	115 days	Mon 2/26/18	Fri 8/3/18
1140	1.5.3.1.2	100%	Events	115 days	Mon 2/26/18	Fri 8/3/18
1141	1.5.3.1.2	100%	Grievances	115 days	Mon 2/26/18	Fri 8/3/18
1142	1.5.3.1.3	100%	OMS	110 days	Mon 3/5/18	Fri 8/3/18
1143	1.5.3.1.3	100%	Programs	44 days	Tue 6/5/18	Fri 8/3/18
1144	1.5.3.1.3	100%	Programs (DI57)	28 days	Wed 6/27/18	Fri 8/3/18
1145	1.5.3.1.3	100%	Work Levels	110 days	Mon 3/5/18	Fri 8/3/18
1146	1.5.3.1.3	100%	ACI	67 days	Thu 5/3/18	Fri 8/3/18

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1147	1.5.3.1.3	100%	Assessments	30 days	Mon 6/25/18	Fri 8/3/18
1148	1.5.3.1.3	100%	Integrated Housing	40 days	Mon 6/11/18	Fri 8/3/18
1149	1.5.3.1.3	100%	Finish round 1	60 days	Mon 8/6/18	Fri 10/26/18
1150	1.5.3.2	8%	**UAT Testing Round 2**	**60 days**	**Mon 10/29/18**	**Fri 1/25/19**
1151	1.5.3.2.1	100%	**Week 1**	**5 days**	Mon 10/29/18	Fri 11/2/18
1152	1.5.3.2.1	100%	Test bugs Resolved this week	5 days	Mon 10/29/18	Fri 11/2/18
1153	1.5.3.2.1	100%	Re-submit bugs that Failed this week	5 days	Mon 10/29/18	Fri 11/2/18
1154	1.5.3.2.1	100%	Test bugs submitted for Reconsideration	5 days	Mon 10/29/18	Fri 11/2/18
1155	1.5.3.2.1	100%	Close bugs that Passed	5 days	Mon 10/29/18	Fri 11/2/18
1156	1.5.3.2.1	100%	Test any Blocked scripts	5 days	Mon 10/29/18	Fri 11/2/18
1157	1.5.3.2.1	100%	Conduct Regression testing	5 days	Mon 10/29/18	Fri 11/2/18
1158	1.5.3.2.2	0%	Week 2	5 days	Mon 11/5/18	Fri 11/9/18
1159	1.5.3.2.2	0%	Test bugs Resolved this week	5 days	Mon 11/5/18	Fri 11/9/18
1160	1.5.3.2.2	0%	Re-submit bugs that Failed this week	5 days	Mon 11/5/18	Fri 11/9/18
1161	1.5.3.2.2	0%	Test bugs submitted for Reconsideration	5 days	Mon 11/5/18	Fri 11/9/18
1162	1.5.3.2.2	0%	Close bugs that Passed	5 days	Mon 11/5/18	Fri 11/9/18
1163	1.5.3.2.2	0%	Test any Blocked scripts	5 days	Mon 11/5/18	Fri 11/9/18
1164	1.5.3.2.2	0%	Conduct Regression testing	5 days	Mon 11/5/18	Fri 11/9/18
1165	1.5.3.2.3	0%	Week 3	4 days	Tue 11/13/18	Fri 11/16/18
1166	1.5.3.2.3	0%	Test bugs Resolved this week	4 days	Tue 11/13/18	Fri 11/16/18
1167	1.5.3.2.3	0%	Re-submit bugs that Failed this week	4 days	Tue 11/13/18	Fri 11/16/18
1168	1.5.3.2.3	0%	Test bugs submitted for Reconsideration	4 days	Tue 11/13/18	Fri 11/16/18
1169	1.5.3.2.3	0%	Close bugs that Passed	4 days	Tue 11/13/18	Fri 11/16/18
1170	1.5.3.2.3	0%	Test any Blocked scripts	4 days	Tue 11/13/18	Fri 11/16/18
1171	1.5.3.2.3	0%	Conduct Regression testing	4 days	Tue 11/13/18	Fri 11/16/18
1172	1.5.3.2.4	0%	**Week 4**	**4 days**	Mon 11/19/18	Fri 11/23/18
1173	1.5.3.2.4	0%	Test bugs Resolved this week	4 days	Mon 11/19/18	Fri 11/23/18
1174	1.5.3.2.4	0%	Re-submit bugs that Failed this week	4 days	Mon 11/19/18	Fri 11/23/18
1175	1.5.3.2.4	0%	Test bugs submitted for Reconsideration	4 days	Mon 11/19/18	Fri 11/23/18
1176	1.5.3.2.4	0%	Close bugs that Passed	4 days	Mon 11/19/18	Fri 11/23/18
1177	1.5.3.2.4	0%	Test any Blocked scripts	4 days	Mon 11/19/18	Fri 11/23/18

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1178	1.5.3.2.4	0%	Conduct Regression testing	4 days	Mon 11/19/18	Fri 11/23/18
1179	1.5.3.2.5	0%	**Week 5**	**5 days**	Mon 11/26/18	Fri 11/30/18
1180	1.5.3.2.5	0%	Test bugs Resolved this week	5 days	Mon 11/26/18	Fri 11/30/18
1181	1.5.3.2.5	0%	Re-submit bugs that Failed this week	5 days	Mon 11/26/18	Fri 11/30/18
1182	1.5.3.2.5	0%	Test bugs submitted for Reconsideration	5 days	Mon 11/26/18	Fri 11/30/18
1183	1.5.3.2.5	0%	Close bugs that Passed	5 days	Mon 11/26/18	Fri 11/30/18
1184	1.5.3.2.5	0%	Test any Blocked scripts	5 days	Mon 11/26/18	Fri 11/30/18
1185	1.5.3.2.5	0%	Conduct Regression testing	5 days	Mon 11/26/18	Fri 11/30/18
1186	**1.5.3.2.6**	**0%**	**Week 6**	**5 days**	**Mon 12/3/18**	**Fri 12/7/18**
1187	1.5.3.2.6	0%	Test bugs Resolved this week	5 days	Mon 12/3/18	Fri 12/7/18
1188	1.5.3.2.6	0%	Re-submit bugs that Failed this week	5 days	Mon 12/3/18	Fri 12/7/18
1189	1.5.3.2.6	0%	Test bugs submitted for Reconsideration	5 days	Mon 12/3/18	Fri 12/7/18
1190	1.5.3.2.6	0%	Close bugs that Passed	5 days	Mon 12/3/18	Fri 12/7/18
1191	1.5.3.2.6	0%	Test any Blocked scripts	5 days	Mon 12/3/18	Fri 12/7/18
1192	1.5.3.2.6	0%	Conduct Regression testing	5 days	Mon 12/3/18	Fri 12/7/18
1193	**1.5.3.2.7**	**0%**	**Week 7**	**5 days**	**Mon 12/10/18**	**Fri 12/14/18**
1194	1.5.3.2.7	0%	Test bugs Resolved this week	5 days	Mon 12/10/18	Fri 12/14/18
1195	1.5.3.2.7	0%	Re-submit bugs that Failed this week	5 days	Mon 12/10/18	Fri 12/14/18
1196	1.5.3.2.7	0%	Test bugs submitted for Reconsideration	5 days	Mon 12/10/18	Fri 12/14/18
1197	1.5.3.2.7	0%	Close bugs that Passed	5 days	Mon 12/10/18	Fri 12/14/18
1198	1.5.3.2.7	0%	Test any Blocked scripts	5 days	Mon 12/10/18	Fri 12/14/18
1199	1.5.3.2.7	0%	Conduct Regression testing	5 days	Mon 12/10/18	Fri 12/14/18
1200	**1.5.3.2.8**	**0%**	**Week 8**	**5 days**	**Mon 12/17/18**	**Fri 12/21/18**
1201	1.5.3.2.8	0%	Test bugs Resolved this week	5 days	Mon 12/17/18	Fri 12/21/18
1202	1.5.3.2.8	0%	Re-submit bugs that Failed this week	5 days	Mon 12/17/18	Fri 12/21/18
1203	1.5.3.2.8	0%	Test bugs submitted for Reconsideration	5 days	Mon 12/17/18	Fri 12/21/18
1204	1.5.3.2.8	0%	Close bugs that Passed	5 days	Mon 12/17/18	Fri 12/21/18
1205	1.5.3.2.8	0%	Test any Blocked scripts	5 days	Mon 12/17/18	Fri 12/21/18
1206	1.5.3.2.8	0%	Conduct Regression testing	5 days	Mon 12/17/18	Fri 12/21/18
1207	**1.5.3.2.9**	**0%**	**Week 9**	**3 days**	**Wed 12/26/18**	**Fri 12/28/18**
1208	1.5.3.2.9	0%	Test bugs Resolved this week	3 days	Wed 12/26/18	Fri 12/28/18

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Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1209	1.5.3.2.9	0%	Re-submit bugs that Failed this week	3 days	Wed 12/26/18	Fri 12/28/18
1210	1.5.3.2.9	0%	Test bugs submitted for Reconsideration	3 days	Wed 12/26/18	Fri 12/28/18
1211	1.5.3.2.9	0%	Close bugs that Passed	3 days	Wed 12/26/18	Fri 12/28/18
1212	1.5.3.2.9	0%	Test any Blocked scripts	3 days	Wed 12/26/18	Fri 12/28/18
1213	1.5.3.2.9	0%	Conduct Regression testing	3 days	Wed 12/26/18	Fri 12/28/18
1214	**1.5.3.2.10**	**0%**	**Week 10**	**4 days**	**Mon 12/31/18**	**Fri 1/4/19**
1215	1.5.3.2.10	0%	Test bugs Resolved this week	4 days	Mon 12/31/18	Fri 1/4/19
1216	1.5.3.2.10	0%	Re-submit bugs that Failed this week	4 days	Mon 12/31/18	Fri 1/4/19
1217	1.5.3.2.10	0%	Test bugs submitted for Reconsideration	4 days	Mon 12/31/18	Fri 1/4/19
1218	1.5.3.2.10	0%	Close bugs that Passed	4 days	Mon 12/31/18	Fri 1/4/19
1219	1.5.3.2.10	0%	Test any Blocked scripts	4 days	Mon 12/31/18	Fri 1/4/19
1220	1.5.3.2.10	0%	Conduct Regression testing	4 days	Mon 12/31/18	Fri 1/4/19
1221	1.5.3.2.11	0%	Week 11	5 days	Mon 1/7/19	Fri 1/11/19
1222	1.5.3.2.11	0%	Test bugs Resolved this week	5 days	Mon 1/7/19	Fri 1/11/19
1223	1.5.3.2.11	0%	Re-submit bugs that Failed this week	5 days	Mon 1/7/19	Fri 1/11/19
1224	1.5.3.2.11	0%	Test bugs submitted for Reconsideration	5 days	Mon 1/7/19	Fri 1/11/19
1225	1.5.3.2.11	0%	Close bugs that Passed	5 days	Mon 1/7/19	Fri 1/11/19
1226	1.5.3.2.11	0%	Test any Blocked scripts	5 days	Mon 1/7/19	Fri 1/11/19
1227	1.5.3.2.11	0%	Conduct Regression testing	5 days	Mon 1/7/19	Fri 1/11/19
1228	1.5.3.2.12	0%	Week 12	5 days	Mon 1/14/19	Fri 1/18/19
1229	1.5.3.2.12	0%	Test bugs Resolved this week	5 days	Mon 1/14/19	Fri 1/18/19
1230	1.5.3.2.12	0%	Re-submit bugs that Failed this week	5 days	Mon 1/14/19	Fri 1/18/19
1231	1.5.3.2.12	0%	Test bugs submitted for Reconsideration	5 days	Mon 1/14/19	Fri 1/18/19
1232	1.5.3.2.12	0%	Close bugs that Passed	5 days	Mon 1/14/19	Fri 1/18/19
1233	1.5.3.2.12	0%	Test any Blocked scripts	5 days	Mon 1/14/19	Fri 1/18/19
1234	1.5.3.2.12	0%	Conduct Regression testing	5 days	Mon 1/14/19	Fri 1/18/19
1235	**1.5.3.2.13**	**0%**	**Week 13**	**5 days**	**Mon 1/21/19**	**Fri 1/25/19**
1236	1.5.3.2.13	0%	Test bugs Resolved this week	5 days	Mon 1/21/19	Fri 1/25/19
1237	1.5.3.2.13	0%	Re-submit bugs that Failed this week	5 days	Mon 1/21/19	Fri 1/25/19
1238	1.5.3.2.13	0%	Test bugs submitted for Reconsideration	5 days	Mon 1/21/19	Fri 1/25/19
1239	1.5.3.2.13	0%	Close bugs that Passed	5 days	Mon 1/21/19	Fri 1/25/19

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Exhibit A

ID		WBS	% Complete	Task Name	Duration	Start	Finish
1240		1.5.3.2.1	0%	Test any Blocked scripts	5 days	Mon 1/21/19	Fri 1/25/19
1241		1.5.3.2.1	0%	Conduct Regression testing	5 days	Mon 1/21/19	Fri 1/25/19
1242		**1.6**	**61%**	**Sent Calc Testing**	**346 days**	**Tue 9/12/17**	**Fri 1/25/19**
1243	✓	**1.6.1**	**100%**	**Test Prep**	**73 days**	**Mon 10/2/17**	**Fri 1/19/18**
1244	✓	1.6.1.1	100%	Test single sentences	5 days	Mon 10/2/17	Fri 10/6/17
1245	✓	1.6.1.2	100%	Document/test concurrent sentences	5 days	Tue 10/10/17	Mon 10/16/17
1246	✓	1.6.1.3	100%	document/test consecutive sentences	45 days	Tue 10/17/17	Thu 12/21/17
1247	✓	1.6.1.4	100%	Document/test mixed ruling sentences	18 days	Tue 12/26/17	Fri 1/19/18
1248		**1.6.2**	**45%**	**TIS OA 1-1-94 thur 7-12-95**	**259 days**	**Mon 1/22/18**	**Fri 1/25/19**
1249		1.6.2.1	45%	Execute testing/Bug Fixing	259 days	Mon 1/22/18	Fri 1/25/19
1250		**1.6.3**	**49%**	**TIS OA 7-13-95**	**259 days**	**Mon 1/22/18**	**Fri 1/25/19**
1251		1.6.3.1	49%	Execute testing/Bug Fixing	259 days	Mon 1/22/18	Fri 1/25/19
1252		**1.6.4**	**51%**	**New Code**	**244 days**	**Mon 1/22/18**	**Fri 1/4/19**
1253		1.6.4.1	51%	Execute testing/Bug Fixing	244 days	Mon 1/22/18	Fri 1/4/19
1254		1.6.5	80%	Completion of Sentence Calc testing	346 days	Tue 9/12/17	Fri 1/25/19
1255	✓	1.7	100%	Sentence Calc FSD Review	10 days	Mon 10/22/18	Fri 11/2/18
1256		1.8	0%	Module correlation Review	23 days	Mon 11/5/18	Fri 12/7/18
1257		**1.9**	**54%**	**End to End UAT Prep**	**292 days**	**Fri 12/1/17**	**Fri 1/25/19**
1258	✓	**1.9.1**	**100%**	**Operations**	**5 days**	**Fri 12/1/17**	**Thu 12/7/17**
1259	✓	1.9.1.1	100%	Develop workflow (Operations)	0.5 days	Fri 12/1/17	Fri 12/1/17
1260	✓	1.9.1.2	100%	Identify source test subjects (Planning)	0.5 days	Fri 12/1/17	Fri 12/1/17
1261	✓	1.9.1.3	100%	Testing Handoffs (Operations) - create a communications process as part of each handoff between testers	1 day	Mon 12/4/17	Mon 12/4/17
1262	✓	1.9.1.4	100%	Test results documentation media (Administrations)	1 day	Tue 12/5/17	Tue 12/5/17
1263	✓	1.9.1.5	100%	logistical support Operations Planning Logistics Admin (OPLA, central command)	0.5 days	Wed 12/6/17	Wed 12/6/17
1264	✓	1.9.1.6	100%	SME Helpdesk	0.5 days	Wed 12/6/17	Wed 12/6/17
1265	✓	1.9.1.7	100%	Doc Issues/Progress	0.5 days	Thu 12/7/17	Thu 12/7/17
1266	✓	1.9.1.8	100%	IT Service Desk	0.5 days	Thu 12/7/17	Thu 12/7/17
1267	✓	**1.9.2**	**100%**	**Location(s) - COTA, MRC, Central, 801**	**1 day**	**Fri 12/8/17**	**Fri 12/8/17**
1268	✓	1.9.2.1	100%	WebEx (tie into locations)	1 day	Fri 12/8/17	Fri 12/8/17

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Exhibit A

ID		WBS	% Complete	Task Name	Duration	Start	Finish
1269		**1.9.3**	**53%**	**Tester List and Test Scripts**	**286 days**	**Mon 12/11/17**	**Fri 1/25/19**
1270	✓	1.9.3.1	100%	Tester List	3 days	Mon 12/11/17	Wed 12/13/17
1271		1.9.3.2	52%	Create unique test scripts by scenario/flow	283 days	Thu 12/14/17	Fri 1/25/19
1272	✓	**1.9.4**	**100%**	**Tech Testing**	**3.5 days**	**Thu 12/14/17**	**Tue 12/19/17**
1273	✓	1.9.4.1	100%	Identify Module Testers & Conductor per scenario & location	2 days	Thu 12/14/17	Fri 12/15/17
1274	✓	1.9.4.2	100%	801 - Tech check 25 PCs (community corrections modules)	0.5 days	Mon 12/18/17	Mon 12/18/17
1275	✓	1.9.4.3	100%	MRC - Tech check 75 PCs (Core System)	0.25 days	Mon 12/18/17	Mon 12/18/17
1276	✓	1.9.4.4	100%	COTA - Tech check 23 PCs (Core System)	0.25 days	Mon 12/18/17	Mon 12/18/17
1277	✓	1.9.4.5	100%	CO - Tech check 20 PCs (time comp, OIU, Intake)	0.5 days	Tue 12/19/17	Tue 12/19/17
1278		**1.10**	**0%**	**Milestones for End to End testing**	**0 days**	**Fri 1/25/19**	**Fri 1/25/19**
1279		1.10.1	0%	Milestone - Change Requests complete	0 days	Fri 1/25/19	Fri 1/25/19
1280		1.10.2	0%	Milestone - System Interface Dev and Testing Complete	0 days	Fri 1/25/19	Fri 1/25/19
1281		1.10.3	0%	Milestone - Data Migration Complete	0 days	Fri 1/25/19	Fri 1/25/19
1282		1.10.4	0%	Milestone - Sentence Calc Testing Complete	0 days	Fri 1/25/19	Fri 1/25/19
1283		1.10.5	0%	Milestone - UAT Testing Complete	0 days	Fri 1/25/19	Fri 1/25/19
1284		**1.11**	**0%**	**End to End Testing**	**20 days**	**Mon 1/28/19**	**Fri 2/22/19**
1285		**1.11.1**	**0%**	**Week 1**	**5 days**	**Mon 1/28/19**	**Fri 2/1/19**
1286		1.11.1.1	0%	Group 1, 5	1 day	Mon 1/28/19	Mon 1/28/19
1287		1.11.1.2	0%	Group 2, 5	1 day	Tue 1/29/19	Tue 1/29/19
1288		1.11.1.3	0%	Group 3, 5	1 day	Wed 1/30/19	Wed 1/30/19
1289		1.11.1.4	0%	Group 4, 5	1 day	Thu 1/31/19	Thu 1/31/19
1290		1.11.1.5	0%	Review Bug Resolution Testing	1 day	Fri 2/1/19	Fri 2/1/19
1291		**1.11.2**	**0%**	**Week 2**	**5 days**	**Mon 2/4/19**	**Fri 2/8/19**
1292		1.11.2.1	0%	Group 1, 5	1 day	Mon 2/4/19	Mon 2/4/19
1293		1.11.2.2	0%	Group 2, 5	1 day	Tue 2/5/19	Tue 2/5/19
1294		1.11.2.3	0%	Group 3, 5	1 day	Wed 2/6/19	Wed 2/6/19
1295		1.11.2.4	0%	Group 4, 5	1 day	Thu 2/7/19	Thu 2/7/19
1296		1.11.2.5	0%	Review Bug Resolution Testing	1 day	Fri 2/8/19	Fri 2/8/19
1297		**1.11.3**	**0%**	**Week 3**	**5 days**	**Mon 2/11/19**	**Fri 2/15/19**

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Exhibit A

ID		WBS	% Complete	Task Name	Duration	Start	Finish
1298		1.11.3.1	0%	Group 1, 5	1 day	Mon 2/11/19	Mon 2/11/19
1299		1.11.3.2	0%	Group 2, 5	1 day	Tue 2/12/19	Tue 2/12/19
1300		1.11.3.3	0%	Group 3, 5	1 day	Wed 2/13/19	Wed 2/13/19
1301		1.11.3.4	0%	Group 4, 5	1 day	Thu 2/14/19	Thu 2/14/19
1302		1.11.3.5	0%	Review Bug Resolution Testing	1 day	Fri 2/15/19	Fri 2/15/19
1303		**1.11.4**	**0%**	**Week 4**	**5 days**	**Mon 2/18/19**	**Fri 2/22/19**
1304		1.11.4.1	0%	Regression and Bug Fix Re-Testing	5 days	Mon 2/18/19	Fri 2/22/19
1305		1.12	0%	Milestones for Go No GO Decision	20 days	Fri 1/25/19	Fri 2/22/19
1306		1.12.1	0%	Milestone - Reports Development and Testing Complete	0 days	Fri 1/25/19	Fri 1/25/19
1307		1.12.2	0%	Milestone - End To End Testing Complete	0 days	Fri 2/22/19	Fri 2/22/19
1308		**1.13**	**0%**	**Go No Go Decision -Are we Going to Pilot?**	**0 days**	**Fri 2/22/19**	**Fri 2/22/19**
1309		1.13.1	0%	Go No Go Decision	0 days	Fri 2/22/19	Fri 2/22/19
1310		**1.14**	**69%**	**User Training**	**378 days**	**Fri 9/22/17**	**Fri 3/22/19**
1311	✓	1.14.1	100%	Training Material Development	15 days	Tue 10/10/17	Mon 10/30/17
1312	✓	1.14.2	100%	Training Development Plan	65 days	Tue 10/31/17	Tue 2/6/18
1313	✓	1.14.3	100%	Develop User Guides	30 days	Fri 9/22/17	Fri 11/3/17
1314	✓	1.14.4	100%	Training Room Setup	5 days	Fri 12/1/17	Thu 12/7/17
1315	✓	1.14.5	100%	Schedule with Training Officers at Complexes	15 days	Fri 12/8/17	Tue 1/2/18
1316	✓	1.14.6	100%	Technical Readiness Check by ADC IT	1 day	Fri 12/8/17	Fri 12/8/17
1317		1.14.7	0%	Perryville Training Pilot	30 days	Mon 1/14/19	Fri 2/22/19
1318		1.14.8	0%	State-wide Training for Big Bang	30 days	Mon 2/11/19	Fri 3/22/19
1319		**1.15**	**32%**	**Production Phase**	**427 days**	**Tue 10/10/17**	**Fri 6/14/19**
1320		**1.15.1**	**36%**	**Go Live Plan**	**333 days**	**Tue 10/10/17**	**Mon 2/4/19**
1321	✓	1.15.1.1	100%	Receive Go Live compiled information from ADC	20 days	Tue 10/10/17	Mon 11/6/17
1322	✓	1.15.1.2	100%	Compile Go Live Plan Template	6 days	Tue 11/7/17	Wed 11/15/17
1323	✓	**1.15.1.3**	**100%**	**Meet with ADC to Review Sections**	**99 days**	**Thu 11/16/17**	**Wed 4/11/18**
1324	✓	1.15.1.3.	100%	Assign Sections to appropriate resources	1 day	Thu 11/16/17	Thu 11/16/17
1325	✓	1.15.1.3.	100%	Fill out all sections of template	95 days	Thu 11/16/17	Thu 4/5/18
1326	✓	1.15.1.3.	100%	Reviewing Findings	3 days	Fri 4/6/18	Tue 4/10/18
1327	✓	1.15.1.3.	100%	ADC and B&D Integration Meeting	1 day	Wed 4/11/18	Wed 4/11/18
1328		**1.15.1.4**	**33%**	**Perryville Go Live Plan**	**177 days**	**Thu 4/12/18**	**Tue 12/18/18**

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1329	1.15.1.4.	50%	ADC Step by Step Instruction Set	80 days	Thu 4/12/18	Wed 8/1/18
1330	1.15.1.4.	50%	B&D Step by Step Instruction Set	80 days	Thu 4/12/18	Wed 8/1/18
1331	1.15.1.4.	50%	Combine Plans	5 days	Thu 8/2/18	Wed 8/8/18
1332	1.15.1.4.	50%	Review Plans	1 day	Thu 8/9/18	Thu 8/9/18
1333	1.15.1.4.	50%	Update plan based on review	1 day	Fri 8/10/18	Fri 8/10/18
1334	1.15.1.4.	1%	Finalize Plan	90 days	Mon 8/13/18	Tue 12/18/18
1335	**1.15.1.5**	**15%**	**Big Bang Go Live Plan**	**128 days**	**Thu 8/2/18**	**Mon 2/4/19**
1336	1.15.1.5.	50%	ADC Step by Step Instruction Set	15 days	Thu 8/2/18	Wed 8/22/18
1337	1.15.1.5.	50%	B&D Step by Step Instruction Set	15 days	Thu 8/23/18	Wed 9/12/18
1338	1.15.1.5.	50%	Combine Plans	5 days	Thu 9/13/18	Wed 9/19/18
1339	1.15.1.5.	50%	Review Plans	2 days	Thu 9/20/18	Fri 9/21/18
1340	1.15.1.5.	50%	Update plan based on review	1 day	Mon 9/24/18	Mon 9/24/18
1341	1.15.1.5.	1%	Finalize Plan	90 days	Tue 9/25/18	Mon 2/4/19
1342	**1.15.1.6**	**20%**	**Disaster Recovery Plan**	**245 days**	**Mon 12/4/17**	**Fri 11/16/18**
1343	1.15.1.6.	25%	Document Plan	200 days	Mon 12/4/17	Thu 9/13/18
1344	1.15.1.6.	0%	ADC Review	10 days	Fri 9/14/18	Thu 9/27/18
1345	1.15.1.6.	0%	Finalize Plan	10 days	Fri 9/28/18	Thu 10/11/18
1346	1.15.1.6.	0%	Develop Disaster Recovery Site	35 days	Fri 9/28/18	Fri 11/16/18
1347	1.15.2	0%	Pilot Readiness	52 days	Fri 12/7/18	Fri 2/22/19
1348	1.15.2.1	0%	Perryville Command Center Setup	10 days	Mon 1/14/19	Fri 1/25/19
1349	1.15.2.2	0%	Pilot Prep Period	10 days	Mon 2/11/19	Fri 2/22/19
1350	**1.15.2.3**	**0%**	**Milestones for Implementation Readiness Review**	**52 days**	**Fri 12/7/18**	**Fri 2/22/19**
1351	1.15.2.3.	0%	Milestone - Reports Development and Testing Complete	0 days	Fri 1/25/19	Fri 1/25/19
1352	1.15.2.3.	0%	Milestone - Perryville Go Live Planning Complete	0 days	Tue 12/18/18	Tue 12/18/18
1353	1.15.2.3.	0%	Milestone - Perryville Training Complete	0 days	Fri 2/22/19	Fri 2/22/19
1354	1.15.2.3.	0%	Milestone - Interface Parallel Testing Plan Complete	0 days	Fri 12/7/18	Fri 12/7/18
1355	**1.15.2.4**	**0%**	**Implementation Readiness Review**	**0 days**	**Fri 2/22/19**	**Fri 2/22/19**
1356	1.15.3	0%	1st Phase Pilot Site - Perryville -Go Live	0 days	Fri 2/22/19	Fri 2/22/19
1357	*1.15.3.1*	*0%*	***Perryville Go Live Kickoff***	***0 days***	***Fri 2/22/19***	***Fri 2/22/19***
1358	*1.15.3.2*	*0%*	*Go/No Readiness Decision - Go Live Perryville*	*0 days*	*Fri 2/22/19*	*Fri 2/22/19*
1359	**1.15.3.3**	**0%**	**PERRYVILLE GO LIVE**	**0 days**	**Fri 2/22/19**	**Fri 2/22/19**

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AMERICAN OVERSIGHT

Exhibit A

ID	WBS	% Complete	Task Name	Duration	Start	Finish
1360	**1.15.4**	**0%**	**Perryville Support**	**19 days**	**Mon 2/25/19**	**Thu 3/21/19**
1361	1.15.4.1	0%	Week 1 Support	4 days	Mon 2/25/19	Thu 2/28/19
1362	*1.15.4.2*	*0%*	*Progress Review Check Point 1 - Week 1*	*1 day*	*Fri 3/1/19*	*Fri 3/1/19*
1363	1.15.4.3	0%	Week 2 Support	4 days	Mon 3/4/19	Thu 3/7/19
1364	*1.15.4.4*	*0%*	*Progress Review Check Point 2 - Week 2*	*1 day*	*Fri 3/8/19*	*Fri 3/8/19*
1365	1.15.4.5	0%	Week 3 Support	4 days	Mon 3/11/19	Thu 3/14/19
1366	*1.15.4.6*	*0%*	*Progress Review Check Point 3 - Week 3*	*1 day*	*Fri 3/15/19*	*Fri 3/15/19*
1367	1.15.4.7	0%	Week 4 Support	4 days	Mon 3/18/19	Thu 3/21/19
1368	*1.15.5*	*0%*	*Pilot Success Verification*	*1 day*	*Fri 3/22/19*	*Fri 3/22/19*
1369	*1.15.6*	*0%*	*Acceptance Certificate Signed*	*0 days*	*Fri 3/22/19*	*Fri 3/22/19*
1370	**1.15.7**	**0%**	**2nd Phase Big Bang "Go Live"**	**0 days**	**Fri 3/22/19**	**Fri 3/22/19**
1371	1.15.7.1	0%	BIG BANG GO LIVE	0 days	Fri 3/22/19	Fri 3/22/19
1372	*1.15.7.1.*	*0%*	*Go/No Readiness Decision - Go Live Big Bang*	*0 days*	*Fri 3/22/19*	*Fri 3/22/19*
1373	***1.15.7.1.***	***0%***	***Big Bang Go Live Kickoff***	***0 days***	***Fri 3/22/19***	***Fri 3/22/19***
1374	**1.15.7.1.**	**0%**	**BIG BANG GO LIVE**	**0 days**	**Fri 3/22/19**	**Fri 3/22/19**
1375	**1.15.8**	**0%**	**Big Bang Support**	20 days	Mon 3/25/19	Fri 4/19/19
1376	1.15.8.1	0%	Progress Review Check Point 1 - Week 1	5 days	Mon 3/25/19	Fri 3/29/19
1377	1.15.8.2	0%	Progress Review Check Point 2 -Week 2	5 days	Mon 4/1/19	Fri 4/5/19
1378	1.15.8.3	0%	Progress Review Check Point 3 - Week 3	5 days	Mon 4/8/19	Fri 4/12/19
1379	1.15.8.4	0%	Progress Review Check Point 4 - Week 4	5 days	Mon 4/15/19	Fri 4/19/19
1380	***1.15.9***	***0%***	***Big Bang Sign-Off***	***1 day***	***Mon 4/22/19***	***Mon 4/22/19***
1381	1.15.10	0%	Post-Live Dedicated Support Period on site	3 mons	Mon 3/25/19	Fri 6/14/19
1382	*1.15.11*	*0%*	*Project Closure (including Post Implementation Evaluation Report) Commencement of Maintenance & Operations*	*0 days*	*Fri 6/14/19*	*Fri 6/14/19*

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
	1355	
		Marissa Boice,George Martinez
	7SS,8SS,9SS,10SS,	John Lane
6SS		John Lane
6SS		John Lane
6SS		John Lane
6SS		John Lane,Jennifer Abbotts
6SS	12	John Lane,Andrew Dean
11	13	
12		
	17	Cindy Hyser-Crauwels
16	18	Cindy Hyser-Crauwels
17	19	
18	20	
19	21	
20	22	
21		George Martinez
	1284,1280	
	27	Aaron Pratt
26		Gavin Hurt
	30	Brian Cupples
29	76	Justin Baker
	77	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
	33	
32		
50	35	Dan Stufflebeam
34		Gavin Hurt
	38	Dan Stufflebeam
37	39	Justin Baker
38	78FS+30 days	
	42	Dean Allen
41	82FS+15 days,43	Gavin Hurt
42	45	
43		
	48	Aaron Pratt
47	79	Gavin Hurt
	80FS+5 days	
	51,34	Dan Stufflebeam
50		Justin Baker
	83	
	54	Brian Cupples
53		Justin Baker
	81,57	Aaron Pratt
56		Justin Baker
	84	
	60	Keith Francen
59	61	
60	62	
61		Nadhem

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
	65	Chris Brandt
64		Gavin Hurt
	71	
70		
	1354,1355	
30		
31		
39FS+30 days		
48		
49FS+5 days		
56		
42FS+15 days		
52		
58		
	90	
86		
	1355,1284,1279	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
	98	Trevor Baker
	96	Myriam Damak
95		Ali Arfa
94	105,99	Trevor Baker
98	100	
99	101	Daniel Fernandez
100	102	Justin Baker
101	103	
102		ADC Scriptwriter
98		Trevor Baker
	107	Daniel Fernandez
106		Justin Baker
		ADC Scriptwriter 2
	111	Trevor Baker
110	112	
111	113	Daniel Fernandez
112	114	Justin Baker
113		ADC Scriptwriter 2
	118	Chris Masson
117		
	120	Shalini Makam
119		Anouar Haddad
	123FS+6 days	
122FS+6 days	124	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
123		
	126	Wissem
125		
	129	Marissa Boice
128	130	George Martinez
129	131	
130	132	
131	133	
132	134	
133	135FS+5 days	
134FS+5 days	136	
135		
1252		
		Marissa Boice[4%]
	140	Chris Masson
139	141	ADC Project Mgmt Team
140	142	Samy Hammani
141	143	Steve Williams
142	144	ADC Testing Team
143		ADC Testing Team
	146,147	
145		
145		
	167,168	
	155	
	151	
150	152	
151	153	
152	154	
153		

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
149	161	
	157	
156	158	
157	159	
158	160	
159		
155		
	163	
162	164	
163	165	
164	166	
165		
148	169,170	
148	169,170	
167,168	171	
167,168	171	
169,170	172	
171		
	1281,1355	
		Raj Gopal,Diana Harrison
	179	Dennis McKinney,Dean Allen
	180	
177		
178	183	
	182	
181		
180		
	185	
184	186	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
185		
	189,194	
188	191,194	
	200,194	
189		
	242	
189,190,188	195,1259	Dean Allen
194	196,198	Dean Allen
195	197,199SS	George Martinez
196	200	
195	200	Jacob Whitson
196SS		Raj Gopal
190,198,197	1109	George Martinez
		John O'Connor
	205	Raj Gopal
204	206,220	Diana Harrison,Jack Bauer
205	207	John O'Connor
206		Raj Gopal,Dave Krakow
217	210	John O'Connor
209		Raj Gopal,Dave Krakow
231	213	Raj Gopal
212	214	Diana Harrison,Jack Bauer
213	215	John O'Connor
214		Raj Gopal,Dave Krakow

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
231	209	John O'Connor
	222	David Wrbelis
205	221,227	Diana Harrison,Jack Bauer
220		John O'Connor
218		David Wrbelis
		John O'Connor
		David Wrbelis
220	228	Diana Harrison,Jack Bauer
227		John O'Connor
	232	Raj Gopal
	217,212	John O'Connor
229		Raj Gopal
	1284	
	235FS+2 days	
234FS+2 days	236FS+2 days	
235FS+2 days	237FS+2 days	
236FS+2 days	238FS+2 days	
237FS+2 days		
	240	
239	241	
240		
192	243	
242	245	
243	**252**	
	247	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
246	248	
247	249	
248		
245	**259**	
	254	
253	255	
254	256	
255		
252	**266**	
	261	
260	262	
261	263	
262		
259		
	268	
267	269	
268	270	
269		
	1306,1351,1355,	
	277FF,278FF	
	279	
274FF		ADC Reports Team

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
274FF		
276	283	
279	288	
283	294	
288	302	
294	310	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
302	318	
310	326	
318	334	
326	342	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
334	350	
342	358	
350	366	
358	374	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
366	**382**	
374	**386**	
382		
	1355	
392 393	393,396SS,400SS, 394	
392SS 396 397	397 398	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
392SS	401	
400	402	
401		
392SS	405	
404	406	
405		
392SS	409	
408	410	
409		
392SS	413	
412	414	
413		7
392SS	417	
416	418	
417		
	442SS,461SS,480	
	424	
423	425	
424	426	
425	427	
426	428	
427	429	
428	431	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
429	432	
431	433	
432	434	
433	436	
434	437	
436	438	
437	439	
438		
421SS	443	
442	444	
443	445	
444	446	
445	447	
446	448	
447	450	
448	451	
450	452	
451	453	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
452	455	
453	456	
455	457	
456	458	
457		
421SS	462	
461	463	
462	464	
463	465	
464	466	
465	467	
466	469	
467	470	
469	471	
470	472	
471	474	
472	475	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
474	476	
475	477	
476		
421SS	481	
480	482	
481	483	
482	484	
483	485	
484	486	
485	488	
486	489	
488	490	
489	491	
490	493	
491	494	
493	495	
494	496	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
495		
421SS	500	
499	501	
500	502	
501	503	
502	505	
503	506	
505	507	
506	509	
507		
421SS	513	
512	514	
513	515	
514	516	
515	517	
516	518	
517	520	
518	521	
520	522	
521	523	
522	525	
523	526	
525	527	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
526	528	
527		
421SS	532	
531	533	
532	534	
533	535	
534	536	
535	537	
536	539	
537	540	
539	541	
540	542	
541	544	
542	545	
544	546	
545	547	
546		
421SS	551	
550	552	
551	553	
552	554	
553	555	
554	556	
555	558	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
556	559	
558	560	
559	561	
560	563	
561	564	
563	565	
564	566	
565		
421SS	570	
569	571	
570	572	
571	573	
572	574	
573	575	
574	577	
575	578	
577	579	
578	580	
579	582	
580	583	
582	584	
583	585	
584		
421SS	589	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
588	590	
589	591	
590	592	
591	593	
592	594	
593	596	
594	597	
596	598	
597	599	
598	601	
599	602	
601	603	
602	604	
603		
421SS	608	
607	609	
608	610	
609	611	
610	612	
611	613	
612	615	
613	616	
615	617	
616	618	
617	620	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
618	621	
620	622	
621	623	
622		
421SS	627	
626	628	
627	629	
628	630	
629	631	
630	632	
631	634	
632	635	
634	636	
635	637	
636	639	
637	640	
639	641	
640	642	
641		
421SS	646	
645	647	
646	648	
647	649	
648	650	
649	651	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
650	653	
651	654	
653	655	
654	656	
655	658	
656	659	
658	660	
659	661	
660		
421SS	665	
664	666	
665	667	
666	668	
667	669	
668	670	
669	672	
670	673	
672	674	
673	675	
674	677	
675	678	
677	679	
678	680	
679		

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
421SS	684	
683	685	
684	686	
685	687	
686	688	
687	689	
688	691	
689	692	
691	693	
692	694	
693	696	
694	697	
696	698	
697	699	
698		
421SS	703	
702	704	
703	705	
704	706	
705	707	
706	708,710	
707		
707	711	
710	712	
711	713,715	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
712		
712	716	
715	717	
716	718	
717		
421SS	722	
721	723	
722	724	
723	725	
724	726	
725	727	
726	729	
727	730	
729	731	
730	732	
731	734	
732	735	
734	736	
735	737	
736		
421SS	741	
740	742	
741	743	
742	744	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
743	745	
744	746	
745	748	
746	749	
748	750	
749	751	
750	753	
751	754	
753	755	
754	756	
755		
421SS	760	
759	761	
760	762	
761	763	
762	764	
763	765	
764	767	
765	768	
767	769	
768	770	
769	772	
770	773	
772	774	
773	775	

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Exhibit A

Predecessors	Successors	Resource Names
774		
421SS	779	
778	780	
779	781	
780	782	
781	783	
782	784	
783	786	
784	787	
786	788	
787	789	
788	791	
789	792	
791	793	
792	794	
793		
421SS	798	
797	799	
798	800	
799	801	
800	802	
801	803	
802	805	
803	806	

AZ-DOC-21-0315-A-003049

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Exhibit A

Predecessors	Successors	Resource Names
805	807	
806	808	
807	810	
808	811	
810	812	
811	813	
812		
421SS	817	
816	818	
817	819	
818	820	
819	821	
820	822	
821	824	
822	825	
824	826	
825	827	
826	829	
827	830	
829	831	
830	832	
831		
421SS	836	
835	837	

AZ-DOC-21-0315-A-003050

AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
836	838	
837	839	
838	840	
839	841	
840	843	
841	844	
843	845	
844	846	
845	848	
846	849	
848	850	
849	851	
850		
421SS	855	
854	856	
855	857	
856	858	
857	859	
858	860	
859	862	
860	863	
862	864	
863	865	
864	867	
865	868	

AZ-DOC-21-0315-A-003051

AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
867	869	
868	870	
869		
421SS	874	
873	875	
874	876	
875	877	
876	878	
877	879	
878	881	
879	882	
881	883	
882	884	
883	886	
884	887	
886	888	
887	889	
888		
421SS	893	
892	894	
893	895	
894	896	
895	897	
896	898	
897	900	

AZ-DOC-21-0315-A-003052

AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
898	901	
900	902	
901	903	
902	905	
903	906	
905	907	
906	908	
907		
421SS	912	
911	913	
912	914	
913	915	
914	916	
915	917	
916	919	
917	920	
919	921	
920	922	
921	924	
922	925	
924	926	
925	927	
926		

AZ-DOC-21-0315-A-003053

AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
421SS	931	
930	932	
931	933	
932	934	
933	935	
934	936	
935	938	
936	939	
938	940	
939	941	
940	943	
941	944	
943	945	
944	946	
945		
421SS	950	
949	951	
950	952	
951	953	
952	954	
953	955	
954	957	
955	958	
957	959	
958	960	
959	962	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
960	963	
962	964	
963	965	
964		
421SS	969	
968	970	
969	971	
970	972	
971	973	
972	974	
973	976	
974	977	
976	978	
977	979	
978	981	
979	982	
981	983	
982	984	
983		

AZ-DOC-21-0315-A-003055

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Exhibit A

Predecessors	Successors	Resource Names

AZ-DOC-21-0315-A-003056

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Exhibit A

Predecessors	Successors	Resource Names

AZ-DOC-21-0315-A-003057

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Exhibit A

Predecessors	Successors	Resource Names

AZ-DOC-21-0315-A-003058

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Exhibit A

Predecessors	Successors	Resource Names
	1111SS+6 days	
	1110	
200	1110	
1108,1109		
1107SS+6 days	**1356,1243,1283,:**	
	1150	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names

AZ-DOC-21-0315-A-003060

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Exhibit A

Predecessors	Successors	Resource Names
	1149	
1148		
1112		
	1158	
1151	1165	
1158	1172	
1165	1179	

AZ-DOC-21-0315-A-003061

AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
1172	1186	
1179	1193	
1186	1200	
1193	1207	
1200	1214	

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AMERICAN OVERSIGHT

Exhibit A

Predecessors	Successors	Resource Names
1207	1221	
1214	1228	
1221	1235	
1228		

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Exhibit A

Predecessors	Successors	Resource Names
	1284,1282	
1111		
	1245	
1244	1246	
1245	1247	
1246		
	137	
	1256	
1255		
194	1260	Marlene Coffey,Greg Denning,Jey
1259	1261	Marlene Coffey,Greg Denning,Jey
1260	1262	Marlene Coffey,Greg Denning,Jey Whitson,Stacey Crabtree,Herb Haley
1261	1263	TBD
1262	1264	TBD
1263	1265	TBD
1264	1266	TBD
1265	1268	Scott Schyner
1266	1270	

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Exhibit A

Predecessors	Successors	Resource Names
1268	1274,1273,1271	Marlene Coffey,Greg Denning,Jey
1270		Marlene Coffey,Greg Denning,Jey
1270	1274	Stacey Crabtree
1270,1273	1275	TBD
1274	1276	TBD
1275	1277	TBD
1276		TBD
91		
23		
173		
1242		
1111		
23,1242,91,1111,233	1308,1307	
	1291	
	1287	
1286	1288	
1287	1289	
1288	1290	
1289		
1285	1297	
	1293	
1292	1294	
1293	1295	
1294	1296	
1295		
1291	1303	

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Exhibit A

Predecessors	Successors	Resource Names
	1299	
1298	1300	
1299	1301	
1300	1302	
1301		
1297		
273		
1284		
1284,273	**1355**	
	1312	
1311	1317,1318	
	1314	B&D BA Team
1313	1315,1316	
1314		
1314	1317,1318	
1316,1312,1357FS-30 days	1353	
1316,1312,1357FS-10 days	1368FS-1 day	
	1322	
1321	1323	Marissa Boice,George Martinez,De
1322		
		Marissa Boice,George Martinez,De
	1326	AIMS2 Project Mgmt Team
1325	1327	Dennis McKinney,George Martine
1326	1329	Dennis McKinney,Marissa Boice
	1355,1352	

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Exhibit A

Predecessors	Successors	Resource Names
1327	1331,1330SS,133	George Martinez
1329SS	1331	Marissa Boice
1329,1330	1332	George Martinez,Marissa Boice
1331	1333	AIMS2 Project Mgmt Team
1332	1334	George Martinez,Marissa Boice
1333		George Martinez,Marissa Boice
	1368	
1329	1337	George Martinez
1336	1338	Marissa Boice
1337	1339	George Martinez,Marissa Boice
1338	1340	AIMS2 Project Mgmt Team
1339	1341	Marissa Boice,George Martinez
1340		George Martinez,Marissa Boice
	1368	
	1344	Thad Lowry
1343	1345	George Martinez
1344	1346FS-10 days	Thad Lowry
1345FS-10 days		Thad Lowry
1357FS-30 days		
1357FS-10 days		
273		
1328		
1317		
73		
2,390,1328,91,173,73,273,1308	**1357**	
1111		
1355	***1358,1348FS-30 c***	
1357	*1359*	
1358	**1361**	

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Exhibit A

Predecessors	Successors	Resource Names
1359	1362	
1361	*1363*	
1362	1364	
1363	*1365*	
1364	1366	
1365	*1367*	
1366		
1335,1318FS-1 day,1342	*1369*	
1368	*1372*	
1369	*1373*	
1372	***1374***	
1373	**1376,1381**	
1374	1377	
1376	1378	
1377	1379	
1378	1380	
1379		
1374	1382	
1381		

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Subject: RE: Low Hanging Fruit
Date: Friday, April 10, 2020 9:58:52 AM
Attachments: image001.png

Hi Joe,

My number is [redacted]

Thanks
Dean

From: Joseph Profiri <jprofiri@azadc.gov>
Sent: Friday, April 10, 2020 9:56 AM
To: Dean Allen <dean.allen@bndna.com>
Subject: Re: Low Hanging Fruit

Yes. I'm landing in my office now. I'll call you. What number should I call?

On Fri, Apr 10, 2020 at 9:15 AM Dean Allen <dean.allen@bndna.com> wrote:

> Hi Joe,
>
> Good morning, I am looking forward to speaking with you today, are we still ok for 10 am?
>
> Thanks in advance
>
> Dean
>
> ---
>
> **From:** Dean Allen
> **Sent:** Thursday, April 9, 2020 5:23 PM
> **To:** Joseph Profiri <jprofiri@azadc.gov>
> **Subject:** RE: Low Hanging Fruit
>
> I am happy to use the ADC WebEx tool, if that works for you? If you can send an invite?
>
> I know you are all moving to google hangouts too, so that can work for me too.
>
> The alternative is Microsoft Teams and in that event I can send a meeting invite….
>
> I suggest we start with WebEx ?
>
> Dean
>
> **From:** Joseph Profiri <jprofiri@azadc.gov>

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Sent: Thursday, April 9, 2020 4:49 PM
To: Dean Allen <dean.allen@bndna.com>
Subject: Re: Low Hanging Fruit

Thank you Dean.

What medium work for you to meet?

Joe

On Thu, Apr 9, 2020 at 3:17 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hi Joe,
>
> As discussed on the phone today; here is a list of items that we feel, from our BA's spending time on site, are the 'low hanging fruit' items that would massively improve the end user experience. In a bid to get started on the improvements, we feel that these items could be delivered in about 2000hrs or less. Clearly, a more formal definition of the effort shall be derived, much in the same way change notes have been estimated in the past, and we will only consume those hours actually needed. I have also added the recent arbitration item, that has just been ruled upon, to the list. All in all this is a list of items that we could commence immediately once we have a signed amendment.

Item	Additional Note
Allowing the manage participating hours database field to accept one decimal	Resolves a financial issue regarding partial hours payments which could be a significant saving for ADCRR.
Enable role based configurable screens to enable one user to complete the full review	Classification and Discipline reviews – This enables staff to complete multiple reviews without switching screens.
Visual indicator of the user viewing data in an inmates previous incarceration episode	Adding an indicator so user can see if they are viewing historical data.
Visual indicator for the user to see if the inmate has any victims associated with their case	Suggested approach is to add this to the application banner.
Easy way to quickly identify the assigned COIII case manager	Suggested approach is to add this to the application banner.
Architecture change to adjust the number of application post backs	Post Back is the number of times the web page needs to communicate with the server.
Design and create an "Inmate History Report" that shows pertinent inmate information they need	Created in the Reporting Solution and will show all discipline violations, STG and Current classification scoring data related to the inmate. A once stop report for the inmate.
Redesign of the 'Prior and current offenses list' on the Classification, Arrest	Proposed solution may include replacing pagination with scroll or expand\collapse

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and Escape History screens	panels.
Post backs in the Visitation module	Reduce the number of post backs in the visitation module.
Redesign Rule Violation Summary to be none episodic	Display the entire inmates history as opposed to the current incarceration.
Redesign of the Arrest & Escape History screen	Proposed solution may include replacing pagination with scroll or expand\collapse panels.
Arbitration item 41574	Recently ruling on this item concluded that it should be a change.

Thanks

Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Holly Greene
Subject: Checking In
Date: Thursday, April 9, 2020 3:59:07 PM

That was exactly why I wanted to have an off line conversation. I am 100% dedicated to building a new relationship with you all and making it more collaborative and positive and customer service based.

I look forward to our call tomorrow.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri; Joseph Profiri
Subject: Low Hanging Fruit
Date: Thursday, April 9, 2020 3:17:48 PM
Attachments: image001.png

Hi Joe,

As discussed on the phone today; here is a list of items that we feel, from our BA's spending time on site, are the 'low hanging fruit' items that would massively improve the end user experience. In a bid to get started on the improvements, we feel that these items could be delivered in about 2000hrs or less. Clearly, a more formal definition of the effort shall be derived, much in the same way change notes have been estimated in the past, and we will only consume those hours actually needed. I have also added the recent arbitration item, that has just been ruled upon, to the list. All in all this is a list of items that we could commence immediately once we have a signed amendment.

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Visual indicator for the user to see if the inmate has any victims associated with their case	Suggested approach is to add this to the application banner.
Easy way to quickly identify the assigned COIII case manager	Suggested approach is to add this to the application banner.
Architecture change to adjust the number of application post backs	Post Back is the number of times the web page needs to communicate with the server.
Design and create an "Inmate History Report" that shows pertinent inmate information they need	Created in the Reporting Solution and will show all discipline violations, STG and Current classification scoring data related to the inmate. A once stop report for the inmate.
Redesign of the 'Prior and current offenses list' on the Classification, Arrest and Escape History screens	Proposed solution may include replacing pagination with scroll or expand\collapse panels.
Post backs in the Visitation module	Reduce the number of post backs in the visitation module.
Redesign Rule Violation Summary to be none episodic	Display the entire inmates history as opposed to the current incarceration.
Redesign of the Arrest & Escape History screen	Proposed solution may include replacing pagination with scroll or expand\collapse panels.
Arbitration item 41574	Recently ruling on this item concluded that it

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should be a change.

Thanks

Dean

Dean Allen
President – Mi-Case North America
Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: dean.allen@mi-case.com

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From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Dean Allen
Subject: Re: Proposed time for a call tomorrow
Date: Thursday, April 9, 2020 2:02:11 PM
Attachments: image001.png

Dean,

I believe I can do 10. Let me see if I can move some things around. As I do, please send me the information you spoke of regarding those low hanging fruits that have been identified as problematic which solution and outcomes have been mapped out. This will aid in my understanding of perspective, problems and solutions in anticipate of our conversation.

Thank you,

Joe

On Thu, Apr 9, 2020 at 1:49 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hi Joe,
>
> Thanks again for your time on the phone today.
>
> Looking at my schedule, how does 10am look on your schedule for tomorrow?
>
> We can work the logistics out once we nail down a time!
>
> Thanks
>
> Dean
>
> **Dean Allen**
>
> President – Mi-Case North America
>
> Business & Decision, North America15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted] E: dean.allen@mi-case.com

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: Reports ready to deploy; follow up regarding 3160
Date: Tuesday, April 7, 2020 8:15:49 PM

Block the time.

On Tue, Apr 7, 2020 at 7:08 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> I can do 11:30!
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
>
>
> On Apr 7, 2020, at 7:06 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Not open for me unfortunately. Open Friday 11-1.
>
> On Tue, Apr 7, 2020 at 7:01 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:
>
> > 1-3pm is open for me.
> >
> > **Charles Spannagel**
> >
> > Project Manager
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: charles.spannagel@bndna.com
> >
> >
> >
> > On Apr 7, 2020, at 6:55 PM, Holly Greene <hgreene@azadc.gov> wrote:
> >
> > I do not. You can try to throw something out there with me for Thursday.
> >
> > On Tue, Apr 7, 2020 at 6:52 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

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Do you have time tomorrow for a call? I would like a 1 on 1 of you have any free time.

Eli's report was under STG because that's how it came over to us. We have moved it to Ad Hoc and I have informed Eli.

Thank you Holly.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Apr 7, 2020, at 4:33 PM, Holly Greene <hgreene@azadc.gov> wrote:

Folks-

Eli is reporting that they're not seeing it. What's the issue?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Tue, Apr 7, 2020 at 4:05 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Sandy,
>
> David Wreblis sent an email Monday at 12:28pm confirming that Report 3160 was available in PROD. You were cc'd on the email. Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> <image002.png>
>
> **From:** Sandy Wang <swang@azadc.gov>
> **Sent:** Tuesday, April 7, 2020 4:01 PM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>
> **Cc:** Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; David Wrbelis <David.Wrbelis@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: Reports ready to deploy; follow up regarding 3160
>
> Charles, I was under the impression that this report (3160) would be pushed into production ASAP. Can you confirm that it is in production now?

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On Mon, Apr 6, 2020 at 8:55 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning ADC.
>
> Holly, this was our mistake. We missed it and will get it deployed as quickly as possible. I apologize for the mistake and we will re-double our efforts to ensure this does not happen again.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

On Apr 6, 2020, at 8:37 AM, Sandy Wang <swang@azadc.gov> wrote:

including Spencer.

On Fri, Apr 3, 2020 at 7:50 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good evening.
>
> I will follow up with our development team to see what happened with 3160. There were multiple meetings today and unfortunately they were higher

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priority so I apologize for missing the call. Again, I will follow up with my team and report back.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image003.png>

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Friday, April 3, 2020 7:06 PM
To: Sandy Wang <swang@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>
Subject: Re: Reports ready to deploy; follow up regarding 3160

I didn't get an answer either, and we didn’t have a B&D rep on the call.

On Fri, Apr 3, 2020 at 6:27 PM Sandy

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Wang <swang@azadc.gov> wrote:

> Is report 3160 (failed eOMIS messages) included in this production push? I tried to trace back the email thread but could not find the answer to Aaron's question. Can someone please enlighten me?
>
> On Fri, Apr 3, 2020 at 4:19 PM Jeff Woodward <jwoodward@azadc.gov> wrote:
>
> > David,
> >
> > Yes, looks good in UAT, so go ahead with the push to PROD.
> >
> > Have a good weekend -- Thanks!
> >
> > On Fri, Apr 3, 2020 at 4:02 PM David Wrbelis <David.Wrbelis@bndna.com> wrote:
> >
> > > Report files pushed to PROD:
> > >
> > > ADC RPT 3130 Tier 4 Huddle Board Measure SCC Recid.trdp
> > > ADC RPT 3190 Veterans.trdp
> > > ADC RPT 3110 Absolute Discharge.trdp
> > > ADC RPT 3060 Release audit.trdp
> > >
> > > Jeff,
> > >
> > > I'll have 3040 BOEC Agenda pushed to PROD once you've confirmed that it's working properly in UAT.
> > >
> > > **From:** Aaron Bailey <abailey1@azadc.gov>

AMERICAN OVERSIGHT

Sent: Friday, April 3, 2020 9:02 AM
To: Charles Spannagel <Charles.Spannagel@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Jeffrey Woodward <jwoodward@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
Subject: Reports ready to deploy; follow up regarding 3160

Good morning, I hope everyone on the email is well. I've done UAT testing for the week and I'm looking forward to our 11AM call. I've updated the SharePoint list to reflect the results.

Reports to re-promote from RPTDEV at the first opportunity:

- 3040 BOEC Agenda (trdp file only)

Reports/stored procedures passing UAT and ready to promote to PROD:

- ADC RPT 3130 Tier 4 Huddle Board Measure SCC Recidivism
- RPT 3190 Veterans
- RPT 3060 Release Audit
- ADC RPT 3110 Absolute Discharge

Updated stored procedures passed UAT and ready to promote to PROD:

- ADC_FETCH_SB1310_PART_B

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- ADC_SB1310_PART_A_V2

Follow up requested: did ADC RPT 3160 not make it to UAT as planned?

<image002.png>

--

Sincerely,
Aaron Bailey

ACIS Reports Specialist

Cell: 480.268.5726

abailey1@azadc.gov

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--

Jeff Woodward

Ticketing System Administrator

Arizona Department of Corrections

Administrative Services Division,
Information Technology

1645 W Jefferson St, Suite 2110, MC 310 |
Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538
| jwoodward@azadc.gov

IT Service Desk: 602.542.AZDC

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| ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Sincerely,
Aaron Bailey

ACIS Reports Specialist

Cell: 480.268.5726

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abailey1@azadc.gov

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

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--

Respectfully,

AMERICAN OVERSIGHT

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

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--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

Deputy CIO

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Lisa Dee Meyerson Marshall
Cc: Thad Lowry; Sandy Wang; Spencer Scott; jduvall; gdenning; Holly Greene; Chris Masson
Subject: Re: Arbitration Bug # 41574
Date: Tuesday, April 7, 2020 6:53:47 PM

Lisa,

Trevor and I can meet tomorrow at 3pm. Please let me know if this time still works. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Apr 7, 2020, at 4:01 PM, Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov> wrote:
>
> JR and I would like to have a call with the key relevant parties from ADCRR and B&D regarding Arbitration 41574 submitted on March 17th.
>
> We can be available
> Wed April 8th at 3 or 4 PM
> Fri April 10th at 3 or 4 PM
>
> Please let us know what can work.
> Thank you.
>
> --
> Lisa Dee Meyerson Marshall
> Executive IT Consulting Manager
> ADOA ASET, State of AZ
> lisa.meyerson@azdoa.gov
> 602-364-4780; Cell 602-284-3186
>
> <Arbitration 2020-03-17 bug 41574.docx>
> <41574_ADOA_Arbitration_BD_Evidence.docx>

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Elizabeth Charif
Cc:	Sandy Wang; Spencer Scott; Aaron Bailey; David Wrbelis; Hagay Hazan; Harika Chikkala; Jeff Woodward; Holly Greene
Subject:	RE: Reports ready to deploy; follow up regarding 3160
Date:	Tuesday, April 7, 2020 4:39:20 PM
Attachments:	image004.png image005.png image006.png

Eli,

We are looking into it. We know the report code is in Production. We are verifying why it's not showing up in Ad Hoc Reports. As soon as we know, we will get back to you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Tuesday, April 7, 2020 4:26 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; David Wrbelis <David.Wrbelis@bndna.com>; Hagay Hazan <hagay.Hazan@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Reports ready to deploy; follow up regarding 3160

Hi Charles,

I do not see it in production though. I'm looking under AdHoc Reports.

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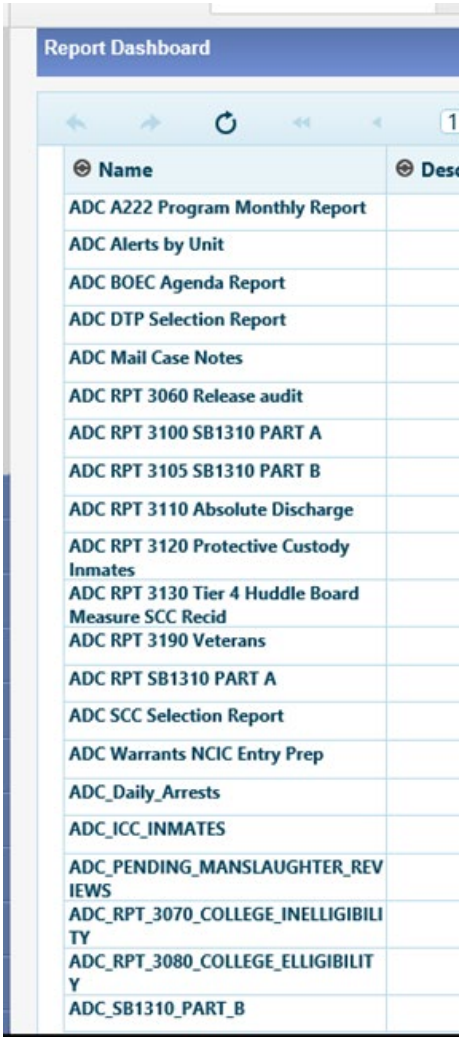

Thanks,

Elizabeth Charif

Business Analyst
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
1645 W. Jefferson St. | Phoenix, AZ 85007
Office: 602-542-4885

On Tue, Apr 7, 2020 at 4:05 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Sandy,
>
> David Wreblis sent an email Monday at 12:28pm confirming that Report 3160 was available in PROD. You were cc'd on the email. Thank you.
>
> **Charles Spannagel**
>
> Project Manager

AMERICAN OVERSIGHT

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, April 7, 2020 4:01 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; David Wrbelis <David.Wrbelis@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Reports ready to deploy; follow up regarding 3160

Charles, I was under the impression that this report (3160) would be pushed into production ASAP. Can you confirm that it is in production now?

On Mon, Apr 6, 2020 at 8:55 AM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good morning ADC.
>
> Holly, this was our mistake. We missed it and will get it deployed as quickly as possible. I apologize for the mistake and we will re-double our efforts to ensure this does not happen again.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> > On Apr 6, 2020, at 8:37 AM, Sandy Wang <swang@azadc.gov> wrote:
> >
> > including Spencer.
> >
> > On Fri, Apr 3, 2020 at 7:50 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

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Good evening.

I will follow up with our development team to see what happened with 3160. There were multiple meetings today and unfortunately they were higher priority so I apologize for missing the call. Again, I will follow up with my team and report back.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

<image003.png>

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Friday, April 3, 2020 7:06 PM
To: Sandy Wang <swang@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>
Subject: Re: Reports ready to deploy; follow up regarding 3160

I didn't get an answer either, and we didn't have a B&D rep on the call.

On Fri, Apr 3, 2020 at 6:27 PM Sandy Wang <swang@azadc.gov> wrote:

> Is report 3160 (failed eOMIS messages) included in this production push? I tried to trace back the email thread but could not find the answer to Aaron's question. Can someone please enlighten me?
>
> On Fri, Apr 3, 2020 at 4:19 PM Jeff Woodward <jwoodward@azadc.gov> wrote:
>
> > David,
> >
> > Yes, looks good in UAT, so go ahead with the push to PROD.
> >
> > Have a good weekend -- Thanks!
> >
> > On Fri, Apr 3, 2020 at 4:02 PM David Wrbelis <David.Wrbelis@bndna.com>

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wrote:

> Report files pushed to PROD:
> ADC RPT 3130 Tier 4 Huddle Board Measure SCC Recid.trdp
> ADC RPT 3190 Veterans.trdp
> ADC RPT 3110 Absolute Discharge.trdp
> ADC RPT 3060 Release audit.trdp
>
> Jeff,
> I'll have 3040 BOEC Agenda pushed to PROD once you've confirmed that it's working properly in UAT.
>
> **From:** Aaron Bailey <abailey1@azadc.gov>
> **Sent:** Friday, April 3, 2020 9:02 AM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Jeffrey Woodward <jwoodward@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
> **Subject:** Reports ready to deploy; follow up regarding 3160
>
> Good morning, I hope everyone on the email is well. I've done UAT testing for the week and I'm looking forward to our 11AM call. I've updated the SharePoint list to reflect the results.
>
> Reports to re-promote from RPTDEV at the first opportunity:
>
> - 3040 BOEC Agenda (trdp file only)
>
> Reports/stored procedures passing UAT and ready to promote to PROD:
>
> - ADC RPT 3130 Tier 4 Huddle Board Measure SCC Recidivism
> - RPT 3190 Veterans
> - RPT 3060 Release Audit
> - ADC RPT 3110 Absolute Discharge
>
> Updated stored procedures passed UAT and ready to promote to PROD:
>
> - ADC_FETCH_SB1310_PART_B
> - ADC_SB1310_PART_A_V2
>
> Follow up requested: did ADC RPT 3160 not make it to UAT as planned?
> <image002.png>
> --
> Sincerely,
> Aaron Bailey

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ACIS Reports Specialist
Cell: 480.268.5726
abailey1@azadc.gov

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--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--
Sincerely,
Aaron Bailey

ACIS Reports Specialist
Cell: 480.268.5726
abailey1@azadc.gov

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> > > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

> > --
> > Respectfully,
> > Sandy Wang
> > PMO Program Manager
> > Arizona Department of Corrections, Rehabilitation & Reentry
> > Administrative Services Division, Information Technology
> > 1645 W. Jefferson St | Phoenix AZ 85007
> > Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

> --
> Respectfully,
> Sandy Wang
> PMO Program Manager
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St | Phoenix AZ 85007
> Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov
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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Elizabeth Charif; Trevor Baker; Aaron Pratt; Sandy Wang; Spencer Scott; Aaron Bailey; gmartinez1
Subject:	Re: eOMIS Data Review
Date:	Tuesday, April 7, 2020 3:30:46 PM
Attachments:	image001.png

Charles-

I would like a status update on this. We're talking about thousands of records that Eli needs to sort through, This is not an action item which ADCRR should be responsible in performing nor correcting.

Hi Sandy-

Please take point to ensure proper assignment of this review task and see this one to resolution. Recruit members of your team to help drive this one.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 6, 2020 at 2:01 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Holly,
>
> I have included Trevor Baker our BA and Aaron Pratt our Interface and Development Manager. Marquis previously never sent us a unique ID per transaction or any indication if the transaction was an update, insert, or delete. They recently have added these fields, and B&D is now waiting on these fields to be passed by Marquis' internal testing. Per Marquis this effort could take multiple weeks to complete on their side and Eli has been involved in

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all of these communications in regards to effort and timeline. Once their side is complete BND will be able to test in UAT.

Trevor or Aaron is there anything you would like to add?

Charles Spannagel

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, April 6, 2020 1:28 PM
To: Elizabeth Charif <echarif@azadc.gov>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Sandy Wang <swang@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: eOMIS Data Review

Perhaps I need more education on this because I'm still not sure why ADCRR IT is still the middle person. Why are B&D and Marquis not talking to each other and then bringing an ADCRR SME into the conversation when needed? In this scenario, what is the value add of ADCRR troubleshooting first before engaging our support entity for ACIS? I don't want work to stop, but I'd like to revisit the ownership of this work to ensure that it's being appropriately managed.

Charles - I'd like B&D's input on the support of this specific piece.

Respectfully,

AMERICAN OVERSIGHT

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 6, 2020 at 12:53 PM Elizabeth Charif <echarif@azadc.gov> wrote:

> Hi Holly,
>
> I've been involved as sort of the middle person between B&D and Marquis. I have been doing the troubleshooting to figure out if the issue is on B&D's side, Marquis side, or if it's a training issue on Centurion's side. The data isn't always correct coming from Marquis and so the problems sometimes need to be fixed with eOMIS rather than ACIS. In those cases I do not even get B&D involved unless it's a change that needs to be coordinated on both sides. I've was back and forth with Dwight regarding the issue of whose responsibility it is to troubleshoot the failures so I've just been continuing to work with both B&D and Marquis on issues that come in for now. I get a daily report from B&D that has the failures but it's in a PDF and it also includes all of the messages that have successfully processed (which is thousands of messages) so it's hard to filter out just the fails. The report that Aaron created for me will provide just the failures and nothing else. B&D receives the failures in an email but it's not just specific to eOMIS, it's for any failure in ACIS and so I do not want that email because then I'll have the same problem of sorting out which ones I need to look at. We are down to just a handful of issues now with the eOMIS interface so the report will help to narrow those down so that I can see what's left out there.
>
> Thanks,
>
> Elizabeth Charif
>
> Business Analyst
>
> Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)

AMERICAN OVERSIGHT

1645 W. Jefferson St. | Phoenix, AZ 85007

Office: 602-542-4885

On Mon, Apr 6, 2020 at 12:27 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Charles and Eli-
>
> As you know I'm becoming more immersed in some things to do with ACIS now that Dwight is gone.
>
> That said, I'd like to understand why the ADCRR IT BA is reviewing eOMIS date to determine corruption when it's received from Marquis. My understanding is that Marquis' data is correct, but it's possible that it's not translating correctly in ACIS. That there are errors encountered which causing the population of data to fail in ACIS.
>
> I need to understand the roles of support in this and I'd also like to understand why is ADCRR IT creating a report and reviewing so that B&D can resolve? Isn't there a way for B&D to run an error report internally so that they can uncover the issue?
>
> Please respond to me before COB today (4/6).
>
> Respectfully,
>
> Holly Greene
>
> Deputy CIO
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Holly Greene; Charles Spannagel; Thad Lowry
Cc: Sandy Wang
Subject: RE: B&D ACIS Support Team
Date: Tuesday, April 7, 2020 12:05:16 PM

Hi Holly,

I trust your are safe and well?

The only real change on the B&D side is that Charles is, as we had always planned, taking on the day to day management of support as a transition from Thad on the implementation project. All day to day communication and management should be channeled through Charles.

Chris Little left us a few weeks back on the QA front, and we are working on our replacement for his role as QA manager, we will keep you updated.

Thanks

Dean

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, April 6, 2020 1:40 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: B&D ACIS Support Team

Hello Dean-

I am reaching out to get some clarity concerning ACIS support. Please provide the contact list for ACIS support in its current state. Seems some players have changed on both sides of the house and we could all use the info.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Sandy Wang; Holly Greene
Cc: gmartinez1; Spencer Scott
Subject: RE: Enforcer: Production Data Changes
Date: Tuesday, April 7, 2020 10:13:04 AM
Attachments: image002.png

If I may ask a question. I don't think we are legally allowed to update any information in Production manually? I can check on this but I think there are legal ramifications due to the fact if we updated anything incorrectly we would be held liable.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, April 7, 2020 9:54 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: gmartinez1 <gmartinez1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Enforcer: Production Data Changes

Holly, we have incorporated George's information into the ITAC presentation.

The only issue remains is who can and who should update the production data, in this case, Enforcer data (because the interfaces are not working properly).

On Mon, Apr 6, 2020 at 6:30 PM Holly Greene <hgreene@azadc.gov> wrote:

> Sandy and Spencer-
>
> Please work with George and Charles to collect the necessary information.
>
> Respectfully,
>
> Holly Greene
> Deputy CIO
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 6, 2020 at 4:22 PM George Martinez <gmartinez1@azadc.gov> wrote:

> Holly, Charles and I agree that there are Change Requests that need to be prioritized with the other Change Requests once we go into M&O in order to move forward.
>
> CR - 41276 Interfaces - Enforcer incorrectly has inmates set to "DENY" status, preventing inmates from checking balances
> CR - 42018 Interfaces - Enforcer (CenturyLink) - The Class of Service is being changed in Enforcer when Custody Levels changes in ACIS
> CR - 42019 Interfaces - Enforcer - Approved visitors in ACIS are not coming across to Enforcer as Active PANs
> CR - 42020 Interfaces - Enforcer - when LOP expires in ACIS, it is not changing the Class of Service in Enforcer
>
> CR - 41272 Interfaces - ACIS is not sending LOP information to KeepTrak via the API
> CR - 41277 Interfaces - KeepTrak - Lifers came across to KeepTrak as non-lifers
>
> The reason changes are being made in Production are due to workarounds until the Change Request can be finished. There are some items that the Disciplinary Coordinators are responsible for. A lot of the abilities were taken anyway from the CO iii/ivs, so they would use the ACIS system. Operational directed the users to contact ACIS Support for any issues.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Mon, Apr 6, 2020 at 12:31 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hello Charles and George-

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As you know, with Dwight's departure, I'm becoming more immersed in what the teams are working on together.

That said, I'd like to understand why data is being changed in the ACIS production environment (still).

I need to understand what the issue is; who should be supporting the resolution of this; and why folks are changing data in production as this should never happen outside of normal input into the system by the COs or other uses...(?).

Please provide a joint response to me before COB today (4/6).

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Dean Allen
Cc: Sandy Wang; Holly Greene
Subject: B&D ACIS Support Team
Date: Monday, April 6, 2020 1:39:55 PM

Hello Dean-

I am reaching out to get some clarity concerning ACIS support. Please provide the contact list for ACIS support in its current state. Seems some players have changed on both sides of the house and we could all use the info.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Ken Sanchez
Cc: David Shinn; Joseph Profiri; Frank Strada; Brad Keogh
Subject: RE: Amendment 9 to ADOC14-00003350/14-25-23
Date: Monday, April 6, 2020 1:23:44 PM
Attachments: PHX-#8644617-v1-BD__Amendment_9 Final - 40049409_3.pdf
40049409_3.docx
Exhibit 2 to Amendment 9.pdf

Hello Ken,

Thank you for this draft. I have, as promised, consulted with Orange and our legal counsel and they have edited the proposed amendment with our comments. I provide for your review the following documents:

1. PHX-#8644617-v1-BD__Amendment_9 Final - 40049409_3.pdf – which is a redlined version for your ease of review.
2. 40049409_3.docx – which is a 'flattened' version of the amendment with all changes incorporated.
3. Exhibit 2 to Amendment 9.pdf – which is an updated copy of the SLA document Exhibit G

As you can see these are not 'wholesale' changes to your version, but there are a number of notable items that we have edited. I remain available, and encourage, the opportunity to walk you through these items, so that we can understand each parties point of view.

Please let me know if you have time this afternoon?

Thanks

Dean

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Friday, April 3, 2020 7:32 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: David Shinn <dshinn@azadc.gov>; Joseph Profiri <jprofiri@azcorrections.gov>; Frank Strada <fstrada@azadc.gov>; Brad Keogh <bkeogh@azadc.gov>
Subject: Re: Amendment 9 to ADOC14-00003350/14-25-23

Hello Dean,

Please see the attached word version as requested.

Thank you,

AMERICAN OVERSIGHT

Ken Sanchez

Chief Procurement Officer,

Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

On Fri, Apr 3, 2020 at 6:40 PM Ken Sanchez <ksanchez@azadc.gov> wrote:

> Hello Dean,
>
> ADCRR wants to let you know we are looking forward to building a new relationship with you. One that both of us can stand behind and tout the value of the B&D product. We want to make you financially whole to the contract and get where we both need to be. Please see attached amendment 9.
>
> Please call me if you have any questions.
>
> Thank you,
>
> **Ken Sanchez**
>
> **Chief Procurement Officer,**
>
> **Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)**
>
> **Phone ADC: 602-364-3786**
>
> **Email ADC: ksanchez@azcorrections.gov**

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EXHIBIT 2

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Response SLA:	▪ Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec), example detailed below: 	2% The SLA is defined by the aggregate compliance of all System Response SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	Google Analytics Avg. Page Load Time (sec),	
Calculation Formula	The proprietory Google Analytics Avg. Page Load Time (sec)	

AMERICAN OVERSIGHT

Service Level Agreement – System Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Google Analytics Avg. Page Load Time (sec), as detailed on the Google Analytics Dashboard and a daily report will be emailed to the customer.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – System Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – User Response Time

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
User Response SLA:	All response times are affected whenever a request by the user invokes a remote interface with other systems. Average page load time <= 5 seconds for the " https://aims2.us/ProtectiveCustody/ PCInterviewAssessment.aspx Screen "	2% The SLA is defined by the aggregate compliance of User Response SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	Recorded for the URL: https://aims2.us/ ProtectiveCustody/PCInterviewAssessment.aspx Screen as documented in the CloudFlare Browser Insights Measure	
Calculation Formula	Recorded for the URL: https://aims2.us/ ProtectiveCustody/PCInterviewAssessment.aspx Screen as documented in the CloudFlare Browser Insights Measure	

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Service Level Agreement – User Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Recorded for the URL: https://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx Screen as documented in the CloudFlare Browser Insights Measure	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – User Response Time

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Availability and Reliability

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Availability and Reliability SLA:	▪ 24/7/365 99.95% up time; measured weekly. ADC strikes this statement for unplanned outages (with no more than 2 hours down time within any business day)(6 a.m. to 6 p.m. Arizona time, 7 days a week) ▪ No more than ten (10) consecutive outages in any week. (ADC strikes this statement for unplanned outages) ▪ 95.0 % of all failover events are concluded in less than 4 hours. ▪ 99.9 % of failover events must be concluded in less than 8 hours. ▪ 95.0% availability of the reporting system (24 hours, 7 days a week except for maintenance and upgrades as agreed upon by parties). ▪ 95.0% availability of the test regions during scheduled times.	ADC Asserts 40% withholding if clarification not accepted by Offeror The SLA is defined by the aggregate compliance of System Availability and Reliability SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 40% Withholding percentage will be incurred by the Offeror
Data Collection Process	Uptime Robot for the Production environment	
Calculation Formula	Uptime Robot for the Production environment	

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Service Level Agreement – System Availability and Reliability

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Uptime Robot for the Production environment	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

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Service Level Agreement – System Availability and Reliability

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Accuracy

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Accuracy SLA:	▪ 100 % of data must be delivered accurately. ▪ 100 % of actions must be completed accurately. ▪ 100 % of actions must be completed accurately. ▪ 100 % of sentence calculations* must be completed accurately. ▪ 100 % of on-line update transactions are accurate. ▪ 100 % of cases and related data must be converted accurately. ▪ 100 % of case records must be compiled, returned, and displayed accurately. Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC. *(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed Functional Specifications)	2% The SLA is defined by the aggregate compliance of System Accuracy SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC.	
Calculation Formula	Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC.	

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Service Level Agreement – System Accuracy

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

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Service Level Agreement – System Accuracy

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

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ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Maintenance / Updates / Upgrades

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Maintenance / Updates / Upgrades SLA:	▪ Maintenance to be performed outside business availability requirements ▪ Updates/upgrades should be implemented to improve/provide needed functionality as dictated by business/technical needs. ADC Requires prior approval and schedule notification for any Maintenance, Updates and/or Upgrades. If any Offeror Maintenance Updates and/or Upgrades cause an outage, Severity 1, 2, 3 failure impacting ADC end Users than the Offeror will be held accountable to current System Availability and Reliability SLA metrics. Furthermore, Offeror shall be responsible for uninstalling, backing out or deleting implemented changes to prior working state. If ADC requires or mandates a Change Control process approved change; than Offeror shall work with ADC to restore service to prior working state at no SLA impact to Offeror.	1% The SLA is defined by the aggregate compliance of Maintenance / Updates / Upgrades SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	Scheduled application release table and deployment note	
Calculation Formula	Scheduled application release table and deployment note	

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Service Level Agreement – Maintenance / Updates / Upgrades

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Scheduled application release table and deployment note	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Maintenance / Updates / Upgrades

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

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ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity & Destruction SLA:	▪ All data files shall be backed up on a regular schedule. Non-critical files, i.e., files without which users can still support the business, shall be recoverable to the end of the prior business day at a minimum. ▪ All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files. ▪ The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the Contractor. ▪ The procedures shall be updated to be current for each recovery test. ▪ In cases where files are not backed up, e.g., operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system. Data storage will meet State, federal, and industry standards and requirement. ▪ Data destruction will meet State, federal, and industry standards and requirement.	1% The SLA is defined by the aggregate compliance of Data Integrity & Destruction SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	AWS backup logs reports from the production environment	

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Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Calculation Formula	AWS backup logs reports from the production environment	
Data Collection Method	AWS backup logs reports from the production environment	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	

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Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Security SLA:	Internal and external security to meet State, federal and industry standards and regulations. o Password security o Data encryption o Firewall o Identity management o Anti-virus/spyware o Web content monitoring/filtering o Weekly/monthly/quarterly/annual security reports and updates review. o 100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident. o 100% of all security breaches must be mitigated within the time frames approved by ADC at the time of the incident. Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements.	2% The SLA is defined by the aggregate compliance of Security SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	Report from the mandated penetration testing and remediation requirements.	
Calculation Formula	Report from the mandated penetration testing and remediation requirements.	

AMERICAN OVERSIGHT

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Report from the mandated penetration testing and remediation requirements.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Incident Response Time & Target

<table>
<tr><th>HEADING</th><th>DESCRIPTION</th><th>SLA Non-Compliance Withholding %</th></tr>
<tr><td>Incident Response Time & Target SLA:</td><td>
<table>
<tr><th>Category</th><th>Priority</th><th>Target Response Time</th></tr>
<tr><td>Critical</td><td>1</td><td>1 Clock Hour</td></tr>
<tr><td>High</td><td>2</td><td>24 Clock Hours</td></tr>
<tr><td>Medium</td><td>3</td><td>48 Business Hours</td></tr>
<tr><td>Low</td><td>4</td><td>48 Business Hours</td></tr>
</table>
</td><td>2%
The SLA is defined by the aggregate compliance of Incident Response Time & Target SLA Metrics/ Components.

If one metric in this category is not met than the category is deemed by ADC as not compliant.

The full 2% Withholding percentage will be incurred by the Offeror</td></tr>
<tr><td>Data Collection Process</td><td>B&D ServiceDesk Support Ticket Monthly Analysis</td><td></td></tr>
<tr><td>Calculation Formula</td><td>Any Service Ticket that does not meet the Incident Response Time & Target SLA.</td><td></td></tr>
</table>

AMERICAN OVERSIGHT

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Support Tickets entered into the B&D ServiceDesk	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed	Not Applicable	

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Incident Resolution Time & Target

<table>
<tr><th>HEADING</th><th>DESCRIPTION</th><th>SLA Non-Compliance Withholding %</th></tr>
<tr><td>Incident Resolution Time & Target SLA:</td><td>
<table>
<tr><th>Category</th><th>Priority</th><th>Target Resolution Time</th></tr>
<tr><td>Critical</td><td>1</td><td>5 Clock Hours</td></tr>
<tr><td>High</td><td>2</td><td>48 Clock Hours</td></tr>
<tr><td>Medium</td><td>3</td><td>72 Business Hours</td></tr>
<tr><td>Low</td><td>4</td><td>72 Business Hours</td></tr>
</table>
</td><td>1%
The SLA is defined by the aggregate compliance of Incident Resolution Time & Target SLA Metrics/ Components.

If one metric in this category is not met than the category is deemed by ADC as not compliant.

The full 1% Withholding percentage will be incurred by the Offeror</td></tr>
<tr><td>Data Collection Process</td><td>B&D ServiceDesk Support Ticket Monthly Analysis</td><td></td></tr>
<tr><td>Calculation Formula</td><td>Any Service Ticket that does not meet the Incident Response Time & Target SLA.</td><td></td></tr>
</table>

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Service Level Agreement – Incident Resolution Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Support Tickets entered into the B&D ServiceDesk	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – Incident Resolution Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
User Support SLA:	Monday– Sunday 6am – 6pm – Technical (except holidays) Monday – Sunday 6am – 6pm – Help Desk (except holidays) On call after hours support as negotiated with ADC It will be agreed without exceptions or conditions that after-hour technical support will be provided under a Time and Material basis at a Rate Card Appendix 9 approved by ADC. The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	1% The SLA is defined by the aggregate compliance of User Support SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	Uptime report for Ring Central and ServiceDesk tool	
Calculation Formula	Uptime report for Ring Central and ServiceDesk tool	

AMERICAN OVERSIGHT

Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Uptime report for Ring Central and ServiceDesk tool	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

AMERICAN OVERSIGHT

Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Reporting SLA:	**Removed by mutual agreement.**	**Removed.**
Data Collection Process	**Removed by mutual agreement.**	
Calculation Formula	**Removed by mutual agreement.**	

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Service Level Agreement – Report

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Removed by mutual agreement.	
Measurement Window	Removed by mutual agreement.	
Data Inclusions	Removed by mutual agreement.	
Measurement Exceptions	Removed by mutual agreement.	
Reporting Requirements	Removed by mutual agreement.	
Additional Information		
Contacts	Removed by mutual agreement.	

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Service Level Agreement – Report

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	Removed by mutual agreement.	
Last Reviewed	Removed by mutual agreement.	

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ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
SLA Reporting SLA:	**The Offeror shall provide a Monthly status reports that provide previous month's SLA performance data** **The Offeror shall also provide a rolling previous 3/6/9 month intervals** **ADC requires a monthly SLA reporting meetings with the appropriate documentation.** **ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement.**	1% The SLA is defined by the aggregate compliance of SLA Reporting SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	Provision of monthly status report and attendance at monthly SLA meeting.	
Calculation Formula	Provision of monthly status report and attendance at monthly SLA meeting.	

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Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Provision of monthly status report and attendance at monthly SLA meeting.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

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Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Contractor Staffing SLA:	Offeror shall maintain 100% resource availability for Key M&O Staff Roles as identified in Appendix 6 of the Maintenance and Operations Agreement..	1% The SLA is defined by the aggregate compliance of Contractor Staffing SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	B&D time sheet system	
Calculation Formula	B&D time sheet system	

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Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	B&D time sheet system	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 11:59 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	As detailed in Appendix 3 of the Maintenance and Operations Agreement.	
Reporting Requirements	A Monthly SLA Package from B&D to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	

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Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	As detailed in Appendix 6 of the Maintenance and Operations Agreement.	
Last Reviewed		

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EXCEPTIONS TO EXHIBIT G – SERVICE LEVEL AGREEMENTS

1) A portion of the Description of the System Availability / Reliability SLA will change from:

• No more than ten (10) consecutive outages in any week.

to:

• No more than two (2) consecutive outages in any week.

The remainder of this SLA will remain as stated in Exhibit G.

2) Replace the Description of the Security SLA in its entirety with the following (while leaving the remainder of this SLA as stated in Exhibit G):

- Password security will comply with State (and ADCRR) Standards and Policies.
- Additional Standards and Policies: after three unsuccessful login attempts the account will become locked.
- Offeror will comply with 45 CFR Part 160 and 164, Subparts A and C, due to the presence of protected health information within the system.
- Offeror must provide notice to ADCRR of any use or disclosure of PHI/ePHI that is not authorized by the Contract, by law, or in writing by ADCRR, without delay, and in no case later than 5 days after the Business Associate learns of such unauthorized use or disclosure.
- 100% of the time the system will be protected by a Web Application Firewall, unless written approval is provided by ADCRR to perform vulnerability assessments and penetration tests.
- Offeror will perform auditing of all user actions which includes, but is not limited to; password resets, role changes, information modification/addition/removal, user login and logout activity.
- These audit logs must have a full record of the last 60 days minimum.
- Offeror will run Anti-virus/spyware software on all devices capable of having the software installed.
- Offeror will perform logging of all network traffic to the system and retain a minimum of 60 days of logs.
- Offeror will apply security updates in compliance with State (and ADCRR) Standards and Policies and follow proper testing and change control prior to implementation.
- All security incidents must be reported to ADCRR in writing and by telephone within 5 business days of discovery.
- Offeror shall take immediate action to prevent further security incidents and remediate vulnerabilities, implement approved compensating controls, and address additional system weaknesses within 10 business days of discovery.
- Offeror will cooperate with ADCRR vulnerability management and comply with all State (and ADCRR) Standards and Procedures.
- Offeror must host the system on an FedRAMP moderate impact level authorized, government-related, single tenant compliant platform.
- Offeror must provide logs and access to security controls within 2 business days of an ADCRR request.

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AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

1. Definitions

   a. "Parking Lot" means the list of system functionality gathered by ADCRR throughout system development and that were not part of the Go-Live Solution scope.

   b. "Business Analyst" means an individual trained to analyze an organization or business function and document its processes or systems to help guide improvements in processes, products, services and technology.

   c. "Effective Date" means the date on which the Amendment has been signed by both parties.

   d. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints in relation to fulfilling its obligations under this Amendment.

2. Commencement of the M&O Phase

In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further

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agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes").

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties agree that any claims or Disputes released as part of this Mutual Release, or previously released, shall not serve as predicates for claims, if any, against the Performance Bond pursuant to Section V.R.17 of the RFP. The Parties further agree that the End-User Improvement List ("EUIL"), as defined in Section 7 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims against the Performance Bond pursuant to Section V.R.17 of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.17.

5. Quarterly Executive Reviews

The Parties agree to conduct quarterly executive reviews throughout the M&O Phase to monitor the status of the M&O services and the Service Level Agreements ("SLAs"). The Parties agree that ADC and B&D shall be in attendance at these reviews.

6. End-User Improvements & Remediation Hours

An End-User Improvement List ("EUIL") will be drawn up by mutual agreement between ADCRR and B&D. The goal of the EUIL is to ensure a meaningful impact on the aggregate ADCRR end-user experience.

The Parties agree that B&D will deliver items off the EUIL free of charge, subject to a total cap of 10,000 man-hours ("Additional Remediation Hours") in the 12 month period from the Amendment's Effective Date. B&D agrees that it will provide these Additional Remediation

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Hours, separate from, and concurrently with, the 10,000 man-hours B&D is required to provide yearly as part of the M&O Phase under the Contract (the "Annual Hours").

The Parties will iteratively develop the EUIL with monthly additions to the EUIL in the first 4 to 6 months after the Amendment's Effective Date. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as possible (e.g., utilization of the full 10,000 Additional Remediation Hours within 6 months against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs B&D will utilize to satisfy its M&O responsibilities) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 Annual Hours provided for in the initial M&O Phase.

ADCRR and B&D have provided and will continue to provide Business Analysts to gather ADCRR user feedback and identify the primary issues users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

The following monthly procedure will be implemented (clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the acceptance criteria for each item defined) and will make sure that the number of selected items utilizes the B&D FTEs at full capacity.
- ADCRR shall submit the first month's EUIL items by no later than May 10, 2020.

This process will repeat monthly. During some months more items will be selected than others. The parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item off of the EUIL into User Acceptance Testing and notify ADCRR of each delivery. Should ADCRR fail to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, that item shall be deemed accepted.

It is the intent of the Parties that the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing the Annual Hours or in the future at ADCRR's sole discretion.

In the first year following the development of the EUIL, the Parties will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes utilizing the Annual Hours. If any hours remain at the end of the first year from the Annual Hours, these hours shall carry over for use in the second year of M&O.

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The parties recommit to the bug/change qualification process set forth in Amendment No. 6 during the M&O Phase.

7. CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties further agree to work collaboratively, to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug. The Parties further agree to work collaboratively, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

With respect to SLAs, the Parties agree that the SLAs set forth in **Exhibit 2** govern.

8. Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America.

8. Point of Contact

B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

Dated April ___, 2020

Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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EXHIBIT 1

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CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020.

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

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AMENDMENT NO. 9 TO ADOC14-00003350/14-25-23

Pursuant to Section V.B of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23 ("RFP"), the October 23, 2013 Proposal for Replacement of the Adult Inmate Management System, the May 13, 2014 Final Proposal Revision for Replacement of the Adult Inmate Management System, and the documents incorporated thereto (collectively, and with all other written amendments, the "Contract"), the Arizona Department of Corrections, Rehabilitation and Reentry ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") (together, the "Parties") hereby enter into this ninth official Contract amendment (the "Amendment"). This Amendment is intended to amend, supplement, and modify the Contract. To the extent any terms in this Amendment conflict with any term in the Contract as it previously existed, it is the intent of the Parties that the terms of this Amendment shall control. However, the Parties reaffirm their respective responsibilities pursuant to the Contract to the extent they are not modified by this Amendment. The Parties further agree that this Amendment may be executed in counterparts, effective immediately, upon both Parties signing. Undefined capitalized terms are as defined in this Amendment or the Contract.

~~After exhausting all other reasonably available efforts, ADCRR believes that this Amendment is necessary given the troubled history of this contractual relationship. In May 2014, in consideration of, among other things, ADCRR's payment of approximately $16 Million, B&D represented that it would build and provide to ADCRR by December 2016 a fully functional replacement of ADCRR's Adult Inmate Management System. B&D failed to do so. It was not until November 2019 that the replacement system hobbled to a go-live status, but it was riddled with a multitude of major functional deficiencies which required ADCRR to create an equal multitude of work-arounds just to render the system relatively workable. Under B&D's threat of abandoning the project, ADCRR paid B&D an additional $4 Million. This Amendment therefore is necessary to address all the still existing and future functional deficiencies on this project which has come in three years late and at least $4 Million over budget.~~

1. Definitions

   a. "Parking Lot" means the list of ~~desired~~ system functionality gathered by ADCRR throughout system development and ~~which may still be implemented~~that were not part of the Go-Live Solution scope.

   b. "Business Analyst" means an individual trained to analyze an organization or business function and document its processes or systems to help guide improvements in processes, products, services and technology.

   c. "Effective Date" means the date on which the Amendment has been signed by both parties.

   d. "ADCRR" refers to the Arizona Department of Corrections Rehabilitation and Reentry, and includes, for purposes of this Amendment, any third party it appoints in relation to fulfilling its obligations under this Amendment.

2. Commencement of the M&O Phase

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In accordance with Section III.D.10 of the RFP and Amendment No. 8, the Parties agree that the Maintenance and Operations Phase (the "M&O Phase") shall be deemed to have commenced on February 21, 2020. ADCRR agrees to wire to B&D the first M&O Phase monthly payment in the amount of $157,898.50 on or before three business days after the Effective Date and in the future pay the invoices for the M&O Phase according to the contractual terms.

3. Final Acceptance of the Solution

The Parties acknowledge and agree that ADCRR's final acceptance of the Solution shall be deemed to have been on January 15, 2020. The Parties agree to further memorialize the acceptance by signing the Certificate of Acceptance attached as **Exhibit 1**. ADCRR further agrees that it will pay to B&D the following amounts on or before three business days after the Effective Date (a) the remaining invoice for the Implementation Phase, which totals $318,081.40; and (b) $948,973.20, representing the ten percent (10%) retainers collected pursuant to Section VI.C.1 of the RFP. No late fees have been assessed, paid, or will be paid. By paying the amounts specified in this paragraph, ADCRR has fulfilled its contractual payment responsibilities for the Implementation Phase as well as the release of retained amounts pursuant to VI.C.1. of the Contract.

4. Mutual Release

The Parties acknowledge that there have been certain disputes relating to testing, change requests, project delays, the conclusion of the Implementation Phase, the commencement of the M&O Phase, the "Parking Lot" issues, the claims raised in B&D's March 4, 2020 Notice of Claim, and any and all disputes or potential disputes related to the Solution through and including the Effective Date (the "Disputes"). ~~This Mutual Release does not release B&D from fulfilling its contractual obligations related to the Performance Bond, pursuant to Section V.R of the Contract.~~

The Parties agree that in consideration of the provisions of this Amendment and any compensation under this Amendment, each Party forever and unconditionally releases the other from any and all claims relating to the Disputes, known or unknown, from project inception (July 29, 2014) to the Effective Date. B&D agrees that with this Amendment, its March 4, 2020 Notice of Claim is moot and immediately withdrawn upon the Effective Date. The Parties further agree that, by entering into this Amendment, neither party is admitting fault or liability in any way relating to the Disputes.

The Parties agree that any claims or Disputes released as part of this Mutual Release, or previously released, shall not serve as predicates for claims, if any, against the Performance Bond pursuant to Section V.R.17 of the RFP. The Parties further agree that the End-User Improvement List ("EUIL"), as defined in Section 7 below, is not part of the Implementation Phase, and any disputes related to the EUIL cannot therefore serve as predicates for claims against the Performance Bond pursuant to Section V.R.17 of the RFP. Subject to the clarifications in this Paragraph, the Parties confirm their commitment to the contractual obligations and rights related to the Performance Bond as specified in Section V.R.17.

5. Quarterly Executive Reviews

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The Parties agree to conduct quarterly executive reviews throughout the M&O Phase to monitor the status of the M&O services and the Service Level Agreements ("SLAs"). The Parties agree that ADC and B&D shall be in attendance at these reviews.

6. ~~5.~~ End-User Improvements & Remediation Hours

An End-User Improvement List ("EUIL") will be ~~developed~~drawn up by mutual agreement between ADCRR ~~(with support from B&D) and a third party selected by ADCRR ("Third Party").~~ and B&D. The goal of the EUIL is to ensure a meaningful impact on the aggregate ADCRR end-user experience ~~and to ensure the delivered Solution is fully functional and meets the needs of this mission-critical, public safety Solution procured by ADCRR~~.

The Parties agree that B&D will deliver items off the EUIL free of charge, subject to a total cap of 10,000 man-hours ("Additional Remediation Hours") in the 12 month period ~~following the development of the EUIL~~from the Amendment's Effective Date. B&D agrees that it will provide these Additional Remediation Hours, separate from, and concurrently with, the 10,000 man-hours B&D is required to provide yearly as part of the M&O Phase under the Contract (the "Annual Hours").

~~After the EUIL is developed, the~~The Parties ~~and Third Party will engage in~~will iteratively develop the EUIL with monthly ~~meetings to make~~ additions to the EUIL~~.~~ in the first 4 to 6 months after the Amendment's Effective Date. The goal will be to identify and resolve ADCRR authorized items on the approved EUIL as quickly as possible (e.g., utilization of the full 10,000 Additional Remediation Hours within 6 months against the prioritized EUIL). The Parties agree that B&D will provide a target of the equivalent of 10 FTEs, or more, (in addition to the FTEs B&D will utilize to satisfy its M&O responsibilities) to provide the Additional Remediation Hours and as may be needed to exhaust the remaining 10,000 ~~M&O hours~~Annual Hours provided for in the initial M&O Phase.

ADCRR and B&D ~~has~~have provided and will continue to provide Business Analysts ~~to work with ADCRR and the Third Party~~ to gather ADCRR user feedback and identify the primary issues users are facing in utilization of the system. This information will be validated with ADCRR Business Owners.

~~Following the development of the EUIL, the~~The following monthly procedure will be implemented ~~to ensure~~(clock starting every 30 calendar days after signature of the contract amendment) to assure the right items are being prioritized and resolved to impact user satisfaction:

- By or before the 10th Business Day: ADCRR~~, the Third Party,~~ and B&D, will present a list of proposed items for the EUIL for estimation.
- By or before the 15th Business Day: B&D will define and provide to ADCRR ~~and the Third Party~~ the effort and man-hours associated with each proposed item for the EUIL. B&D will also provide a forecast of the available FTEs for the following month.
- By or before the 20th Business Day: ADCRR, ~~the Third Party, and~~with support from B&D, will choose from the proposed and estimated items, which items will be added to the EUIL (with the acceptance criteria for each item defined)~~.~~ and will make sure that the number of selected items utilizes the B&D FTEs at full capacity.

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- ADCRR shall submit the first month's EUIL items by no later than May 10, 2020.

This process will repeat monthly~~, following development of the EUIL~~. During some months more items will be selected than others. The parties acknowledge that some of the items on the finalized EUIL will take more than one month to develop. The Parties agree that B&D shall deliver each item off of the EUIL into User Acceptance Testing and notify ADCRR of each delivery. Should ADCRR fail to accept, reject, note pending other bugs, or test an item within thirty (30) days of notification of delivery, that item shall be deemed accepted.

It is the intent of the Parties that the EUIL will fully resolve ADCRR's concerns and disputes of the product's functionality. However, any items remaining on the EUIL, once the Additional Remediation Hours are exhausted, may or may not be prioritized by ADCRR and resolved utilizing the ~~annual 10,000 hours~~Annual Hours or in the future at ADCRR's sole discretion.

In the first year following the development of the EUIL, the Parties~~, with the assistance of the Third Party, will begin to~~ will simultaneously work on the following (with priorities determined by ADCRR): the CAP Plan, the EUIL and other system changes utilizing the ~~annual 10,000 hours~~Annual Hours. If any hours remain at the end of the first year from the ~~annual 10,000 hours~~Annual Hours, these hours shall carry over for use in the second year of M&O.

The parties recommit to the bug/change qualification process set forth in Amendment No. 6 during the M&O Phase.

7. ~~6.~~ CAPs and SLAs

The Parties reaffirm that Corrective Action Plans ("CAPs") are a component of the M&O Phase requiring remediation at no additional charge to ADCRR. The Parties further agree to work collaboratively, ~~with the assistance of the Third Party,~~ to agree to a methodology for setting bug resolution priorities, including, but not limited to, considering the severity of a bug. The Parties further agree to work collaboratively~~, with the assistance of the Third Party~~, to develop a set of achievable targets for the closure of items on the CAP lists as soon as practical within the first year of M&O.

With respect to SLAs, the Parties agree~~,~~ that the SLAs set forth in **Exhibit** ~~G to the Contract~~**2** govern~~, except as specified in **Exhibit 2**~~.

8. ~~7.~~ Commercial Reference

ADCRR acknowledges that B&D has served as a vendor under the Contract and will confirm such in commercial references, orally and in writing, to B&D for upcoming Offender Management System opportunities on which B&D may bid. Offender Management System opportunities shall include any project or bid relating to any software system used in connection with the management of an inmate's incarceration, probation, or parole, or any component thereof, whether public, private, federal, state, local, or municipal, located within the United States of America.

8. Point of Contact

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B&D will make the Mi-Case President of B&D (Dean Allen) the main point of contact relating to this Contract, as amended, and any major escalations will be directed ~~to~~, but not limited to, to the chairman of B&D (Pierre Louis Biaggi) as next level decision maker.

9. COVID-19

The Parties agree that disruptions caused by the COVID-19 virus and its associated events, including but not limited to business or government shut-downs, may constitute a force majeure event, governed by Section 6.4-6.4.4 of the Contract's Uniform Terms and Conditions.

Dated April ___, 2020

Kenneth Sanchez	~~Dean~~~~Allen~~Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

AMERICAN OVERSIGHT

EXHIBIT 1

AMERICAN OVERSIGHT
AZ-DOC-21-0315-A-003165

CERTIFICATE OF FINAL ACCEPTANCE

The Arizona Department of Corrections ("ADCRR") and Business & Decision, North America PA, Inc. ("B&D") hereby agree, certify, and acknowledge that ADCRR formally accepted from B&D the "Solution" required by Contract No. ADOC14-00003350/14-25-23 on January 15, 2020. ~~By accepting the Solution, ADCRR does not agree that the Solution's functionality meets ADCRR's operational needs. ADCRR's acceptance of the Solution is predicated exclusively upon its good faith reliance upon B&D's representations that the EUIL procedure identified in Paragraph 5 of Amendment No. 9 will resolve all of the functionality deficiencies of the Solution that currently exist and that may subsequently arise during the M&O Phase and EUIL Phase identified in Paragraph 2 and Paragraph 5 of Amendment No. 9.~~

The Parties further agree that, pursuant to Section V.R of the September 25, 2013 Request for Proposal Number ADOC14-00003350/14-25-23, the Performance Bonds submitted by B&D shall not remain in effect later than January 14, 2021.

Dated: _____, 2020

_____	_____
Kenneth Sanchez	Dean Allen
Chief Procurement Officer	President
Arizona Department of Corrections	Business & Decision, North America PA, Inc.

AMERICAN OVERSIGHT

~~**EXHIBIT 2**~~

AMERICAN OVERSIGHT

EXCEPTIONS TO EXHIBIT G – SERVICE LEVEL AGREEMENTS

1) A portion of the Description of the System Availability / Reliability SLA will change from:

• No more than ten (10) consecutive outages in any week.

to:

• No more than two (2) consecutive outages in any week.

The remainder of this SLA will remain as stated in Exhibit G.

2) Replace the Description of the Security SLA in its entirety with the following (while leaving the remainder of this SLA as stated in Exhibit G):

- Password security will comply with State (and ADCRR) Standards and Policies.
- Additional Standards and Policies: after three unsuccessful login attempts the account will become locked.
- Offeror will comply with 45 CFR Part 160 and 164, Subparts A and C, due to the presence of protected health information within the system.
- Offeror must provide notice to ADCRR of any use or disclosure of PHI/ePHI that is not authorized by the Contract, by law, or in writing by ADCRR, without delay, and in no case later than 5 days after the Business Associate learns of such unauthorized use or disclosure.
- 100% of the time the system will be protected by a Web Application Firewall, unless written approval is provided by ADCRR to perform vulnerability assessments and penetration tests.
- Offeror will perform auditing of all user actions which includes, but is not limited to; password resets, role changes, information modification/addition/removal, user login and logout activity.
- These audit logs must have a full record of the last 60 days minimum.
- Offeror will run Anti-virus/spyware software on all devices capable of having the software installed.
- Offeror will perform logging of all network traffic to the system and retain a minimum of 60 days of logs.
- Offeror will apply security updates in compliance with State (and ADCRR) Standards and Policies and follow proper testing and change control prior to implementation.

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- ~~All security incidents must be reported to ADCRR in writing and by telephone within 5 business days of discovery.~~

- ~~Offeror shall take immediate action to prevent further security incidents and remediate vulnerabilities, implement approved compensating controls, and address additional system weaknesses within 10 business days of discovery.~~

- ~~Offeror will cooperate with ADCRR vulnerability management and comply with all State (and ADCRR) Standards and Procedures.~~

- ~~Offeror must host the system on an FedRAMP moderate impact level authorized, government-related, single tenant compliant platform.~~

- ~~Offeror must provide logs and access to security controls within 2 business days of an ADCRR request.~~

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Document comparison by Workshare 9.5 on Monday, April 6, 2020 12:53:54 PM

Input:	
Document 1 ID	file://C:\Users\szewczykg\Desktop\PHX-#8644617-v1-BD__Amendment_9 Final.docx
Description	PHX-#8644617-v1-BD__Amendment_9 Final
Document 2 ID	C:\NRPortbl\DMWEST\SZEWCZYKG\40049409_3.docx
Description	C:\NRPortbl\DMWEST\SZEWCZYKG\40049409_3.docx
Rendering set	Standard

Legend:	
Insertion	
~~Deletion~~	
~~Moved from~~	
Moved to	
Style change	
Format change	
~~Moved deletion~~	
Inserted cell	
Deleted cell	
Moved cell	
Split/Merged cell	
Padding cell	

Statistics:	
	Count
Insertions	44
Deletions	62
Moved from	0
Moved to	0
Style change	0
Format changed	0
Total changes	106

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: George Martinez
Cc: Charles Spannagel; Sandy Wang; Spencer Scott
Subject: Re: Enforcer: Production Data Changes
Date: Monday, April 6, 2020 1:15:20 PM

George-

Please work with Sandy and Spencer for clarification.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Apr 6, 2020 at 1:14 PM George Martinez <gmartinez1@azadc.gov> wrote:

> Holly, I don't understand the comment: " data is being changed in the ACIS production environment (still) "? All data should be changed in ACIS. That is what is feeding the interfaces into Enforcer and KeepTrak.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

AMERICAN OVERSIGHT

On Mon, Apr 6, 2020 at 12:31 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Charles and George-
>
> As you know, with Dwight's departure, I'm becoming more immersed in what the teams are working on together.
>
> That said, I'd like to understand why data is being changed in the ACIS production environment (still).
>
> I need to understand what the issue is; who should be supporting the resolution of this; and why folks are changing data in production as this should never happen outside of normal input into the system by the COs or other uses...(?).
>
> Please provide a joint response to me before COB today (4/6).
>
> Respectfully,
>
> Holly Greene
>
> Deputy CIO
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From: David Wrbelis on behalf of David Wrbelis <David.Wrbelis@bndna.com>
To: Jeff Woodward
Cc: Aaron Bailey; Charles Spannagel; Harika Chikkala; Sandy Wang; Holly Greene; Hagay Hazan
Subject: RE: Reports ready to deploy; follow up regarding 3160
Date: Monday, April 6, 2020 12:28:03 PM
Attachments: image001.png

Report ADC RPT 3160 Failed eOMIS messages.trdp is available to use in PROD

From: David Wrbelis
Sent: Monday, April 6, 2020 8:50 AM
To: Jeff Woodward <jwoodward@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
Subject: RE: Reports ready to deploy; follow up regarding 3160

I'm getting 3160 copied over this morning

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Monday, April 6, 2020 8:46 AM
To: David Wrbelis <David.Wrbelis@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
Subject: Re: Reports ready to deploy; follow up regarding 3160

David,

The end user and I just tested the report in PROD and it's looking good, so we can call this one done!

Thanks.

On Mon, Apr 6, 2020 at 8:36 AM David Wrbelis <David.Wrbelis@bndna.com> wrote:

> Jeff/Aaron,
>
> 3040 BOEC Agenda was copied from UAT to PROD Friday evening so everything should be ready to go in PROD from last weeks requests. I'll update Sharepoint
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Friday, April 3, 2020 4:19 PM
> **To:** David Wrbelis <David.Wrbelis@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
> **Subject:** Re: Reports ready to deploy; follow up regarding 3160
>
> David,
>
> Yes, looks good in UAT, so go ahead with the push to PROD.
>
> Have a good weekend -- Thanks!
>
> On Fri, Apr 3, 2020 at 4:02 PM David Wrbelis <David.Wrbelis@bndna.com> wrote:
>
> > Report files pushed to PROD:
> > ADC RPT 3130 Tier 4 Huddle Board Measure SCC Recid.trdp
> > ADC RPT 3190 Veterans.trdp
> > ADC RPT 3110 Absolute Discharge.trdp
> > ADC RPT 3060 Release audit.trdp
> >
> > Jeff,
> > I'll have 3040 BOEC Agenda pushed to PROD once you've confirmed that it's working properly in UAT.
> >
> > **From:** Aaron Bailey <abailey1@azadc.gov>
> > **Sent:** Friday, April 3, 2020 9:02 AM
> > **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Jeffrey Woodward <jwoodward@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
> > **Subject:** Reports ready to deploy; follow up regarding 3160
> >
> > Good morning, I hope everyone on the email is well. I've done UAT testing for the week and I'm looking forward to our 11AM call. I've updated the SharePoint list to reflect the results.
> >
> > Reports to re-promote from RPTDEV at the first opportunity:
> >
> > - 3040 BOEC Agenda (trdp file only)
> >
> > Reports/stored procedures passing UAT and ready to promote to PROD:
> >
> > - ADC RPT 3130 Tier 4 Huddle Board Measure SCC Recidivism
> > - RPT 3190 Veterans
> > - RPT 3060 Release Audit

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- ADC RPT 3110 Absolute Discharge

Updated stored procedures passed UAT and ready to promote to PROD:

- ADC_FETCH_SB1310_PART_B
- ADC_SB1310_PART_A_V2

Follow up requested: did ADC RPT 3160 not make it to UAT as planned?

Promote ADC RPT 3160 Failed eOMIS Message	•••	Promote the following report file: ADC RPT 3160 Failed eOMIS messages.trdp Promote the following stored procedure: ADC_FETCH_FAILED_EOMIS_MESSAGES	Approved by B&D; being worked	-3/26/2020 David Wrbelis Procedure ADC_FETCH_FAILED_EOMIS_MESSAGES has been checked into TFS and will be available to test in UAT on April 2nd. ADC RPT 3160 Failed eOMIS messages.trdp has been copied from RPT_DEV to UAT and will be available to test on April 2nd.

3/25/2020

--
Sincerely,
Aaron Bailey

ACIS Reports Specialist
Cell: 480.268.5726
abailey1@azadc.gov

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--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Elizabeth Charif
Cc: Sandy Wang; Spencer Scott; Aaron Bailey; George Martinez
Subject: eOMIS Data Review
Date: Monday, April 6, 2020 12:27:05 PM

Hi Charles and Eli-

As you know I'm becoming more immersed in some things to do with ACIS now that Dwight is gone.

That said, I'd like to understand why the ADCRR IT BA is reviewing eOMIS date to determine corruption when it's received from Marquis. My understanding is that Marquis' data is correct, but it's possible that it's not translating correctly in ACIS. That there are errors encountered which causing the population of data to fail in ACIS.

I need to understand the roles of support in this and I'd also like to understand why is ADCRR IT creating a report and reviewing so that B&D can resolve? Isn't there a way for B&D to run an error report internally so that they can uncover the issue?

Please respond to me before COB today (4/6).

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: Jeff Woodward
Cc: Tina Lowry; Aaron Bailey; Holly Greene; Charles Spannagel
Subject: RE: Query Performance
Date: Monday, April 6, 2020 9:46:48 AM
Attachments: image003.png

It was my pleasure to help. This was a tough one to figure out.

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Monday, April 6, 2020 8:44 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: Tina Lowry <tina.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: Query Performance

Keith,

The query ran in ~5 mins and returned exactly the data I expected, so I'd call this a success! I'll get this modified query worked into my report to be redeployed this week.

Again I really appreciate the time and effort you put into this. I'll keep your advice regarding the analytic columns in mind for future queries.

Thanks!

On Thu, Apr 2, 2020 at 9:18 AM Keith Francen <keith.francen@bndna.com> wrote:

See if the below works for you. The problem is the analytic columns was trying to process on each row before the distinct. So it was trying to process the operations on 77,264,652 rows instead of 25,716 rows. So I just got the raw data and then returned the final result from the raw data. This eliminated the errors and reduced the processing time.

```
ADC_NUMBER LOCATION                                                    COMMUNITY_RISK_SCORE
---------- ------------------------------------------------------------ --------------------
[redacted]ASPC-D GILA UNIT
          ASPC-Y LA PAZ UNIT
          ASPC-Y LA PAZ UNIT
          ASP-KINGMAN CERBAT                                                                [redacted]

136 rows selected.

Elapsed: 00:06:00.320
```

```
set timing on;
select DISTINCT ADC_NUMBER
      , name
      , FIRST_VALUE(lc_LOCATOR_NAME)
            OVER (PARTITION BY ADC_NUMBER ORDER BY trh_MOVEMENT_DATE DESC) AS "LOCATION"   --gets current complex & unit
      , BED_CELL_BLDG --gets current bed cell-bldg assignment
      , EARLIEST_RELEASE_DATE
      , FIRST_VALUE(cpc_RISK_LEVEL_SCORE)OVER (PARTITION BY ADC_NUMBER ORDER BY cp_START_DATE DESC) AS COMMUNITY_RISK_SCORE
FROM(
SELECT DISTINCT p.ADC_NUMBER
      ,p.SURNAME || ', ' || p.FIRST_NAME                    AS "NAME"
,lc.locator_name as lc_locator_name
,trh.MOVEMENT_DATE as trh_movement_date
      , vbcb.BED_NUMBER_DESIGNATION || ' ' || vbcb.BUILDING_CODE          AS BED_CELL_BLDG --gets current bed-cell-bldg assignment
      , CASE
            WHEN sce.MANUAL_LOCK_FLAG = 'Y'
              THEN TO_CHAR(sce.RELEASE_DTM_MIL, 'mm/dd/yyyy') --uses manual lock release date if manual lock present
            WHEN sce.ADJ_RLS_DTL_FLAG = 'Y'
              THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses adjusted release date if present
            ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
    END  AS EARLIEST_RELEASE_DATE
,cpc.risk_level_score as cpc_risk_level_score
,cp.START_DATE as cp_start_date
FROM PERSON p
    INNER JOIN DEMOGRAPHICS d --needed for citizenship status
        ON p.PERSON_ID = d.PERSON_ID
    INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
        ON d.PERSON_ID = m.PERSON_ID
    INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
        ON m.PERSON_ID = mh.PERSON_ID
    INNER JOIN DOC_EPISODE e --to get DOC_ID
        ON mh.PERSON_ID = e.PERSON_ID
    INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
        ON e.DOC_ID = sce.DOC_ID
    INNER JOIN AZ_DOC_SC_OFFENSE scs
        ON CASE
            WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.FINAL_OFFENSE_ID_MIL
            ELSE sce.FINAL_OFFENSE_ID
            END
        = scs.OFFENSE_ID --joins on final ruling only
    INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY trh --to get inmate's current complex/unit and location history
        ON e.DOC_ID = trh.DOC_ID
    INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
        ON trh.DOC_ID = vba.DOC_ID
    INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of bed/cell/bldg location
        ON vba.BED_ID = vbcb.BED_ID
    INNER JOIN DOC_CLASSIFICATION c --to get classification history
        ON e.DOC_ID = c.DOC_ID
    INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
        ON c.DOC_ID = ae.DOC_ID
    INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
        ON c.DOC_ID = et.DOC_ID
    INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
        ON et.DOC_ID = ea.DOC_ID
    INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
        ON ea.DOC_ID = cp.DOC_ID
    INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get RISK_LEVEL_SCORE(community risk score)
        ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
    LEFT JOIN AZ_DOC_HWD_DETAINER hwdd --to check for active detainers
        ON to.DOC_ID = hwdd.DOC_ID
    LEFT JOIN AZ_DOC_DSC_STAFF_REVIEW dsr --to check for active/pending discipline
        ON e.DOC_ID = dsr.DOC_ID
    LEFT OUTER JOIN LOOKUPS lu_class ON c.STATUS_ID = lu_class.LOOKUP_ID
        AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
    LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc
        ON trh.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
    LEFT OUTER JOIN LOOKUPS lu_status
        ON p.STATUS_ID = lu_status.LOOKUP_ID
        AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
    LEFT OUTER JOIN LOOKUPS lu_med
        ON m.MED_SCORE = lu_med.LOOKUP_ID
        AND lu_med.LOOKUP_CATEGORY = 'CUMEDSC'
    LEFT OUTER JOIN LOOKUPS lu_mh
        ON MH_STATUS_ID = lu_mh.LOOKUP_ID
        AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
    LEFT OUTER JOIN LOOKUPS lu_ct
        ON d.COUNTRY_OF_CITIZENSHIP = lu_ct.LOOKUP_ID
        AND lu_ct.LOOKUP_CATEGORY = 'CITIZENSHIP'
    LEFT OUTER JOIN LOOKUPS lu_dis
        ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
        AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
    LEFT OUTER JOIN LOOKUPS lu_sex
        ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
        AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
    LEFT OUTER JOIN LOOKUPS lu_dsr
        ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
        AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
    LEFT OUTER JOIN LOOKUPS lu_det_c
        ON hwdd.STATUS_ID = lu_det_c.LOOKUP_ID
        AND lu_det_c.LOOKUP_CATEGORY = 'DETAINER_STATUS'
    LEFT OUTER JOIN LOOKUPS lu_det_t
        ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
        AND lu_det_t.LOOKUP_CATEGORY = 'DETAINER_TYPE'
WHERE (CASE
      WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_MIL
      WHEN sce.ADJ_RLS_DTL_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
      ELSE sce.RELEASE_DTM
  END) BETWEEN SYSDATE + 82 AND SYSDATE + 90          --release date must be 82-90 days from current date
AND lu_status.CODE = 'A'                              --status is active
AND lu_med.CODE NOT IN ('MAY', 'MU')                  --medical score cannot be MR (poor-fair physical condition) or MS (poor condition)
AND lu_mh.CODE NOT IN ('4', '5')                      --mental health score cannot be MH4 or MH5
AND (cet.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0 AND
    ea.EXEMPTION_ID IS NULL) OR
    ea.EXEMPTION_ID IS NOT NULL)                      --TABE levels 8th grade or above (Man Lit) unless exemption present
AND lu_ct.CODE IN ('A', 'C')                          --US citizen or naturalized
AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL) --active custody level cannot be 4 (close) or 5 (maximum)
AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')           --cannot be class A,B,C,D sex offender
AND scs.LIFE_OR_DEATH_ID IS NULL                      --no life/death sentence
AND cpc.ACTIVE_FLAG = 'Y'                             --active correctional plan
AND vba.DATE_UNASSIGNED IS NULL                       --bed is currently assigned
AND lu_class.CODE IN ('C', 'F')                       --classification is finalized or cancelled (no open/pending)
AND ll.LOCATOR_CODE NOT IN ('LAD', 'BAS', 'CAT')      --not located in one of the three SCC units
AND (lu_dsr.CODE = 'C' OR lu_dsr.CODE IS NULL)        --discipline is closed, if present
AND e.DOC_ID NOT IN(SELECT da.DOC_ID
                    FROM DOC_PROGRAM_DETAIL dpd
                        INNER JOIN DOC_PR_PROGRAM dpp
                            ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                        INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                            ON dpd_cat.PR_DETAIL_ID = dpd.RELATED_DETAIL
                        INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                            ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                        INNER JOIN DOC_PR_CYCLE dpc
                            ON dpcu.PROGRAM_UNIT_ID = dpc.PROGRAM_UNIT_ID
                        INNER JOIN AZ_DOC_INTERNAL_LOCATION ail
                            ON dpc.LOCATION_AT_FACILITY_ID = ail.INTERNAL_LOCATION_ID
                        LEFT OUTER JOIN DOC_PR_SESSION dps
                            ON dpc.CYCLE_ID = dps.CYCLE_ID
                        INNER JOIN DOC_PR_ASSIGNMENT dpa
                            ON dpc.CYCLE_ID = dpa.CYCLE_ID
                        INNER JOIN DOC_EPISODE de
                            ON dpa.DOC_ID = de.DOC_ID
                        INNER JOIN PERSON p
                            ON de.PERSON_ID = p.PERSON_ID
                        LEFT OUTER JOIN LOOKUPS lu_prog
                            ON dpa.ENROLL_STATUS_ID = lu_prog.LOOKUP_ID
                            AND lu_prog.LOOKUP_CATEGORY = 'ENROLLMENT_STATUS'
                    WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                      AND (dpd.CODE LIKE 'WIN' OR dpd.CODE IN
                                ('573V', 'A01U', 'A02U', 'A05U', '5064', '5065',
                                '5002',
                                '5007', '5089',
                                '5068')))) --not currently enrolled or participating in any of these programs
)
ORDER BY ADC_NUMBER;
```

The below dataset is from prod:

ADC_NUMBER	NAME	LOCATION	BED_CELL_BLDG	EARLIEST_R	COMMUNITY_RISK_SCORE
[redacted]		ASPC-T WHETSTONE	017L HU6A		[redacted]
		ASPC-Y LA PAZ UNIT	41L HU5B		
		ASP-RED ROCK	17L HU6E		
		ASPC-PV PIESTEWA	*48L *A21		
		ASPC-F GLOBE UNIT	037U BL01		
		ASPC-T SANTA RITA	10B B11D		
		ASPC-T MANZANITA	B18L HU02		
		ASP-RED ROCK	15U HU6E		
		ASPC-F NORTH UNIT	09015 BL0C		
		ASP-FLORENCE WEST I	B20L BL4B		
		ASPC-D GILA UNIT	0715 1E12		

ADC_NUMBER	NAME	LOCATION	BED_CELL_BLDG	EARLIEST_R	COMMUNITY_RISK_SCORE
[redacted]		ASPC-S GRAHAM UNIT	2108 1402		[redacted]
		ASP-KINGMAN CERBAT	B004S BL5B		
		ASPC-D GILA UNIT	-0465 1E0B		
		ASP-KINGMAN CERBAT	A077S BL6A		
		ASPC-E SMU I CDU	2101I WG3C		
		ASP-KINGMAN CERBAT	B055S BL0B		
		ASPC-PV SANTA ROSA	*05L *A21		
		ASPC-T CATALINA UNIT	B19T BAY1		
		ASPC-PV SAN CARLOS	*13L *A21		
		ASPC-T WHETSTONE	016L HU5C		
		ASPC-L BACHMAN MDM I	B16U HU03		

ADC_NUMBER	NAME	LOCATION	BED_CELL_BLDG	EARLIEST_R	COMMUNITY_RISK_SCORE
[redacted]		ASPC-D GILA UNIT	-0785 1E0B		[redacted]
		ASPC-D MOHAVE UNIT	0066 1BMB		
		ASPC-Y LA PAZ UNIT	39L HU6E		
		ASPC-PV SAN CARLOS	*64L *D31		
		ASPC-S FORT GRANT	008T IH01		
		ASPC-D GILA UNIT	-0695 1E16		
		ASPC-T WINCHESTER	A07T HU08		

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[redacted]

ASPC-PV SANTA ROSA *526 *A11
ASPC-D GILA UNIT -0565 1E16
ASPC-T WHETSTONE 0406 HU1A
ASPC-F NORTH UNIT 01065 BLDC

ADC_NUMBER NAME LOCATION BED_CELL_BLDG

[redacted]

ASPC-S FORT GRANT 0138 IH04
ASPC-T WINCHESTER 8068 HU02
ASPC-D GILA UNIT -0725 2E22
ASPC-PV SAN CARLOS *736 *A21
ASPC-S FORT GRANT 0038 HS5S
ASPC-L BACHMAN MDM I D12U HU02
ASP-KINGMAN CERBAT 80851 B03B
ASPC-E SMU I CDU 4128 WG3B
ASP-FLORENCE WEST II 8190 B6SB
ASPC-T WHETSTONE 1001 HU4B
ASPC-PV SAN PEDRO *561 *B21

ADC_NUMBER NAME LOCATION BED_CELL_BLDG
COMMUNITY_RISK_SCORE

[redacted]

ASPC-PV SANTA ROSA *516 *A11
ASPC-S GRAHAM UNIT 2188 1402
ASPC-Y CHEYENNE UNIT 131 2110
ASP-RED ROCK 1450 HU4F
ASPC-F NORTH UNIT 18096 BLDB
ASPC-T WHETSTONE 0076 HU1A
ASP-KINGMAN CERBAT 80455 BL1B
ASPC-S FORT GRANT 0068 IH03
ASP-KINGMAN CERBAT 80125 BL4B
ASP-FLORENCE WEST I A10U BL4A
ASPC-Y COCOPAH UNIT D06L 3-C0

ADC_NUMBER NAME LOCATION BED_CELL_BLDG
EARLIEST_R COMMUNITY_RISK_SCORE

[redacted]

ASPC-T RINCON BHU 8077 HU-S
ASPC-Y LA PAZ UNIT 14L HU4E
ASPC-F GLOBE UNIT 0431 BLD1
ASPC-T WHETSTONE 0796 HU3A
ASP-RED ROCK 64U HUFC
ASP-RED ROCK 16L HUNF
ASPC-T CATALINA UNIT B14C BAY2
ASPC-Y CHEYENNE CDU 1 14L 103B
ASPC-T CATALINA UNIT B17B BAY3
ASPC-PV SAN PEDRO *521U *A32
ASP-KINGMAN CERBAT 80675 BL4B

ADC_NUMBER NAME LOCATION BED_CELL_BLDG
EARLIEST_R COMMUNITY_RISK_SCORE

[redacted]

ASPC-T CATALINA UNIT A07B BAY2
ASPC-L STINER UNIT II B13U D1
ASP-PHOENIX WEST 09L B1P4
ASPC-F SOUTH UNIT B06U DRM6
ASPC-Y LA PAZ UNIT 11U HU4C
ASPC-L BACHMAN MDM I A17U HUD3
ASPC-PV SAN CARLOS *29L *D11
ASPC-T SANTA RITA 018 BL1C
ASPC-E SMU I CDU 2138 WG3C
ASP-FLORENCE WEST I C22L BL6C
ASPC-L STINER UNIT II A06U D3

ADC_NUMBER NAME LOCATION BED_CELL_BLDG
EARLIEST_R COMMUNITY_RISK_SCORE

[redacted]

ASPC-Y LA PAZ UNIT 25L HU7D
ASPC-D MOHAVE UNIT D13A 1M3B
ASP-KINGMAN CERBAT 80845 BL3B
ASPC-E COOK UNIT D22L 6-CD
ASPC-Y LA PAZ UNIT 03U HU4E
ASPC-D GILA UNIT -0415 1E10
ASPC-D GILA UNIT -0415 2E19
ASPC-D GILA UNIT -0655 2E28
ASPC-S FORT GRANT 0248 IH01
ASP-PHOENIX WEST 25U B1P8
ASPC-L BARCHY MDM I 05L D-6F

ADC_NUMBER NAME LOCATION BED_CELL_BLDG
EARLIEST_R COMMUNITY_RISK_SCORE

[redacted]

ASPC-T CATALINA UNIT B04C BAY1
ASPC-D GILA UNIT 0755 1E12
ASPC-Y LA PAZ UNIT 36L HU4D
ASPC-Y LA PAZ UNIT 07L HU6D
ASPC-L STINER UNIT II B09U D3
ASPC-F EAST UNIT 03073 C1-G
ASPC-Y CIBOLA UNIT 44U HU6D
ASPC-S FORT GRANT 0138 IH01
ASPC-Y CHEYENNE UNIT 14U 209C
ASPC-Y CHEYENNE UNIT 09L 211D
ASPC-W APACHE UNIT B27S HU06

ADC_NUMBER NAME LOCATION BED_CELL_BLDG
EARLIEST_R COMMUNITY_RISK_SCORE

[redacted]

ASP-KINGMAN CERBAT B01S5 BL8B
ASPC-F NORTH UNIT 13015 BLDC
ASP-KINGMAN CERBAT A03S5 BL5A
ASPC-PV SANTA MARIA *56U *B21
ASPC-W APACHE UNIT A18S HU06
ASPC-PV SAN CARLOS *98U *D11
ASP-RED ROCK 68L HU3B
ASPC-D GILA UNIT 0025 2E26
ASPC-PV SAN CARLOS *41L *A21
ASPC-E SMU I CDU 210U WG3A
ASP-RED ROCK 45L HUVC

ADC_NUMBER NAME LOCATION BED_CELL_BLDG
EARLIEST_R COMMUNITY_RISK_SCORE

[redacted]

ASPC-T WINCHESTER A23T HU07
ASPC-L STINER UNIT II C14L D2
ASPC-F NORTH UNIT 03035 BLDE
ASPC-PHX RECEPTION 1510 WD-D
ASP-RED ROCK 12L HUVC
ASP-KINGMAN CERBAT B04Z5 BL3B
ASP-KINGMAN CERBAT A00S5 BL3A
ASP-KINGMAN CERBAT A03S5 BL4A
ASPC-Y LA PAZ UNIT 50L HU6C
ASPC-L STINER CDU A20L BLDC
ASPC-F NORTH UNIT 13105 BLDC

ADC_NUMBER NAME LOCATION BED_CELL_BLDG
EARLIEST_R COMMUNITY_RISK_SCORE

[redacted]

ASPC-PV SANTA CRZ II *05U *C22
ASPC-W APACHE UNIT A10S HU03
ASPC-E RUNNING CAST 102U 7-C
ASPC-S GRAHAM UNIT 1698 1401
ASPC-T CATALINA UNIT A42C BAY1
ASP-FLORENCE WEST I D18U BL3D
ASP-RED ROCK 54L HUFB
ASPC-PHX INMATE WORKER 4345 WD-F
ASPC-T SANTA RITA D48 BL2A
ASP-KINGMAN CERBAT A08S5 BL5A
ASPC-Y LA PAZ UNIT 27L HU6C

ADC_NUMBER NAME LOCATION BED_CELL_BLDG

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EARLIEST_R COMMUNITY_RISK_SCORE

[redacted] ASP-KINGMAN CRNAT A0675 BLWA [redacted]

ASPC-D MOHAVE UNIT C138 1N&B

ASPC-S FORT GRANT D277 W431

195 rows selected.

Elapsed: 00:06:57.740

)

--

Jeff Woodward

Training & Data Administrator

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 210S, MC 910 | Phoenix, AZ 85007

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IT Service Desk: 602.542.ADOC | https://adcnet.az.gov/service-desk-portal

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel; Aaron Bailey; Sandy Wang; David Wrbelis; Elizabeth Charif; Hagay Hazan; Harika Chikkala; Jeff Woodward
Subject: Re: Reports ready to deploy; follow up regarding 3160
Date: Monday, April 6, 2020 8:09:14 AM
Attachments: image002.png
image003.png

All-

I ask that folks on this thread step up their communication and coordination with one another. In this case, if there are other meetings or tasks which require a higher level of attention, please ensure that you communicate such with those ahead of time -- especially if someone cannot cover for you. I also expect the host of any meeting to reach out to those critical attendees to understand their absence and capture/provide updates at that time and/or reschedule the meeting.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Apr 3, 2020 at 7:50 PM Charles Spannagel <Charles.Spannagel@bndna.com> wrote:

> Good evening.
>
> I will follow up with our development team to see what happened with 3160. There were multiple meetings today and unfortunately they were higher priority so I apologize for missing the call. Again, I will follow up with my team and report back.
>
> Thank you.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** Aaron Bailey <abailey1@azadc.gov>
> **Sent:** Friday, April 3, 2020 7:06 PM
> **To:** Sandy Wang <swang@azadc.gov>
> **Cc:** Charles Spannagel <Charles.Spannagel@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>
> **Subject:** Re: Reports ready to deploy; follow up regarding 3160
>
> I didn't get an answer either, and we didn't have a B&D rep on the call.
>
> On Fri, Apr 3, 2020 at 6:27 PM Sandy Wang <swang@azadc.gov> wrote:
>
> > Is report 3160 (failed eOMIS messages) included in this production push? I tried to trace back the email thread but could not find the answer to Aaron's question. Can someone please enlighten me?
> >
> > On Fri, Apr 3, 2020 at 4:19 PM Jeff Woodward <jwoodward@azadc.gov> wrote:

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David,

Yes, looks good in UAT, so go ahead with the push to PROD.

Have a good weekend -- Thanks!

On Fri, Apr 3, 2020 at 4:02 PM David Wrbelis <David.Wrbelis@bndna.com> wrote:

> Report files pushed to PROD:
>
> ADC RPT 3130 Tier 4 Huddle Board Measure SCC Recid.trdp
> ADC RPT 3190 Veterans.trdp
> ADC RPT 3110 Absolute Discharge.trdp
> ADC RPT 3060 Release audit.trdp
>
> Jeff,
>
> I'll have 3040 BOEC Agenda pushed to PROD once you've confirmed that it's working properly in UAT.
>
> **From:** Aaron Bailey <abailey1@azadc.gov>
> **Sent:** Friday, April 3, 2020 9:02 AM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; Jeffrey Woodward <jwoodward@azadc.gov>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hagay Hazan <hagay.Hazan@bndna.com>
> **Subject:** Reports ready to deploy; follow up regarding 3160
>
> Good morning, I hope everyone on the email is well. I've done UAT testing for the week and I'm looking forward to our 11AM call. I've updated the SharePoint list to reflect the results.
>
> Reports to re-promote from RPTDEV at the first opportunity:
>
> - 3040 BOEC Agenda (trdp file only)
>
> Reports/stored procedures passing UAT and ready to promote to PROD:
>
> - ADC RPT 3130 Tier 4 Huddle Board Measure SCC Recidivism
> - RPT 3190 Veterans
> - RPT 3060 Release Audit
> - ADC RPT 3110 Absolute Discharge
>
> Updated stored procedures passed UAT and ready to promote to PROD:
>
> - ADC_FETCH_SB1310_PART_B
> - ADC_SB1310_PART_A_V2
>
> Follow up requested: did ADC RPT 3160 not make it to UAT as planned?
>
> | | | | | |
> |---|---|---|---|---|
> | Promote ADC RPT 3160 Failed eOMIS Message | ••• | Promote the following report file:
ADC RPT 3160 Failed eOMIS messages.trdp
Promote the following stored procedure:
ADC_FETCH_FAILED_EOMIS_MESSAGES | Approved by B&D; being worked | -3/26/2020 David Wrbelis
Procedure ADC_FETCH_FAILED_EOMIS_MESSAGES has been checked into TFS and will be available to test in UAT on April 2nd.
ADC RPT 3160 Failed eOMIS messages.trdp has been copied from RPT_DEV to UAT and will be available to test on April 2nd. |
>
> --
>
> Sincerely,
> Aaron Bailey
>
> ACIS Reports Specialist
>
> Cell: 480.268.5726
>
> abailey1@azadc.gov

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--

Jeff Woodward

Ticketing System Administrator

Arizona Department of Corrections

Administrative Services Division, Information Technology

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Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov

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--

Respectfully,

Sandy Wang

PMO Program Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007

Office: 602.542-8467 | Cell: 480-490-5155 | swang@azadc.gov

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--

Sincerely,
Aaron Bailey

ACIS Reports Specialist

Cell: 480.268.5726

abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Ken Sanchez
Cc: David Shinn; Joseph Profiri; Frank Strada; Brad Keogh
Subject: Re: Amendment 9 to ADOC14-00003350/14-25-23
Date: Friday, April 3, 2020 7:35:09 PM

Ken

Many thanks, we will get our comments back as quickly as possible. I appreciate everyone's effort on this.

Stay safe!

Thanks

Dean

> On Apr 3, 2020, at 7:32 PM, Ken Sanchez <ksanchez@azadc.gov> wrote:
>
> Hello Dean,
>
> Please see the attached word version as requested.
>
> Thank you,
>
> **Ken Sanchez**
>
> **Chief Procurement Officer,**
>
> **Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)**
>
> **Phone ADC: 602-364-3786**
>
> **Email ADC: ksanchez@azcorrections.gov**

> On Fri, Apr 3, 2020 at 6:40 PM Ken Sanchez <ksanchez@azadc.gov> wrote:
>> Hello Dean,
>>
>> ADCRR wants to let you know we are looking forward to building a new relationship with you. One that both of us can stand behind and

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tout the value of the B&D product. We want to make you financially whole to the contract and get where we both need to be. Please see attached amendment 9.

Please call me if you have any questions.

Thank you,

Ken Sanchez

Chief Procurement Officer,

Arizona Department of Corrections Rehabilitation, and Reentry (ADCRR)

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

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<PHX-#8644617-v1-B&D__Amendment_9 Final.docx>

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From: Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To: Spencer Scott; Dean Allen; Holly Greene
Cc: Thad Lowry; Chris Masson; Sandy Wang; gmartinez1
Subject: RE: Progress to brag about
Date: Friday, April 3, 2020 2:46:24 PM
Attachments: image002.png
image003.png

Thank you Spencer the message. We will keep pushing on a daily basis. Have a great weekend everyone.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, April 3, 2020 2:02 PM
To: Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>
Cc: Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <Charles.Spannagel@bndna.com>; Sandy Wang <swang@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Progress to brag about

I want to take a moment to brag on our hardworking B&D development staff and our ADCRR Operations team.

Each week since go-live, we've maintained 200-240 bugs. This week we made a real breakthrough in those figures thanks to the efforts of the aforementioned teams, we are currently at 179 bugs total.

But if you look a little deeper, you see that 5 are in Arbitration, 6 are in the ADC backlog (each with its own ongoing collaborative effort), and 30 bugs to be tested still this week. Note we pushed Releases 17 and 18 this week due to some technical issues last week. Assuming we continue with an

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80% success rate, I believe we will be at 160 by EOD Monday.

B&D has been extremely active in repairs and very responsive to our needs. Additionally, the daily project calls have been remarkably productive in addressing concerns and providing clarity, as we normalize production procedures.

Thanks to all for the great effort these past few weeks.

Row Labels	Count of State
ADC	**42**
Arbitration	5
BACKLOG	6
Release 17	10
Release 18	20
Release 19	1
BND	**137**
BACKLOG	120
REWORK	4
Release 18	5
Release 19	8
Grand Total	**179**

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
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AMERICAN OVERSIGHT

From:	Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To:	Mary Suhre
Cc:	Andrew Dorre; Thad Lowry; Aaron Bailey; Michael Dolny; Holly Greene; Keith Francen; Jeffrey Woodward
Subject:	Re: Database Connection From ADC VPN
Date:	Thursday, April 2, 2020 3:10:06 PM

Sounds good!

Matt

From: Mary Suhre <msuhre@azadc.gov>
Date: Thursday, April 2, 2020 at 3:09 PM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Andrew Dorre <adorre@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>, Aaron Bailey <abailey1@azadc.gov>, Michael Dolny <mdolny@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Keith Francen <keith.francen@bndna.com>, Jeffrey Woodward <jwoodward@azadc.gov>
Subject: Re: Database Connection From ADC VPN

Thanks, we are going to have Jeff remote into a workstation here so he is within the current IP Range.

Mary Suhre

Network Manager

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 West Jefferson St, Suite 2115, MC310 | Phoenix AZ 85007

Office: 602.542.3955 | Cell: 810-333-1029 | MSuhre@azadc.gov

On Thu, Apr 2, 2020 at 3:05 PM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Mary,
>
> Let me know how we can help.
>
> The current rule allows 10.6.0.0/16 port 1521.
>
> Matt

AMERICAN OVERSIGHT

From: Mary Suhre <msuhre@azadc.gov>
Date: Thursday, April 2, 2020 at 2:12 PM
To: Andrew Dorre <adorre@azadc.gov>
Cc: Thad Lowry <thad.lowry@bndna.com>, Matt DeClue <matt.declue@bndna.com>, Aaron Bailey <abailey1@azadc.gov>, Michael Dolny <mdolny@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Joshua Connolly <jconnolly@azadc.gov>, Jeff Woodward <jwoodward@azadc.gov>, Keith Francen <keith.francen@bndna.com>
Subject: Re: Database Connection From ADC VPN

Hello Everyone,

We are looking into another solution instead of opening up the IP range. Please stand by.

Mary Suhre

Network Manager

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 West Jefferson St, Suite 2115, MC310 | Phoenix AZ 85007

Office: 602.542.3955 | Cell: 810-333-1029 | MSuhre@azadc.gov

On Thu, Apr 2, 2020 at 2:02 PM Andrew Dorre <adorre@azadc.gov> wrote:

> Including Mary on the email chain. Matt, please reply to this email with any info when you get a chance. Thanks!
>
> Andrew Dorre
>
> Senior Systems/Network Engineer
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
>
> Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov
>
> IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Thu, Apr 2, 2020 at 1:23 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hey Matt,
>
> ADC needs the same access from their homes that they have at the office
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
>
> Business & Decision
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, April 2, 2020 1:21 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Andrew Dorre <adorre@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> **Subject:** Database Connection From ADC VPN
>
> Thad,
>
> A lot of us in IT are now telecommuting, and I didn't know that we weren't able to connect to the ACIS database(s) through our VPN connection.
>
> I spoke with our network team (I've cc'd Andrew Dorre here) and was advised that B&D has likely only allowed connections from a specific IP range, our in-office IP range, and our VPN connection uses a different subnet.
>
> Would it be possible for you guys to allow database connections from our VPN IP range as well, assuming that is the issue? Requesting access to both:
>
> dbnonprod.aims2.us
> dbprodrr.aims2.us
>
> Our VPN IP range is: from 10.230.104.1 to 10.230.107.254
>
> Thanks!
> --

AMERICAN OVERSIGHT

Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Thad Lowry
Cc:	Joseph Nicoletti; Mary Suhre; Keith Barrier
Bcc:	Rusty Johnson; Scott Schnyer
Subject:	Re: Database Connection From ADC VPN
Date:	Thursday, April 2, 2020 1:56:50 PM

Hi Thad-

Please proceed with this action. But tor future, please consult with the ADC network team for this type of request (*when access control lists are changed). I have copied them here for your reference.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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>
> ---

AMERICAN OVERSIGHT

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Thursday, April 2, 2020 1:21 PM
To: Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Andrew Dorre <adorre@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Database Connection From ADC VPN

Thad,

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Would it be possible for you guys to allow database connections from our VPN IP range as well, assuming that is the issue? Requesting access to both:

dbnonprod.aims2.us

dbprodrr.aims2.us

Our VPN IP range is: from 10.230.104.1 to 10.230.107.254

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Thanks!

--

Jeff Woodward

Ticketing System Administrator

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: Jeff Woodward
Cc: Thad Lowry; Aaron Bailey; Holly Greene; Charles Spannagel
Subject: RE: Query Performance
Date: Wednesday, April 1, 2020 12:35:17 PM
Attachments: image001.png

I ran the query you sent me in rpt_dev, not the procedure

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Wednesday, April 1, 2020 12:33 PM
To: Keith Francen <keith.francen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: Query Performance

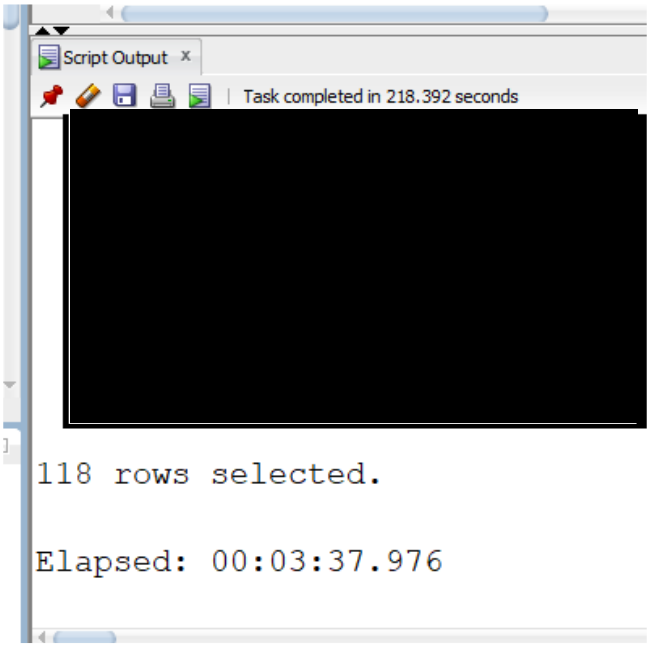
Keith,

The version in RPTDEV is my original query from several weeks ago before any changes were made (unless you made edits that I'm not catching?). That one always ran in around 5 minutes.

Once you remove the 2 subqueries that I needed to remove (lines 146 - 154, checking for active detention -- and lines 183 - 188, checking for protective custody status), the query slows down to at least 30+ mins.

Thanks!

On Wed, Apr 1, 2020 at 12:20 PM Keith Francen <keith.francen@bndna.com> wrote:

> Try running it now in rpt_dev. I can consistently get it to run in under 5 minutes
>
> 
>
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Wednesday, April 1, 2020 9:17 AM
> **To:** Keith Francen <keith.francen@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Subject:** Re: Query Performance

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Keith,

Yes, active inmates only, which I do have in my query. I've attached the original query... keep in mind that this thing slowed down only when I removed tables that I no longer needed, lol. It ran in about 5 minutes before doing that.

This report is only ran once a week... I believe one of our users has it scheduled for every Sunday evening, or very early every Monday morning.

I appreciate your ongoing work -- Thanks!

On Wed, Apr 1, 2020 at 6:27 AM Keith Francen <keith.francen@bndna.com> wrote:

> Also I am assuming that the base for the query is active inmates only. Correct?
>
> ---
>
> **From:** Keith Francen
> **Sent:** Wednesday, April 1, 2020 5:17 AM
> **To:** Jeff Woodward <jwoodward@azadc.gov>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>
> **Subject:** RE: Query Performance
>
> Good morning Jeff.
>
> I am hitting an roadblock. Due to the amount of data and tables in the query, every thing I have been trying that will speed up the query causes an error.
>
> 1. Can you see if there are any tables or data that can be eliminated from the query.
> 2. Can you send me the requirements of the query and intent and maybe I can track down alternatives and reduce the number of tables.
> 3. Can you send me the original query. It might be best just to restart from that point.
> 4. How often is this ran and can it be batched to lessen the system resource requirements?
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, March 26, 2020 3:56 PM
> **To:** Keith Francen <keith.francen@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Subject:** Re: Query Performance
>
> Thanks Keith, I appreciate the second set of eyes!
>
> On Thu, Mar 26, 2020 at 3:40 PM Keith Francen <keith.francen@bndna.com> wrote:
>
> > Working just on the physical database side without restructuring the query, the best I could get is 29mins. So tomorrow I will look at if there is any restructuring I can do.
> >
> > **From:** Jeff Woodward <jwoodward@azadc.gov>
> > **Sent:** Thursday, March 26, 2020 7:56 AM
> > **To:** Keith Francen <keith.francen@bndna.com>
> > **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
> > **Subject:** Re: Query Performance
> >
> > Keith,
> >
> > Thanks for following up on this. I started working on another report this week, but I did continue trying to optimize

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this query last week. I was able to eliminate all of my subqueries but one. The query does finish now, but it still took around 15 minutes the last time I ran it last week. I've attached the newest version of the query. If you have any suggestions that would be great!

Thanks!

On Thu, Mar 26, 2020 at 5:20 AM Keith Francen <keith.francen@bndna.com> wrote:

> Jeff, I have a couple of days available now. Do you want me to start looking at this or have you already finished?
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Friday, March 13, 2020 11:25 AM
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
> **Subject:** Re: Query Performance
>
> Keith,
>
> Thanks for the feedback. I'm sure you can tell from looking at it that the requirements for this report kept growing, and that's the main reason for all the subqueries. It became a beast that I didn't want to have to rewrite,
>
> I'll work on improving this today.
>
> Thanks!
>
> On Fri, Mar 13, 2020 at 8:43 AM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > SO #3 should read:
> >
> > 1. Don't use the lookup Description as a comparison. Use code
> >
> > - Descriptions can be changed by the users – It is used in the UI – the Codes don't' change
> >
> > Thad
> >
> > ---
> > **Thad Lowry**
> > Director of Development / Principal Consultant
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: thad.lowry@bndna.com
> >
> > Business & Decision
> >
> > ---
> >
> > **From:** Keith Francen <keith.francen@bndna.com>
> > **Sent:** Friday, March 13, 2020 8:41 AM
> > **To:** Thad Lowry <thad.lowry@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> > **Cc:** Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
> > **Subject:** RE: Query Performance
> >
> > #3 is Description not status.
> >
> > I will continue my analysis on the SQL. This was just the preliminary findings.

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From: Thad Lowry <thad.lowry@bndna.com>
Sent: Friday, March 13, 2020 8:38 AM
To: Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: RE: Query Performance

From: Keith Francen <keith.francen@bndna.com>
Sent: Friday, March 13, 2020 8:27 AM
To: Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: FW: Query Performance

1. The subqueries need to be move to a "WITH" so they are only executed once.
2. The "NOT IN" need to be rewritten where possible
3. Don't use the lookup status as a comparison. Use code/category
4. Limit the main query and try to eliminate the distinct
5. No indexes should be need if #1,#2, #4 are done. The high cost is due to the nested loops caused by the subqueries

```
SELECT DISTINCT p.ADC_NUMBER
              , p.SURNAME || ', ' || p.FIRST_NAME                              AS "NAME"
              , FIRST_VALUE(lc.LOCATOR_NAME)
                     OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE DESC) AS
"LOCATION"    --gets current complex & unit
              , vbcb.BED_NUMBER_DESIGNATION || ' ' || vbcb.BUILDING_CODE          AS BED_CELL_BLDG -
-gets current bed-cell-bldg assignment
              , CASE
                  WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                    THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual lock release date if
manual lock present
                  WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                    THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses adjusted release date if
present
                  ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
        END                                                                    AS EARLIEST_RELEASE_DATE
              , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                     OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE DESC) --gets most recent
community risk level
                                                                               AS COMMUNITY_RISK_SCORE
      FROM PERSON p
          INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                ON p.PERSON_ID = d.PERSON_ID
          INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                ON d.PERSON_ID = m.PERSON_ID
          INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                ON m.PERSON_ID = mh.PERSON_ID
          INNER JOIN DOC_EPISODE e --to get DOC_ID
                ON mh.PERSON_ID = e.PERSON_ID
          INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                ON e.DOC_ID = sce.DOC_ID
```

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```
            INNER JOIN AZ_DOC_SC_OFFENSE sco
                    ON CASE
                        WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.FINAL_OFFENSE_ID_ML
                        ELSE sce.FINAL_OFFENSE_ID
                        END
                      = sco.OFFENSE_ID --joins on final ruling only
            INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current complex/unit and
location history
                    ON e.DOC_ID = ith.DOC_ID
            INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                    ON ith.DOC_ID = vba.DOC_ID
            INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of bed/cell/bldg location
                    ON vba.BED_ID = vbcb.BED_ID
            INNER JOIN DOC_CLASSIFICATION c --to get classification history
                    ON e.DOC_ID = c.DOC_ID
            INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                    ON c.DOC_ID = ae.DOC_ID
            INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
                    ON c.DOC_ID = et.DOC_ID
            INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                    ON et.DOC_ID = ea.DOC_ID
            INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                    ON ea.DOC_ID = cp.DOC_ID
            INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get RISK_LEVEL_SCORE(community risk
score)
                    ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
            LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                      ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
            LEFT OUTER JOIN LOOKUPS lu_status
                      ON p.STATUS_ID = lu_status.LOOKUP_ID
                        AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
            LEFT OUTER JOIN LOOKUPS lu_med
                      ON m.MED_SCORE = lu_med.LOOKUP_ID
                        AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
            LEFT OUTER JOIN LOOKUPS lu_mh
                      ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                        AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
            LEFT OUTER JOIN LOOKUPS lu_cit
                      ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                        AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
            LEFT OUTER JOIN LOOKUPS lu_dis
                      ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                        AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
            LEFT OUTER JOIN LOOKUPS lu_sex
                      ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                        AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
        WHERE (CASE
                WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
                WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
                ELSE sce.RELEASE_DTM
            END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                    --release date must be 82-90 days
from current date
            AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')          --status is active
            AND lu_med.CODE NOT IN ('M4', 'M5')                           --medical score cannot be M4 (poor-fair
physical condition) or M5 (poor condition)
            AND lu_mh.CODE NOT IN ('4', '5')                              --mental health score cannot be MH4 or MH5
```

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```
        AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0 AND
            ea.EXEMPTION_ID IS NULL) OR
            ea.EXEMPTION_ID IS NOT NULL)                    --TABE levels 8th grade or above (Man Lit)
unless exemption present
        AND lu_cit.CODE IN ('4', '5')                       --US citizen or naturalized
        AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)       --active custody level cannot be 4
(close) or 5 (maximum)
        AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')         --cannot be class A,B,C,D sex offender
        AND sco.LIFE_OR_DEATH_ID IS NULL                    --no life/death sentence
        AND cpc.ACTIVE_FLAG = 'Y'                           --active correctional plan
        AND vba.DATE_UNASSIGNED IS NULL                     --bed is currently assigned
        AND e.DOC_ID NOT IN
          (SELECT DOC_ID
           FROM DOC_CLASSIFICATION
                LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID = lu_class.LOOKUP_ID
              AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
           WHERE lu_class.CODE NOT IN ('C', 'F'))           --no pending classification
        AND e.DOC_ID NOT IN
          (SELECT DOC_ID
           FROM AZ_DOC_DSC_STAFF_REVIEW dsr
                LEFT OUTER JOIN LOOKUPS lu_dsr
                        ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                          AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
           WHERE lu_dsr.CODE <> 'C')                        --no pending disciplinary
        AND e.DOC_ID NOT IN (SELECT DOC_ID
                    FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                        INNER JOIN AZ_DOC_LOCATOR_CODE loc
                            ON ith.LOCATOR_CODE_ID = loc.LOCATOR_CODE_ID
                    WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))     --never been assigned to the 3 2nd
chance center units (L40,B61,C49)
        AND e.DOC_ID NOT IN (SELECT DOC_ID
                    FROM AZ_DOC_HWD_DETAINER hwdd
                        LEFT OUTER JOIN LOOKUPS lu_det_s
                            ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                              AND lu_det_s.LOOKUP_CATEGORY = 'DETAINER_STATUS'
                        LEFT OUTER JOIN LOOKUPS lu_det_t
                            ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                              AND lu_det_t.LOOKUP_CATEGORY = 'DETAINER_TYPE'
                    WHERE lu_det_s.CODE = 'A'
                     AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no active felony or ICE detainers
        AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                    FROM DOC_PROGRAM_DETAIL dpd
                        INNER JOIN DOC_PR_PROGRAM dpp
                            ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                        INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                            ON dpd_cat.PR_DETAIL_ID = dpd.RELATED_DETAIL
                        INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                            ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                       INNER JOIN DOC_PR_CYCLE dpc
                            ON dpcu.PROGRAM_UNIT_ID = dpc.PROGRAM_UNIT_ID
                        INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                            ON dpc.LOCATION_AT_FACILITY_ID = adil.INTERNAL_LOCATION_ID
                        LEFT OUTER JOIN DOC_PR_SESSION dps
                              ON dpc.CYCLE_ID = dps.CYCLE_ID
                        INNER JOIN DOC_PR_ASSIGNMENT dpa
                              ON dpc.CYCLE_ID = dpa.CYCLE_ID
```

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```
                    INNER JOIN DOC_EPISODE de
                            ON dpa.DOC_ID = de.DOC_ID
                    INNER JOIN PERSON p
                            ON de.PERSON_ID = p.PERSON_ID
                    LEFT OUTER JOIN LOOKUPS lu_prog
                                ON dpa.ENROLL_STATUS_ID = lu_prog.LOOKUP_ID
                                  AND lu_prog.LOOKUP_CATEGORY = 'ENROLLMENT_STATUS'
                WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                  AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                                ('3733', 'A011', 'A021', 'A025', 'A031', 'S044', 'S045',
                                 'E001',
                                 'E007', 'E009',
                                 'E998'))))
```

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, March 13, 2020 8:05 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: David Wrbelis <David.Wrbelis@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Query Performance

Keith,

Here is the full query below. I appreciate your help.

```
SELECT DISTINCT p.ADC_NUMBER
                    , p.SURNAME || ', ' ||
p.FIRST_NAME                                            AS "NAME"
                    , FIRST_VALUE(lc.LOCATOR_NAME)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE
DESC) AS "LOCATION"    --gets current complex & unit
                    , vbcb.BED_NUMBER_DESIGNATION || ' ' ||
vbcb.BUILDING_CODE                    AS BED_CELL_BLDG --gets current bed-cell-bldg
assignment
                    , CASE
                          WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                              THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual
lock release date if manual lock present
                          WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                              THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses
adjusted release date if present
                          ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
            END

     AS EARLIEST_RELEASE_DATE
                    , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE
DESC) --gets most recent community risk level

                                                                    AS COMMUNITY_RISK_SCORE
        FROM PERSON p
                INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                          ON p.PERSON_ID = d.PERSON_ID
                INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                          ON d.PERSON_ID = m.PERSON_ID
                INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                          ON m.PERSON_ID = mh.PERSON_ID
                INNER JOIN DOC_EPISODE e --to get DOC_ID
                          ON mh.PERSON_ID = e.PERSON_ID
```

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```
                INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                           ON e.DOC_ID = sce.DOC_ID
                INNER JOIN AZ_DOC_SC_OFFENSE sco
                           ON CASE
                                  WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN
sce.FINAL_OFFENSE_ID_ML
                                  ELSE sce.FINAL_OFFENSE_ID
                                  END
                              = sco.OFFENSE_ID --joins on final ruling only
                INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current
complex/unit and location history
                           ON e.DOC_ID = ith.DOC_ID
                INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                           ON ith.DOC_ID = vba.DOC_ID
                INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of
bed/cell/bldg location
                           ON vba.BED_ID = vbcb.BED_ID
                INNER JOIN DOC_CLASSIFICATION c --to get classification history
                           ON e.DOC_ID = c.DOC_ID
                INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                           ON c.DOC_ID = ae.DOC_ID
                INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
                           ON c.DOC_ID = et.DOC_ID
                INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                           ON et.DOC_ID = ea.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                           ON ea.DOC_ID = cp.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get
RISK_LEVEL_SCORE(community risk score)
                           ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
                LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                                ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
                LEFT OUTER JOIN LOOKUPS lu_status
                                ON p.STATUS_ID = lu_status.LOOKUP_ID
                                    AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
                LEFT OUTER JOIN LOOKUPS lu_med
                                ON m.MED_SCORE = lu_med.LOOKUP_ID
                                    AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
                LEFT OUTER JOIN LOOKUPS lu_mh
                                ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                                    AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
                LEFT OUTER JOIN LOOKUPS lu_cit
                                ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                                    AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
                LEFT OUTER JOIN LOOKUPS lu_dis
                                ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                                    AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
                LEFT OUTER JOIN LOOKUPS lu_sex
                                ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                                    AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
        WHERE (CASE
                   WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
                   WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
                   ELSE sce.RELEASE_DTM
               END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                                --
release date must be 82-90 days from current date
          AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')                --
status is active
          AND lu_med.CODE NOT IN ('M4', 'M5')                                            --
medical score cannot be M4 (poor-fair physical condition) or M5 (poor condition)
          AND lu_mh.CODE NOT IN ('4', '5')                                               --
mental health score cannot be MH4 or MH5
          AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0
AND
                ea.EXEMPTION_ID IS NULL) OR
               ea.EXEMPTION_ID IS NOT NULL)                                              --TABE
```

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```
levels 8th grade or above (Man Lit) unless exemption present
          AND lu_cit.CODE IN ('4', '5')                                                    --US
citizen or naturalized
          AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)                        --
active custody level cannot be 4 (close) or 5 (maximum)
          AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                                      --
cannot be class A,B,C,D sex offender
          AND sco.LIFE_OR_DEATH_ID IS NULL                                                 --no
life/death sentence
          AND cpc.ACTIVE_FLAG = 'Y'                                                        --
active correctional plan
          AND vba.DATE_UNASSIGNED IS NULL                                                  --bed
is currently assigned
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM DOC_CLASSIFICATION
                        LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID =
lu_class.LOOKUP_ID
                    AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
               WHERE lu_class.CODE NOT IN ('C', 'F'))                                      --no
pending classification
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM AZ_DOC_DSC_STAFF_REVIEW dsr
                        LEFT OUTER JOIN LOOKUPS lu_dsr
                                        ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                                            AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
               WHERE lu_dsr.CODE <> 'C')                                                   --no
pending disciplinary
          AND e.DOC_ID NOT IN (SELECT DOC_ID
                               FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                                        INNER JOIN AZ_DOC_LOCATOR_CODE loc
                                                   ON ith.LOCATOR_CODE_ID =
loc.LOCATOR_CODE_ID
                               WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))           --
never been assigned to the 3 2nd chance center units (L40,B61,C49)
          AND e.DOC_ID NOT IN (SELECT DOC_ID
                               FROM AZ_DOC_HWD_DETAINER hwdd
                                        LEFT OUTER JOIN LOOKUPS lu_det_s
                                                        ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                                                            AND lu_det_s.LOOKUP_CATEGORY =
'DETAINER_STATUS'
                                        LEFT OUTER JOIN LOOKUPS lu_det_t
                                                        ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                                                            AND lu_det_t.LOOKUP_CATEGORY =
'DETAINER_TYPE'
                               WHERE lu_det_s.CODE = 'A'
                                 AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no
active felony or ICE detainers
          AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                               FROM DOC_PROGRAM_DETAIL dpd
                                        INNER JOIN DOC_PR_PROGRAM dpp
                                                   ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                                        INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                                                   ON dpd_cat.PR_DETAIL_ID =
dpd.RELATED_DETAIL
                                        INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                                                   ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                                        INNER JOIN DOC_PR_CYCLE dpc
                                                   ON dpcu.PROGRAM_UNIT_ID =
dpc.PROGRAM_UNIT_ID
                                        INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                                                   ON dpc.LOCATION_AT_FACILITY_ID =
adil.INTERNAL_LOCATION_ID
                                        LEFT OUTER JOIN DOC_PR_SESSION dps
                                                        ON dpc.CYCLE_ID = dps.CYCLE_ID
```

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```
                                    INNER JOIN DOC_PR_ASSIGNMENT dpa
                                               ON dpc.CYCLE_ID = dpa.CYCLE_ID
                                    INNER JOIN DOC_EPISODE de
                                               ON dpa.DOC_ID = de.DOC_ID
                                    INNER JOIN PERSON p
                                               ON de.PERSON_ID = p.PERSON_ID
                                    LEFT OUTER JOIN LOOKUPS lu_prog
                                                    ON dpa.ENROLL_STATUS_ID =
lu_prog.LOOKUP_ID
                                                       AND lu_prog.LOOKUP_CATEGORY =
'ENROLLMENT_STATUS'
                               WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                                   AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                                                             ('3733', 'A011', 'A021', 'A025',
'A031', 'S044', 'S045',
                                                              'E001',
                                                              'E007', 'E009',
                                                              'E998'))))              --not
currently enrolled or participating in any of these programs
```

On Fri, Mar 13, 2020 at 3:47 AM Keith Francen <keith.francen@bndna.com> wrote:

> Please email us the complete current SQL statement that you need help tuning.
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, March 12, 2020 2:29 PM
> **To:** David Wrbelis <David.Wrbelis@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Scott Brauer <scott.brauer@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Query Performance
>
> Hey guys,
>
> I need to make a couple changes to my query in my ADC_SP_SCC_ELIGIBILITY_RPT stored procedure. There are 2 subqueries that I need to remove due to a change in business requirements.
>
> However, once I remove either of the subqueries, the query becomes so slow that I'm not sure if it will ever finish (I've let it run for up to 30 mins). It doesn't really seem to make sense to me...I would normally expect that to actually speed up the query. It's a fairly heavy query as it is (takes about 90 seconds to run).
>
> I wanted to reach out to you guys to see if maybe there was an index or something created on my stored procedure, and that once I change my query that index isn't used anymore, causing the slowdown? Just trying to figure out why this query is so slow and had that thought that maybe there was an index.
>
> Can you guys confirm if there is an index on my procedure or not, or provide any other assistance to speed this thing up?
>
> These are the 2 sections of SQL that I need to remove from the query, so there are 3 tables that would no longer be needed.
>
> AZ_DOC_DETENTION_MAIN
> AZ_DOC_DETENTION_DETAIL
> AZ_DOC_PROT_CUSTODY_HISTORY
>
> ```
> AND p.PERSON_ID NOT IN (SELECT dm.PERSON_ID
>                         FROM AZ_DOC_DETENTION_MAIN dm
>                                  INNER JOIN AZ_DOC_DETENTION_DETAIL dd
>                                             ON dm.DETENTION_MAIN_ID = dd.DETENTION_MAIN_ID
>                                  LEFT OUTER JOIN LOOKUPS lu_det
>                                                  ON dd.DETENTION_REASON_ID =
> ```

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```
lu_det.LOOKUP_ID
                                                    AND lu_det.LOOKUP_CATEGORY =
'PM_REASON_DETENTION'
                        WHERE dd.DETENTION_END_DATE IS NULL
                          AND lu_det.CODE <> 'RD3')                    -
AND e.DOC_ID NOT IN (SELECT DOC_ID
                       FROM AZ_DOC_PROT_CUSTODY_HISTORY pch
                              LEFT OUTER JOIN LOOKUPS lu_pch
                                           ON pch.STATUS_ID = lu_pch.LOOKUP_ID
                                               AND lu_pch.<span style="font-
family:Consolas;color:rgb(152,11
```

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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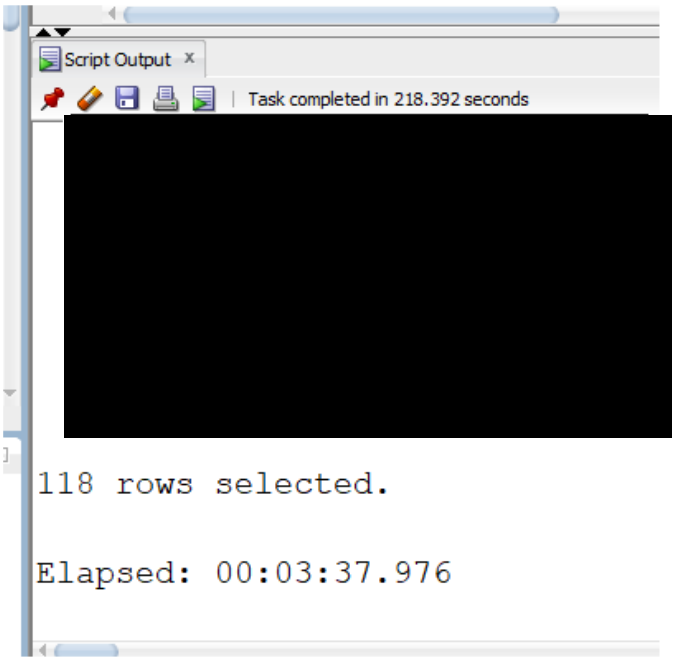
From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: Jeff Woodward
Cc: Thad Lowry; Aaron Bailey; Holly Greene; Charles Spannagel
Subject: RE: Query Performance
Date: Wednesday, April 1, 2020 12:20:08 PM
Attachments: image001.png

Try running it now in rpt_dev. I can consistently get it to run in under 5 minutes



From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Wednesday, April 1, 2020 9:17 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: Query Performance

Keith,

Yes, active inmates only, which I do have in my query. I've attached the original query... keep in mind that this thing slowed down only when I removed tables that I no longer needed, lol. It ran in about 5 minutes before doing that.

This report is only ran once a week... I believe one of our users has it scheduled for every Sunday evening, or very early every Monday morning.

I appreciate your ongoing work -- Thanks!

On Wed, Apr 1, 2020 at 6:27 AM Keith Francen <keith.francen@bndna.com> wrote:

> Also I am assuming that the base for the query is active inmates only. Correct?
>
> ---
>
> **From:** Keith Francen
> **Sent:** Wednesday, April 1, 2020 5:17 AM
> **To:** Jeff Woodward <jwoodward@azadc.gov>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>

AMERICAN OVERSIGHT

Subject: RE: Query Performance

Good morning Jeff.

I am hitting an roadblock. Due to the amount of data and tables in the query, every thing I have been trying that will speed up the query causes an error.

1. Can you see if there are any tables or data that can be eliminated from the query.
2. Can you send me the requirements of the query and intent and maybe I can track down alternatives and reduce the number of tables.
3. Can you send me the original query. It might be best just to restart from that point.
4. How often is this ran and can it be batched to lessen the system resource requirements?

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Thursday, March 26, 2020 3:56 PM
To: Keith Francen <keith.francen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: Query Performance

Thanks Keith, I appreciate the second set of eyes!

On Thu, Mar 26, 2020 at 3:40 PM Keith Francen <keith.francen@bndna.com> wrote:

> Working just on the physical database side without restructuring the query, the best I could get is 29mins. So tomorrow I will look at if there is any restructuring I can do.
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, March 26, 2020 7:56 AM
> **To:** Keith Francen <keith.francen@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Subject:** Re: Query Performance
>
> Keith,
>
> Thanks for following up on this. I started working on another report this week, but I did continue trying to optimize this query last week. I was able to eliminate all of my subqueries but one. The query does finish now, but it still took around 15 minutes the last time I ran it last week. I've attached the newest version of the query. If you have any suggestions that would be great!
>
> Thanks!
>
> On Thu, Mar 26, 2020 at 5:20 AM Keith Francen <keith.francen@bndna.com> wrote:
>
> > Jeff, I have a couple of days available now. Do you want me to start looking at this or have you already finished?
> >
> > **From:** Jeff Woodward <jwoodward@azadc.gov>
> > **Sent:** Friday, March 13, 2020 11:25 AM
> > **To:** Thad Lowry <thad.lowry@bndna.com>
> > **Cc:** Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
> > **Subject:** Re: Query Performance

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Keith,

Thanks for the feedback. I'm sure you can tell from looking at it that the requirements for this report kept growing, and that's the main reason for all the subqueries. It became a beast that I didn't want to have to rewrite,

I'll work on improving this today.

Thanks!

On Fri, Mar 13, 2020 at 8:43 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> SO #3 should read:
>
> 1. Don't use the lookup Description as a comparison. Use code
> - Descriptions can be changed by the users – It is used in the UI – the Codes don't' change
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
> Business & Decision
>
> ---
>
> **From:** Keith Francen <keith.francen@bndna.com>
> **Sent:** Friday, March 13, 2020 8:41 AM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Cc:** Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
> **Subject:** RE: Query Performance
>
> #3 is Description not status.
>
> I will continue my analysis on the SQL. This was just the preliminary findings.
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Friday, March 13, 2020 8:38 AM
> **To:** Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Cc:** Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
> **Subject:** RE: Query Performance
>
> ---
>
> **From:** Keith Francen <keith.francen@bndna.com>
> **Sent:** Friday, March 13, 2020 8:27 AM
> **To:** Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** FW: Query Performance

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1. The subqueries need to be move to a “WITH” so they are only executed once.
2. The “NOT IN” need to be rewritten where possible
3. Don’t use the lookup status as a comparison. Use code/category
4. Limit the main query and try to eliminate the distinct
5. No indexes should be need if #1,#2, #4 are done. The high cost is due to the nested loops caused by the subqueries

```
SELECT DISTINCT p.ADC_NUMBER
                , p.SURNAME || ', ' || p.FIRST_NAME                              AS "NAME"
                , FIRST_VALUE(lc.LOCATOR_NAME)
                        OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE DESC) AS
"LOCATION"    --gets current complex & unit
                , vbcb.BED_NUMBER_DESIGNATION || ' ' || vbcb.BUILDING_CODE                AS BED_CELL_BLDG -
-gets current bed-cell-bldg assignment
                , CASE
                    WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                      THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual lock release date if
manual lock present
                    WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                      THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses adjusted release date if
present
                    ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
            END                                                                  AS EARLIEST_RELEASE_DATE
                , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                        OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE DESC) --gets most recent
community risk level
                                                                                 AS COMMUNITY_RISK_SCORE
        FROM PERSON p
                INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                        ON p.PERSON_ID = d.PERSON_ID
                INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                        ON d.PERSON_ID = m.PERSON_ID
                INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                        ON m.PERSON_ID = mh.PERSON_ID
                INNER JOIN DOC_EPISODE e --to get DOC_ID
                        ON mh.PERSON_ID = e.PERSON_ID
                INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                        ON e.DOC_ID = sce.DOC_ID
                INNER JOIN AZ_DOC_SC_OFFENSE sco
                        ON CASE
                            WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.FINAL_OFFENSE_ID_ML
                            ELSE sce.FINAL_OFFENSE_ID
                            END
                          = sco.OFFENSE_ID --joins on final ruling only
                INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current complex/unit and
location history
                        ON e.DOC_ID = ith.DOC_ID
                INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                        ON ith.DOC_ID = vba.DOC_ID
                INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of bed/cell/bldg location
                        ON vba.BED_ID = vbcb.BED_ID
                INNER JOIN DOC_CLASSIFICATION c --to get classification history
                        ON e.DOC_ID = c.DOC_ID
```

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```
            INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                  ON c.DOC_ID = ae.DOC_ID
            INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
                  ON c.DOC_ID = et.DOC_ID
            INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                  ON et.DOC_ID = ea.DOC_ID
            INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                  ON ea.DOC_ID = cp.DOC_ID
            INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get RISK_LEVEL_SCORE(community risk
score)
                  ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
            LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                  ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
            LEFT OUTER JOIN LOOKUPS lu_status
                  ON p.STATUS_ID = lu_status.LOOKUP_ID
                    AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
            LEFT OUTER JOIN LOOKUPS lu_med
                  ON m.MED_SCORE = lu_med.LOOKUP_ID
                    AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
            LEFT OUTER JOIN LOOKUPS lu_mh
                  ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                    AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
            LEFT OUTER JOIN LOOKUPS lu_cit
                  ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                    AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
            LEFT OUTER JOIN LOOKUPS lu_dis
                  ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                    AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
            LEFT OUTER JOIN LOOKUPS lu_sex
                  ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                    AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
      WHERE (CASE
              WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
              WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
              ELSE sce.RELEASE_DTM
         END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                    --release date must be 82-90 days
from current date
        AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')        --status is active
        AND lu_med.CODE NOT IN ('M4', 'M5')                             --medical score cannot be M4 (poor-fair
physical condition) or M5 (poor condition)
        AND lu_mh.CODE NOT IN ('4', '5')                              --mental health score cannot be MH4 or MH5
        AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0 AND
             ea.EXEMPTION_ID IS NULL) OR
            ea.EXEMPTION_ID IS NOT NULL)                              --TABE levels 8th grade or above (Man Lit)
unless exemption present
        AND lu_cit.CODE IN ('4', '5')                               --US citizen or naturalized
        AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)          --active custody level cannot be 4
(close) or 5 (maximum)
        AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                   --cannot be class A,B,C,D sex offender
        AND sco.LIFE_OR_DEATH_ID IS NULL                              --no life/death sentence
        AND cpc.ACTIVE_FLAG = 'Y'                                   --active correctional plan
        AND vba.DATE_UNASSIGNED IS NULL                               --bed is currently assigned
        AND e.DOC_ID NOT IN
           (SELECT DOC_ID
            FROM DOC_CLASSIFICATION
```

AMERICAN OVERSIGHT

```
                LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID = lu_class.LOOKUP_ID
            AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
        WHERE lu_class.CODE NOT IN ('C', 'F'))                          --no pending classification
    AND e.DOC_ID NOT IN
      (SELECT DOC_ID
       FROM AZ_DOC_DSC_STAFF_REVIEW dsr
            LEFT OUTER JOIN LOOKUPS lu_dsr
                    ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                       AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
       WHERE lu_dsr.CODE <> 'C')                                        --no pending disciplinary
    AND e.DOC_ID NOT IN (SELECT DOC_ID
                FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                    INNER JOIN AZ_DOC_LOCATOR_CODE loc
                            ON ith.LOCATOR_CODE_ID = loc.LOCATOR_CODE_ID
                WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))        --never been assigned to the 3 2nd
chance center units (L40,B61,C49)
    AND e.DOC_ID NOT IN (SELECT DOC_ID
                FROM AZ_DOC_HWD_DETAINER hwdd
                    LEFT OUTER JOIN LOOKUPS lu_det_s
                            ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                               AND lu_det_s.LOOKUP_CATEGORY = 'DETAINER_STATUS'
                    LEFT OUTER JOIN LOOKUPS lu_det_t
                            ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                               AND lu_det_t.LOOKUP_CATEGORY = 'DETAINER_TYPE'
                WHERE lu_det_s.CODE = 'A'
                 AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no active felony or ICE detainers
    AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                FROM DOC_PROGRAM_DETAIL dpd
                    INNER JOIN DOC_PR_PROGRAM dpp
                            ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                    INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                            ON dpd_cat.PR_DETAIL_ID = dpd.RELATED_DETAIL
                    INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                            ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                    INNER JOIN DOC_PR_CYCLE dpc
                            ON dpcu.PROGRAM_UNIT_ID = dpc.PROGRAM_UNIT_ID
                    INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                            ON dpc.LOCATION_AT_FACILITY_ID = adil.INTERNAL_LOCATION_ID
                    LEFT OUTER JOIN DOC_PR_SESSION dps
                            ON dpc.CYCLE_ID = dps.CYCLE_ID
                    INNER JOIN DOC_PR_ASSIGNMENT dpa
                           ON dpc.CYCLE_ID = dpa.CYCLE_ID
                    INNER JOIN DOC_EPISODE de
                            ON dpa.DOC_ID = de.DOC_ID
                    INNER JOIN PERSON p
                            ON de.PERSON_ID = p.PERSON_ID
                    LEFT OUTER JOIN LOOKUPS lu_prog
                            ON dpa.ENROLL_STATUS_ID = lu_prog.LOOKUP_ID
                               AND lu_prog.LOOKUP_CATEGORY = 'ENROLLMENT_STATUS'
                WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                   AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                                ('3733', 'A011', 'A021', 'A025', 'A031', 'S044', 'S045',
                                 'E001',
                                 'E007', 'E009',
                                 'E998'))))
```

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From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, March 13, 2020 8:05 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: David Wrbelis <David.Wrbelis@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Query Performance

Keith,

Here is the full query below. I appreciate your help.

```
SELECT DISTINCT p.ADC_NUMBER
                     , p.SURNAME || ', ' ||
p.FIRST_NAME                                          AS "NAME"
                    , FIRST_VALUE(lc.LOCATOR_NAME)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE
DESC) AS "LOCATION"    --gets current complex & unit
                     , vbcb.BED_NUMBER_DESIGNATION || ' ' ||
vbcb.BUILDING_CODE                    AS BED_CELL_BLDG --gets current bed-cell-bldg
assignment
                     , CASE
                           WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                               THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual
lock release date if manual lock present
                           WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                               THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses
adjusted release date if present
                           ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
            END

     AS EARLIEST_RELEASE_DATE
                     , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE
DESC) --gets most recent community risk level

                                                                    AS COMMUNITY_RISK_SCORE
        FROM PERSON p
                 INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                            ON p.PERSON_ID = d.PERSON_ID
                 INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                            ON d.PERSON_ID = m.PERSON_ID
                 INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                            ON m.PERSON_ID = mh.PERSON_ID
                 INNER JOIN DOC_EPISODE e --to get DOC_ID
                            ON mh.PERSON_ID = e.PERSON_ID
                 INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                            ON e.DOC_ID = sce.DOC_ID
                 INNER JOIN AZ_DOC_SC_OFFENSE sco
                            ON CASE
                                   WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN
sce.FINAL_OFFENSE_ID_ML
                                   ELSE sce.FINAL_OFFENSE_ID
                                   END
                               = sco.OFFENSE_ID --joins on final ruling only
                 INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current
complex/unit and location history
                            ON e.DOC_ID = ith.DOC_ID
                 INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                            ON ith.DOC_ID = vba.DOC_ID
```

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```
                INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of
bed/cell/bldg location
                           ON vba.BED_ID = vbcb.BED_ID
                INNER JOIN DOC_CLASSIFICATION c --to get classification history
                           ON e.DOC_ID = c.DOC_ID
                INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                           ON c.DOC_ID = ae.DOC_ID
                INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
                           ON c.DOC_ID = et.DOC_ID
                INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                           ON et.DOC_ID = ea.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                           ON ea.DOC_ID = cp.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get
RISK_LEVEL_SCORE(community risk score)
                           ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
                LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                                ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
                LEFT OUTER JOIN LOOKUPS lu_status
                                ON p.STATUS_ID = lu_status.LOOKUP_ID
                                    AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
                LEFT OUTER JOIN LOOKUPS lu_med
                                ON m.MED_SCORE = lu_med.LOOKUP_ID
                                    AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
                LEFT OUTER JOIN LOOKUPS lu_mh
                                ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                                    AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
                LEFT OUTER JOIN LOOKUPS lu_cit
                                ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                                    AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
                LEFT OUTER JOIN LOOKUPS lu_dis
                                ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                                    AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
                LEFT OUTER JOIN LOOKUPS lu_sex
                                ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                                    AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
        WHERE (CASE
                   WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
                   WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
                   ELSE sce.RELEASE_DTM
               END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                          --
release date must be 82-90 days from current date
          AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')          --
status is active
          AND lu_med.CODE NOT IN ('M4', 'M5')                                      --
medical score cannot be M4 (poor-fair physical condition) or M5 (poor condition)
          AND lu_mh.CODE NOT IN ('4', '5')                                         --
mental health score cannot be MH4 or MH5
          AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0
AND
                ea.EXEMPTION_ID IS NULL) OR
               ea.EXEMPTION_ID IS NOT NULL)                                        --TABE
levels 8th grade or above (Man Lit) unless exemption present
          AND lu_cit.CODE IN ('4', '5')                                            --US
citizen or naturalized
          AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)                --
active custody level cannot be 4 (close) or 5 (maximum)
          AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                              --
cannot be class A,B,C,D sex offender
          AND sco.LIFE_OR_DEATH_ID IS NULL                                         --no
life/death sentence
          AND cpc.ACTIVE_FLAG = 'Y'                                                --
active correctional plan
          AND vba.DATE_UNASSIGNED IS NULL                                          --bed
```

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```
is currently assigned
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM DOC_CLASSIFICATION
                        LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID =
lu_class.LOOKUP_ID
                            AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
               WHERE lu_class.CODE NOT IN ('C', 'F'))                                    --no
pending classification
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM AZ_DOC_DSC_STAFF_REVIEW dsr
                        LEFT OUTER JOIN LOOKUPS lu_dsr
                                        ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                                            AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
               WHERE lu_dsr.CODE <> 'C')                                                 --no
pending disciplinary
          AND e.DOC_ID NOT IN (SELECT DOC_ID
                               FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                                        INNER JOIN AZ_DOC_LOCATOR_CODE loc
                                                   ON ith.LOCATOR_CODE_ID =
loc.LOCATOR_CODE_ID
                               WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))         --
never been assigned to the 3 2nd chance center units (L40,B61,C49)
          AND e.DOC_ID NOT IN (SELECT DOC_ID
                               FROM AZ_DOC_HWD_DETAINER hwdd
                                        LEFT OUTER JOIN LOOKUPS lu_det_s
                                                        ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                                                            AND lu_det_s.LOOKUP_CATEGORY =
'DETAINER_STATUS'
                                        LEFT OUTER JOIN LOOKUPS lu_det_t
                                                        ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                                                            AND lu_det_t.LOOKUP_CATEGORY =
'DETAINER_TYPE'
                               WHERE lu_det_s.CODE = 'A'
                                 AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no
active felony or ICE detainers
          AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                               FROM DOC_PROGRAM_DETAIL dpd
                                        INNER JOIN DOC_PR_PROGRAM dpp
                                                   ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                                        INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                                                   ON dpd_cat.PR_DETAIL_ID =
dpd.RELATED_DETAIL
                                        INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                                                   ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                                        INNER JOIN DOC_PR_CYCLE dpc
                                                   ON dpcu.PROGRAM_UNIT_ID =
dpc.PROGRAM_UNIT_ID
                                        INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                                                   ON dpc.LOCATION_AT_FACILITY_ID =
adil.INTERNAL_LOCATION_ID
                                        LEFT OUTER JOIN DOC_PR_SESSION dps
                                                        ON dpc.CYCLE_ID = dps.CYCLE_ID
                                        INNER JOIN DOC_PR_ASSIGNMENT dpa
                                                   ON dpc.CYCLE_ID = dpa.CYCLE_ID
                                        INNER JOIN DOC_EPISODE de
                                                   ON dpa.DOC_ID = de.DOC_ID
                                        INNER JOIN PERSON p
                                                   ON de.PERSON_ID = p.PERSON_ID
                                        LEFT OUTER JOIN LOOKUPS lu_prog
                                                        ON dpa.ENROLL_STATUS_ID =
lu_prog.LOOKUP_ID
                                                            AND lu_prog.LOOKUP_CATEGORY =
```

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```
'ENROLLMENT_STATUS'
                            WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                                AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                                                                ('3733', 'A011', 'A021', 'A025',
'A031', 'S044', 'S045',
                                                                 'E001',
                                                                 'E007', 'E009',
                                                                 'E998'))))              --not
currently enrolled or participating in any of these programs
```

On Fri, Mar 13, 2020 at 3:47 AM Keith Francen <keith.francen@bndna.com> wrote:

> Please email us the complete current SQL statement that you need help tuning.
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, March 12, 2020 2:29 PM
> **To:** David Wrbelis <David.Wrbelis@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Scott Brauer <scott.brauer@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Query Performance
>
> Hey guys,
>
> I need to make a couple changes to my query in my ADC_SP_SCC_ELIGIBILITY_RPT stored procedure. There are 2 subqueries that I need to remove due to a change in business requirements.
>
> However, once I remove either of the subqueries, the query becomes so slow that I'm not sure if it will ever finish (I've let it run for up to 30 mins). It doesn't really seem to make sense to me...I would normally expect that to actually speed up the query. It's a fairly heavy query as it is (takes about 90 seconds to run).
>
> I wanted to reach out to you guys to see if maybe there was an index or something created on my stored procedure, and that once I change my query that index isn't used anymore, causing the slowdown? Just trying to figure out why this query is so slow and had that thought that maybe there was an index.
>
> Can you guys confirm if there is an index on my procedure or not, or provide any other assistance to speed this thing up?
>
> These are the 2 sections of SQL that I need to remove from the query, so there are 3 tables that would no longer be needed.
>
> AZ_DOC_DETENTION_MAIN
> AZ_DOC_DETENTION_DETAIL
> AZ_DOC_PROT_CUSTODY_HISTORY

```
AND p.PERSON_ID NOT IN (SELECT dm.PERSON_ID
                        FROM AZ_DOC_DETENTION_MAIN dm
                                 INNER JOIN AZ_DOC_DETENTION_DETAIL dd
                                            ON dm.DETENTION_MAIN_ID = dd.DETENTION_MAIN_ID
                                 LEFT OUTER JOIN LOOKUPS lu_det
                                                 ON dd.DETENTION_REASON_ID =
lu_det.LOOKUP_ID
                                                     AND lu_det.LOOKUP_CATEGORY =
'PM_REASON_DETENTION'
                        WHERE dd.DETENTION_END_DATE IS NULL
                          AND lu_det.CODE <> 'RD3')                      -
AND e.DOC_ID NOT IN (SELECT DOC_ID
                     FROM AZ_DOC_PROT_CUSTODY_HISTORY pch
                              LEFT OUTER JOIN LOOKUPS lu_pch
                                              ON pch.STATUS_ID = lu_pch.LOOKUP_ID
```

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```
                                                    AND lu_pch.<span style="font-
family:Consolas;color:rgb(152,11
```

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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Jeff Woodward
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From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: Jeff Woodward
Cc: Thad Lowry; Aaron Bailey; Holly Greene; Charles Spannagel
Subject: RE: Query Performance
Date: Monday, March 30, 2020 11:03:39 AM

I have it down to 14 minutes now, but I think I can do better. I can continue working on it tomorrow.

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Thursday, March 26, 2020 3:56 PM
To: Keith Francen <keith.francen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: Query Performance

Thanks Keith, I appreciate the second set of eyes!

On Thu, Mar 26, 2020 at 3:40 PM Keith Francen <keith.francen@bndna.com> wrote:

> Working just on the physical database side without restructuring the query, the best I could get is 29mins. So tomorrow I will look at if there is any restructuring I can do.
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, March 26, 2020 7:56 AM
> **To:** Keith Francen <keith.francen@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
> **Subject:** Re: Query Performance
>
> Keith,
>
> Thanks for following up on this. I started working on another report this week, but I did continue trying to optimize this query last week. I was able to eliminate all of my subqueries but one. The query does finish now, but it still took around 15 minutes the last time I ran it last week. I've attached the newest version of the query. If you have any suggestions that would be great!
>
> Thanks!
>
> On Thu, Mar 26, 2020 at 5:20 AM Keith Francen <keith.francen@bndna.com> wrote:
>
>> Jeff, I have a couple of days available now. Do you want me to start looking at this or have you already finished?
>>
>> **From:** Jeff Woodward <jwoodward@azadc.gov>
>> **Sent:** Friday, March 13, 2020 11:25 AM
>> **To:** Thad Lowry <thad.lowry@bndna.com>
>> **Cc:** Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
>> **Subject:** Re: Query Performance
>>
>> Keith,
>>
>> Thanks for the feedback. I'm sure you can tell from looking at it that the requirements for this report kept growing, and that's the main reason for all the subqueries. It became a beast that I didn't want to have to rewrite,
>>
>> I'll work on improving this today.

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Thanks!

On Fri, Mar 13, 2020 at 8:43 AM Thad Lowry <thad.lowry@bndna.com> wrote:

SO #3 should read:

1. Don't use the lookup Description as a comparison. Use code

- Descriptions can be changed by the users – It is used in the UI – the Codes don't' change

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Keith Francen <keith.francen@bndna.com>
Sent: Friday, March 13, 2020 8:41 AM
To: Thad Lowry <thad.lowry@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: RE: Query Performance

#3 is Description not status.

I will continue my analysis on the SQL. This was just the preliminary findings.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Friday, March 13, 2020 8:38 AM
To: Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: RE: Query Performance

From: Keith Francen <keith.francen@bndna.com>
Sent: Friday, March 13, 2020 8:27 AM
To: Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: FW: Query Performance

1. The subqueries need to be move to a "WITH" so they are only executed once.
2. The "NOT IN" need to be rewritten where possible
3. Don't use the lookup status as a comparison. Use code/category
4. Limit the main query and try to eliminate the distinct

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5. No indexes should be need if #1,#2, #4 are done. The high cost is due to the nested loops caused by the subqueries

```
SELECT DISTINCT p.ADC_NUMBER
                , p.SURNAME || ', ' || p.FIRST_NAME                              AS "NAME"
                , FIRST_VALUE(lc.LOCATOR_NAME)
                        OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE DESC) AS
"LOCATION"    --gets current complex & unit
                , vbcb.BED_NUMBER_DESIGNATION || ' ' || vbcb.BUILDING_CODE                AS BED_CELL_BLDG -
-gets current bed-cell-bldg assignment
                , CASE
                    WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                      THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual lock release date if
manual lock present
                    WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                      THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses adjusted release date if
present
                    ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
          END
                                                                                  AS EARLIEST_RELEASE_DATE
                , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                        OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE DESC) --gets most recent
community risk level
                                                                                  AS COMMUNITY_RISK_SCORE
       FROM PERSON p
            INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                    ON p.PERSON_ID = d.PERSON_ID
            INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                    ON d.PERSON_ID = m.PERSON_ID
            INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                    ON m.PERSON_ID = mh.PERSON_ID
            INNER JOIN DOC_EPISODE e --to get DOC_ID
                    ON mh.PERSON_ID = e.PERSON_ID
            INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                    ON e.DOC_ID = sce.DOC_ID
            INNER JOIN AZ_DOC_SC_OFFENSE sco
                    ON CASE
                        WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.FINAL_OFFENSE_ID_ML
                        ELSE sce.FINAL_OFFENSE_ID
                        END
                      = sco.OFFENSE_ID --joins on final ruling only
            INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current complex/unit and
location history
                    ON e.DOC_ID = ith.DOC_ID
            INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                    ON ith.DOC_ID = vba.DOC_ID
            INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of bed/cell/bldg location
                    ON vba.BED_ID = vbcb.BED_ID
            INNER JOIN DOC_CLASSIFICATION c --to get classification history
                    ON e.DOC_ID = c.DOC_ID
            INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                    ON c.DOC_ID = ae.DOC_ID
            INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
                    ON c.DOC_ID = et.DOC_ID
```

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```
            INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                  ON et.DOC_ID = ea.DOC_ID
            INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                  ON ea.DOC_ID = cp.DOC_ID
            INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get RISK_LEVEL_SCORE(community risk
score)
                  ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
            LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                  ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
            LEFT OUTER JOIN LOOKUPS lu_status
                  ON p.STATUS_ID = lu_status.LOOKUP_ID
                    AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
            LEFT OUTER JOIN LOOKUPS lu_med
                  ON m.MED_SCORE = lu_med.LOOKUP_ID
                    AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
            LEFT OUTER JOIN LOOKUPS lu_mh
                  ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                    AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
            LEFT OUTER JOIN LOOKUPS lu_cit
                  ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                    AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
            LEFT OUTER JOIN LOOKUPS lu_dis
                  ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                    AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
            LEFT OUTER JOIN LOOKUPS lu_sex
                  ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                    AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
      WHERE (CASE
              WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
              WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
              ELSE sce.RELEASE_DTM
          END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                    --release date must be 82-90 days
from current date
        AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')          --status is active
        AND lu_med.CODE NOT IN ('M4', 'M5')                              --medical score cannot be M4 (poor-fair
physical condition) or M5 (poor condition)
        AND lu_mh.CODE NOT IN ('4', '5')                                --mental health score cannot be MH4 or MH5
        AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0 AND
             ea.EXEMPTION_ID IS NULL) OR
            ea.EXEMPTION_ID IS NOT NULL)                                 --TABE levels 8th grade or above (Man Lit)
unless exemption present
        AND lu_cit.CODE IN ('4', '5')                                   --US citizen or naturalized
        AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)              --active custody level cannot be 4
(close) or 5 (maximum)
        AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                      --cannot be class A,B,C,D sex offender
        AND sco.LIFE_OR_DEATH_ID IS NULL                                  --no life/death sentence
        AND cpc.ACTIVE_FLAG = 'Y'                                       --active correctional plan
        AND vba.DATE_UNASSIGNED IS NULL                                   --bed is currently assigned
        AND e.DOC_ID NOT IN
           (SELECT DOC_ID
            FROM DOC_CLASSIFICATION
                  LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID = lu_class.LOOKUP_ID
              AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
            WHERE lu_class.CODE NOT IN ('C', 'F'))                       --no pending classification
```

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```
        AND e.DOC_ID NOT IN
          (SELECT DOC_ID
           FROM AZ_DOC_DSC_STAFF_REVIEW dsr
                LEFT OUTER JOIN LOOKUPS lu_dsr
                     ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                       AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
           WHERE lu_dsr.CODE <> 'C')                              --no pending disciplinary
        AND e.DOC_ID NOT IN (SELECT DOC_ID
                     FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                          INNER JOIN AZ_DOC_LOCATOR_CODE loc
                               ON ith.LOCATOR_CODE_ID = loc.LOCATOR_CODE_ID
                     WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))       --never been assigned to the 3 2nd
chance center units (L40,B61,C49)
        AND e.DOC_ID NOT IN (SELECT DOC_ID
                     FROM AZ_DOC_HWD_DETAINER hwdd
                          LEFT OUTER JOIN LOOKUPS lu_det_s
                               ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                                 AND lu_det_s.LOOKUP_CATEGORY = 'DETAINER_STATUS'
                          LEFT OUTER JOIN LOOKUPS lu_det_t
                               ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                                 AND lu_det_t.LOOKUP_CATEGORY = 'DETAINER_TYPE'
                     WHERE lu_det_s.CODE = 'A'
                       AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no active felony or ICE detainers
        AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                     FROM DOC_PROGRAM_DETAIL dpd
                          INNER JOIN DOC_PR_PROGRAM dpp
                               ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                          INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                               ON dpd_cat.PR_DETAIL_ID = dpd.RELATED_DETAIL
                          INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                               ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                         INNER JOIN DOC_PR_CYCLE dpc
                               ON dpcu.PROGRAM_UNIT_ID = dpc.PROGRAM_UNIT_ID
                          INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                               ON dpc.LOCATION_AT_FACILITY_ID = adil.INTERNAL_LOCATION_ID
                          LEFT OUTER JOIN DOC_PR_SESSION dps
                                ON dpc.CYCLE_ID = dps.CYCLE_ID
                          INNER JOIN DOC_PR_ASSIGNMENT dpa
                                ON dpc.CYCLE_ID = dpa.CYCLE_ID
                          INNER JOIN DOC_EPISODE de
                               ON dpa.DOC_ID = de.DOC_ID
                          INNER JOIN PERSON p
                               ON de.PERSON_ID = p.PERSON_ID
                          LEFT OUTER JOIN LOOKUPS lu_prog
                                ON dpa.ENROLL_STATUS_ID = lu_prog.LOOKUP_ID
                                  AND lu_prog.LOOKUP_CATEGORY = 'ENROLLMENT_STATUS'
                     WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                       AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                                  ('3733', 'A011', 'A021', 'A025', 'A031', 'S044', 'S045',
                                   'E001',
                                   'E007', 'E009',
                                   'E998'))))
```

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From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, March 13, 2020 8:05 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: David Wrbelis <David.Wrbelis@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Query Performance

Keith,

Here is the full query below. I appreciate your help.

```
SELECT DISTINCT p.ADC_NUMBER
                    , p.SURNAME || ', ' ||
p.FIRST_NAME                                        AS "NAME"
                    , FIRST_VALUE(lc.LOCATOR_NAME)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE
DESC) AS "LOCATION"    --gets current complex & unit
                    , vbcb.BED_NUMBER_DESIGNATION || ' ' ||
vbcb.BUILDING_CODE                    AS BED_CELL_BLDG --gets current bed-cell-bldg
assignment
                    , CASE
                          WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                              THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual
lock release date if manual lock present
                          WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                              THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses
adjusted release date if present
                          ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
            END

     AS EARLIEST_RELEASE_DATE
                    , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE
DESC) --gets most recent community risk level

                                                                    AS COMMUNITY_RISK_SCORE
        FROM PERSON p
                 INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                            ON p.PERSON_ID = d.PERSON_ID
                 INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                            ON d.PERSON_ID = m.PERSON_ID
                 INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                            ON m.PERSON_ID = mh.PERSON_ID
                 INNER JOIN DOC_EPISODE e --to get DOC_ID
                            ON mh.PERSON_ID = e.PERSON_ID
                 INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                            ON e.DOC_ID = sce.DOC_ID
                 INNER JOIN AZ_DOC_SC_OFFENSE sco
                            ON CASE
                                   WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN
sce.FINAL_OFFENSE_ID_ML
                                   ELSE sce.FINAL_OFFENSE_ID
                                   END
                               = sco.OFFENSE_ID --joins on final ruling only
                 INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current
complex/unit and location history
                            ON e.DOC_ID = ith.DOC_ID
                 INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                            ON ith.DOC_ID = vba.DOC_ID
                 INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of
```

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```
bed/cell/bldg location
                            ON vba.BED_ID = vbcb.BED_ID
                INNER JOIN DOC_CLASSIFICATION c --to get classification history
                            ON e.DOC_ID = c.DOC_ID
                INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                            ON c.DOC_ID = ae.DOC_ID
                INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
                            ON c.DOC_ID = et.DOC_ID
                INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                            ON et.DOC_ID = ea.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                            ON ea.DOC_ID = cp.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get
RISK_LEVEL_SCORE(community risk score)
                            ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
                LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                                ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
                LEFT OUTER JOIN LOOKUPS lu_status
                                ON p.STATUS_ID = lu_status.LOOKUP_ID
                                    AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
                LEFT OUTER JOIN LOOKUPS lu_med
                                ON m.MED_SCORE = lu_med.LOOKUP_ID
                                    AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
                LEFT OUTER JOIN LOOKUPS lu_mh
                                ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                                    AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
                LEFT OUTER JOIN LOOKUPS lu_cit
                                ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                                    AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
                LEFT OUTER JOIN LOOKUPS lu_dis
                                ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                                    AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
                LEFT OUTER JOIN LOOKUPS lu_sex
                                ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                                    AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
        WHERE (CASE
                    WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
                    WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
                    ELSE sce.RELEASE_DTM
            END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                                  --
release date must be 82-90 days from current date
          AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')               --
status is active
          AND lu_med.CODE NOT IN ('M4', 'M5')                                           --
medical score cannot be M4 (poor-fair physical condition) or M5 (poor condition)
          AND lu_mh.CODE NOT IN ('4', '5')                                              --
mental health score cannot be MH4 or MH5
          AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0
AND
                ea.EXEMPTION_ID IS NULL) OR
               ea.EXEMPTION_ID IS NOT NULL)                                             --TABE
levels 8th grade or above (Man Lit) unless exemption present
          AND lu_cit.CODE IN ('4', '5')                                                 --US
citizen or naturalized
          AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)                     --
active custody level cannot be 4 (close) or 5 (maximum)
          AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                                   --
cannot be class A,B,C,D sex offender
          AND sco.LIFE_OR_DEATH_ID IS NULL                                              --no
life/death sentence
          AND cpc.ACTIVE_FLAG = 'Y'                                                     --
active correctional plan
          AND vba.DATE_UNASSIGNED IS NULL                                               --bed
```

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```
is currently assigned
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM DOC_CLASSIFICATION
                        LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID =
lu_class.LOOKUP_ID
                            AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
               WHERE lu_class.CODE NOT IN ('C', 'F'))                                    --no
pending classification
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM AZ_DOC_DSC_STAFF_REVIEW dsr
                        LEFT OUTER JOIN LOOKUPS lu_dsr
                                        ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                                            AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
               WHERE lu_dsr.CODE <> 'C')                                                 --no
pending disciplinary
          AND e.DOC_ID NOT IN (SELECT DOC_ID
                               FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                                        INNER JOIN AZ_DOC_LOCATOR_CODE loc
                                                   ON ith.LOCATOR_CODE_ID =
loc.LOCATOR_CODE_ID
                               WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))         --
never been assigned to the 3 2nd chance center units (L40,B61,C49)
          AND e.DOC_ID NOT IN (SELECT DOC_ID
                               FROM AZ_DOC_HWD_DETAINER hwdd
                                        LEFT OUTER JOIN LOOKUPS lu_det_s
                                                        ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                                                            AND lu_det_s.LOOKUP_CATEGORY =
'DETAINER_STATUS'
                                        LEFT OUTER JOIN LOOKUPS lu_det_t
                                                        ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                                                            AND lu_det_t.LOOKUP_CATEGORY =
'DETAINER_TYPE'
                               WHERE lu_det_s.CODE = 'A'
                                 AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no
active felony or ICE detainers
          AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                               FROM DOC_PROGRAM_DETAIL dpd
                                        INNER JOIN DOC_PR_PROGRAM dpp
                                                   ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                                        INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                                                   ON dpd_cat.PR_DETAIL_ID =
dpd.RELATED_DETAIL
                                        INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                                                   ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                                        INNER JOIN DOC_PR_CYCLE dpc
                                                   ON dpcu.PROGRAM_UNIT_ID =
dpc.PROGRAM_UNIT_ID
                                        INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                                                   ON dpc.LOCATION_AT_FACILITY_ID =
adil.INTERNAL_LOCATION_ID
                                        LEFT OUTER JOIN DOC_PR_SESSION dps
                                                        ON dpc.CYCLE_ID = dps.CYCLE_ID
                                        INNER JOIN DOC_PR_ASSIGNMENT dpa
                                                   ON dpc.CYCLE_ID = dpa.CYCLE_ID
                                        INNER JOIN DOC_EPISODE de
                                                   ON dpa.DOC_ID = de.DOC_ID
                                        INNER JOIN PERSON p
                                                   ON de.PERSON_ID = p.PERSON_ID
                                        LEFT OUTER JOIN LOOKUPS lu_prog
                                                        ON dpa.ENROLL_STATUS_ID =
lu_prog.LOOKUP_ID
```

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```
                                                    AND lu_prog.LOOKUP_CATEGORY =
'ENROLLMENT_STATUS'
                            WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                                AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                                                        ('3733', 'A011', 'A021', 'A025',
'A031', 'S044', 'S045',
                                                         'E001',
                                                        'E007', 'E009',
                                                        'E998'))))              --not
currently enrolled or participating in any of these programs
```

On Fri, Mar 13, 2020 at 3:47 AM Keith Francen <keith.francen@bndna.com> wrote:

> Please email us the complete current SQL statement that you need help tuning.
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, March 12, 2020 2:29 PM
> **To:** David Wrbelis <David.Wrbelis@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Scott Brauer <scott.brauer@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Query Performance
>
> Hey guys,
>
> I need to make a couple changes to my query in my ADC_SP_SCC_ELIGIBILITY_RPT stored procedure. There are 2 subqueries that I need to remove due to a change in business requirements.
>
> However, once I remove either of the subqueries, the query becomes so slow that I'm not sure if it will ever finish (I've let it run for up to 30 mins). It doesn't really seem to make sense to me...I would normally expect that to actually speed up the query. It's a fairly heavy query as it is (takes about 90 seconds to run).
>
> I wanted to reach out to you guys to see if maybe there was an index or something created on my stored procedure, and that once I change my query that index isn't used anymore, causing the slowdown? Just trying to figure out why this query is so slow and had that thought that maybe there was an index.
>
> Can you guys confirm if there is an index on my procedure or not, or provide any other assistance to speed this thing up?
>
> These are the 2 sections of SQL that I need to remove from the query, so there are 3 tables that would no longer be needed.
>
> AZ_DOC_DETENTION_MAIN
> AZ_DOC_DETENTION_DETAIL
> AZ_DOC_PROT_CUSTODY_HISTORY

```
AND p.PERSON_ID NOT IN (SELECT dm.PERSON_ID
                        FROM AZ_DOC_DETENTION_MAIN dm
                                 INNER JOIN AZ_DOC_DETENTION_DETAIL dd
                                            ON dm.DETENTION_MAIN_ID = dd.DETENTION_MAIN_ID
                                 LEFT OUTER JOIN LOOKUPS lu_det
                                                 ON dd.DETENTION_REASON_ID =
lu_det.LOOKUP_ID
                                                     AND lu_det.LOOKUP_CATEGORY =
'PM_REASON_DETENTION'
                        WHERE dd.DETENTION_END_DATE IS NULL
                          AND lu_det.CODE <> 'RD3')                        -
AND e.DOC_ID NOT IN (SELECT DOC_ID
                     FROM AZ_DOC_PROT_CUSTODY_HISTORY pch
```

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```
                                LEFT OUTER JOIN LOOKUPS lu_pch
                                             ON pch.STATUS_ID = lu_pch.LOOKUP_ID
                                                AND lu_pch.<span style="font-
family:Consolas;color:rgb(152,11
```

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	JR Sloan; Lisa Dee Meyerson Marshall; Holly Greene
Cc:	Spencer Scott; Sandy Wang; Dean Allen; Chris Masson; Thad Lowry; Trevor Baker; Cindy Hyser-Crauwels
Subject:	B&D"s response to Arbitration Requests 41655, 41771, 41838, 41868
Date:	Friday, March 27, 2020 2:08:54 PM
Attachments:	41655_ADOA_Arbitration_BD_Evidence.pdf 41771_ADOA_Arbitration_BD_Evidence.pdf 41838_ADOA_Arbitration_BD_Evidence.pdf 41868_ADOA_Arbitration_BD_Evidence (3).pdf image002.png

---

Attached are B&D's response to the following Arbitration Requests. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

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Empowering Digital Business

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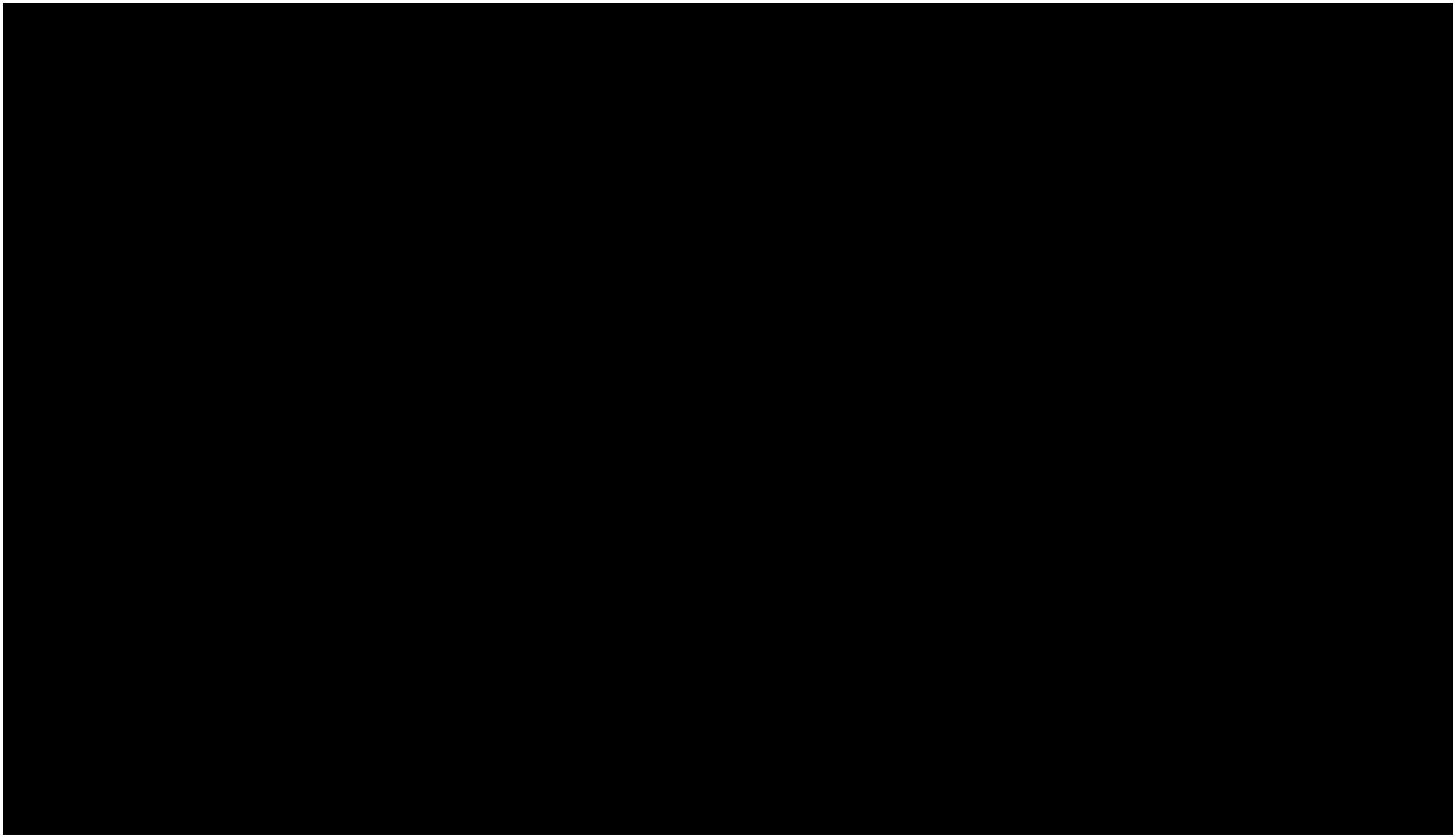

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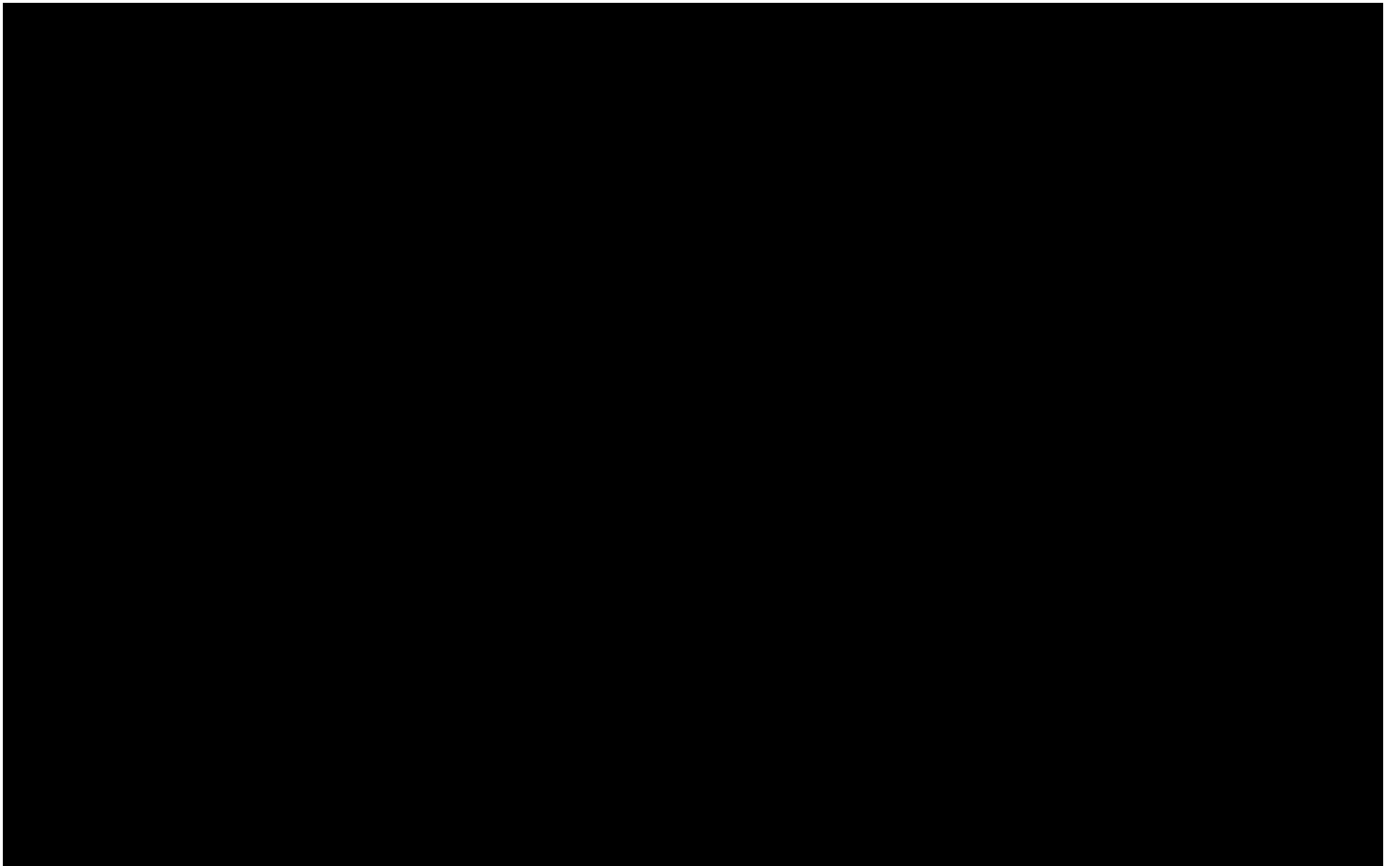

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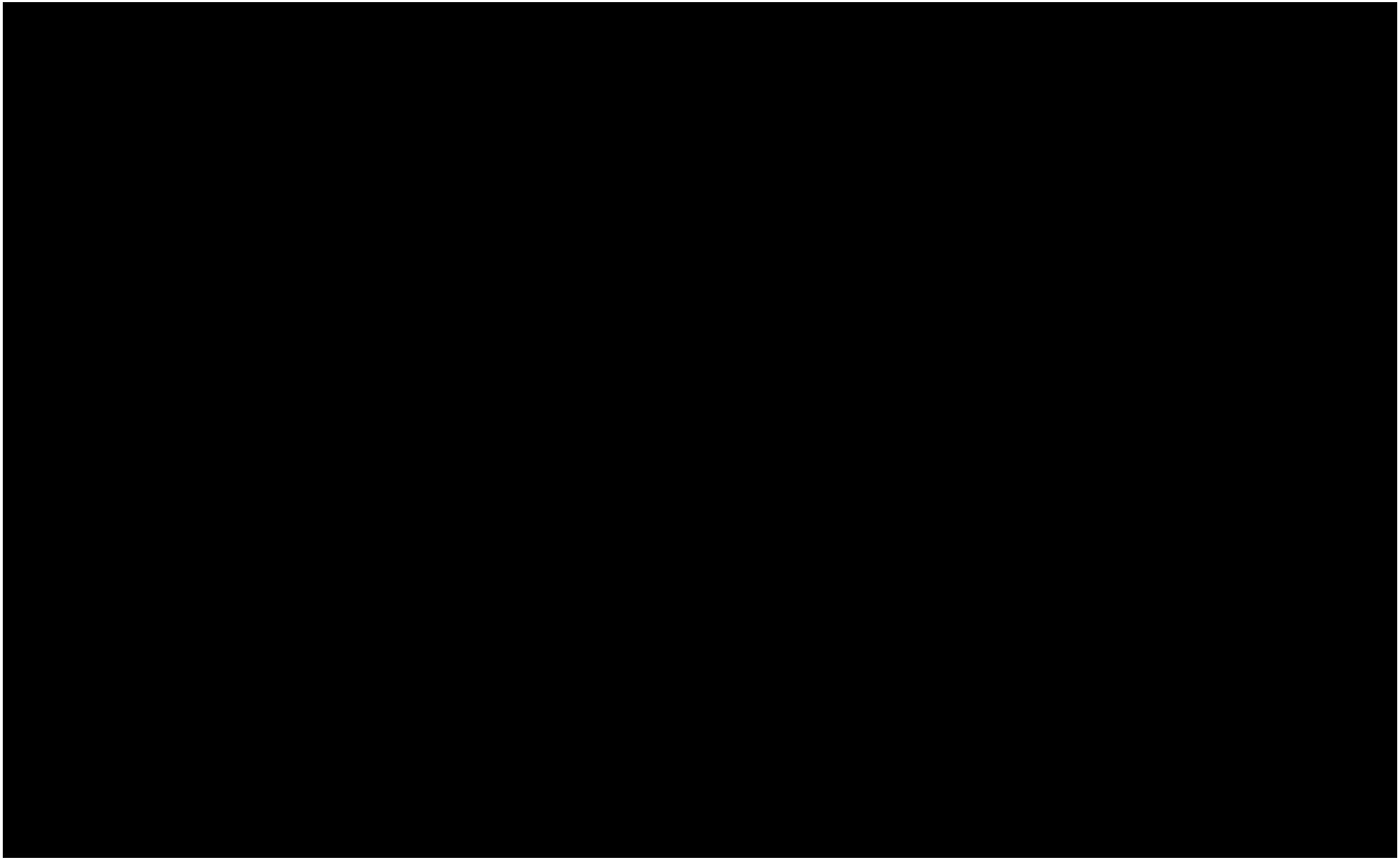

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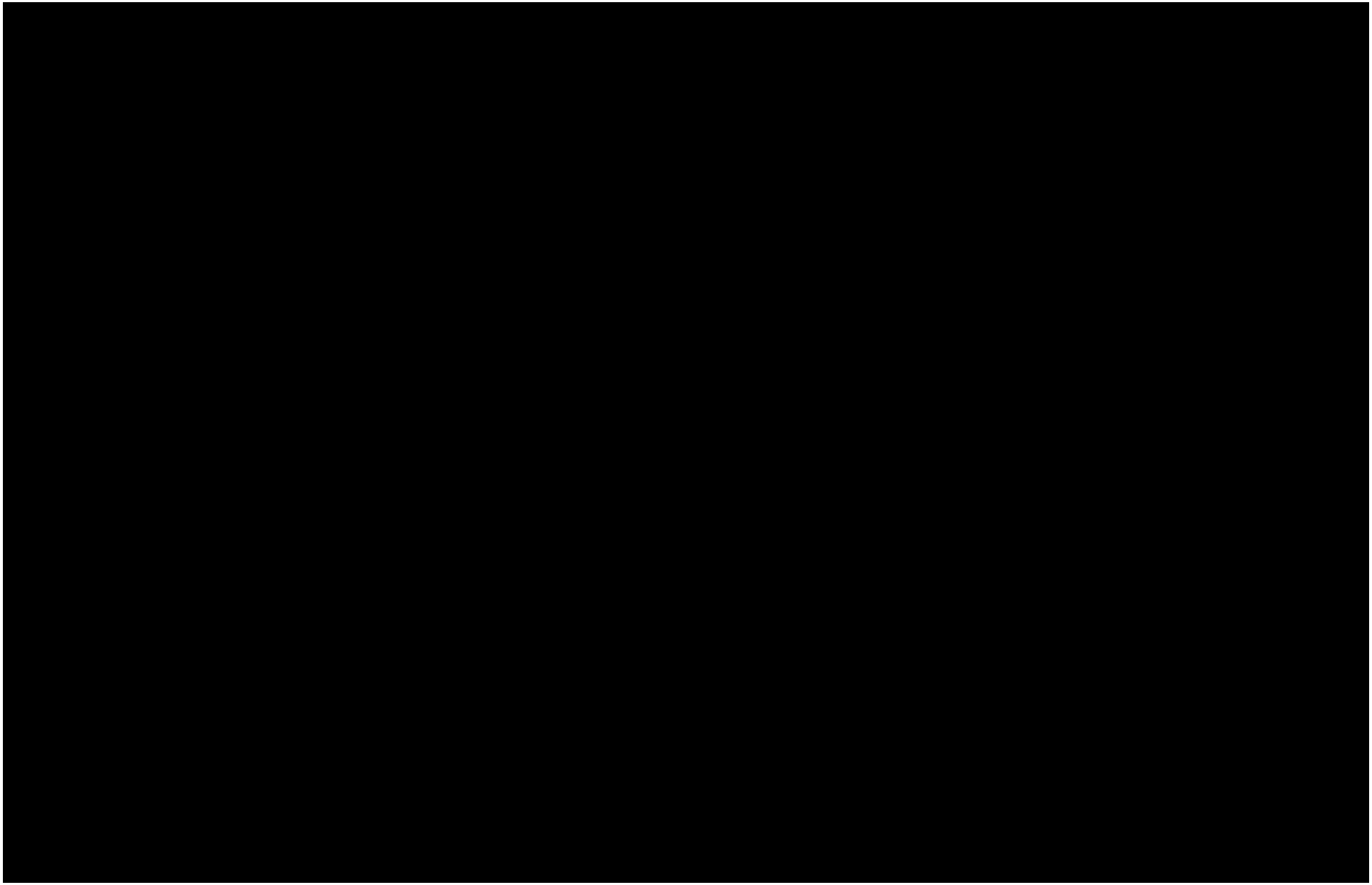

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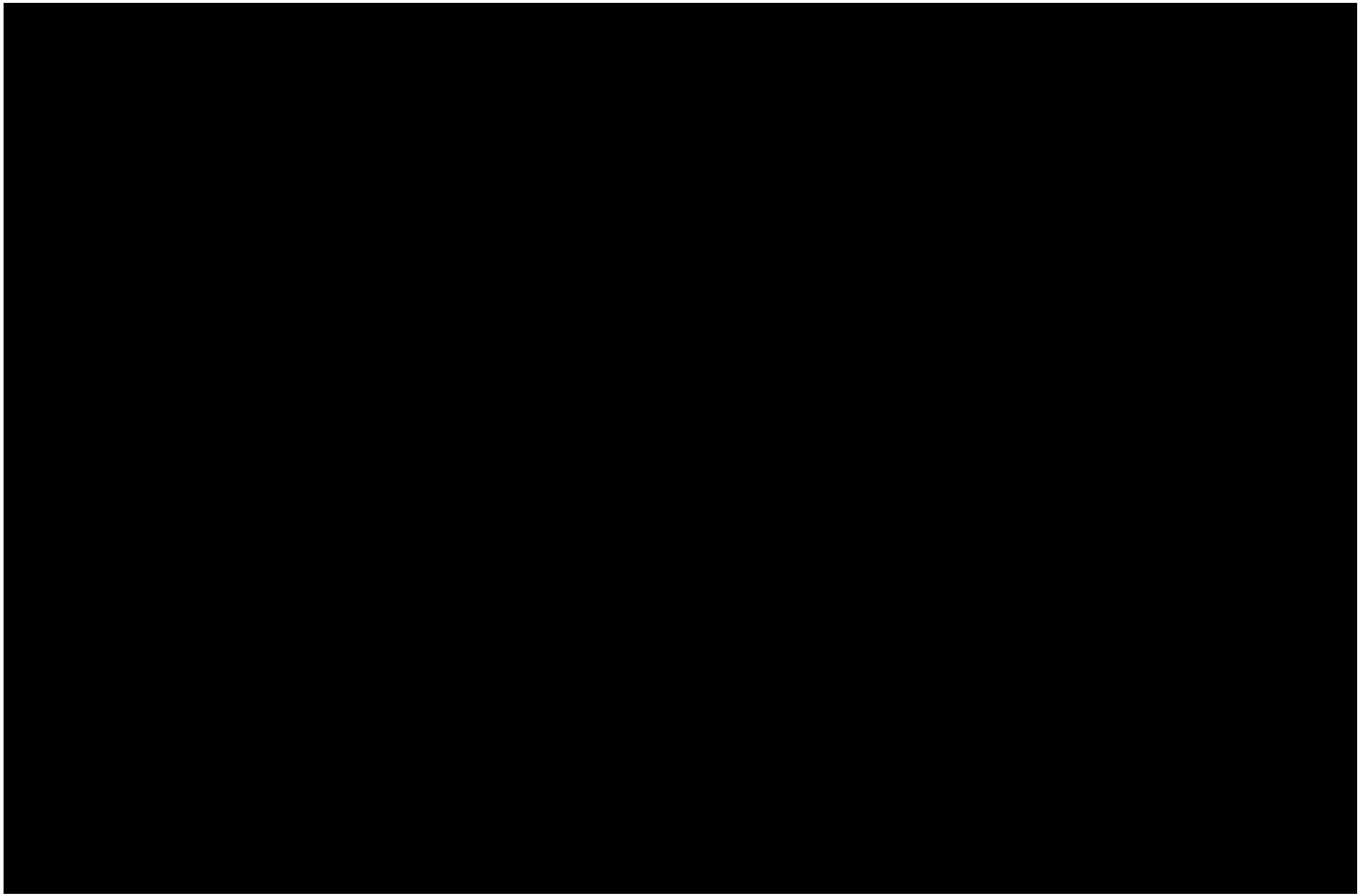

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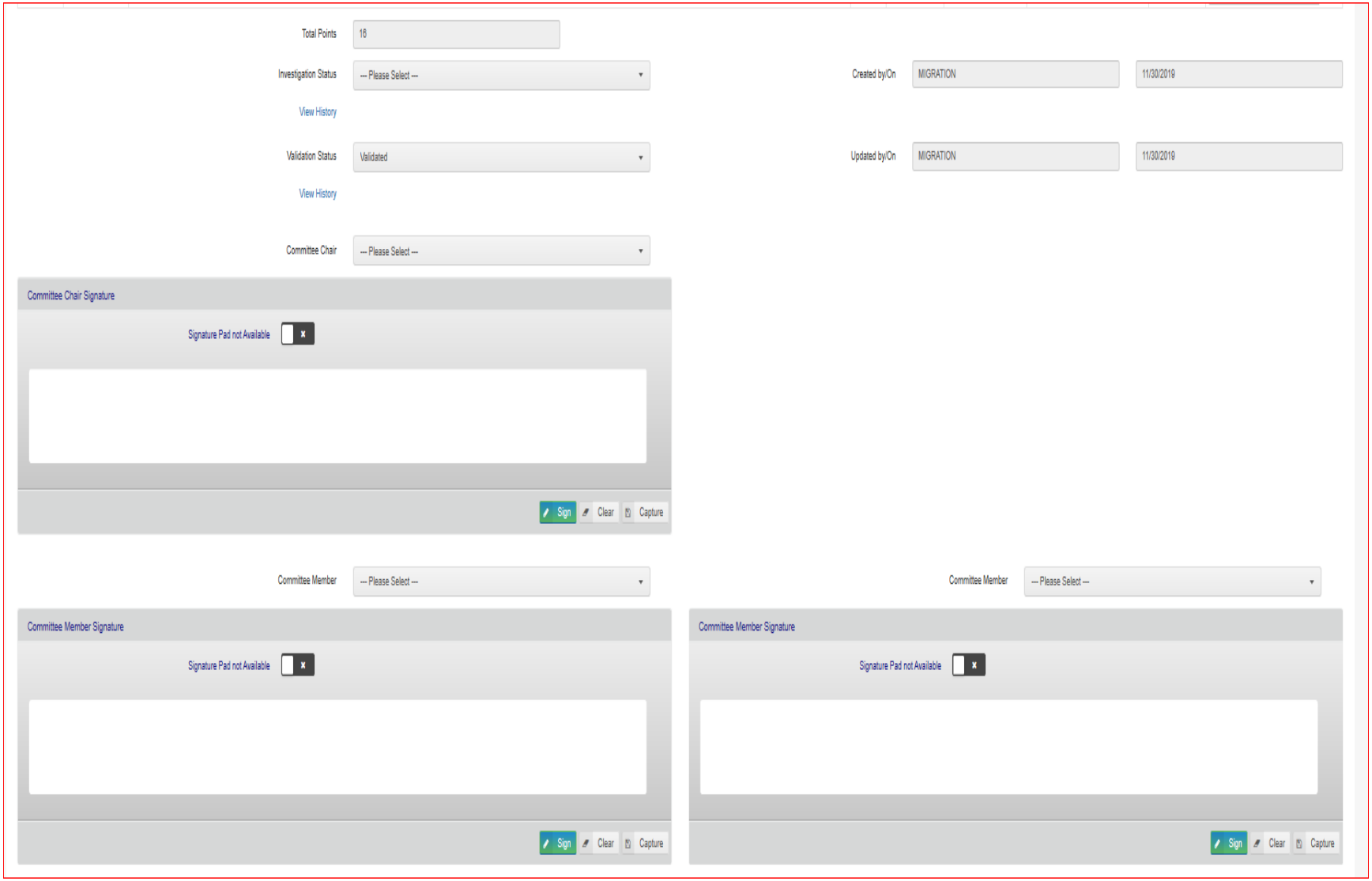
Screen shot 2 con't.



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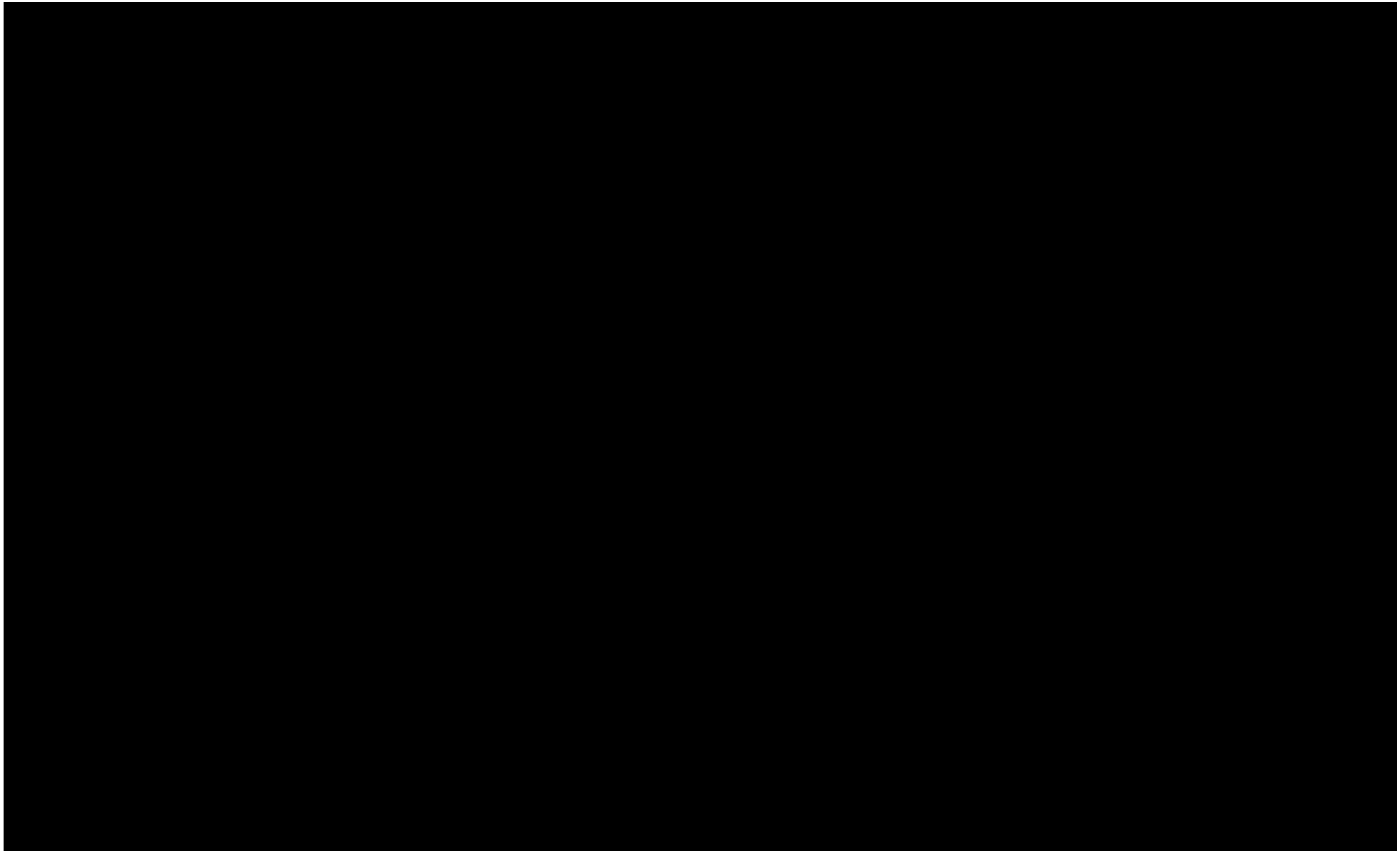

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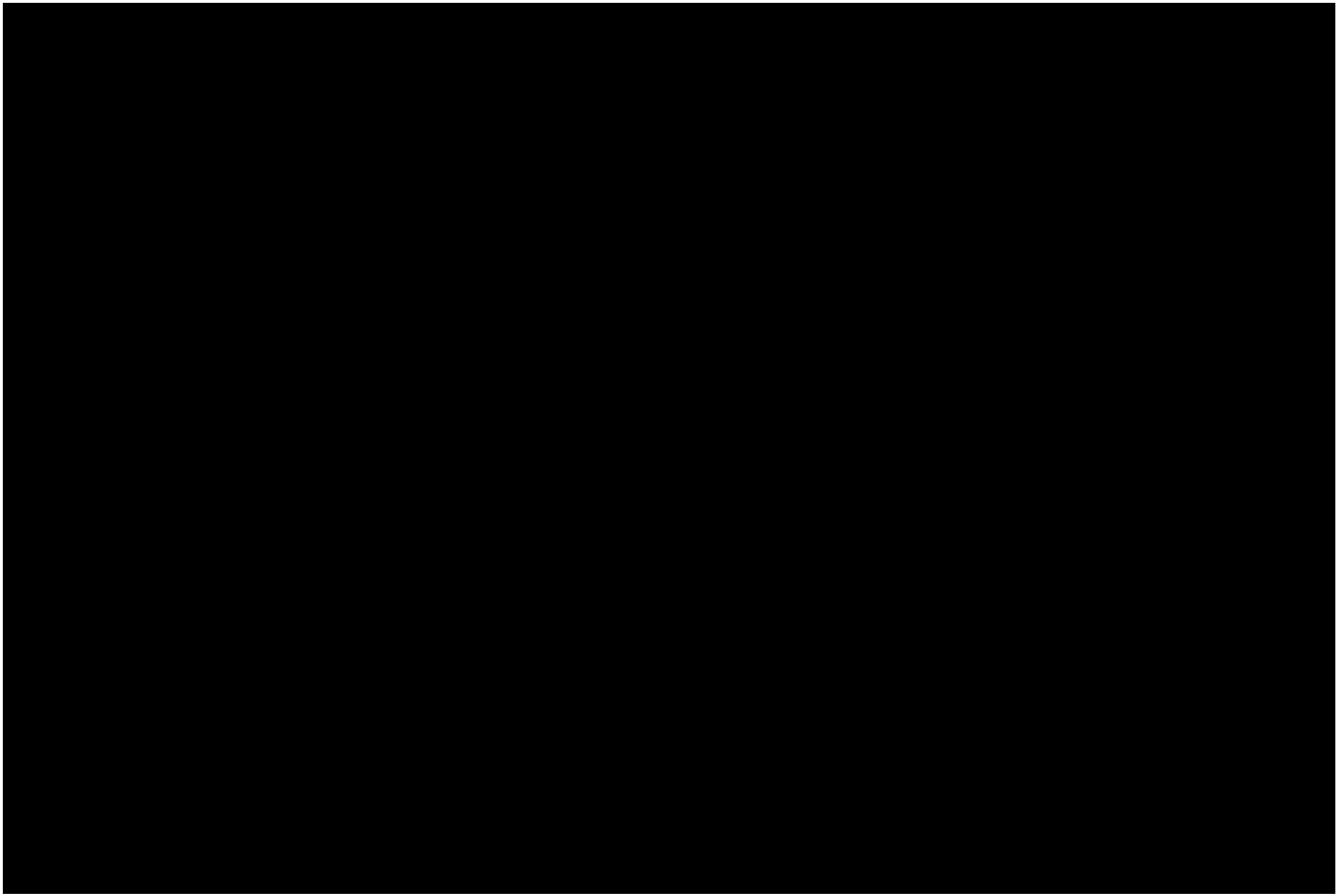

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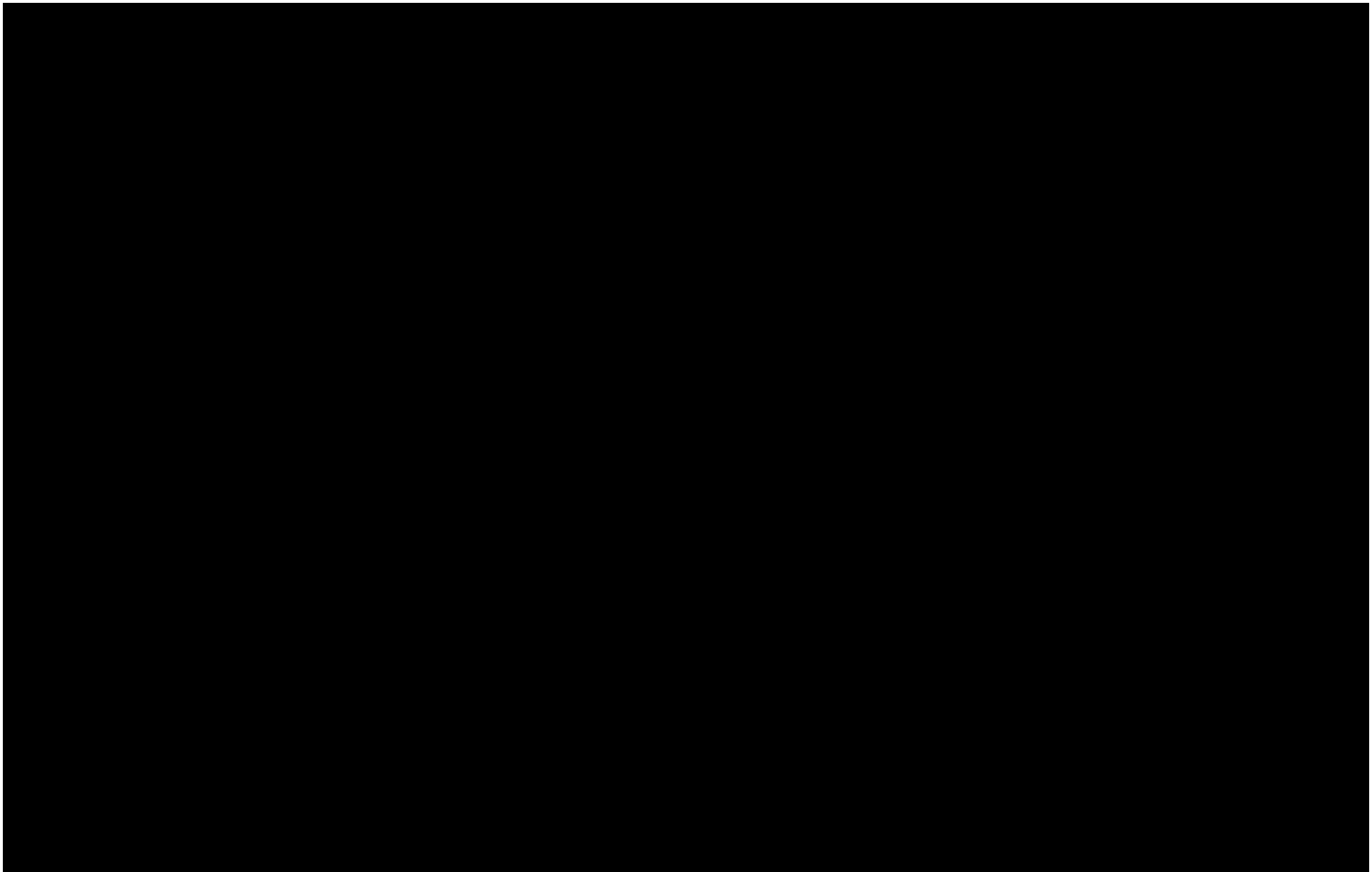

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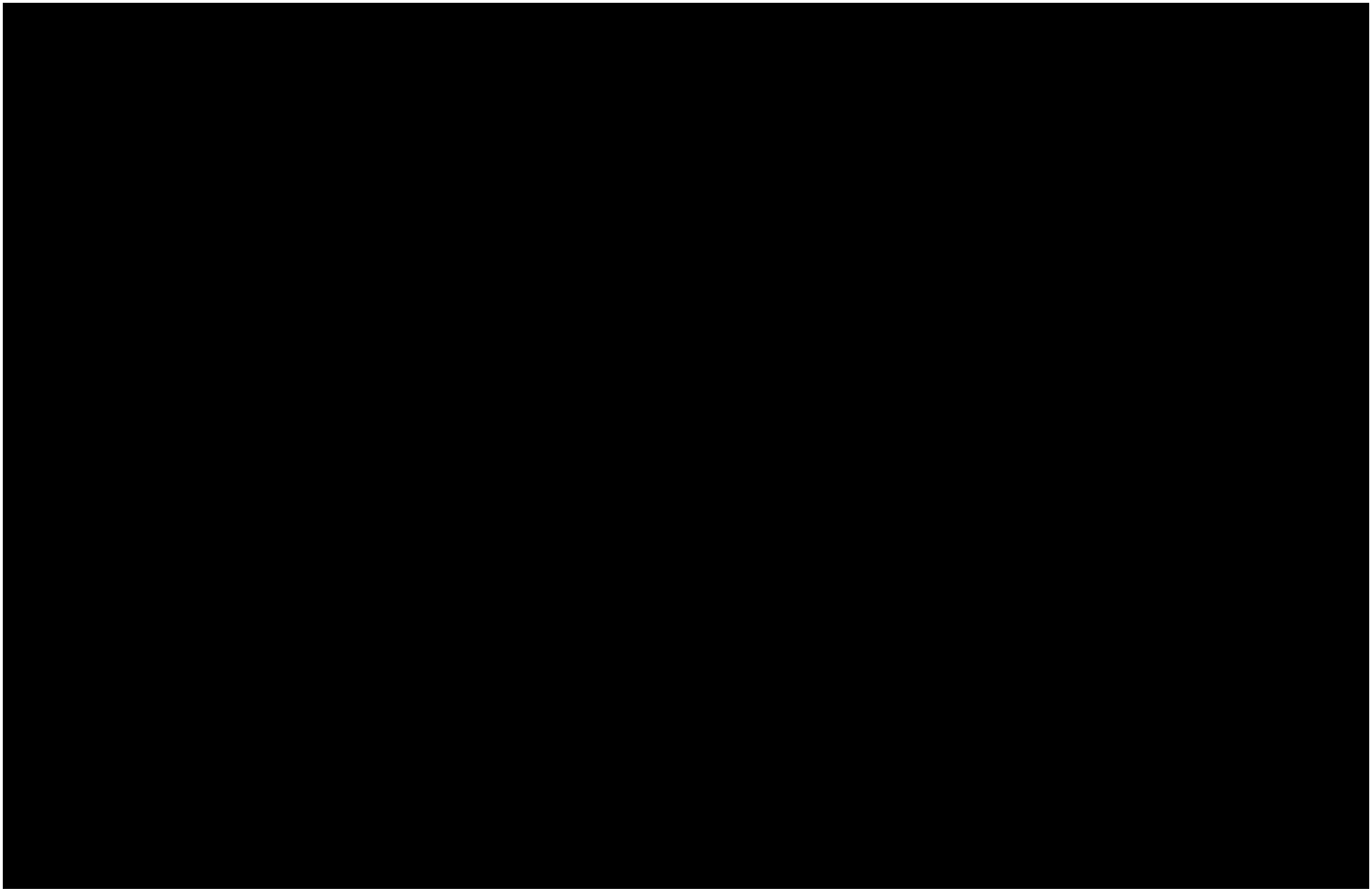

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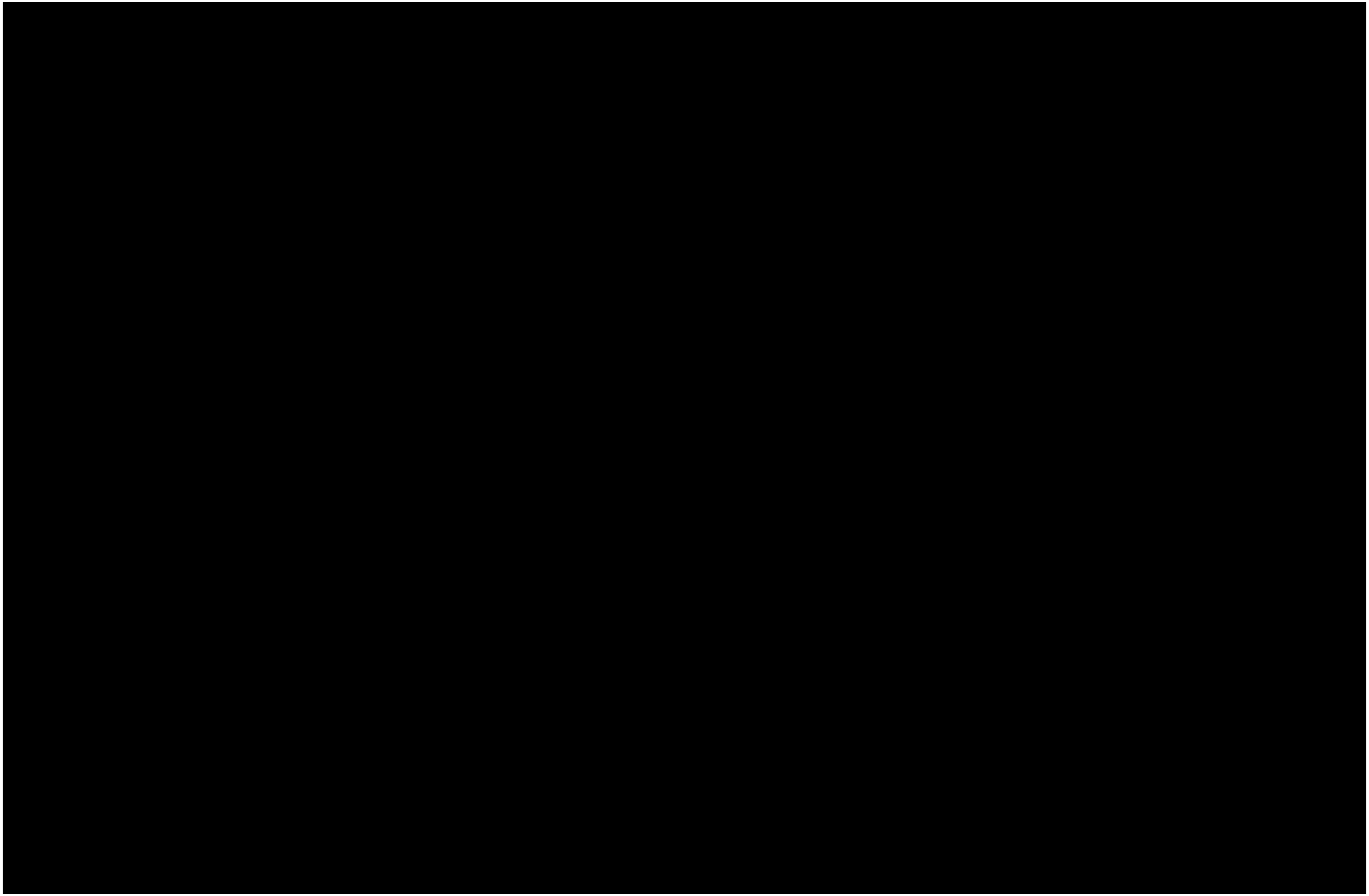

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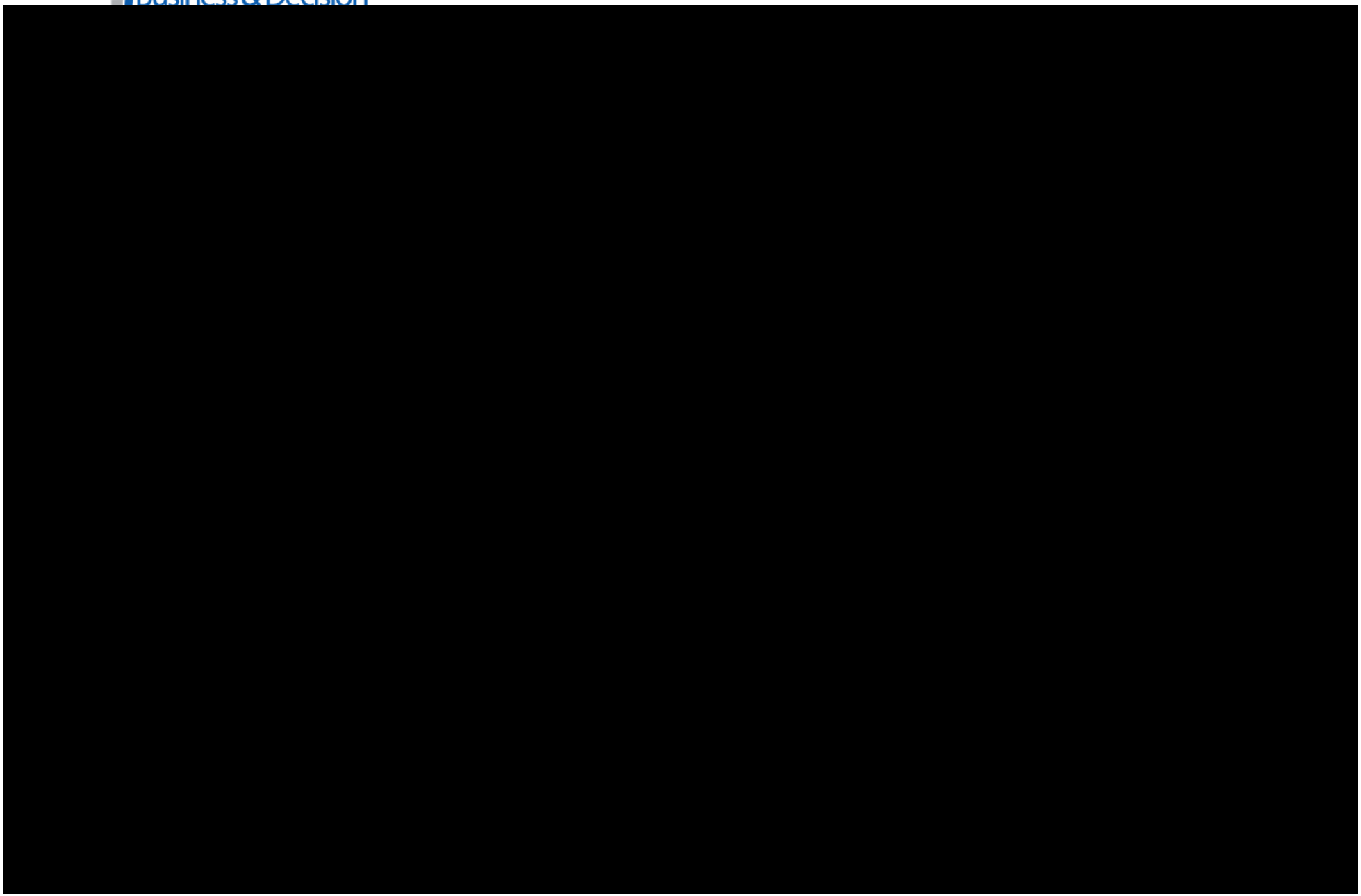

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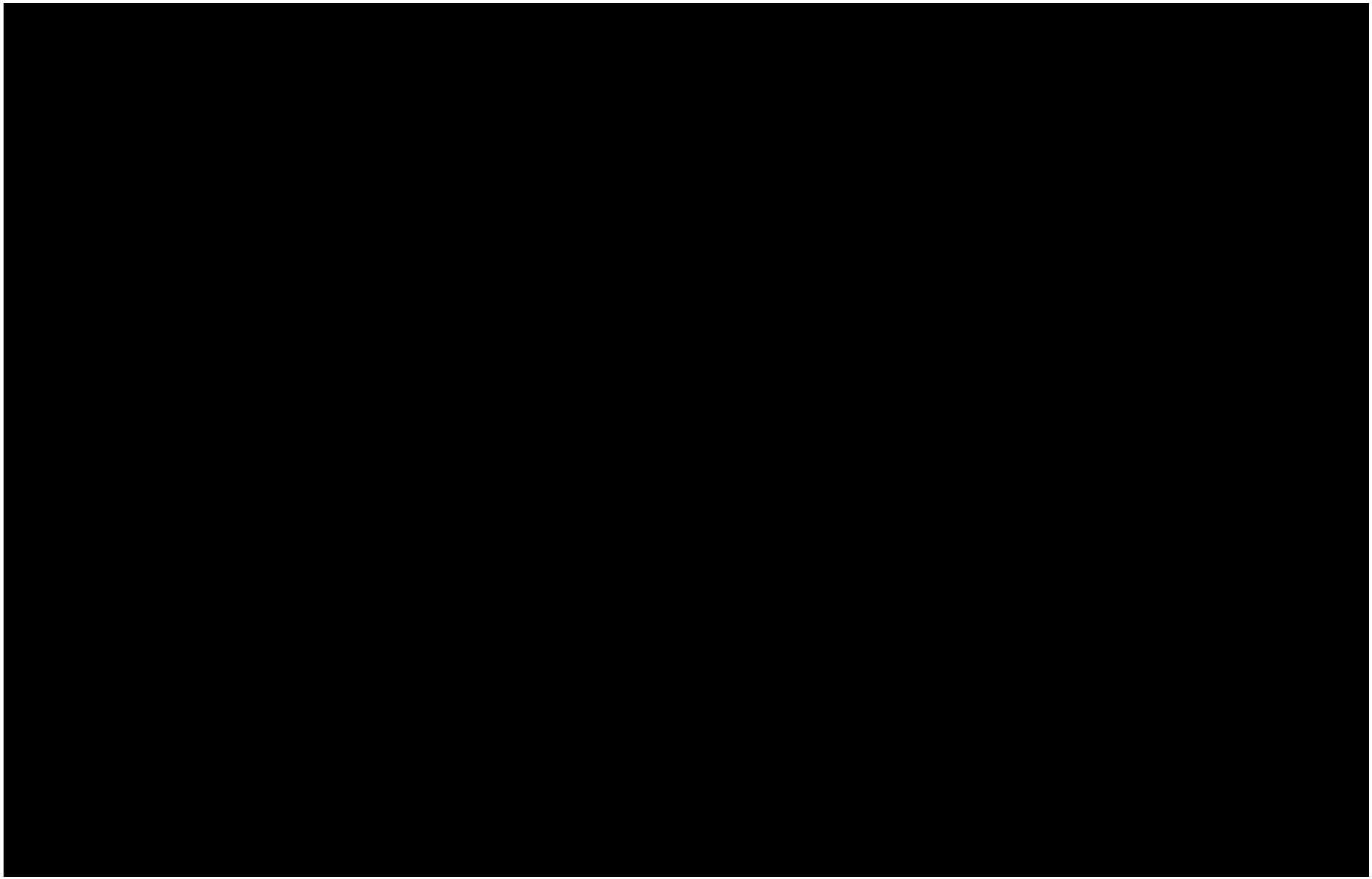

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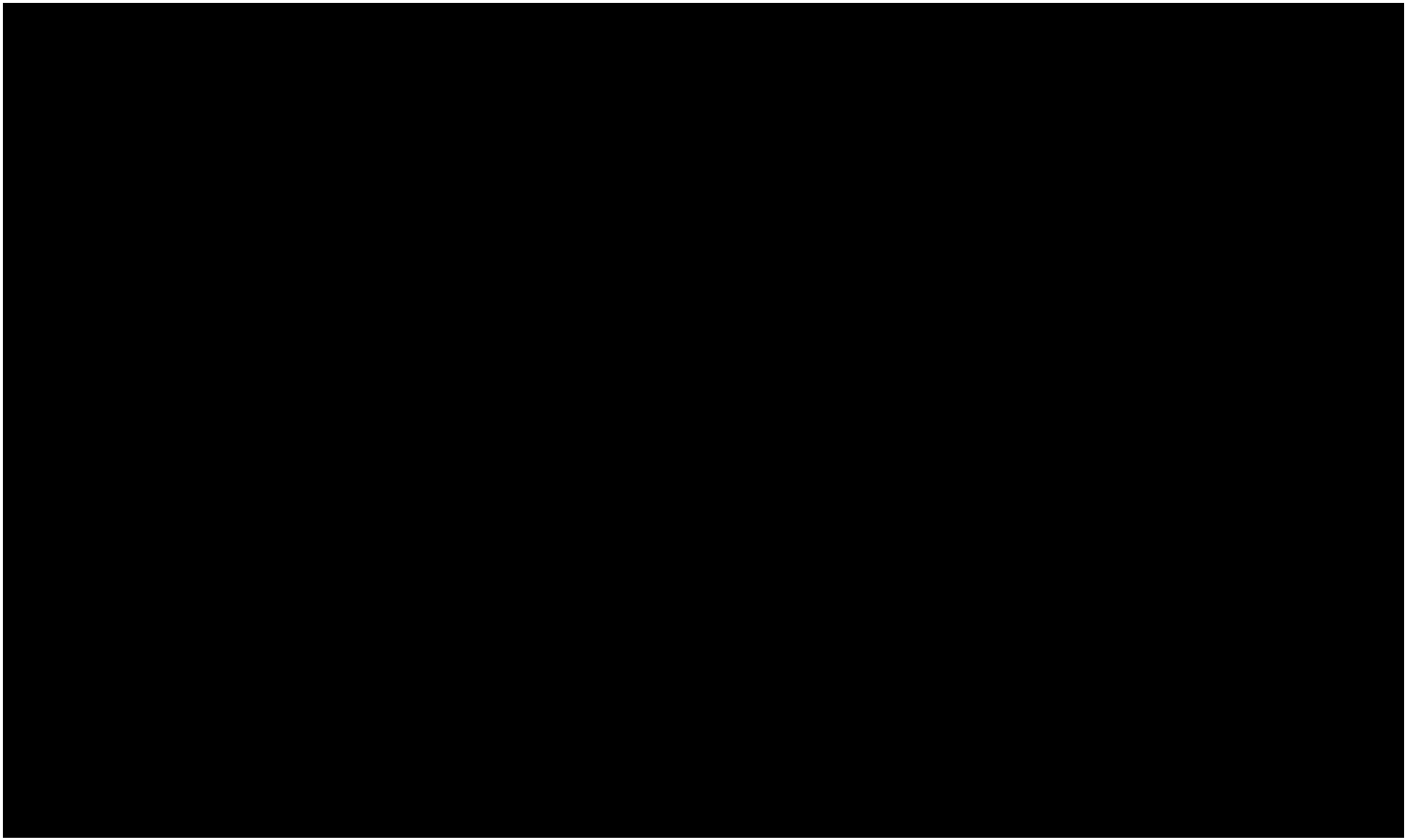

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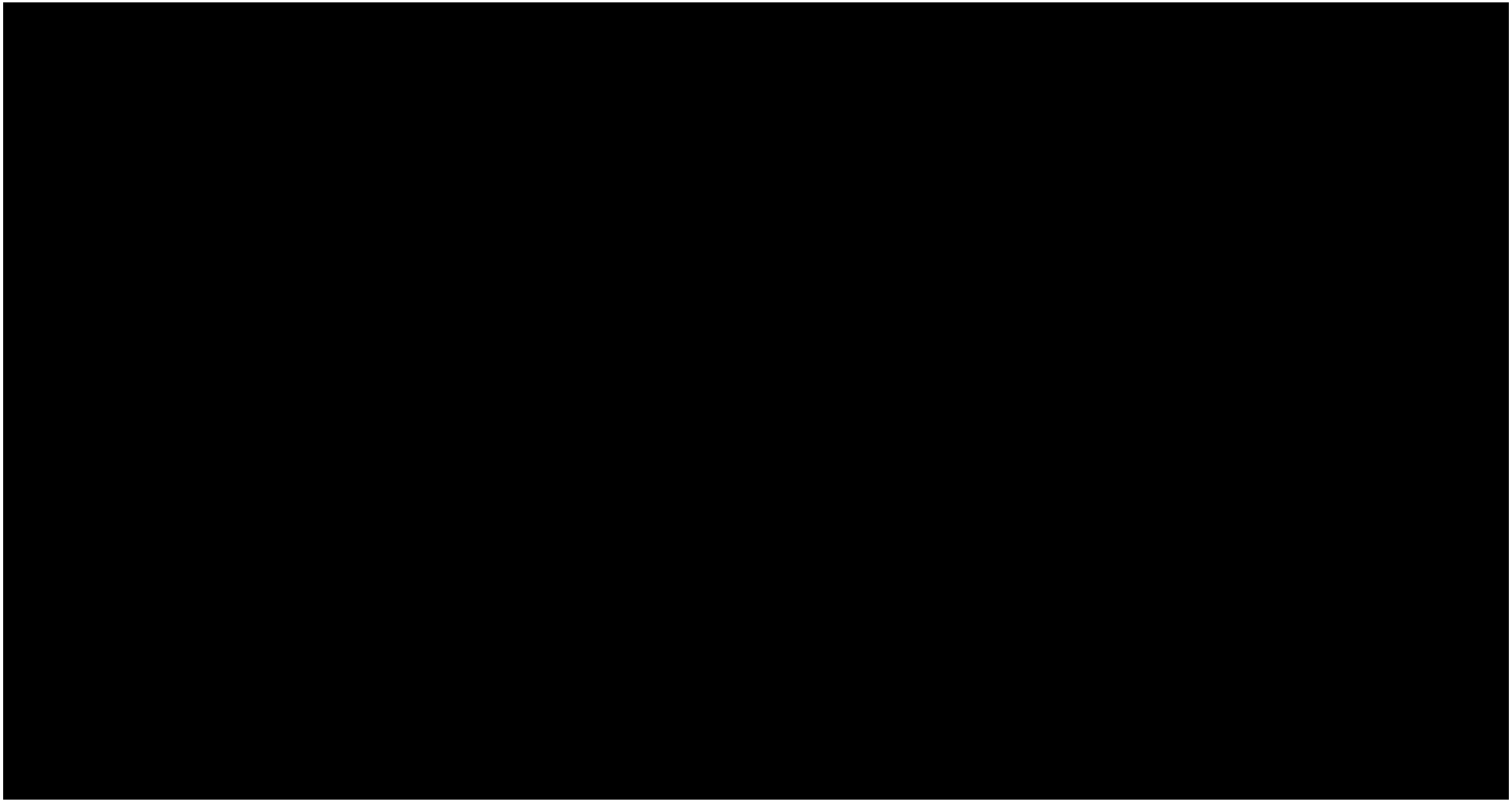

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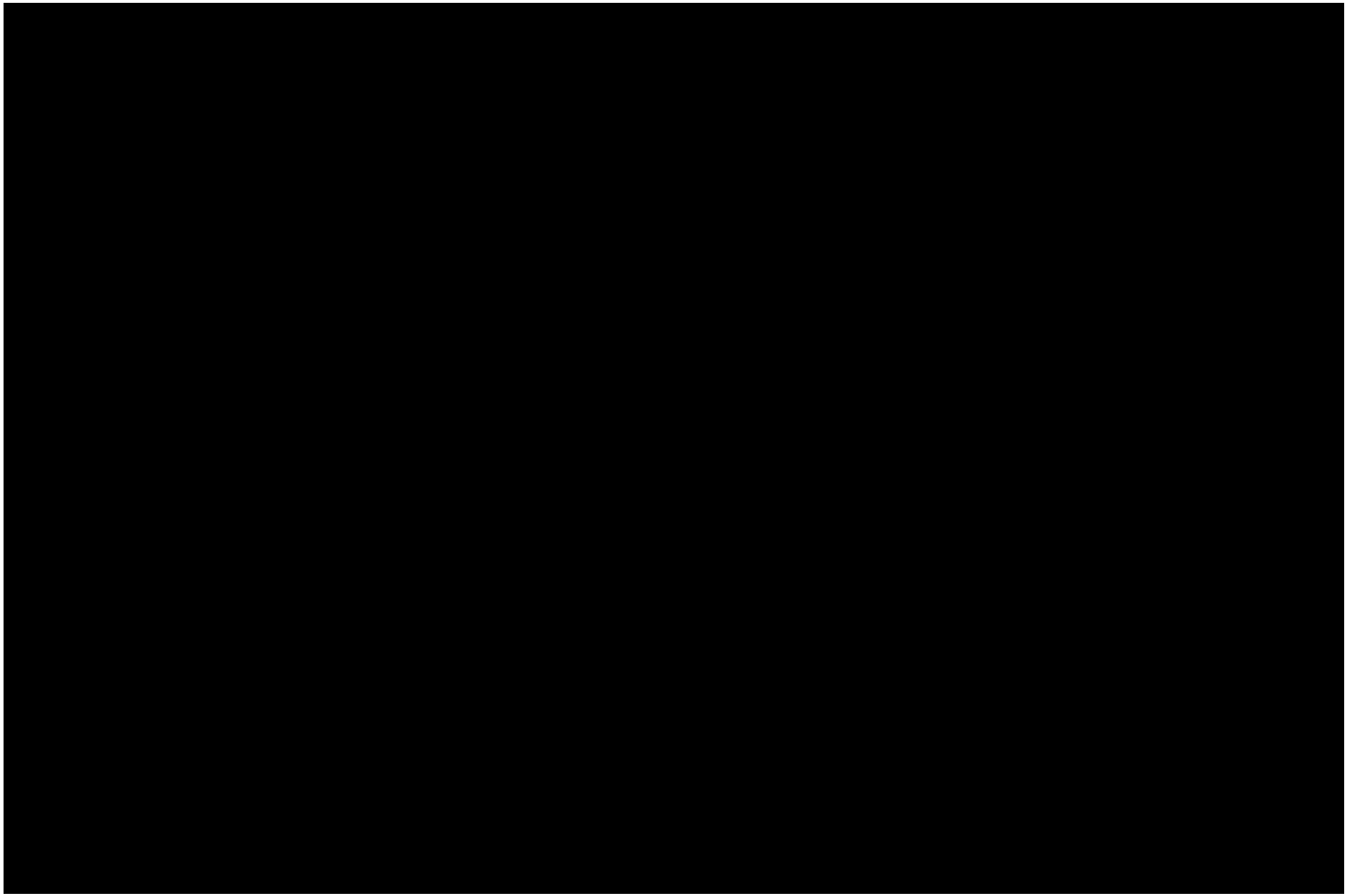

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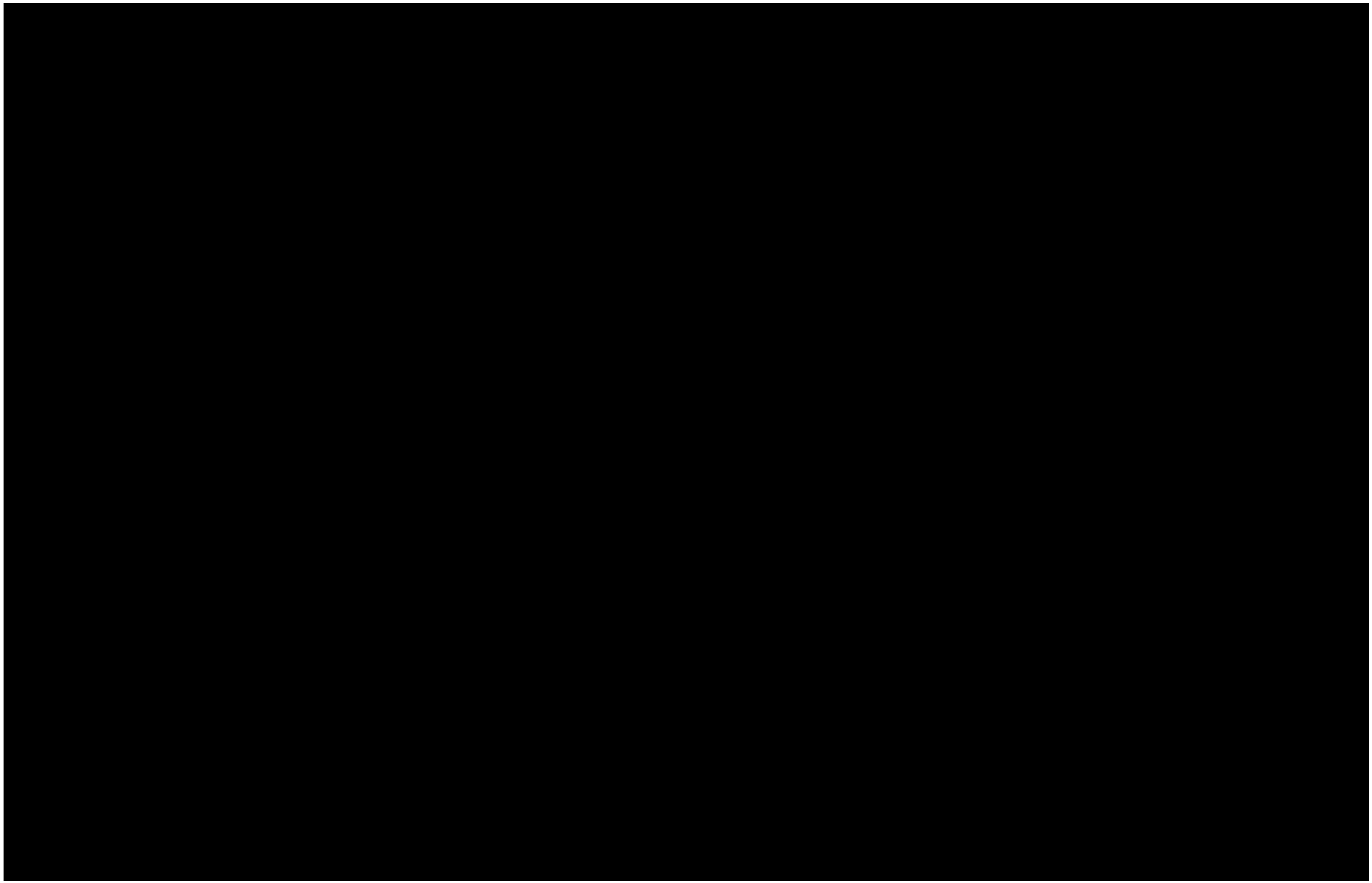

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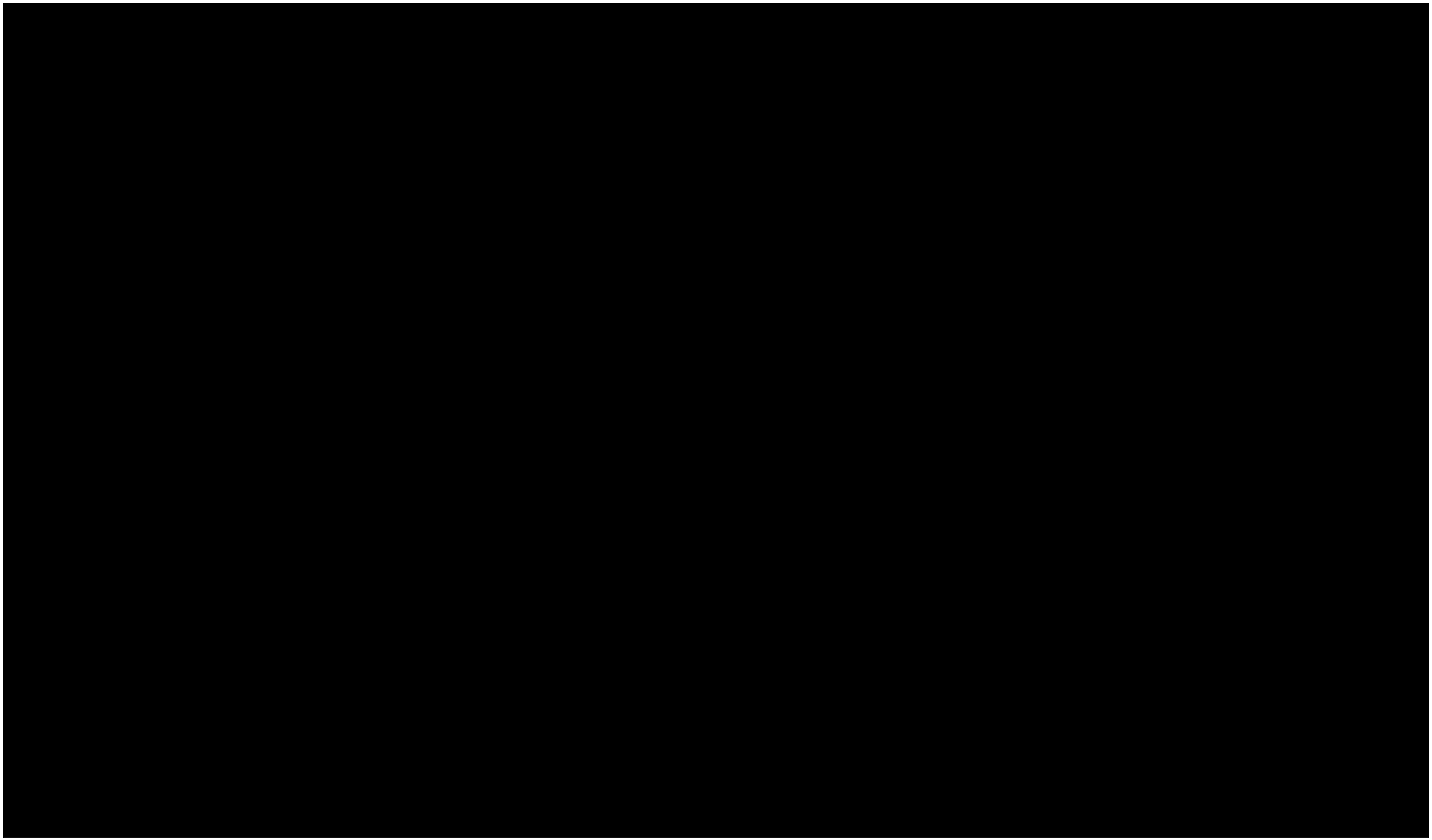

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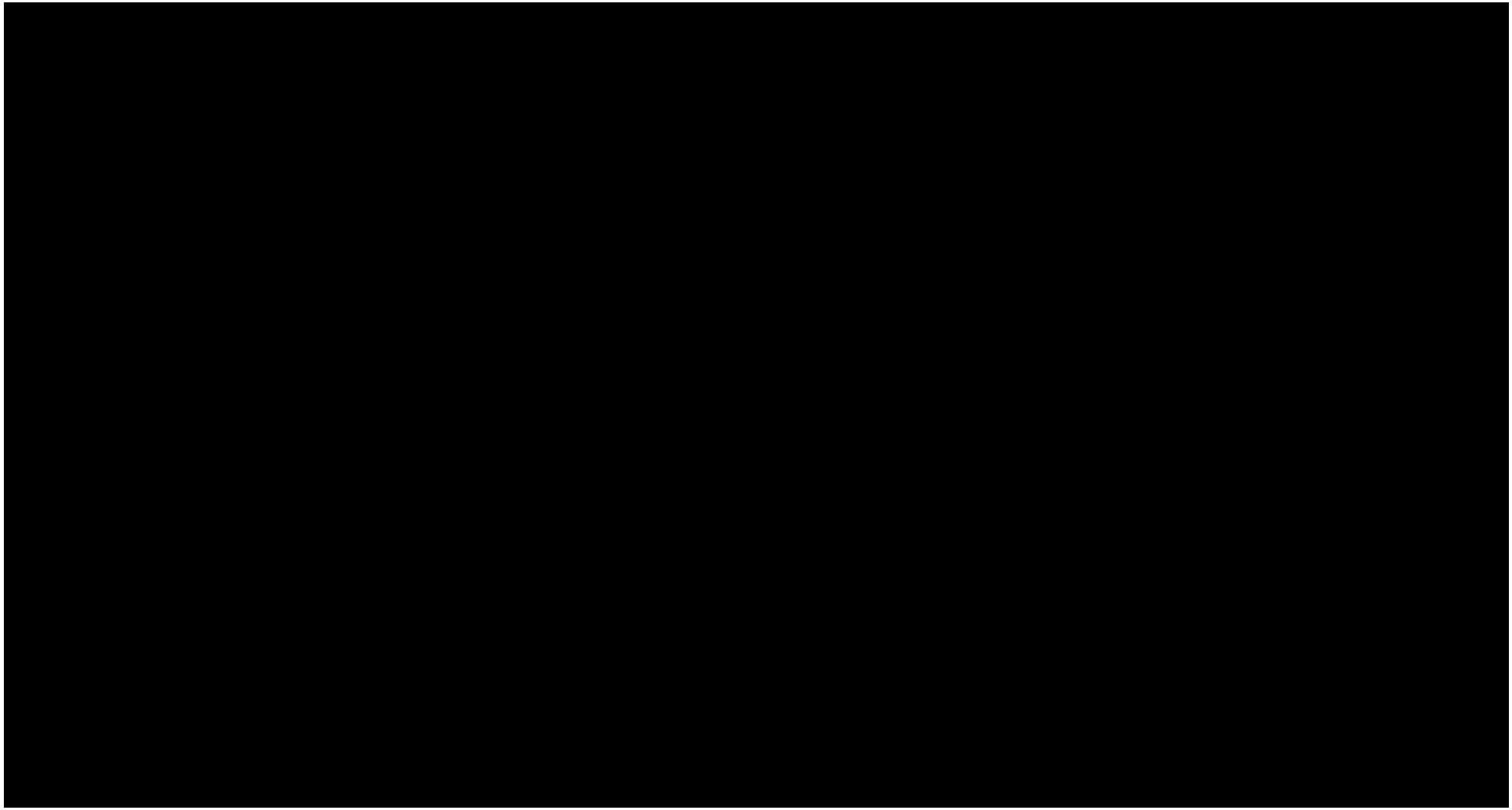

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From:	Hagay Hazan on behalf of Hagay Hazan <hagay.Hazan@bndna.com>
To:	Spencer Scott
Cc:	Charles Spannagel; Thad Lowry; Trevor Baker; Wissem Souissi; Thomas Bowling; Sandy Wang; dford1; Michele Simmons; Marlene Coffee; Stacey Crabtree; Holly Greene
Subject:	RE: Release 16 : Bug 40696 - Fix to be pulled from production release
Date:	Friday, March 27, 2020 11:22:43 AM

We were not able to replicate that in our environment this morning.
Trevor and Wissem can chime in.

A productive solution could be to call a meeting with Dan, Michele, Wissem, Trevor to present their finding.

Please advise

Sincerely,

Hagay Hazan

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, March 27, 2020 11:10 AM
To: Hagay Hazan <hagay.Hazan@bndna.com>
Cc: Charles Spannagel <Charles.Spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Thomas Bowling <thomas.bowling@bndna.com>; Sandy Wang <swang@azadc.gov>; dford1 <dford1@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Release 16 : Bug 40696 - Fix to be pulled from production release

Dan and Michele explained that while you can enter the time, it doesn't stay visible in the system. To me, that means it wasn't really "fixed". But the fact that there is any regression (introduction of new problems that don't currently exist in production) is disconcerting and we cannot deploy as-is.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov

AMERICAN OVERSIGHT

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Fri, Mar 27, 2020 at 11:00 AM Hagay Hazan <hagay.Hazan@bndna.com> wrote:

> Including @Thad Lowry , @Trevor Baker, @Wissem Souissi, @Thomas Bowling
>
> Spencer
> In an earlier meeting this morning, we determined that the functionality described in bug 40696 was fixed. Furthermore, it was our understanding that your testing resulted in similar results which suggested opening of new bugs to describe the other functions that are not working.
>
> I believe that the fix for 40696 does not affect the application. I have included the rest of the stakeholders
>
> Please advise.
>
> Sincerely,
>
> **Hagay Hazan**
>
> **From:** Spencer Scott <sscott3@azadc.gov>
> **Sent:** Friday, March 27, 2020 10:53 AM
> **To:** Charles Spannagel <Charles.Spannagel@bndna.com>; Hagay Hazan <hagay.Hazan@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; dford1 <dford1@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>
> **Subject:** Release 16 : Bug 40696 - Fix to be pulled from production release
>
> After discussion with operations staff, the fix for Bug 40696 has been determined to not pass for Release 16. The reason is that it would cause three new functionality problems, resulting in new pain points for the field.
>
> To be clear, ADCRR is officially requesting the fix for 40696 to be pulled from the production push (and backed out of the UAT build). If this cannot be done today, we will not be able to push Release 16 in its entirety. Please respond with your

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confirmation of receipt and an anticipated time of response to our request.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Stacey Crabtree; Marlene Coffee; Jey Whitson1
Cc: Holly Greene; Sandy Wang; Dean Allen; Matt DeClue; Charles Spannagel
Subject: Training Environment
Date: Friday, March 27, 2020 11:10:48 AM

Hi

Before we went live all of the prisons were training and we had to scale up the training environment to accommodate the load

Now the training system is used very lightly most of the time

We want to scale it down so we're not wasting resources. It will still be completely functional (same functionality it has today) just not so big

If Operations is going to schedule a large training effort with a little notice we can scale up TRAINING appropriately very quickly

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

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From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: Jeff Woodward
Cc: Thad Lowry; Aaron Bailey; Holly Greene; Charles Spannagel
Subject: RE: Query Performance
Date: Thursday, March 26, 2020 8:00:00 AM

Thank you. I'll take what you sent and work off of that today. I'll send you an update by the end of the day on if there is any value I can add.

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Thursday, March 26, 2020 7:56 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <Charles.Spannagel@bndna.com>
Subject: Re: Query Performance

Keith,

Thanks for following up on this. I started working on another report this week, but I did continue trying to optimize this query last week. I was able to eliminate all of my subqueries but one. The query does finish now, but it still took around 15 minutes the last time I ran it last week. I've attached the newest version of the query. If you have any suggestions that would be great!

Thanks!

On Thu, Mar 26, 2020 at 5:20 AM Keith Francen <keith.francen@bndna.com> wrote:

> Jeff, I have a couple of days available now. Do you want me to start looking at this or have you already finished?
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Friday, March 13, 2020 11:25 AM
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
> **Subject:** Re: Query Performance
>
> Keith,
>
> Thanks for the feedback. I'm sure you can tell from looking at it that the requirements for this report kept growing, and that's the main reason for all the subqueries. It became a beast that I didn't want to have to rewrite,
>
> I'll work on improving this today.
>
> Thanks!
>
> On Fri, Mar 13, 2020 at 8:43 AM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > SO #3 should read:
> >
> > 1. Don't use the lookup Description as a comparison. Use code
> >
> > - Descriptions can be changed by the users – It is used in the UI – the Codes don't' change

AMERICAN OVERSIGHT

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Keith Francen <keith.francen@bndna.com>
Sent: Friday, March 13, 2020 8:41 AM
To: Thad Lowry <thad.lowry@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: RE: Query Performance

#3 is Description not status.

I will continue my analysis on the SQL. This was just the preliminary findings.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Friday, March 13, 2020 8:38 AM
To: Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: RE: Query Performance

From: Keith Francen <keith.francen@bndna.com>
Sent: Friday, March 13, 2020 8:27 AM
To: Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: FW: Query Performance

1. The subqueries need to be move to a “WITH” so they are only executed once.
2. The “NOT IN” need to be rewritten where possible
3. Don’t use the lookup status as a comparison. Use code/category
4. Limit the main query and try to eliminate the distinct
5. No indexes should be need if #1,#2, #4 are done. The high cost is due to the nested loops caused by the subqueries

```
SELECT DISTINCT p.ADC_NUMBER
                , p.SURNAME || ', ' || p.FIRST_NAME                    AS "NAME"
               , FIRST_VALUE(lc.LOCATOR_NAME)
                        OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE DESC) AS
"LOCATION"    --gets current complex & unit
                , vbcb.BED_NUMBER_DESIGNATION || ' ' || vbcb.BUILDING_CODE          AS BED_CELL_BLDG -
-gets current bed-cell-bldg assignment
```

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```
                , CASE
                    WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                      THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual lock release date if
manual lock present
                    WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                      THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses adjusted release date if
present
                    ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
            END
                                                              AS EARLIEST_RELEASE_DATE
                , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                        OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE DESC) --gets most recent
community risk level
                                                              AS COMMUNITY_RISK_SCORE
          FROM PERSON p
               INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                    ON p.PERSON_ID = d.PERSON_ID
               INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                    ON d.PERSON_ID = m.PERSON_ID
               INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                    ON m.PERSON_ID = mh.PERSON_ID
               INNER JOIN DOC_EPISODE e --to get DOC_ID
                    ON mh.PERSON_ID = e.PERSON_ID
               INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                    ON e.DOC_ID = sce.DOC_ID
               INNER JOIN AZ_DOC_SC_OFFENSE sco
                    ON CASE
                        WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.FINAL_OFFENSE_ID_ML
                        ELSE sce.FINAL_OFFENSE_ID
                        END
                      = sco.OFFENSE_ID --joins on final ruling only
               INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current complex/unit and
location history
                    ON e.DOC_ID = ith.DOC_ID
               INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                    ON ith.DOC_ID = vba.DOC_ID
               INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of bed/cell/bldg location
                    ON vba.BED_ID = vbcb.BED_ID
               INNER JOIN DOC_CLASSIFICATION c --to get classification history
                    ON e.DOC_ID = c.DOC_ID
               INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                    ON c.DOC_ID = ae.DOC_ID
               INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
                    ON c.DOC_ID = et.DOC_ID
               INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                    ON et.DOC_ID = ea.DOC_ID
               INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                    ON ea.DOC_ID = cp.DOC_ID
               INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get RISK_LEVEL_SCORE(community risk
score)
                    ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
               LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                     ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
```

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```
            LEFT OUTER JOIN LOOKUPS lu_status
                    ON p.STATUS_ID = lu_status.LOOKUP_ID
                      AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
            LEFT OUTER JOIN LOOKUPS lu_med
                    ON m.MED_SCORE = lu_med.LOOKUP_ID
                      AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
            LEFT OUTER JOIN LOOKUPS lu_mh
                    ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                      AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
            LEFT OUTER JOIN LOOKUPS lu_cit
                    ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                      AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
            LEFT OUTER JOIN LOOKUPS lu_dis
                    ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                      AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
            LEFT OUTER JOIN LOOKUPS lu_sex
                    ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                      AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
      WHERE (CASE
              WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
              WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
              ELSE sce.RELEASE_DTM
          END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                    --release date must be 82-90 days
from current date
        AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')          --status is active
        AND lu_med.CODE NOT IN ('M4', 'M5')                              --medical score cannot be M4 (poor-fair
physical condition) or M5 (poor condition)
        AND lu_mh.CODE NOT IN ('4', '5')                                 --mental health score cannot be MH4 or MH5
        AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0 AND
             ea.EXEMPTION_ID IS NULL) OR
            ea.EXEMPTION_ID IS NOT NULL)                                 --TABE levels 8th grade or above (Man Lit)
unless exemption present
        AND lu_cit.CODE IN ('4', '5')                                    --US citizen or naturalized
        AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)            --active custody level cannot be 4
(close) or 5 (maximum)
        AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                      --cannot be class A,B,C,D sex offender
        AND sco.LIFE_OR_DEATH_ID IS NULL                                   --no life/death sentence
        AND cpc.ACTIVE_FLAG = 'Y'                                        --active correctional plan
        AND vba.DATE_UNASSIGNED IS NULL                                    --bed is currently assigned
        AND e.DOC_ID NOT IN
           (SELECT DOC_ID
            FROM DOC_CLASSIFICATION
                  LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID = lu_class.LOOKUP_ID
                AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
            WHERE lu_class.CODE NOT IN ('C', 'F'))                       --no pending classification
        AND e.DOC_ID NOT IN
           (SELECT DOC_ID
            FROM AZ_DOC_DSC_STAFF_REVIEW dsr
                  LEFT OUTER JOIN LOOKUPS lu_dsr
                            ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                              AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
            WHERE lu_dsr.CODE <> 'C')                                    --no pending disciplinary
        AND e.DOC_ID NOT IN (SELECT DOC_ID
```

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```
                FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                    INNER JOIN AZ_DOC_LOCATOR_CODE loc
                        ON ith.LOCATOR_CODE_ID = loc.LOCATOR_CODE_ID
                WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))       --never been assigned to the 3 2nd
chance center units (L40,B61,C49)
    AND e.DOC_ID NOT IN (SELECT DOC_ID
                FROM AZ_DOC_HWD_DETAINER hwdd
                    LEFT OUTER JOIN LOOKUPS lu_det_s
                        ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                          AND lu_det_s.LOOKUP_CATEGORY = 'DETAINER_STATUS'
                    LEFT OUTER JOIN LOOKUPS lu_det_t
                        ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                          AND lu_det_t.LOOKUP_CATEGORY = 'DETAINER_TYPE'
                WHERE lu_det_s.CODE = 'A'
                 AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no active felony or ICE detainers
    AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                FROM DOC_PROGRAM_DETAIL dpd
                    INNER JOIN DOC_PR_PROGRAM dpp
                        ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                    INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                        ON dpd_cat.PR_DETAIL_ID = dpd.RELATED_DETAIL
                    INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                        ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                   INNER JOIN DOC_PR_CYCLE dpc
                        ON dpcu.PROGRAM_UNIT_ID = dpc.PROGRAM_UNIT_ID
                    INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                        ON dpc.LOCATION_AT_FACILITY_ID = adil.INTERNAL_LOCATION_ID
                    LEFT OUTER JOIN DOC_PR_SESSION dps
                         ON dpc.CYCLE_ID = dps.CYCLE_ID
                    INNER JOIN DOC_PR_ASSIGNMENT dpa
                        ON dpc.CYCLE_ID = dpa.CYCLE_ID
                    INNER JOIN DOC_EPISODE de
                        ON dpa.DOC_ID = de.DOC_ID
                    INNER JOIN PERSON p
                        ON de.PERSON_ID = p.PERSON_ID
                    LEFT OUTER JOIN LOOKUPS lu_prog
                         ON dpa.ENROLL_STATUS_ID = lu_prog.LOOKUP_ID
                           AND lu_prog.LOOKUP_CATEGORY = 'ENROLLMENT_STATUS'
                WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                  AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                              ('3733', 'A011', 'A021', 'A025', 'A031', 'S044', 'S045',
                               'E001',
                               'E007', 'E009',
                               'E998'))))
```

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, March 13, 2020 8:05 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: David Wrbelis <David.Wrbelis@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Query Performance

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Keith,

Here is the full query below. I appreciate your help.

```
SELECT DISTINCT p.ADC_NUMBER
                    , p.SURNAME || ', ' ||
p.FIRST_NAME                                          AS "NAME"
                    , FIRST_VALUE(lc.LOCATOR_NAME)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE
DESC) AS "LOCATION"    --gets current complex & unit
                    , vbcb.BED_NUMBER_DESIGNATION || ' ' ||
vbcb.BUILDING_CODE                    AS BED_CELL_BLDG --gets current bed-cell-bldg
assignment
                    , CASE
                          WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                              THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual
lock release date if manual lock present
                          WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                              THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses
adjusted release date if present
                          ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
            END

     AS EARLIEST_RELEASE_DATE
                    , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE
DESC) --gets most recent community risk level

                                                                    AS COMMUNITY_RISK_SCORE
        FROM PERSON p
                 INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                            ON p.PERSON_ID = d.PERSON_ID
                 INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                            ON d.PERSON_ID = m.PERSON_ID
                 INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                            ON m.PERSON_ID = mh.PERSON_ID
                 INNER JOIN DOC_EPISODE e --to get DOC_ID
                            ON mh.PERSON_ID = e.PERSON_ID
                 INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                            ON e.DOC_ID = sce.DOC_ID
                 INNER JOIN AZ_DOC_SC_OFFENSE sco
                            ON CASE
                                   WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN
sce.FINAL_OFFENSE_ID_ML
                                   ELSE sce.FINAL_OFFENSE_ID
                                   END
                               = sco.OFFENSE_ID --joins on final ruling only
                 INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current
complex/unit and location history
                            ON e.DOC_ID = ith.DOC_ID
                 INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                            ON ith.DOC_ID = vba.DOC_ID
                 INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of
bed/cell/bldg location
                            ON vba.BED_ID = vbcb.BED_ID
                 INNER JOIN DOC_CLASSIFICATION c --to get classification history
                            ON e.DOC_ID = c.DOC_ID
                 INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                            ON c.DOC_ID = ae.DOC_ID
                 INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
```

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```
                            ON c.DOC_ID = et.DOC_ID
                INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                            ON et.DOC_ID = ea.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                            ON ea.DOC_ID = cp.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get
RISK_LEVEL_SCORE(community risk score)
                            ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
                LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                                ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
                LEFT OUTER JOIN LOOKUPS lu_status
                                ON p.STATUS_ID = lu_status.LOOKUP_ID
                                    AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
                LEFT OUTER JOIN LOOKUPS lu_med
                                ON m.MED_SCORE = lu_med.LOOKUP_ID
                                    AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
                LEFT OUTER JOIN LOOKUPS lu_mh
                                ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                                    AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
                LEFT OUTER JOIN LOOKUPS lu_cit
                                ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                                    AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
                LEFT OUTER JOIN LOOKUPS lu_dis
                                ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                                    AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
                LEFT OUTER JOIN LOOKUPS lu_sex
                                ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                                    AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
        WHERE (CASE
                   WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
                   WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
                   ELSE sce.RELEASE_DTM
               END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                                  --
release date must be 82-90 days from current date
          AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')                  --
status is active
          AND lu_med.CODE NOT IN ('M4', 'M5')                                              --
medical score cannot be M4 (poor-fair physical condition) or M5 (poor condition)
          AND lu_mh.CODE NOT IN ('4', '5')                                                 --
mental health score cannot be MH4 or MH5
          AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0
AND
                ea.EXEMPTION_ID IS NULL) OR
               ea.EXEMPTION_ID IS NOT NULL)                                               --TABE
levels 8th grade or above (Man Lit) unless exemption present
          AND lu_cit.CODE IN ('4', '5')                                                    --US
citizen or naturalized
          AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)                        --
active custody level cannot be 4 (close) or 5 (maximum)
          AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                                      --
cannot be class A,B,C,D sex offender
          AND sco.LIFE_OR_DEATH_ID IS NULL                                                 --no
life/death sentence
          AND cpc.ACTIVE_FLAG = 'Y'                                                        --
active correctional plan
          AND vba.DATE_UNASSIGNED IS NULL                                                  --bed
is currently assigned
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM DOC_CLASSIFICATION
                        LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID =
lu_class.LOOKUP_ID
```

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```
                AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
            WHERE lu_class.CODE NOT IN ('C', 'F'))                                    --no
pending classification
        AND e.DOC_ID NOT IN
            (SELECT DOC_ID
             FROM AZ_DOC_DSC_STAFF_REVIEW dsr
                      LEFT OUTER JOIN LOOKUPS lu_dsr
                                      ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                                          AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
             WHERE lu_dsr.CODE <> 'C')                                                --no
pending disciplinary
        AND e.DOC_ID NOT IN (SELECT DOC_ID
                             FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                                      INNER JOIN AZ_DOC_LOCATOR_CODE loc
                                                 ON ith.LOCATOR_CODE_ID =
loc.LOCATOR_CODE_ID
                             WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))         --
never been assigned to the 3 2nd chance center units (L40,B61,C49)
        AND e.DOC_ID NOT IN (SELECT DOC_ID
                             FROM AZ_DOC_HWD_DETAINER hwdd
                                      LEFT OUTER JOIN LOOKUPS lu_det_s
                                                      ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                                                          AND lu_det_s.LOOKUP_CATEGORY =
'DETAINER_STATUS'
                                      LEFT OUTER JOIN LOOKUPS lu_det_t
                                                      ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                                                          AND lu_det_t.LOOKUP_CATEGORY =
'DETAINER_TYPE'
                             WHERE lu_det_s.CODE = 'A'
                               AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no
active felony or ICE detainers
        AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                             FROM DOC_PROGRAM_DETAIL dpd
                                      INNER JOIN DOC_PR_PROGRAM dpp
                                                 ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                                      INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                                                 ON dpd_cat.PR_DETAIL_ID =
dpd.RELATED_DETAIL
                                      INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                                                 ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                                      INNER JOIN DOC_PR_CYCLE dpc
                                                 ON dpcu.PROGRAM_UNIT_ID =
dpc.PROGRAM_UNIT_ID
                                      INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                                                 ON dpc.LOCATION_AT_FACILITY_ID =
adil.INTERNAL_LOCATION_ID
                                      LEFT OUTER JOIN DOC_PR_SESSION dps
                                                      ON dpc.CYCLE_ID = dps.CYCLE_ID
                                      INNER JOIN DOC_PR_ASSIGNMENT dpa
                                                 ON dpc.CYCLE_ID = dpa.CYCLE_ID
                                      INNER JOIN DOC_EPISODE de
                                                 ON dpa.DOC_ID = de.DOC_ID
                                      INNER JOIN PERSON p
                                                 ON de.PERSON_ID = p.PERSON_ID
                                      LEFT OUTER JOIN LOOKUPS lu_prog
                                                      ON dpa.ENROLL_STATUS_ID =
lu_prog.LOOKUP_ID
                                                          AND lu_prog.LOOKUP_CATEGORY =
'ENROLLMENT_STATUS'
                             WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                                 AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                                                            ('3733', 'A011', 'A021', 'A025',
```

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```
'A031', 'S044', 'S045',
                                                    'E001',
                                                    'E007', 'E009',
                                                    'E998'))))              --not
currently enrolled or participating in any of these programs
```

On Fri, Mar 13, 2020 at 3:47 AM Keith Francen <keith.francen@bndna.com> wrote:

> Please email us the complete current SQL statement that you need help tuning.
>
> **From:** Jeff Woodward <jwoodward@azadc.gov>
> **Sent:** Thursday, March 12, 2020 2:29 PM
> **To:** David Wrbelis <David.Wrbelis@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Scott Brauer <scott.brauer@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Query Performance
>
> Hey guys,
>
> I need to make a couple changes to my query in my ADC_SP_SCC_ELIGIBILITY_RPT stored procedure. There are 2 subqueries that I need to remove due to a change in business requirements.
>
> However, once I remove either of the subqueries, the query becomes so slow that I'm not sure if it will ever finish (I've let it run for up to 30 mins). It doesn't really seem to make sense to me...I would normally expect that to actually speed up the query. It's a fairly heavy query as it is (takes about 90 seconds to run).
>
> I wanted to reach out to you guys to see if maybe there was an index or something created on my stored procedure, and that once I change my query that index isn't used anymore, causing the slowdown? Just trying to figure out why this query is so slow and had that thought that maybe there was an index.
>
> Can you guys confirm if there is an index on my procedure or not, or provide any other assistance to speed this thing up?
>
> These are the 2 sections of SQL that I need to remove from the query, so there are 3 tables that would no longer be needed.
>
> AZ_DOC_DETENTION_MAIN
> AZ_DOC_DETENTION_DETAIL
> AZ_DOC_PROT_CUSTODY_HISTORY
>
> ```
> AND p.PERSON_ID NOT IN (SELECT dm.PERSON_ID
>                         FROM AZ_DOC_DETENTION_MAIN dm
>                                  INNER JOIN AZ_DOC_DETENTION_DETAIL dd
>                                             ON dm.DETENTION_MAIN_ID = dd.DETENTION_MAIN_ID
>                                  LEFT OUTER JOIN LOOKUPS lu_det
>                                                  ON dd.DETENTION_REASON_ID =
> lu_det.LOOKUP_ID
>                                                      AND lu_det.LOOKUP_CATEGORY =
> 'PM_REASON_DETENTION'
>                         WHERE dd.DETENTION_END_DATE IS NULL
>                           AND lu_det.CODE <> 'RD3')                         -
> AND e.DOC_ID NOT IN (SELECT DOC_ID
>                      FROM AZ_DOC_PROT_CUSTODY_HISTORY pch
>                               LEFT OUTER JOIN LOOKUPS lu_pch
>                                               ON pch.STATUS_ID = lu_pch.LOOKUP_ID
>                                                   AND lu_pch.<span style="font-
> family:Consolas;color:rgb(152,11
> ```

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> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: Jeff Woodward; Thad Lowry
Cc: Aaron Bailey; Holly Greene; Charles Spannagel
Subject: RE: Query Performance
Date: Thursday, March 26, 2020 5:20:03 AM
Attachments: jeff.txt

Jeff, I have a couple of days available now. Do you want me to start looking at this or have you already finished?

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, March 13, 2020 11:25 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: Re: Query Performance

Keith,

Thanks for the feedback. I'm sure you can tell from looking at it that the requirements for this report kept growing, and that's the main reason for all the subqueries. It became a beast that I didn't want to have to rewrite,

I'll work on improving this today.

Thanks!

On Fri, Mar 13, 2020 at 8:43 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> SO #3 should read:
>
> 1. Don't use the lookup Description as a comparison. Use code
>
> - Descriptions can be changed by the users – It is used in the UI – the Codes don't' change
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
> Business & Decision
>
> ---
>
> **From:** Keith Francen <keith.francen@bndna.com>
> **Sent:** Friday, March 13, 2020 8:41 AM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Cc:** Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
> **Subject:** RE: Query Performance

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#3 is Description not status.

I will continue my analysis on the SQL. This was just the preliminary findings.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Friday, March 13, 2020 8:38 AM
To: Jeff Woodward <jwoodward@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Keith Francen <keith.francen@bndna.com>; Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: RE: Query Performance

From: Keith Francen <keith.francen@bndna.com>
Sent: Friday, March 13, 2020 8:27 AM
To: Harika Chikkala <harika.chikkala@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: FW: Query Performance

1. The subqueries need to be move to a “WITH” so they are only executed once.
2. The “NOT IN” need to be rewritten where possible
3. Don’t use the lookup status as a comparison. Use code/category
4. Limit the main query and try to eliminate the distinct
5. No indexes should be need if #1,#2, #4 are done. The high cost is due to the nested loops caused by the subqueries

```
SELECT DISTINCT p.ADC_NUMBER
              , p.SURNAME || ', ' || p.FIRST_NAME                          AS "NAME"
              , FIRST_VALUE(lc.LOCATOR_NAME)
                     OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE DESC) AS
"LOCATION"    --gets current complex & unit
              , vbcb.BED_NUMBER_DESIGNATION || ' ' || vbcb.BUILDING_CODE          AS BED_CELL_BLDG -
-gets current bed-cell-bldg assignment
              , CASE
                  WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                    THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual lock release date if
manual lock present
                  WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                    THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses adjusted release date if
present
                  ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
        END
                                                                  AS EARLIEST_RELEASE_DATE
              , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                     OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE DESC) --gets most recent
community risk level
                                                                  AS COMMUNITY_RISK_SCORE
      FROM PERSON p
           INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                  ON p.PERSON_ID = d.PERSON_ID
```

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```
        INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
            ON d.PERSON_ID = m.PERSON_ID
        INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
            ON m.PERSON_ID = mh.PERSON_ID
        INNER JOIN DOC_EPISODE e --to get DOC_ID
            ON mh.PERSON_ID = e.PERSON_ID
        INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
            ON e.DOC_ID = sce.DOC_ID
        INNER JOIN AZ_DOC_SC_OFFENSE sco
            ON CASE
                WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.FINAL_OFFENSE_ID_ML
                ELSE sce.FINAL_OFFENSE_ID
                END
              = sco.OFFENSE_ID --joins on final ruling only
        INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current complex/unit and
location history
            ON e.DOC_ID = ith.DOC_ID
        INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
            ON ith.DOC_ID = vba.DOC_ID
        INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of bed/cell/bldg location
            ON vba.BED_ID = vbcb.BED_ID
        INNER JOIN DOC_CLASSIFICATION c --to get classification history
            ON e.DOC_ID = c.DOC_ID
        INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
            ON c.DOC_ID = ae.DOC_ID
        INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
            ON c.DOC_ID = et.DOC_ID
        INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
            ON et.DOC_ID = ea.DOC_ID
        INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
            ON ea.DOC_ID = cp.DOC_ID
        INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get RISK_LEVEL_SCORE(community risk
score)
            ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
        LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
              ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
        LEFT OUTER JOIN LOOKUPS lu_status
              ON p.STATUS_ID = lu_status.LOOKUP_ID
                AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
        LEFT OUTER JOIN LOOKUPS lu_med
              ON m.MED_SCORE = lu_med.LOOKUP_ID
                AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
        LEFT OUTER JOIN LOOKUPS lu_mh
              ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
        LEFT OUTER JOIN LOOKUPS lu_cit
              ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
        LEFT OUTER JOIN LOOKUPS lu_dis
              ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
```

AMERICAN OVERSIGHT

```
            LEFT OUTER JOIN LOOKUPS lu_sex
                    ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                      AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
      WHERE (CASE
              WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
              WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
              ELSE sce.RELEASE_DTM
          END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                    --release date must be 82-90 days
from current date
      AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')        --status is active
      AND lu_med.CODE NOT IN ('M4', 'M5')                                --medical score cannot be M4 (poor-fair
physical condition) or M5 (poor condition)
      AND lu_mh.CODE NOT IN ('4', '5')                                   --mental health score cannot be MH4 or MH5
      AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0 AND
          ea.EXEMPTION_ID IS NULL) OR
          ea.EXEMPTION_ID IS NOT NULL)                                   --TABE levels 8th grade or above (Man Lit)
unless exemption present
      AND lu_cit.CODE IN ('4', '5')                                  --US citizen or naturalized
      AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)          --active custody level cannot be 4
(close) or 5 (maximum)
      AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                    --cannot be class A,B,C,D sex offender
      AND sco.LIFE_OR_DEATH_ID IS NULL                                   --no life/death sentence
      AND cpc.ACTIVE_FLAG = 'Y'                                      --active correctional plan
      AND vba.DATE_UNASSIGNED IS NULL                                    --bed is currently assigned
      AND e.DOC_ID NOT IN
        (SELECT DOC_ID
         FROM DOC_CLASSIFICATION
              LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID = lu_class.LOOKUP_ID
            AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
         WHERE lu_class.CODE NOT IN ('C', 'F'))                          --no pending classification
      AND e.DOC_ID NOT IN
        (SELECT DOC_ID
         FROM AZ_DOC_DSC_STAFF_REVIEW dsr
              LEFT OUTER JOIN LOOKUPS lu_dsr
                    ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                      AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
         WHERE lu_dsr.CODE <> 'C')                                    --no pending disciplinary
      AND e.DOC_ID NOT IN (SELECT DOC_ID
                  FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                       INNER JOIN AZ_DOC_LOCATOR_CODE loc
                             ON ith.LOCATOR_CODE_ID = loc.LOCATOR_CODE_ID
                  WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))       --never been assigned to the 3 2nd
chance center units (L40,B61,C49)
      AND e.DOC_ID NOT IN (SELECT DOC_ID
                  FROM AZ_DOC_HWD_DETAINER hwdd
                       LEFT OUTER JOIN LOOKUPS lu_det_s
                             ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                               AND lu_det_s.LOOKUP_CATEGORY = 'DETAINER_STATUS'
                       LEFT OUTER JOIN LOOKUPS lu_det_t
                             ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                               AND lu_det_t.LOOKUP_CATEGORY = 'DETAINER_TYPE'
```

AMERICAN OVERSIGHT

```
                WHERE lu_det_s.CODE = 'A'
                  AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no active felony or ICE detainers
      AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                FROM DOC_PROGRAM_DETAIL dpd
                     INNER JOIN DOC_PR_PROGRAM dpp
                          ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                     INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                          ON dpd_cat.PR_DETAIL_ID = dpd.RELATED_DETAIL
                     INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                          ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                    INNER JOIN DOC_PR_CYCLE dpc
                          ON dpcu.PROGRAM_UNIT_ID = dpc.PROGRAM_UNIT_ID
                     INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                          ON dpc.LOCATION_AT_FACILITY_ID = adil.INTERNAL_LOCATION_ID
                     LEFT OUTER JOIN DOC_PR_SESSION dps
                           ON dpc.CYCLE_ID = dps.CYCLE_ID
                     INNER JOIN DOC_PR_ASSIGNMENT dpa
                         ON dpc.CYCLE_ID = dpa.CYCLE_ID
                     INNER JOIN DOC_EPISODE de
                          ON dpa.DOC_ID = de.DOC_ID
                     INNER JOIN PERSON p
                          ON de.PERSON_ID = p.PERSON_ID
                     LEFT OUTER JOIN LOOKUPS lu_prog
                           ON dpa.ENROLL_STATUS_ID = lu_prog.LOOKUP_ID
                             AND lu_prog.LOOKUP_CATEGORY = 'ENROLLMENT_STATUS'
                WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                  AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                              ('3733', 'A011', 'A021', 'A025', 'A031', 'S044', 'S045',
                               'E001',
                               'E007', 'E009',
                               'E998'))))
```

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Friday, March 13, 2020 8:05 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: David Wrbelis <David.Wrbelis@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Query Performance

Keith,

Here is the full query below. I appreciate your help.

```
SELECT DISTINCT p.ADC_NUMBER
                     , p.SURNAME || ', ' ||
p.FIRST_NAME                                          AS "NAME"
                    , FIRST_VALUE(lc.LOCATOR_NAME)
                                  OVER (PARTITION BY p.ADC_NUMBER ORDER BY ith.MOVEMENT_DATE
DESC) AS "LOCATION"    --gets current complex & unit
                     , vbcb.BED_NUMBER_DESIGNATION || ' ' ||
vbcb.BUILDING_CODE                    AS BED_CELL_BLDG --gets current bed-cell-bldg
```

AMERICAN OVERSIGHT

```
assignment
                    , CASE
                          WHEN sce.MANUAL_LOCK_FLAG = 'Y'
                              THEN TO_CHAR(sce.RELEASE_DTM_ML, 'mm/dd/yyyy') --uses manual
lock release date if manual lock present
                          WHEN sce.ADJ_RLS_DTS_FLAG = 'Y'
                              THEN TO_CHAR(sce.RELEASE_DTM_ARD, 'mm/dd/yyyy') --uses
adjusted release date if present
                          ELSE TO_CHAR(sce.RELEASE_DTM, 'mm/dd/yyyy')
           END

     AS EARLIEST_RELEASE_DATE
                    , FIRST_VALUE(cpc.RISK_LEVEL_SCORE)
                                OVER (PARTITION BY p.ADC_NUMBER ORDER BY cp.START_DATE
DESC) --gets most recent community risk level

                                                                    AS COMMUNITY_RISK_SCORE
       FROM PERSON p
                INNER JOIN DEMOGRAPHICS d --needed for citizenship status
                          ON p.PERSON_ID = d.PERSON_ID
                INNER JOIN AZ_INT_MEDICAL_HEALTH m --to get medical health score
                          ON d.PERSON_ID = m.PERSON_ID
                INNER JOIN AZ_INT_MENTAL_HEALTH_ACTION mh --to get mental health score
                          ON m.PERSON_ID = mh.PERSON_ID
                INNER JOIN DOC_EPISODE e --to get DOC_ID
                          ON mh.PERSON_ID = e.PERSON_ID
                INNER JOIN AZ_DOC_SC_EPISODE sce --to get OFFENSE_ID
                          ON e.DOC_ID = sce.DOC_ID
                INNER JOIN AZ_DOC_SC_OFFENSE sco
                          ON CASE
                                WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN
sce.FINAL_OFFENSE_ID_ML
                                ELSE sce.FINAL_OFFENSE_ID
                                END
                             = sco.OFFENSE_ID --joins on final ruling only
                INNER JOIN AZ_DOC_INMATE_TRAFFIC_HISTORY ith --to get inmate's current
complex/unit and location history
                          ON e.DOC_ID = ith.DOC_ID
                INNER JOIN AZ_DOC_BED_ASSIGNMENT_V vba --to get bed assignment id and status
                          ON ith.DOC_ID = vba.DOC_ID
                INNER JOIN VIEW_BED_CELL_BUILDING vbcb --to get friendly name of
bed/cell/bldg location
                          ON vba.BED_ID = vbcb.BED_ID
                INNER JOIN DOC_CLASSIFICATION c --to get classification history
                          ON e.DOC_ID = c.DOC_ID
                INNER JOIN DOC_CLASS_ARREST_ESCAPE ae --to get sex offender history
                          ON c.DOC_ID = ae.DOC_ID
                INNER JOIN DOC_EDUCATION_TABE et --to get inmate's TABE scores
                          ON c.DOC_ID = et.DOC_ID
                INNER JOIN DOC_EDUCATION_ACHIEVEMENT ea --to check for education exemptions
                          ON et.DOC_ID = ea.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN cp --to get CORRECTIONAL_PLAN_ID
                          ON ea.DOC_ID = cp.DOC_ID
                INNER JOIN AZ_DOC_CORRECTIONAL_PLAN_CALC cpc --to get
RISK_LEVEL_SCORE(community risk score)
                          ON cp.CORRECTIONAL_PLAN_ID = cpc.CORRECTIONAL_PLAN_ID
                LEFT OUTER JOIN AZ_DOC_LOCATOR_CODE lc --lookup for locator codes
                               ON ith.LOCATOR_CODE_ID = lc.LOCATOR_CODE_ID
                LEFT OUTER JOIN LOOKUPS lu_status
                               ON p.STATUS_ID = lu_status.LOOKUP_ID
                                   AND lu_status.LOOKUP_CATEGORY = 'INMATE_STATUS'
```

AMERICAN OVERSIGHT

```
                LEFT OUTER JOIN LOOKUPS lu_med
                                ON m.MED_SCORE = lu_med.LOOKUP_ID
                                    AND lu_med.LOOKUP_CATEGORY = 'CMMEDICL'
                LEFT OUTER JOIN LOOKUPS lu_mh
                                ON MH_STATUS_ID = lu_mh.LOOKUP_ID
                                    AND lu_mh.LOOKUP_CATEGORY = 'MHSTATUS'
                LEFT OUTER JOIN LOOKUPS lu_cit
                                ON d.COUNTRY_OF_CITIZENSHIP = lu_cit.LOOKUP_ID
                                    AND lu_cit.LOOKUP_CATEGORY = 'CITIZENSHIP'
                LEFT OUTER JOIN LOOKUPS lu_dis
                                ON c.CUSTODY_DISCIPLINE_LEVEL_ID = lu_dis.LOOKUP_ID
                                    AND lu_dis.LOOKUP_CATEGORY = 'CU_LEVEL'
                LEFT OUTER JOIN LOOKUPS lu_sex
                                ON ae.SEX_OFF_STATUS_ID = lu_sex.LOOKUP_ID
                                    AND lu_sex.LOOKUP_CATEGORY = 'SEX_OFFENSE_STATUS'
        WHERE (CASE
                    WHEN sce.MANUAL_LOCK_FLAG = 'Y' THEN sce.RELEASE_DTM_ML
                    WHEN sce.ADJ_RLS_DTS_FLAG = 'Y' THEN sce.RELEASE_DTM_ARD
                    ELSE sce.RELEASE_DTM
            END) BETWEEN SYSDATE + 82 AND SYSDATE + 90                                  --
release date must be 82-90 days from current date
          AND (lu_status.DESCRIPTION = 'Active' AND lu_status.CODE = 'A')               --
status is active
          AND lu_med.CODE NOT IN ('M4', 'M5')                                           --
medical score cannot be M4 (poor-fair physical condition) or M5 (poor condition)
          AND lu_mh.CODE NOT IN ('4', '5')                                              --
mental health score cannot be MH4 or MH5
          AND ((et.READING_SCORE >= 8.0 AND et.MATH_SCORE >= 8.0 AND et.LANGUAGE_SCORE >= 8.0
AND
                ea.EXEMPTION_ID IS NULL) OR
               ea.EXEMPTION_ID IS NOT NULL)                                             --TABE
levels 8th grade or above (Man Lit) unless exemption present
          AND lu_cit.CODE IN ('4', '5')                                                 --US
citizen or naturalized
          AND (lu_dis.CODE NOT IN ('4', '5') AND c.END_DTM IS NULL)                     --
active custody level cannot be 4 (close) or 5 (maximum)
          AND lu_sex.CODE NOT IN ('A', 'B', 'C', 'D')                                   --
cannot be class A,B,C,D sex offender
          AND sco.LIFE_OR_DEATH_ID IS NULL                                              --no
life/death sentence
          AND cpc.ACTIVE_FLAG = 'Y'                                                     --
active correctional plan
          AND vba.DATE_UNASSIGNED IS NULL                                               --bed
is currently assigned
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM DOC_CLASSIFICATION
                        LEFT OUTER JOIN LOOKUPS lu_class ON DOC_CLASSIFICATION.STATUS_ID =
lu_class.LOOKUP_ID
                    AND lu_class.LOOKUP_CATEGORY = 'CLASSIFICATION_APPROVAL_STATUS'
               WHERE lu_class.CODE NOT IN ('C', 'F'))                                   --no
pending classification
          AND e.DOC_ID NOT IN
              (SELECT DOC_ID
               FROM AZ_DOC_DSC_STAFF_REVIEW dsr
                        LEFT OUTER JOIN LOOKUPS lu_dsr
                                        ON dsr.DISCIPLINE_STATUS_ID = lu_dsr.LOOKUP_ID
                                            AND lu_dsr.LOOKUP_CATEGORY = 'DISCIPLINE_STATUS'
               WHERE lu_dsr.CODE <> 'C')                                                --no
pending disciplinary
          AND e.DOC_ID NOT IN (SELECT DOC_ID
```

AMERICAN OVERSIGHT

```
                                FROM AZ_DOC_INMATE_TRAFFIC_HISTORY ith
                                        INNER JOIN AZ_DOC_LOCATOR_CODE loc
                                                ON ith.LOCATOR_CODE_ID =
loc.LOCATOR_CODE_ID
                                WHERE loc.LOCATOR_CODE IN ('L40', 'B61', 'C49'))         --
never been assigned to the 3 2nd chance center units (L40,B61,C49)
          AND e.DOC_ID NOT IN (SELECT DOC_ID
                                FROM AZ_DOC_HWD_DETAINER hwdd
                                        LEFT OUTER JOIN LOOKUPS lu_det_s
                                                ON hwdd.STATUS_ID = lu_det_s.LOOKUP_ID
                                                    AND lu_det_s.LOOKUP_CATEGORY =
'DETAINER_STATUS'
                                        LEFT OUTER JOIN LOOKUPS lu_det_t
                                                ON hwdd.TYPE_ID = lu_det_t.LOOKUP_ID
                                                    AND lu_det_t.LOOKUP_CATEGORY =
'DETAINER_TYPE'
                                WHERE lu_det_s.CODE = 'A'
                                  AND lu_det_t.CODE IN ('DT06', 'DT07', 'DT02', 'DT01')) --no
active felony or ICE detainers
          AND e.DOC_ID NOT IN (SELECT de.DOC_ID
                                FROM DOC_PROGRAM_DETAIL dpd
                                        INNER JOIN DOC_PR_PROGRAM dpp
                                                ON dpd.PR_DETAIL_ID = dpp.PR_DETAIL_ID
                                        INNER JOIN DOC_PROGRAM_DETAIL dpd_cat
                                                ON dpd_cat.PR_DETAIL_ID =
dpd.RELATED_DETAIL
                                        INNER JOIN DOC_PROGRAM_COMPLEX_UNIT dpcu
                                                ON dpp.PROGRAM_ID = dpcu.PROGRAM_ID
                                        INNER JOIN DOC_PR_CYCLE dpc
                                                ON dpcu.PROGRAM_UNIT_ID =
dpc.PROGRAM_UNIT_ID
                                        INNER JOIN AZ_DOC_INTERNAL_LOCATION adil
                                                ON dpc.LOCATION_AT_FACILITY_ID =
adil.INTERNAL_LOCATION_ID
                                        LEFT OUTER JOIN DOC_PR_SESSION dps
                                                ON dpc.CYCLE_ID = dps.CYCLE_ID
                                        INNER JOIN DOC_PR_ASSIGNMENT dpa
                                                ON dpc.CYCLE_ID = dpa.CYCLE_ID
                                        INNER JOIN DOC_EPISODE de
                                                ON dpa.DOC_ID = de.DOC_ID
                                        INNER JOIN PERSON p
                                                ON de.PERSON_ID = p.PERSON_ID
                                        LEFT OUTER JOIN LOOKUPS lu_prog
                                                ON dpa.ENROLL_STATUS_ID =
lu_prog.LOOKUP_ID
                                                    AND lu_prog.LOOKUP_CATEGORY =
'ENROLLMENT_STATUS'
                                WHERE (lu_prog.CODE = 'EN' OR lu_prog.CODE = 'PC'
                                    AND (dpd.CODE LIKE 'W%' OR dpd.CODE IN
                                                        ('3733', 'A011', 'A021', 'A025',
'A031', 'S044', 'S045',
                                                         'E001',
                                                         'E007', 'E009',
                                                         'E998'))))              --not
currently enrolled or participating in any of these programs
```

On Fri, Mar 13, 2020 at 3:47 AM Keith Francen <keith.francen@bndna.com> wrote:

> Please email us the complete current SQL statement that you need help tuning.

AMERICAN OVERSIGHT

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Thursday, March 12, 2020 2:29 PM
To: David Wrbelis <David.Wrbelis@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Scott Brauer <scott.brauer@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Query Performance

Hey guys,

I need to make a couple changes to my query in my ADC_SP_SCC_ELIGIBILITY_RPT stored procedure. There are 2 subqueries that I need to remove due to a change in business requirements.

However, once I remove either of the subqueries, the query becomes so slow that I'm not sure if it will ever finish (I've let it run for up to 30 mins). It doesn't really seem to make sense to me...I would normally expect that to actually speed up the query. It's a fairly heavy query as it is (takes about 90 seconds to run).

I wanted to reach out to you guys to see if maybe there was an index or something created on my stored procedure, and that once I change my query that index isn't used anymore, causing the slowdown? Just trying to figure out why this query is so slow and had that thought that maybe there was an index.

Can you guys confirm if there is an index on my procedure or not, or provide any other assistance to speed this thing up?

These are the 2 sections of SQL that I need to remove from the query, so there are 3 tables that would no longer be needed.

AZ_DOC_DETENTION_MAIN
AZ_DOC_DETENTION_DETAIL
AZ_DOC_PROT_CUSTODY_HISTORY

```
AND p.PERSON_ID NOT IN (SELECT dm.PERSON_ID
                        FROM AZ_DOC_DETENTION_MAIN dm
                                 INNER JOIN AZ_DOC_DETENTION_DETAIL dd
                                            ON dm.DETENTION_MAIN_ID = dd.DETENTION_MAIN_ID
                                 LEFT OUTER JOIN LOOKUPS lu_det
                                                 ON dd.DETENTION_REASON_ID =
lu_det.LOOKUP_ID
                                                     AND lu_det.LOOKUP_CATEGORY =
'PM_REASON_DETENTION'
                        WHERE dd.DETENTION_END_DATE IS NULL
                          AND lu_det.CODE <> 'RD3')                        -
AND e.DOC_ID NOT IN (SELECT DOC_ID
                     FROM AZ_DOC_PROT_CUSTODY_HISTORY pch
                              LEFT OUTER JOIN LOOKUPS lu_pch
                                              ON pch.STATUS_ID = lu_pch.LOOKUP_ID
                                                  AND lu_pch.<span style="font-
family:Consolas;color:rgb(152,11
```

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Thad Lowry; Sandy Wang; Spencer Scott
Subject: Re: Bug Severities
Date: Wednesday, March 25, 2020 9:13:10 AM

I will leave this to Sandy and Spender to review and provide their input on the severity assigned to each.

Please escalate to me if this cannot be solved.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Mar 25, 2020 at 9:07 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Please review 2 bugs that are currently classified as high
>
> By the definition of severity B&D considers these to be medium bugs

ID	Title	Assigned To	State	Created Date	Severity
40438	RMS/OMS Banner is not reflecting the correct amount of days remaining on supervision	Hassen Bengamra	Active	11/15/2019 3:36:51 PM	2 - High
42002	RPT 0760 - More than half of the Inmates are missing from RPT 760	David Wrbelis	Active	3/24/2020 9:30:54 AM	2 - High

> Thanks,

AMERICAN OVERSIGHT

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <Charles.Spannagel@bndna.com>
To:	Sandy Wang
Cc:	Al Dubrowa; Joseph Nicoletti; Aaron Bailey; Keith Barrier; Rusty Johnson; Elizabeth Charif; Spencer Scott; gmartinez1; jduvall; Holly Greene
Subject:	RE: Google Meet with External Guest
Date:	Tuesday, March 24, 2020 3:06:09 PM
Attachments:	image002.png

I will send to my team. Thanks Al, Sandy and team.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, March 24, 2020 2:55 PM
To: Charles Spannagel <Charles.Spannagel@bndna.com>
Cc: Al Dubrowa <adubrowa@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; jduvall <jduvall@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Google Meet with External Guest

Good News! We (Al specifically) finally figured out what was going on with external guests seeing the shared presentation.
There is a google extension that Charles had to install on his end for him to be able to join the Google Meet from his computer.
Al will follow up with more specific information. Please relay this information to your external guests.

On Thu, Mar 19, 2020 at 1:50 PM Sandy Wang <swang@azadc.gov> wrote:

> Charles, I am providing a followup to the Google Meet issue experienced earlier this week. The problem is that you were able to join us via voice, but not via the Meet invitation link, thus you were not able to see the shared screens.
>
> I asked Al to investigate further. I understand that Al did try a Google Meet session with you without success. On you end, you were asked to make a request to join, but Al did not see the request from his desktop at all, not to mention granting it. This morning, Al tested with Eli's hotmail account and she went through just fine without having to request to join.
>
> A couple of questions for you here:

AMERICAN OVERSIGHT

(1) Were you connecting to our GoogleMeet from your laptop?
(2) Is there another B&D email account we can test with to see if there is a pattern?

All, can you help with this? Any suggestions are most welcome.

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Holly Greene
Cc: Dean Allen; Thad Lowry; Joshua Connolly; Rusty Johnson; Joseph Nicoletti; Sandy Wang
Subject: Re: Code Deposit
Date: Tuesday, March 24, 2020 9:05:57 AM
Attachments: image001.png

Every time there is a deploy to production we export a copy of the source code then upload it to IronMountain for code escrow.

A link to IronMountain's description of software escrow.
https://www.ironmountain.com/resources/general-articles/w/what-is-software-escrow

Matt

From: Holly Greene <hgreene@azadc.gov>
Date: Tuesday, March 24, 2020 at 9:03 AM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>, Thad Lowry <thad.lowry@bndna.com>, Joshua Connolly <jconnolly@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>, Sandy Wang <swang@azadc.gov>
Subject: Re: Code Deposit

Hello Matt-

Please explain what this means as I'm not familiar.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Mar 24, 2020 at 8:48 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Holly,
>
> I've completed the code deposit for the Arizona trunk.

AMERICAN OVERSIGHT

Matt DeClue
IT Director Business & Decision, North America 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted] E: matt.declue@bndna.com

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AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: "JR Sloan"; Lisa Dee Meyerson Marshall
Cc: Spencer Scott; Holly Greene; Dean Allen; Chris Masson; Charles Spannagel; Trevor Baker
Subject: B&D"s response to Arbitration Request 41574
Date: Thursday, March 19, 2020 4:31:29 PM
Attachments: 41574_ADOA_Arbitration_BD_Evidence.docx

Attached is B&D's response to Arbitration Request 41574

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

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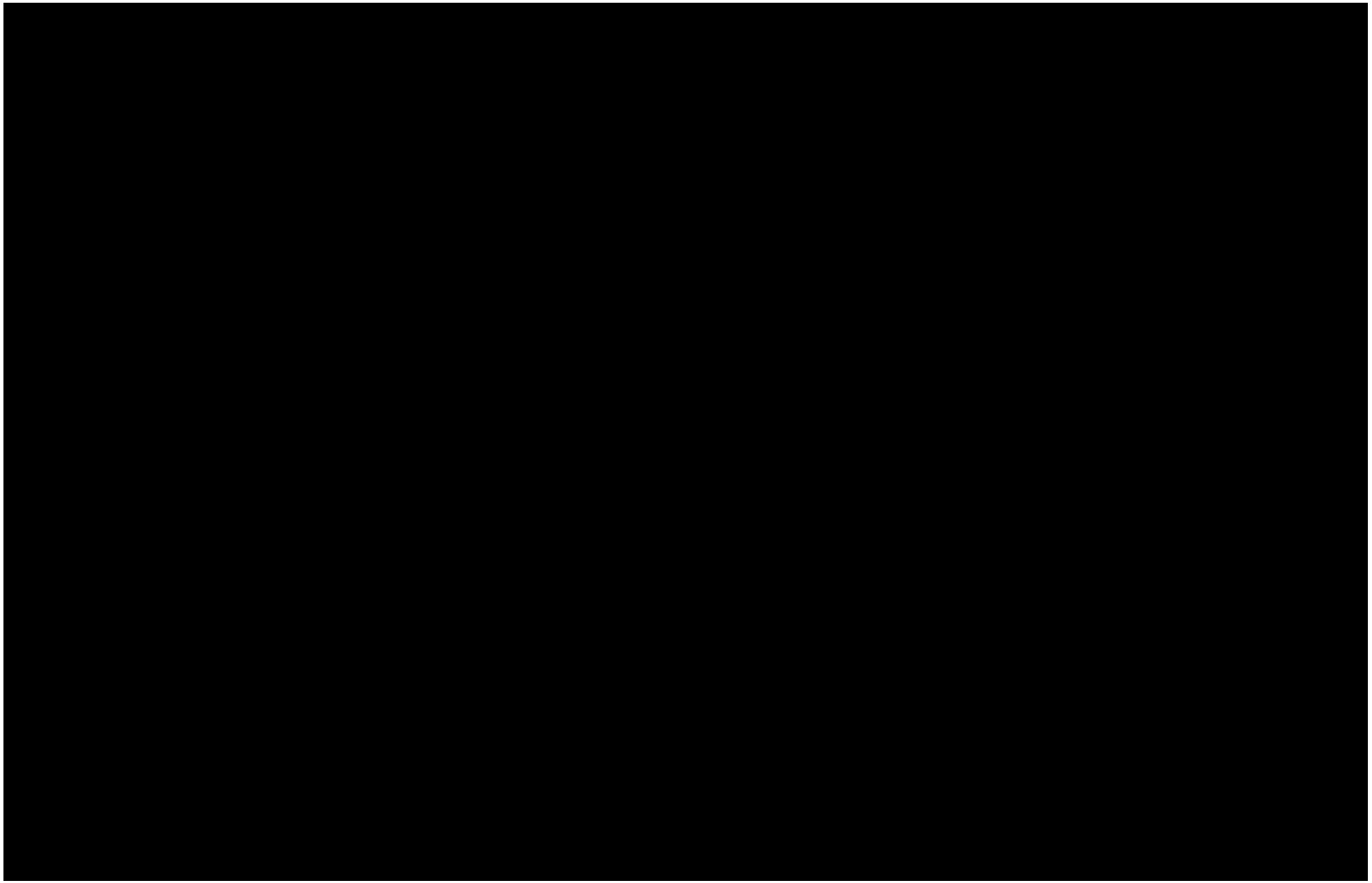
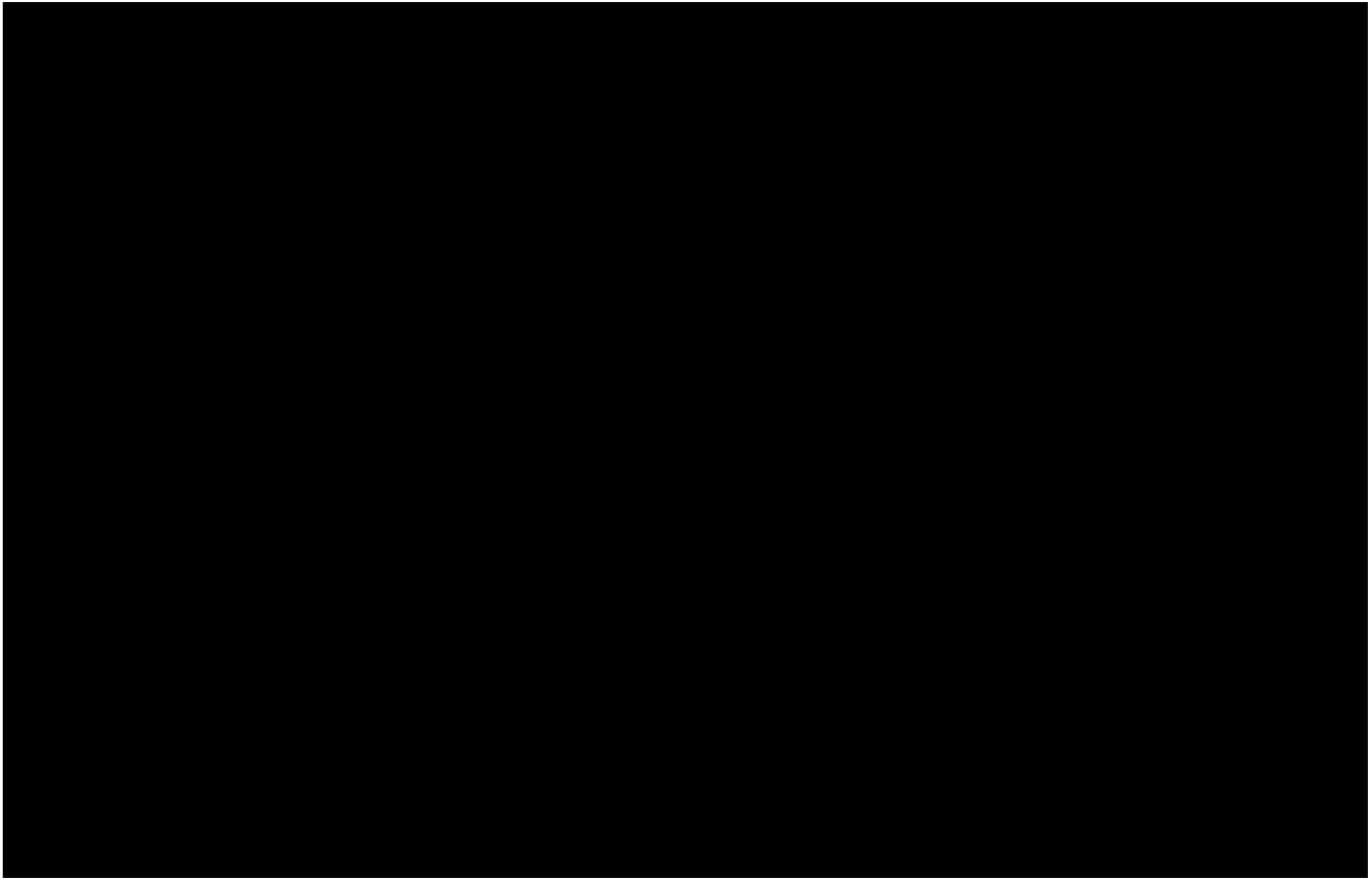
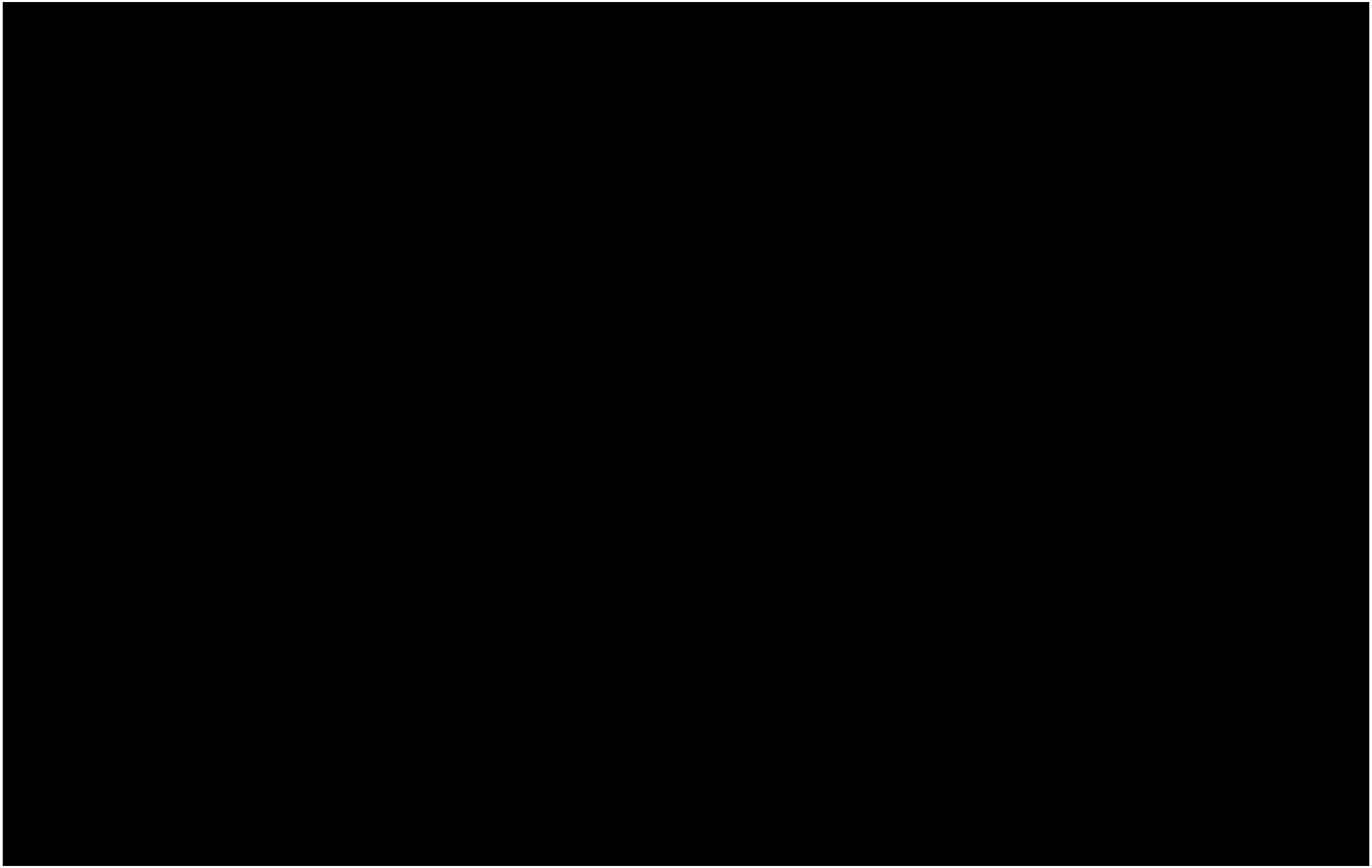


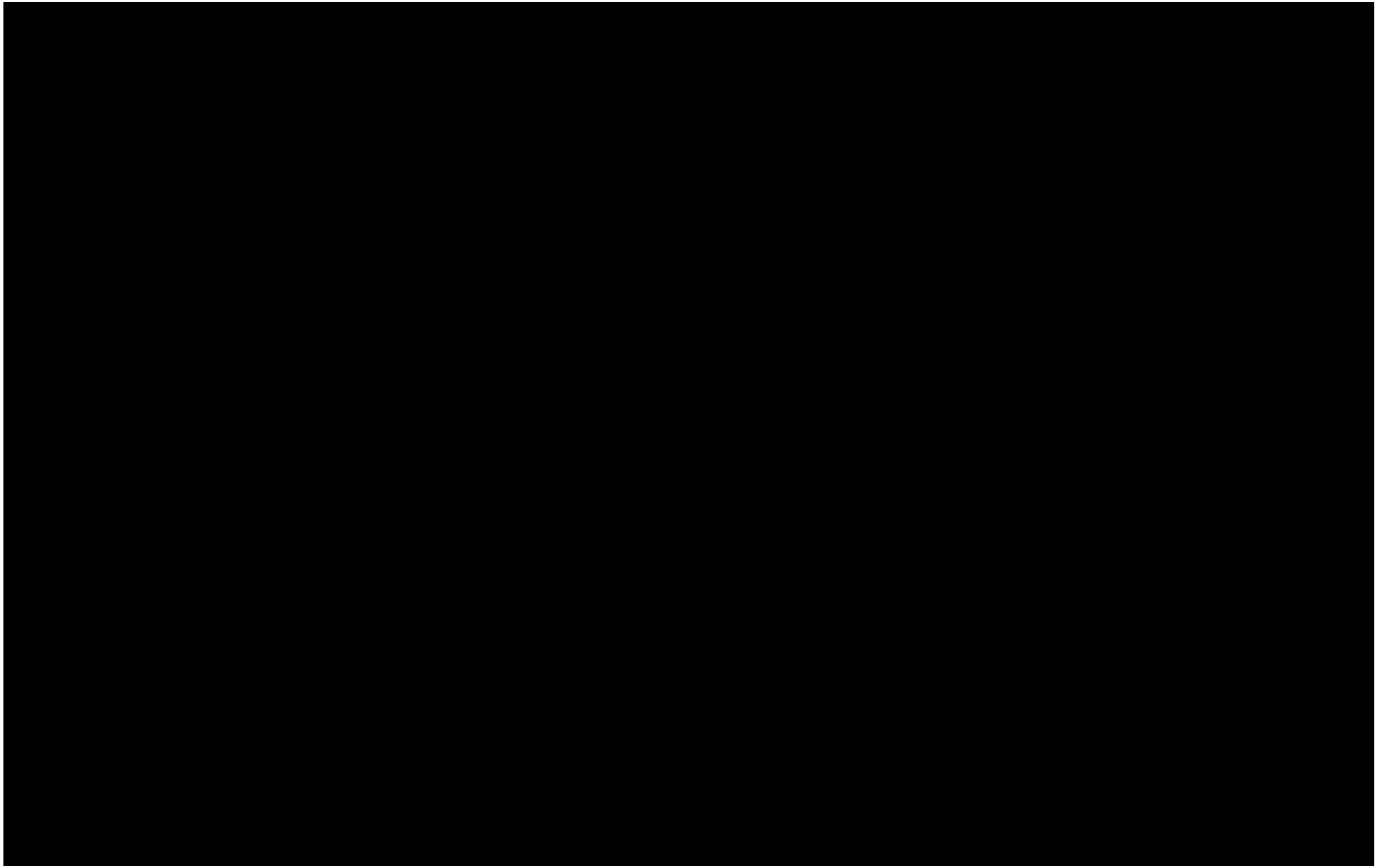
AMERICAN OVERSIGHT



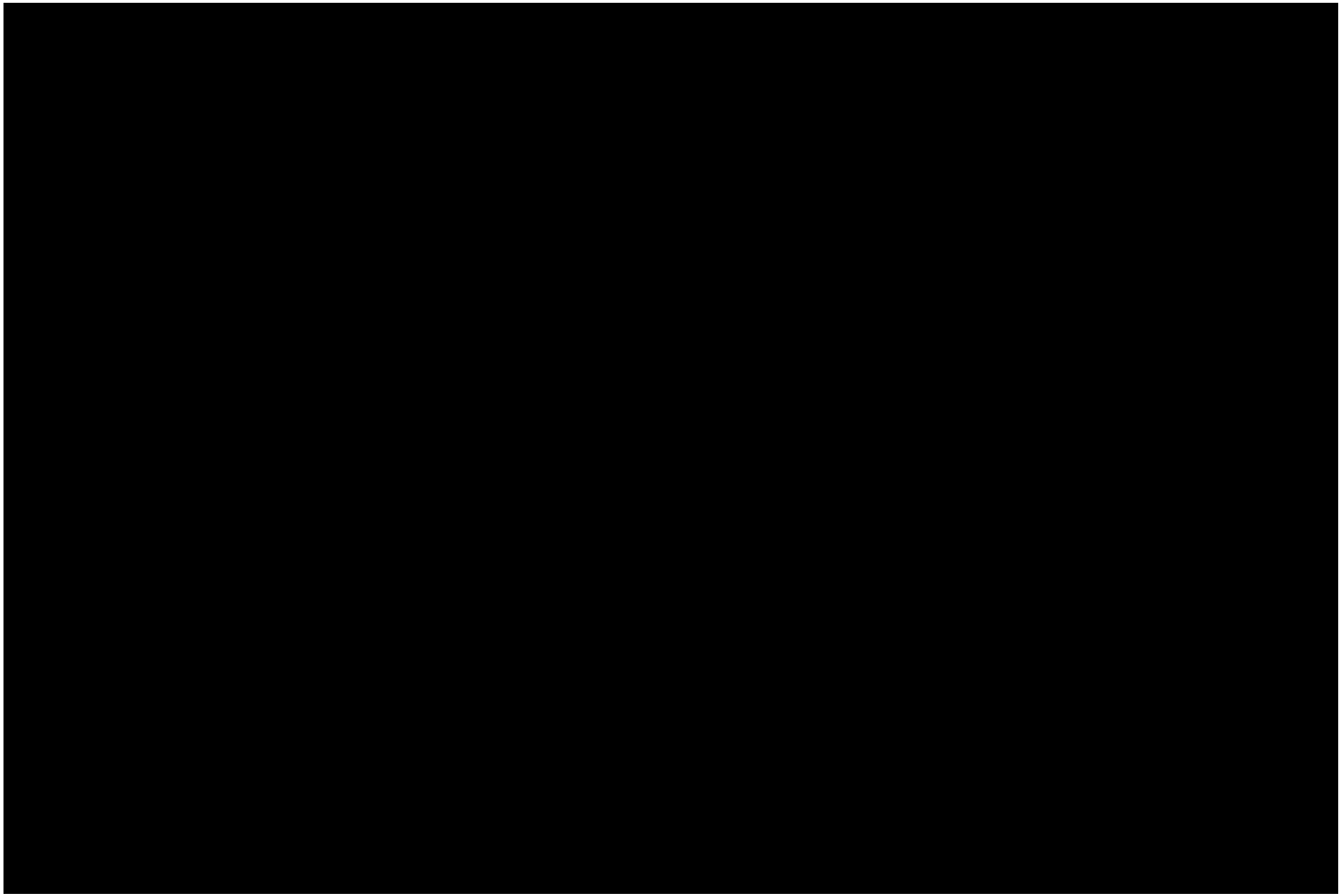
AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Lisa Dee Meyerson Marshall; Spencer Scott; Charles Spannagel
Cc: JR Sloan; Holly Greene; Elizabeth Charif; Sandy Wang; Chris Masson; Dean Allen
Subject: RE: Arbitration Request 41574
Date: Wednesday, March 18, 2020 12:08:29 PM

Hi Lisa,

We received the Arbitration request yesterday afternoon

Trevor, Cindy and Chris Masson will work on a response which should take a couple days and then we will be sending it on to the people on this email

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Sent: Wednesday, March 18, 2020 10:34 AM
To: Spencer Scott <sscott3@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: JR Sloan <jr.sloan@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: Arbitration Request 41574

I see that Charles Spannagel has been copied.
We will need B&D input before this can be evaluated.
I am ccing Thad Lowry as well.
If I missed an email in the series, just please let us know.
Best to all,
Lisa

On Tue, Mar 17, 2020 at 3:19 PM Spencer Scott <sscott3@azadc.gov> wrote:

> Arbitration submission for your review.
> Warm Regards,Preview attachment Arbitration 2020-03-17 bug 41574.docx

AMERICAN OVERSIGHT

Arbitration 2020-03-17 bug 41574.docx
802 KB

Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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--

Lisa Dee Meyerson Marshall
EPMO Manager, ADOA ASET
lisa.meyerson@azdoa.gov
602-364-4780; Cell 602-284-3186

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Spencer Scott; Sandy Wang
Cc:	Stacey Crabtree; Thad Lowry; Charles Spannagel; Chasity Byrd; Masson Chris; Jacob Whitson; George Martinez; Lisa Dee Meyerson Marshall; Marlene Coffey; Dean Allen; Joseph Nicoletti; Aaron Bailey; Albert Dubrowa; Elizabeth Charif; Janet Duvall
Subject:	Re: ACIS Daily Project Wrap Up
Date:	Tuesday, March 17, 2020 4:43:27 PM

Hello all-

We will keep the meetings going for the remainder of the week and those which follow. We still need to use this time to work through bug prioritization, communications and anything else that may be outstanding or urgent.

Spencer and Sandy-

Please ensure that the WebEx is adjusted to a Google Meet for the remainder of the series. Adjust the time to 30 min (3:30 to 4). Add Eli, Al and Janet to the series.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Mar 17, 2020 at 12:10 PM <sscott3@azadc.gov> wrote:

> We will be cancelling this meeting for today. Likely to be cancelled for the rest of the week, but leaving it scheduled other days in case it's needed. I don't have the ability to send an official cancellation for this meeting invite so please remove it from your calendars accordingly.
>
> **ACIS Daily Project Wrap Up**

AMERICAN OVERSIGHT

When Tue Mar 17, 2020 3:30pm – 4:30pm Mountain Standard Time - Phoenix

Where https://azgov.webex.com/join/dcloud (map)

Who
- dcloud@azadc.gov - organizer
- sscott3@azadc.gov
- hgreene@azadc.gov
- mkearns@azadc.gov
- scrabtre@azadc.gov
- swang@azadc.gov
- 1645_it_conference_r@azadc.gov
- gmartinez1@azadc.gov
- jwhitson@azadc.gov
- lisa.meyerson@azdoa.gov
- dean.allen@bndna.com
- abailey1@azadc.gov
- jnicole@azadc.gov
- mcoffey@azadc.gov
- chris.masson@bndna.com
- thad.lowry@bndna.com

We'll just kill the 3:00 bridge when it completes and then start this meeting immediately. This will likely actually begin around 3:30. This will just be a project touch base and wrap up from the 3:00 call results and keep communication channels open.

-- Do not delete or change any of the following text. --

Join meeting in my Webex Personal Room
https://azgov.webex.com/join/dcloud | 802 599 183

JOIN FROM A VIDEO CONFERENCING SYSTEM OR APPLICATION
Dial sip:dcloud@azgov.webex.com
You can also dial 173.243.2.68 and enter your meeting number.
If you are the host, you can also enter your host PIN in your video conferencing system or application to start the meeting.

JOIN BY PHONE
+1-415-655-0003 US Toll
Tap here to call (mobile phones only, hosts not supported): tel:%2B1-415-655-0003,,*01*802599183%23%23*01*
Access code: 802 599 183

Global call-in numbers:
https://azgov.webex.com/cmp3300/webcomponents/widget/globalcallin/globalcallin.do?siteurl=azgov&serviceType=MC&ED=594919407&tollFree=0

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Can't join the meeting?
https://collaborationhelp.cisco.com/article/WBX000029055

IMPORTANT NOTICE: Please note that this Webex service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining this session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session.

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Joseph Profiri
Cc: Holly Greene
Subject: Re: ADC CIO
Date: Monday, March 16, 2020 10:50:44 AM

Thank you Joe for the update.

Of course we will support Holly in the best way we can.

Thanks

Dean

> On Mar 16, 2020, at 10:41 AM, Joseph Profiri <jprofiri@azadc.gov> wrote:
>
> Good morning Dean,
>
> I wanted to inform you Dwight Cloud is no longer ADC's Chief Information Officer.
>
> You and your team may refer relevant matters to Interim CIO Holly Greene.
>
> If you have any questions or concerns please do not hesitate to contact me.
>
> Thank you,
>
> Joe
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To:	Jeff Woodward; David Wrbelis; Aaron Bailey; Charles Spannagel; Aaron Pratt; Holly Greene
Cc:	Thad Lowry
Subject:	RE: Query Performance
Date:	Friday, March 13, 2020 3:47:31 AM

Please email us the complete current SQL statement that you need help tuning.

From: Jeff Woodward <jwoodward@azadc.gov>
Sent: Thursday, March 12, 2020 2:29 PM
To: David Wrbelis <David.Wrbelis@bndna.com>; Keith Francen <keith.francen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Scott Brauer <scott.brauer@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Query Performance

Hey guys,

I need to make a couple changes to my query in my ADC_SP_SCC_ELIGIBILITY_RPT stored procedure. There are 2 subqueries that I need to remove due to a change in business requirements.

However, once I remove either of the subqueries, the query becomes so slow that I'm not sure if it will ever finish (I've let it run for up to 30 mins). It doesn't really seem to make sense to me...I would normally expect that to actually speed up the query. It's a fairly heavy query as it is (takes about 90 seconds to run).

I wanted to reach out to you guys to see if maybe there was an index or something created on my stored procedure, and that once I change my query that index isn't used anymore, causing the slowdown? Just trying to figure out why this query is so slow and had that thought that maybe there was an index.

Can you guys confirm if there is an index on my procedure or not, or provide any other assistance to speed this thing up?

These are the 2 sections of SQL that I need to remove from the query, so there are 3 tables that would no longer be needed.

AZ_DOC_DETENTION_MAIN
AZ_DOC_DETENTION_DETAIL
AZ_DOC_PROT_CUSTODY_HISTORY

```
AND p.PERSON_ID NOT IN (SELECT dm.PERSON_ID
                        FROM AZ_DOC_DETENTION_MAIN dm
                                 INNER JOIN AZ_DOC_DETENTION_DETAIL dd
                                            ON dm.DETENTION_MAIN_ID =
dd.DETENTION_MAIN_ID
                                 LEFT OUTER JOIN LOOKUPS lu_det
```

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```
                                                ON dd.DETENTION_REASON_ID =
lu_det.LOOKUP_ID
                                                    AND lu_det.LOOKUP_CATEGORY =
'PM_REASON_DETENTION'
                        WHERE dd.DETENTION_END_DATE IS NULL
                          AND lu_det.CODE <> 'RD3')                          -
AND e.DOC_ID NOT IN (SELECT DOC_ID
                     FROM AZ_DOC_PROT_CUSTODY_HISTORY pch
                             LEFT OUTER JOIN LOOKUPS lu_pch
                                             ON pch.STATUS_ID = lu_pch.LOOKUP_ID
                                                 AND lu_pch.LOOKUP_CATEGORY =
'PROT_CUST_STATUS'
                     WHERE lu_pch.CODE = 'OP')                               --no
active protective custody or protective segregation
```

--

Jeff Woodward
Ticketing System Administrator
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Office: 602.364.2998 | Cell: 602.469.0538 | jwoodward@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: gmartinez1; Sandy Wang
Cc: Spencer Scott; Dwight Cloud; Holly Greene; Elizabeth Charif; Chris Masson; Joseph Nicoletti; Aaron Pratt; Matt DeClue
Subject: RE: Is the interface down?
Date: Wednesday, March 11, 2020 1:32:40 PM

Matt and Aaron are investigating what happened

It appears to be an issue on the server where the interface services were not running

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Wednesday, March 11, 2020 12:46 PM
To: Sandy Wang <swang@azadc.gov>
Cc: Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Joseph Nicoletti <jnicole@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Is the interface down?

Clarification: the application Enforcer was not down, but the API interface was not updating visitor information from ACIS to Enforcer. It appears to be working at this time.

Thad, do we know what happened?

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Mar 10, 2020 at 4:03 PM Sandy Wang <swang@azadc.gov> wrote:

> Looping in PMs, Dwight, and Holly.
>
> George reported that Enforcer was down as well.

AMERICAN OVERSIGHT

On Tue, Mar 10, 2020 at 3:57 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> It was down – it is back up and running as of about 10 minutes ago
>
> We are looking into what happened
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
> Business & Decision
>
> **From:** Elizabeth Charif <echarif@azadc.gov>
> **Sent:** Tuesday, March 10, 2020 2:12 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Cc:** Sandy Wang <swang@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>
> **Subject:** Re: Is the interface down?
>
> Hi Thad and Chris,
>
> I received an OOO from Aaron so can you check the eOMIS interface? Please see the email below. Thank-you!
>
> Thanks,
>
> Elizabeth Charif
>
> Business Analyst
> Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
> 1645 W. Jefferson St. | Phoenix, AZ 85007
> Office: 602-542-4885
>
> On Tue, Mar 10, 2020 at 2:08 PM Elizabeth Charif <echarif@azadc.gov> wrote:
>
> > Hi Aaron,
> >
> > I'm troubleshooting a couple of issues with Marquis and they said the messages have been sent to ACIS but I'm not seeing them on the screen or in the message history. Is the interface down?
> >
> > Here's an example of a message sent from eOMIS:
> >
> > 2020-03-10 at 12:52:41 for 0297477 (ADC#: [redacted]
> >
> > MSH|^~\&|eOMIS|AZDOC|AIMS2|AZDOC|20200310125240||ADR^A19^ADR_A19|202003101252413674|P|2.3
> > PID|1|[redacted]||F||I
> > Z02|1|N||20200310103420
> >
> > Thanks,
> >
> > Elizabeth Charif

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Business Analyst
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
1645 W. Jefferson St. | Phoenix, AZ 85007
Office: 602-542-4885

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Sandy Wang; Jey Whitson1
Cc:	Dean Allen; Chris Masson; Trevor Baker; Cindy Hyser-Crauwels; Marlene Coffee; Stacey Crabtree; Dwight Cloud; Holly Greene; Al Dubrowa; Elizabeth Charif
Subject:	RE: B&D Site Visit
Date:	Wednesday, March 11, 2020 12:10:47 PM

Trevor, Cindy, and Justin from B&D

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Sandy Wang <swang@azadc.gov>
Sent: Wednesday, March 11, 2020 10:01 AM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>
Subject: Re: B&D Site Visit

Jey, Eli and Al from the PMO office will be joining as well. Thanks!

On Wed, Mar 11, 2020 at 9:15 AM Jacob Whitson <jwhitson@azadc.gov> wrote:

> Copy that, 03/18/20.
>
> Will it be Trevor, Cindy, and Justin still? Will anyone else be joining us?
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADCRR CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> On Wed, Mar 11, 2020 at 9:14 AM Thad Lowry <thad.lowry@bndna.com> wrote:

AMERICAN OVERSIGHT

Let's do it the day after so Trevor has time to catch up

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Wednesday, March 11, 2020 9:13 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Sandy Wang <swang@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: B&D Site Visit

Thad,

Would you like to do it on the day he gets back, or the day after? I am flexible either way, just need to let the Warden know when to expect us.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Wed, Mar 11, 2020 at 9:11 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Sandy
>
> Let's go ahead and schedule this visit for after Trevor gets back.
>
> As mentioned in another email, Trevor will be back March 17
>
> Thanks,

AMERICAN OVERSIGHT

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, March 10, 2020 2:15 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: B&D Site Visit

Thad, I was not aware of the change of plan until yesterday. Will we have the same B&D staff coming for the Alhambra visit? It is best that we have the same people for this visit as a lot of the issues tie directly into the items that were discussed at the Central office last week. Please confirm that they are available for this week and Jey will make the arrangement.

Thanks!

On Tue, Mar 10, 2020 at 12:25 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hi Sandy,
>
> Where are we with setting up the next visit
>
> As we discussed yesterday – we are available as soon as possible
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
>
> Business & Decision

AMERICAN OVERSIGHT

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Cindy Hyser-Crauwels on behalf of Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
To:	Sandy Wang; Thad Lowry
Cc:	Dean Allen; Chris Masson; Trevor Baker; Jey Whitson1; Marlene Coffee; Stacey Crabtree; Dwight Cloud; Holly Greene; Justin Baker
Subject:	RE: B&D Site Visit
Date:	Tuesday, March 10, 2020 2:19:31 PM
Attachments:	image002.png image003.png image004.png image005.png

---

Trevor is on PTO the rest of this week so if you want us all to be there I suggest we schedule for early next week, Trevor will be back after the 16th.

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Please consider the environment before printing this email.

From: Sandy Wang <swang@azadc.gov>
Sent: Tuesday, March 10, 2020 2:15 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: B&D Site Visit

Thad, I was not aware of the change of plan until yesterday. Will we have the same B&D staff coming for the Alhambra visit? It is best that we have the same people for this visit as a lot of the issues tie directly into the items that were discussed at the Central office last week. Please confirm that they are available for this week and Jey will make the arrangement.

Thanks!

On Tue, Mar 10, 2020 at 12:25 PM Thad Lowry <thad.lowry@bndna.com> wrote:

AMERICAN OVERSIGHT

Hi Sandy,

Where are we with setting up the next visit

As we discussed yesterday – we are available as soon as possible

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

--

Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: dcloud@azcorrections.gov
Cc: Benjamin Bussenault; Charles Spannagel; Chris Masson; Thad Lowry; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Ken Sanchez
Subject: RE: SLA Review Wrap up Meeting
Date: Tuesday, March 10, 2020 12:32:20 PM
Attachments: image001.png
image002.png
image003.png

Hello Dwight

I hope you are well!

Could you share an update on the below email, please? As you know we all wanted to get this wrapped up as soon as possible, ideally yesterday.

Thanks in advance.

Dean

From: Dean Allen
Sent: Friday, March 6, 2020 10:44 AM
To: dcloud@azcorrections.gov
Cc: Benjamin Bussenault <benjamin.bussenault@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Ken Sanchez <ksanchez@azadc.gov>
Subject: RE: SLA Review Wrap up Meeting

To answer question 1: Anything agreed in the agreement shall be folded back into the manual and the manual updated.

I see you have already answered question 2, in a separate email.

Thanks

Dean

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Friday, March 6, 2020 10:21 AM
To: Dean Allen <dean.allen@bndna.com>
Cc: dcloud@azcorrections.gov; Benjamin Bussenault <benjamin.bussenault@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Ken Sanchez <ksanchez@azadc.gov>
Subject: Re: SLA Review Wrap up Meeting

Dean,

We received and have begun our review. A couple of quick questions that I have are as follows:

- What does this M&O Agreement document do to the M&O Manual that we already have agreed upon back in November? It looks like this supplants that document.
- What happened to the Supplemental G - SLAs document/content (that we were close to finalizing) or are you intending that that is represented in this M&O Agreement?

Your response to these questions should add clarity that will allow us to get right to the point quickly.

We'll get back to you soon.

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Mar 5, 2020 at 4:37 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Dwight,
>
> As promised, please see attached the complete package relating to Maintenance & Operations.
>
> As you will be able to see an extensive amount of effort has been applied to the preparation of this document, and of course, with any work there may be areas we have missed. We welcome the input from ADC, and respectfully ask that the attached document, including the embedded documents, be carefully reviewed with any comments or changes added as red line and returned to us.
>
> We shall be available to walk through the ADC red lines as soon as ADC are ready, we shall keep Friday afternoon and Monday open for that. Please advise as soon as possible.
>
> In the meantime please do not hesitate to call me if you have any comments on the document.
>
> Thanks
> Dean
>
> ---
>
> **From:** Dean Allen
> **Sent:** Wednesday, March 4, 2020 10:15 AM
> **To:** dcloud@azcorrections.gov
> **Cc:** Benjamin Bussenault <benjamin.bussenault@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov
> **Subject:** RE: SLA Review Wrap up Meeting
>
> Dwight,
>
> Upon reflection, I want our next meeting to arrive at a conclusion regarding the SLA's. In preparation of this, B&D will issue a complete package which details all aspects of the M&O approach to ADC by close of business Thursday 5th March. We will then respectfully ask that ADC review the documents and provide a red line version to B&D on Friday 6th March. With a view to meet either late on Friday 6th March to conclude the process or Monday 9th March whichever is most achievable.
>
> I want to avoid the opportunity for items that have been agreed during the meeting not making its way into the final documentation and I feel this is the most effective way forward to achieve this.
>
> For the avoidance of doubt, we will not meet today.
>
> Thanks
>
> Dean
>
> **From:** Dwight Cloud <dcloud@azadc.gov>
> **Sent:** Tuesday, March 3, 2020 7:09 PM
> **To:** Dean Allen <dean.allen@bndna.com>
> **Cc:** Benjamin Bussenault <benjamin.bussenault@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; dcloud@azcorrections.gov; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov
> **Subject:** Re: SLA Review Wrap up Meeting
>
> Between 1:00-4:30 tomorrow works for most of us.

AMERICAN OVERSIGHT

On Tue, Mar 3, 2020 at 5:14 PM Dean Allen <dean.allen@bndna.com> wrote:

Hello Dwight,

I am requesting a further meeting tomorrow to conclude this topic and finally agree the terms, when are you and your team available?

In the meantime, and respectfully, I clearly recall the discussion around the Incident Response and Resolution sections being agreed that we could commence M&O and work on these specifics as it progresses. As you are aware I asked Chris Masson to take notes so that I could capture the agreements. Additionally I sent my excel note immediately after the meeting, which I received no comments. Reviewing Chris' notes alongside my excel they are both in line with my recollection, they correspond. At the end of tomorrow's I would like us to review the conclusions and make sure that all that is agreed is clear.

Incident Response
Dean - note that this is contentious before we start
Difference between Incident and Problem.
Holly agrees that P1 and P2 should be taken away from Operations. Any P1 and P2 should funnel via IT.
P1 = System Down
P2 = Module Down with no ability to work around it
Holly agrees that 3rd party non B&D factors can be worked with providing we communicate with ADC
Dean - need to find metrics to track. Responding to and working on incidents. (Phone Call, Definition of categorizations)
Holly says typical response time is 15 mins, not an hour.
Review response times monthly for first 6 months, adjusting as necessary, then annually
★ Dean is ok with the response times that are there - same for other clients.

Incident Resolution
Dean - what even is a resolution to the incident?
Sandy - once root cause is established, resolution
Holly recommends putting problem management into this because it will save us, because it allows for timelines to be added for things out of our control such as people availability or AWS etc.
Dwight - depending on type of incident, it could move to problem. Then you have solved the incident.
Holly & Dwight - if incident moved to a problem, it should be moved out of SLA - moves to a state/area that allows SLA
Everyone on board
Thad - Everything apart from critical should be business hours
Discussion on 6am - 6pm and after hours billing
Dwight - may want to move lows and mediums out of this SLA because it makes no sense to have us work after 6pm on issues
Dean - we will be billing after 6pm based on SLA right now
Dwight - happy to create language to adjust frequently to get it moving.
Review resolution times monthly for first 6 months, adjusting as necessary, then annually
★ May need working session to get this setup

7		minimum.	and software setup files	contractor	standards and requirement.	standards and requirement.
8	Security	Internal and External security to meet State, Federal and industry standards.	100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident	100% of all security breaches must be mitigated within a time frame approved by ADC, at the time of the incident.	Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements	
9	Incident Response Time & Target	Agreed during the meeting to review and refine KPI's during M&O				
10	Incident Resolution Time & Target	Agreed during the meeting to review and refine KPI's during M&O				
11	User Support	Monday - Sunday 6 am - 6 pm - Technical (except holidays)	Monday - Sunday 6am - 6 pm - Help Desk (except holidays)	On call after hours support as negotiated with ADC	It will be agreed without exceptions or conditions that after-hours technical support will be provided under a time and materials basis at a rate card approved by ADC	The offeror further agrees that in no case will an after hour service request by ADC be refused by the offeror and any escalation paths will be followed.
12	Reporting	Removed				
						During the monthly status

With regards to the second item. This was included in the original documentation that ADC provided B&D(scanned version), we have not made any changes here, this is original language, are you now wanting this removed? If so, we have no issue. For your awareness I have included the section from the contract document that details this below:

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Incident Response Time & Target SLA:	**Critical** – 120 clock minutes / 99.5 % **Incident Response Time shall be less than or equal to One clock hour(s)** **High** – 24 clock hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 24 clock hour(s)** **Medium** – 48 business hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 48 clock hour(s)** **Low** – As agreed with ADC	2% The SLA is defined by the aggregate compliance of Incident Response Time & Target SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	ARIZONA DEPARTMENT OF CORRECTIONS will perform analysis each month on the Vendors record for date and time the problem ticket is opened and the date and time the service is restored The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

AMERICAN OVERSIGHT

Thanks

Dean

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Tuesday, March 3, 2020 2:01 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Benjamin Bussenault <benjamin.bussenault@bndna.com>
Subject: Re: SLA Review Wrap up Meeting

Dean,

There are a few things that we need to straighten out in this document. In the Incident Response and Resolution sections, it states that we agreed to review and refine during M&O. My problem is that what we agreed to and need to do is to get the framework up and agree to that before we can move to M&O. We all agreed that we should get some language together that satisfies the contractual timelines, as well as protects both of our rights. Chrarles and Spencer spent the following morning (2/27) working on that framework, but nothing has been provided that finalizes this portion (that would allow ADC to approve).

The second part that is concerning to us is on the Incident Response and Resolution sections in the Data Collection Process section it states that ADC would be doing the analysis of the problem tickets each month and we have not heard of or agreed to this.

With these unresolved issues, I would propose that we get back together to get this wrapped up. Once that is done, then Ken Sanchez will be the one that provides ADC approval

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Mar 2, 2020 at 5:22 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Dwight,
>
> Following on from our meeting last week and the conversation we had this morning regarding the SLA and the SLA Non-Compliance Withholding %. I wanted to make sure we all very clear that the excel file that was sent was simply detailing the SLA Metrics and not changes with the withholding.
>
> This being said, using the pdf version of the original exhibit G, I have taken the opportunity to convert the metrics we discussed in the meeting and edited the old version of Exhibit G.
>
> I have a couple of points of disclosure about this document:
>
> - The version sent to B&D from Sandy Wang is an out of date version. Attached is an email from May 8th 2014 with the final contract version.
> - I have amended the version attached(editableVersionofExhibitG.pdf) with the May 8th 2014 changes highlighted in green font.
> - I have transferred all that we agreed during the meeting on the Feb 26th 2020 into the aforementioned version.
>
> Please review the document; editableVersionofExhibitG.pdf and provide your feedback as soon as possible. I would appreciate a response by the end of March 3rd 2020, there should be nothing contentious in this document, it is what we agreed during our meeting.
>
> Thanks
>
> Dean
>
> ---
>
> **From:** Dean Allen
> **Sent:** Wednesday, February 26, 2020 5:54 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud <dcloud@azadc.gov>
> **Subject:** RE: SLA Review Wrap up Meeting
>
> Hi All
>
> Please use this version, I corrected a number of spelling error and fixed the Incident Response and Resolution to show we will work on their metrics during M&O.
>
> Thanks for your time today, it was very productive.
>
> Dean
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Wednesday, February 26, 2020 4:49 PM
> **To:** Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud <dcloud@azadc.gov>
> **Subject:** RE: SLA Review Wrap up Meeting
>
> As promised here is the SLA Metrics from today's meeting
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
> Business & Decision
>
> -----Original Appointment-----
> **From:** Dean Allen <dean.allen@bndna.com>
> **Sent:** Sunday, February 23, 2020 11:31 PM
> **To:** Dean Allen; Chris Masson; Thad Lowry; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud
> **Subject:** SLA Review Wrap up Meeting
> **When:** Wednesday, February 26, 2020 1:30 PM-2:20 PM (UTC-07:00) Arizona.
> **Where:** ADC offices
>
> Hello All,
>
> Following on from our previous meeting, please attend with a view to close out the discussions on the items relating to the M&O Phase of the project.
>
> Thanks
>
> Dean

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AMERICAN OVERSIGHT

--
Dwight Cloud
Arizona Department of Corrections
Chief Information Officer

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Wissem BenAissa
Cc: Michael Dolny; Spencer Scott; John Squires; Cindy Hyser-Crauwels; Luis Blázquez; Aaron Pratt; Thad Lowry
Subject: Re: MINI COPLAN - Next step
Date: Tuesday, March 10, 2020 8:33:03 AM
Attachments: image001.png

Thank you for your response, Wissem. Spencer has asked his counterpart to schedule the meeting. For future he, George, John Squires or Mike Dolny can help you schedule meetings at the ADC location or a Google Meets if you're unable to do so.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Mar 10, 2020 at 7:33 AM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

> Good morning Holly,
>
> We didn't meet yet to discuss the below issues.
>
> Can you please schedule a meeting to do so ?
>
> Thanks.
>
> Best Regards,
>
> Wissem ben Aissa.
>
> Business & Decision, North America
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, March 9, 2020 8:29 PM
> **To:** Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Cc:** Michael Dolny <mdolny@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; John Squires <jsquires@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: MINI COPLAN - Next step
>
> Perhaps I missed the message, but were folks able to meet?
>
> Respectfully,
>
> Holly Greene
>
> Deputy CIO
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Tue, Mar 3, 2020 at 9:37 AM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:
>
> > Good morning Mike,
> >
> > Sure, hope everybody gets fine shortly.
> >
> > Please let us know when we can discuss those at your convenience.
> >
> > Thanks.
> >
> > Best Regards,
> >
> > Wissem ben Aissa.
> >
> > Business & Decision, North America
> >
> > **From:** Michael Dolny <mdolny@azadc.gov>
> > **Sent:** Tuesday, March 3, 2020 11:33 AM
> > **To:** Wissem BenAissa <Wissem.BenAissa@bndna.com>
> > **Cc:** Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; John Squires <jsquires@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Luis Blázquez <luis.blazquez@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> > **Subject:** Re: MINI COPLAN - Next step
> >
> > Wissem,
> >
> > We have some key people out sick today so a meeting today would not be advisable.

AMERICAN OVERSIGHT

Michael Dolny, PhD

Research Unit

Arizona Department of Corrections

On Mon, Mar 2, 2020 at 2:45 PM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

> Good morning All,
>
> Can we please set up a meeting to discuss the following tasks :

ID	Work Item Type	Title	Assigned To	State	Severity	Changed Date
36375	Issue	Interfaces: COPLAN8 -MINI File - There is 45% missing values under the classification variables. (CLASSDATE, CLASSTYPE, etc.)	John Squires	Resolved	3 - Medium	10/29/2019 18:06
36388	Issue	Interfaces: COPLAN8 -MINI File - CLASSCUSTODYFELDET and CLASSCUSTODYRRELGET5YR have values of either blank or N, both of which we have interpreted as NO	John Squires	Resolved	3 - Medium	10/10/2019 17:47
39286	Issue	MINI: FTYPE - No values in spreadsheet	Michael Dolny	Active	3 - Medium	12/30/2019 17:18
39363	Issue	MINI: NEWMINRELEASE Variable	Michael Dolny	Resolved	3 - Medium	2/21/2020 11:55
39564	Issue	MINI: FlatTermNew Variable	Michael Dolny	Active	3 - Medium	12/30/2019 16:59
39548	Issue	MINI: TEMPRELCSSBEGIN Variable	Spencer Scott	Active	3 - Medium	1/31/2020 10:35
39549	Issue	MINI: CSSEND Variable	Spencer Scott	Active	3 - Medium	2/14/2020 18:12
36643	Bug	COPLAN8 (MINI): Main Bug to Track Issues	Michael Dolny	Resolved	3 - Medium	2/27/2020 17:21

> We will be availabe tomorrow starting 9.30 AZ time.
>
> Thanks.
>
> Best Regards,
>
> Wissem ben Aissa.
>
> Business & Decision, North America
>
> M [redacted]
>
> Business & Decision
> Empowering Digital Business
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: SLA & MNO Planning
Date: Monday, March 9, 2020 5:38:12 PM

Thank you :)

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Mar 9, 2020 at 5:37 PM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> Hey guys,
>
> This is actually old by this point so I think we can disregard. I will be onsite tomorrow to work with Spencer. Looking forward to collaborating on this.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On Mar 9, 2020, at 5:27 PM, Holly Greene <hgreene@azadc.gov> wrote:

AMERICAN OVERSIGHT

Thank you, Charles. I believe folks are working through this. I'm only consulting/contributing where I can, but ultimately this needs to flow through and from Sandy (her team) & Dwight. I've included them here.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Charles Spannagel** <charles.spannagel@bndna.com>
Date: Tue, Mar 3, 2020 at 9:41 AM
Subject: SLA & MNO Planning
To: Holly Greene <hgreene@azadc.gov>

Good morning Holly,

This is a skeleton (20K View) of what I think needs to be filled out. I have sent this to my leadership but have yet to hear back. I was hoping you could take a look and we could discuss. I sent this to Spencer as well, and we will discuss once he is back in the office.

Charles Spannagel

Project Manager

AMERICAN OVERSIGHT

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

<image003.png>

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<SLA Outline V1.docx>

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Sandy Wang; Dwight Cloud
Subject:	Fwd: SLA & MNO Planning
Date:	Monday, March 9, 2020 5:26:42 PM
Attachments:	SLA Outline V1.docx image003.png

Thank you, Charles. I believe folks are working through this. I'm only consulting/contributing where I can, but ultimately this needs to flow through and from Sandy (her team) & Dwight. I've included them here.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Charles Spannagel** <charles.spannagel@bndna.com>
Date: Tue, Mar 3, 2020 at 9:41 AM
Subject: SLA & MNO Planning
To: Holly Greene <hgreene@azadc.gov>

Good morning Holly,

This is a skeleton (20K View) of what I think needs to be filled out. I have sent this to my leadership but have yet to hear back. I was hoping you could take a look and we could discuss. I sent this to Spencer as well, and we will discuss once he is back in the office.

Charles Spannagel

AMERICAN OVERSIGHT

Project Manager
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

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SLA Overview

1: Definitions, workflows required and agreed upon before SLA Document can be built

1. Identification
    a. Bug/Problem Tickets
    b. Incident Requests
    c. Service Requests
2. Bug Definition
    a. Severity Levels
        i. Critical
        ii. High
        iii. Medium
        iv. Low
    b. Priority Levels
        i. 1
        ii. 2
        iii. 3
        iv. 4
    c. Change Requests
        i. Prioritization
        ii. BND Estimated Effort
        iii. Sign Off Procedure
3. Incident Definition
    a. Severity Levels?
    b. Priority Levels?
4. Service Requests
    a. Change Requests/Workflow
        i. Prioritization
        ii. BND Estimated Effort
        iii. Sign Off Procedure
5. Incident/Bug workflow
    a. IT Support Levels
    b. Escalation Paths
    c. KPI Metrics
6. Staffing Expectations
    a. ADC IT hours of operation
        i. ADC Escalation Process
    b. BND hours of operation
        i. Weekend support plan
        ii. Escalation Plan
7. Downtime Continuity and Business Recovery Overview (just a review so everyone is on the same page and if there are any updates needed with resources in place and new KPI agreement)

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2: Portfolio Management

1. Outstanding Items from previous meeting

2. System Overview
    a. Module(s) Health
        i. Green, Yellow, Red
        ii. Definitions for what constitutes the health of the module
        iii. Action Plan for Module(s) in a Red Status

3. Bug Review
    a. Bug status overview (like the one we used for project status meetings)
    b. Module Breakdown
    c. Bug statistics and metrics (SLA Requirement)

4. KPI Review
    a. System Response
        i. KPI 1
        ii. KPI 2
        iii. ETC
    b. User Response Time
        i. KPI 1
        ii. KPI 2
        iii. ETC
    c. System Availability and Reliability
        i. KPI 1
        ii. KPI 2
        iii. ETC
    d. System Accuracy
        i. KPI 1
        ii. KPI 2
        iii. ETC
    e. Maintenance/Upgrades
        i. KPI 1
        ii. KPI 2
        iii. ETC
    f. Data Integrity and Destruction
        i. KPI 1
        ii. KPI 2
        iii. ETC
    g. Security
        i. KPI 1
        ii. KPI 2

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        iii. ETC
    h. Incident Response Time & Target
        i. KPI 1
        ii. KPI 2
        iii. ETC
    i. Incident Resolution Time & Target
        i. KPI 1
        ii. KPI 2
        iii. ETC
    j. User Support
        i. KPI 1
        ii. KPI 2
        iii. ETC
    k. Contractor Staffing
        i. KPI 1
        ii. KPI 2
        iii. ETC

5. ADC Operational Feedback
    a. System wide
        i. Individual Prisons
        ii. Individual departments/areas

6. Support Review
    a. Hours used

7. Parking Lot Review
    a. Prioritization
    b. Hours used
    c. Hours left

8. Planning for next meeting
    a. Action items
    b. Outstanding items

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From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Spencer Scott
Cc: Thad Lowry; Sandy Wang; Dwight Cloud; Holly Greene; gmartinez1
Subject: Re: Iteration Path inconsistencies
Date: Monday, March 9, 2020 9:27:58 AM

Spencer,

Thank you for sending this. Please make sure you keep Hagay on all communications as it pertains to bugs. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Mar 9, 2020, at 9:10 AM, Spencer Scott <sscott3@azadc.gov> wrote:

I found another set of TFS bugs with inconsistent Iteration Paths. The following list of bugs were created after Release 13 was put into PROD but they have the Release 13 Iteration Path. Can you please investigate?

41864
41881
41868
41858
41850
41866

Warm Regards,

Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)

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Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Sandy Wang
Cc:	Trevor Baker; Cindy Hyser-Crauwels; Justin Baker; Chris Masson; Dwight Cloud; Holly Greene
Subject:	RE: Notes from the ADC Prison Site Visits
Date:	Friday, March 6, 2020 4:58:55 PM

Hi Sandy,

We have not received anybody's notes or write up yet

As soon as we get this written up and reviewed it will be coming your way

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Sandy Wang <swang@azadc.gov>
Sent: Friday, March 6, 2020 11:28 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@businessdecision.com>; Justin Baker <justin.baker@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dwight Cloud <dcloud@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Notes from the ADC Prison Site Visits

Hi, Thad, can you please have B&D draft notes taken from the two-day visits sent to us? I am collecting ours by the end of today.

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Jey Whitson1
Cc: Holly Greene; Stacey Crabtree; Marlene Coffee; Spencer Scott
Subject: Re: ADC Sites using ACIS
Date: Friday, March 6, 2020 11:38:52 AM

Awesome, thanks Jey.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Mar 6, 2020, at 11:02 AM, Jacob Whitson <jwhitson@azadc.gov> wrote:

One thing to keep in mind with this list is that there are multiple users who have VPN's and do access the system remotely, this is especially true for Community Corrections Officers. Additionally we have multiple outside government agencies that now have (read only) access to the system through the F5 portal. This is much like how the Private Facilities access the system.

- Prisons
  - ASPC-Eyman
  - ASPC-Florence
    - Globe Unit
  - ASPC-Lewis
  - ASPC-Phoenix
  - ASPC-Winslow
    - Apache Unit
  - ASPC-Douglas
  - ASPC-Perryville
  - ASPC-Safford
    - Fort Grant Unit
  - ASPC-Tucson
  - ASPC-Yuma
  - ASP-CACF
  - ASP-Florence West
  - ASP-Marana
  - ASP-Kingman
  - ASP-Phoenix West
  - ASP-Red Rock

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- Community Corrections Offices
  - 801 Building Phoenix
  - Tucson Regional Parole Office
  - Pima Re-Entry Center
  - Cochise Regional Parole Office
  - Pinal Regional Parole Office
  - Safford Regional Parole Office
  - Yuma Regional Parole Office
  - Black Canyon Regional Parole Office
  - Mesa Regional Parole Office
  - Maricopa Re-Entry Center
  - Northern Regional Parole Office
  - Flagstaff Parole Office
  - Kingman Parole Office
  - Prescott Office
- Other Locations
  - Central Office
    - 1601, 1645, 1831 W Jefferson
  - County Probation Offices
  - AzDES

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Fri, Mar 6, 2020 at 10:47 AM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> Just names please.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: charles.spannagel@bndna.com
>
> On Mar 6, 2020, at 10:19 AM, Jacob Whitson <jwhitson@azadc.gov> wrote:

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Good morning Charles,

Are you looking for physical addresses or just the site names?

Sincerely,
Jacob “Jey” Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Thu, Mar 5, 2020 at 2:47 PM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> Good afternoon,
>
> Could someone please send me a list of all locations using ACIS? Thank you very much.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> <image003.png>

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: dcloud@azcorrections.gov
Cc: Benjamin Bussenault; Charles Spannagel; Chris Masson; Thad Lowry; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov
Subject: RE: SLA Review Wrap up Meeting
Date: Thursday, March 5, 2020 4:41:28 PM
Attachments: MandOAgreement_V4.docx
image001.png
image002.png
image003.png

Hello Dwight,

As promised, please see attached the complete package relating to Maintenance & Operations.

As you will be able to see an extensive amount of effort has been applied to the preparation of this document, and of course, with any work there may be areas we have missed. We welcome the input from ADC, and respectfully ask that the attached document, including the embedded documents, be carefully reviewed with any comments or changes added as red line and returned to us.

We shall be available to walk through the ADC red lines as soon as ADC are ready, we shall keep Friday afternoon and Monday open for that. Please advise as soon as possible.

In the meantime please do not hesitate to call me if you have any comments on the document.

Thanks
Dean

From: Dean Allen
Sent: Wednesday, March 4, 2020 10:15 AM
To: dcloud@azcorrections.gov
Cc: Benjamin Bussenault <benjamin.bussenault@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov
Subject: RE: SLA Review Wrap up Meeting

Dwight,

Upon reflection, I want our next meeting to arrive at a conclusion regarding the SLA's. In preparation of this, B&D will issue a complete package which details all aspects of the M&O approach to ADC by close of business Thursday 5th March. We will then respectfully ask that ADC review the documents and provide a red line version to B&D on Friday 6th March. With a view to meet either late on Friday 6th March to conclude the process or Monday 9th March whichever is most achievable.

I want to avoid the opportunity for items that have been agreed during the meeting not making its way into the final documentation and I feel this is the most effective way forward to achieve this.

For the avoidance of doubt, we will not meet today.

Thanks

Dean

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Tuesday, March 3, 2020 7:09 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Benjamin Bussenault <benjamin.bussenault@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; dcloud@azcorrections.gov; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov
Subject: Re: SLA Review Wrap up Meeting

Between 1:00-4:30 tomorrow works for most of us.

On Tue, Mar 3, 2020 at 5:14 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Dwight,
>
> I am requesting a further meeting tomorrow to conclude this topic and finally agree the terms, when are you and your team available?
>
> In the meantime, and respectfully, I clearly recall the discussion around the Incident Response and Resolution sections being agreed that we could commence M&O and work on these specifics as it progresses. As you are aware I asked Chris Masson to take notes so that I could capture the agreements. Additionally I sent my excel note immediately after the meeting, which I received no comments. Reviewing Chris' notes alongside my excel they are both in line with my recollection, they correspond. At the end of tomorrow's I would like us to review the conclusions and make sure that all that is agreed is clear.
>
> **Incident Response**
> Dean - note that this is contentious before we start
> Difference between Incident and Problem.
> Holly agrees that P1 and P2 should be taken away from Operations. Any P1 and P2 should funnel via IT.
> P1 = System Down
> P2 = Module Down with no ability to work around it
> Holly agrees that 3rd party non B&D factors can be worked with providing we communicate with ADC
> Dean - need to find metrics to track. Responding to and working on incidents. (Phone Call, Definition of categorizations)
> Holly says typical response time is 15 mins, not an hour.
> Review response times monthly for first 6 months, adjusting as necessary, then annually
> ★ Dean is ok with the response times that are there - same for other clients.
>
> **Incident Resolution**
> Dean - what even is a resolution to the incident?
> Sandy - once root cause is established, resolution
> Holly recommends putting problem management into this because it will save us, because it allows for timelines to be added for things out of our control such as people availability or AWS etc.
> Dwight - depending on type of incident, it could move to problem. Then you have solved the incident.
> Holly & Dwight - if incident moved to a problem, it should be moved out of SLA - moves to a state/area that allows SLA
> Everyone on board
> Thad - Everything apart from critical should be business hours
> Discussion on 6am - 6pm and after hours billing
> Dwight - may want to move lows and mediums out of this SLA because it makes no sense to have us work after 6pm on issues
> Dean - we will be billing after 6pm based on SLA right now
> Dwight - happy to create language to adjust frequently to get it moving.
> Review resolution times monthly for first 6 months, adjusting as necessary, then annually
> ★ May need working session to get this setup

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7		minimum.	and software setup files	contractor	standards and requirement.	standards and requirement.
8	Security	Internal and External security to meet State, Federal and industry standards.	100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident	100% of all security breaches must be mitigated within a time frame approved by ADC, at the time of the incident.	Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements	
9	Incident Response Time & Target	Agreed during the meeting to review and refine KPI's during M&O				
10	Incident Resolution Time & Target	Agreed during the meeting to review and refine KPI's during M&O				
11	User Support	Monday - Sunday 6 am - 6 pm - Technical (except holidays)	Monday - Sunday 6am - 6 pm - Help Desk (except holidays)	On call after hours support as negotiated with ADC	It will be agreed without exceptions or conditions that after-hours technical support will be provided under a time and materials basis at a rate card approved by ADC	The offeror further agrees that in no case will an after hour service request by ADC be refused by the offeror and any escalation paths will be followed.
12	Reporting	Removed				
						During the monthly status

With regards to the second item. This was included in the original documentation that ADC provided B&D(scanned version), we have not made any changes here, this is original language, are you now wanting this removed? If so, we have no issue. For your awareness I have included the section from the contract document that details this below:

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Incident Response Time & Target SLA:	**Critical** – 120 clock minutes / 99.5 % **Incident Response Time shall be less than or equal to One clock hour(s)** **High** – 24 clock hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 24 clock hour(s)** **Medium** – 48 business hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 48 clock hour(s)** **Low** – As agreed with ADC	2% The SLA is defined by the aggregate compliance of Incident Response Time & Target SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	ARIZONA DEPARTMENT OF CORRECTIONS will perform analysis each month on the Vendors record for date and time the problem ticket is opened and the date and time the service is restored The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

Thanks

Dean

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Tuesday, March 3, 2020 2:01 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Benjamin Bussenault <benjamin.bussenault@bndna.com>
Subject: Re: SLA Review Wrap up Meeting

Dean,

There are a few things that we need to straighten out in this document. In the Incident Response and Resolution sections, it states that we agreed to review and refine during M&O. My problem is that what we agreed to and need to do is to get the framework up and agree to that before we can move to M&O. We all agreed that we should get some language together that satisfies the contractual timelines, as well as protects both of our rights. Chrarles and Spencer spent the following morning (2/27) working on that framework, but nothing has been provided that finalizes this portion (that would allow ADC to approve).

The second part that is concerning to us is on the Incident Response and Resolution sections in the Data Collection Process section it states that ADC would be doing the analysis of the problem tickets each month and we have not heard of or agreed to this.

With these unresolved issues, I would propose that we get back together to get this wrapped up. Once that is done, then Ken Sanchez will be the one that provides ADC approval

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Mar 2, 2020 at 5:22 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Dwight,
>
> Following on from our meeting last week and the conversation we had this morning regarding the SLA and the SLA Non-Compliance Withholding %. I wanted to make sure we all very clear that the excel file that was sent was simply detailing the SLA Metrics and not changes with the withholding.
>
> This being said, using the pdf version of the original exhibit G, I have taken the opportunity to convert the metrics we discussed in the meeting and edited the old version of Exhibit G.
>
> I have a couple of points of disclosure about this document:

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- The version sent to B&D from Sandy Wang is an out of date version. Attached is an email from May 8th 2014 with the final contract version.
- I have amended the version attached(editableVersionofExhibitG.pdf) with the May 8th 2014 changes highlighted in green font.
- I have transferred all that we agreed during the meeting on the Feb 26th 2020 into the aforementioned version.

Please review the document; editableVersionofExhibitG.pdf and provide your feedback as soon as possible. I would appreciate a response by the end of March 3rd 2020, there should be nothing contentious in this document, it is what we agreed during our meeting.

Thanks

Dean

From: Dean Allen
Sent: Wednesday, February 26, 2020 5:54 PM
To: Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud <dcloud@azadc.gov>
Subject: RE: SLA Review Wrap up Meeting

Hi All

Please use this version, I corrected a number of spelling error and fixed the Incident Response and Resolution to show we will work on their metrics during M&O.

Thanks for your time today, it was very productive.

Dean

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Wednesday, February 26, 2020 4:49 PM
To: Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud <dcloud@azadc.gov>
Subject: RE: SLA Review Wrap up Meeting

As promised here is the SLA Metrics from today's meeting

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com
Business & Decision

-----Original Appointment-----
From: Dean Allen <dean.allen@bndna.com>
Sent: Sunday, February 23, 2020 11:31 PM
To: Dean Allen; Chris Masson; Thad Lowry; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud
Subject: SLA Review Wrap up Meeting
When: Wednesday, February 26, 2020 1:30 PM-2:20 PM (UTC-07:00) Arizona.
Where: ADC offices

Hello All,

Following on from our previous meeting, please attend with a view to close out the discussions on the items relating to the M&O Phase of the project.

Thanks

Dean

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--
Dwight Cloud
Arizona Department of Corrections
Chief Information Officer

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MAINTENANCE AND OPERATION AGREEMENT

Overview

This document represents the Service Level Agreement ("SLA") for the maintenance and operation of the Mi-Case offender case management software (the "Software") for the Arizona Department of Corrections, Rehabilitation & Reentry (the "Customer"). Business & Decision, North America (PA), Inc. ("B&D").

Under the terms of this SLA, maintenance and operation services shall be available on-call 12-hours per day, 7-days per week, with an agreed response time from the receipt of each request.

The Customer is responsible for, First-Line and Second-Line help desk support. The Customer will attempt to resolve any non-product related issue prior to raising a Third Line Support Ticket (ST) to B&D. The customer's staff shall be responsible for specific problem determination and resolution for those items and issues that are not within the Mi-Case application.

The role of First-Line Support is for end users to contact the customer Service Desk, which attempts to collect as much information and diagnostics about the incident as possible, and even resolves the issue on the spot, if possible. This will reduce resolution time for all minor incidents (examples would be; my computer doesn't work. Did you try to turn it on? Or My password needs resetting).

Second Line Support of Incident Management is a role generally composed of the staff with greater functional knowledge of the software. They should have enough time on their hands to devote themselves to incident diagnosis and resolution. (examples would; how do I upload a document, I can't find a specific report, or my role is not allowing access to a specific screen)

If the issue the user is experiencing cannot be resolved by first or second-line support, then an ST shall be raised only by those individuals who are named within Appendix 6, and work in the Customer's Helpdesk area or are designated as a Point of Contact (Customer Representative).

If an ST is determined to be a software defect, B&D agrees to provide a resolution within the time period set forth in Appendix 3. In the event that a software defect results in general service interruption of the Software or in essential elements of the Software, B&D agrees to provide resolution within the soonest possible time frame.

The ST Procedure defined below shall be followed.

1 ST Procedure

1.1. In the event the Customer Representative, having first attempted to resolve the problem with internal resources (the Customer Help Desk), is unable to resolve a problem with the Software, it may raise an ST with the B&D Customer Service Helpdesk ("B&D-CSH"). To raise an ST with B&D-CSH, the Customer Representative shall follow the following procedure:

1.2. Contact the B&D-CSH by telephone, fax, email or entering a ST within the B&D-CSH online Service Desk (SD) (as set forth in Section 2), and provide the following information:

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1.2.1. Contact details (contact name, location, telephone number);

1.2.2. The name of the module in which the problem or failure arose or occurred in the software

1.2.3. Any unique reference number, used by the Customer's internal support desk (if applicable)

1.2.4. All problem details including: date/time of problem, content of any error message (if applicable), its opinion of the ST priority, the nature of problem, any precursors to problem, whether the problem may be easily replicated, and any other associated and/or relevant information such as screen dumps (screen shots), reports and data files.

1.3 The Customer shall be responsible for ensuring that STs shall be raised only by those individuals who are named within appendix X, and work in the Customer's Helpdesk area or are designated as a Point of Contact (Customer Representative).

1.4 Upon receipt of the ST, it will be categorized according to the priority levels set forth in Appendix 2. B&D will at all times use its best efforts to respond to STs as quickly as possible in accordance with the target response and resolution times set out in Appendix 3.

1.5 The process flow of a ST will follow the agreed process flow as detailed in Appendix 8.

1.6 As part of the B&D-CSH, the B&D Issue Response Team ("IRT") will inform the Customer Representative if a Site Visit is required to resolve an ST.

1.7 When an ST is passed to the B&D IRT, the IRT member appointed to resolve the ST shall determine whether the resolution of the problem requires application software or data to be repaired. If repairs are required, then the IRT member may require and request further information from the Customer to resolve the problem. Any time that is associated with the collection, definition or confirmation of further information will be excluded from the target response times set out in Appendix 3. Once the IRT member has determined what is likely to be required to resolve the problem, he will inform the Customer's Helpdesk Staff of the current state of the ST. Once a resolution path has been determined then the IRT member will inform the customer and close the ST in line with the ST closure flow Appendix 8. In the event that a response cannot be provided within the target response times set out in Appendix 3 the ST shall be escalated in accordance with the defined Escalation Procedure defined in section 4.

1.8 If a resolution of an ST is likely to result in a material impact on the Software or its related Products the IRT member will seek authorization from the Customer prior to carrying out any action that is likely to have such impact. If the ST is a change request (as defined in section 3) the IRT member will carry out an impact analysis detailing the nature and cost of the change. No changes will be made without prior written authorization from the Customer. The IRT member will inform the customer and close the ST in line with the ST closure flow Appendix 8.

1.9 Should the investigation of an ST by the IRT indicate that the problem resulted from an addition to or modification of the Software or its related Products by the Customer or their representative, the IRT member will inform the Customer at the earliest opportunity, indicating that any works to be carried out can be conducted on a chargeable basis in line with the time and materials rate card as Appendix 9 for the implementation of the change. In order to progress on any such works thereafter, B&D would require a written agreement

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and authorization from the Customer to correct problems not covered by this SLA. The IRT member will inform the customer and close the ST in line with the ST closure flow Appendix 8.

1.10 If the Customer disagrees with the IRT's findings, a report of the findings from both the IRT staff and the Customer's Helpdesk Staff will be provided to the named Support Delivery Manager for B&D and the Customer's Support Delivery Manager for assessment and resolution. If after 5 business days (or a time period mutually agreed upon) there is no resolution on the IRT's disagreement, the executive representatives for both the Customer and B&D will negotiate the same findings for ultimate resolution.

1.11 STs will be closed by mutual agreement between the Customer and the IRT member on the occurrence of any of the following:

1.11.1. The Customer and the IRT members agree that the perceived problem was due to the operator's misunderstanding of the Software specification, or equivalent documentation, and as such, no fix is required.

1.11.2. The Customer agrees that the software is operating in line with the specifications.

1.11.3. Non-recurrence of an incident, or intermittent fault, which cannot be reproduced, despite repeated efforts to do so, within a set period of 5 days. This period of non-recurrence can be mutually adjusted if conditions warrant a longer or shorter time range. In the above case the ST will not be included in any resolution targets.

1.11.4. The IRT member has concluded that the issue is related to system defect and a system defect has been created within the defect management tool.

1.11.5. The IRT member has concluded that the issue is related to data defect and a data defect has been created within the defect management tool.

1.11.6. The IRT member has notified the customer that there is a previously known defect that is already entered in the defect tracking system.

1.11.7. The IRT member has requested further clarification or information relating to the ST and the customer has failed to provide further clarification or information within 5 business days of the ST being opened and following at least 1 email reminder after the ST being opened.

1.11.8. Following the IRT member deploying an immediate 'hot' fix to the UAT environment and the customer failing to test the appropriate target resolution time detailed in Appendix 3.

1.12 A standardized monthly ST Report of all ST's will be provided by the B&D-CSH to the Customer's Helpdesk Staff.

The monthly ST Report will:

1.12.1. Show all active STs (for the entire time period of the report).

1.12.2. Show all STs opened and closed during the entire time period of the report including each target response and target resolution times.

1.12.3. The ST Report will show the status (such as "in development", "under investigation", or "under review by the Customer") for each ST and any other comments or pertinent information about that ST for all reported STs.

1.13 The date for future monthly meetings (or other mutually agreed upon timeframe) between the Customer's Helpdesk Staff and the B&D will be set at the conclusion of the current months standing meeting.

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2 Methods of Contacting B&D

The Customer may contact B&D-CSH by using any of the following means:

2.1 By entering a ST in the online B&D-CSH ServiceDesk at: http://servicedesk.bndna.com and following the AIMS2 Service Desk Requester User Guide. Detailed in Appendix 5.

2.2 By telephoning the B&D-CSH on *1(833) 564 2273* or such other telephone number provided by B&D to the Customer with two-week notification (or other mutually agreed upon timeframe). Phone calls may be backed up by e-mails. The B&D-CSH will log the call and pass this information on to an appropriate IRT member. The Customer Representative making the call should have available to them as much information about the problem as possible, and as a minimum, the information requirements set out in section 1.2.

2.3 By sending an email to ServiceDesk@bndna.com , or such other email address provided by B&D to the Customer with two-week notification (or other mutually agreed upon timeframe). The email will give as much detail as possible with, as a minimum, the information requirements set out in section 1.2. Email contact is suitable for any requirement; however the target response times will commence the time of receipt of the communication. All emails should be immediately followed by a telephone call to B&D-CSH.

3 Change Requests / Variations To Service

3.1 The Customer shall be entitled at any time during the Term of this Agreement to request in writing to B&D a Change Request or Variation to the Services already provided. The Customer shall provide B&D with full particulars of any requested change or variation and such additional information as B&D shall reasonably require.

3.2 All change requests shall be requested formally by the customer

3.3 Following receipt of a Change Request or Variation to the Services pursuant to section 3.1 above, B&D will respond within ten (10) business days and shall inform the Customer in writing whether it considers such Change Request or Variation to the Services to be technically feasible; and if so, any amendment or variation to the Charges and /or Services that it would make as a result of such request, as such a formal estimate of effort (EOE) will be provided by B&D to the customer.

3.4 As part of the EOE, B&D will notify the customer of the number of hours required to implement the Change Request.

3.5 The Customer shall notify B&D within ten (10) business days of receipt of the EOE referred to in section 3.3 above if it wishes to proceed with the Change Request or Variation to the Services as provided by B&D. The customer will, as part of this notification to proceed (NTP), identify whether the pre-arranged 10,000 hours of change effort is to be utilized as part of the implementation of the change. In the event that the 10,000 hours of change effort is not to be used for the implementation of the change, the customer will provide B&D with an appropriate purchase order for the effort, in line with the time and materials rate card as Appendix 9 for the implementation of the change.

3.6 If the customer identifies further changes to the original change request discussed in 3.1 then the process will revert back to section 3.1 above. Failure of the Customer to notify B&D within the ten (10) business day period shall be deemed to constitute the Customer's non-acceptance of the proposal.

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3.7 Upon receipt of the NTP by the customer, B&D will plan the development and identify a projected start date and estimated completion date.

3.8 Upon approval of the development plan by the customer, B&D will commence work on the change request in line with the development plan.

3.9 During working on the change request B&D will track actual hours against the estimate and report progress weekly to the customer with an appropriate email.

3.10 The IRT shall be responsible for carrying out any Software change requests agreed between B&D and the Customer under the terms of this Agreement, and for reporting to the Customer.

3.11 If the change request appears that it will not complete on the planned EOE completion date or if the amount of effort required to finish the change request will exceed 10% over the EOE, B&D will notify the customer and stop working on the Change.

3.11.1 The customer will need to then take one of the following actions:

3.11.1.1 Formally ask B&D to proceed to completion of the change request – setting new target thresholds (end date or increase to EOE)

3.11.1.2 Formally ask B&D to re-estimate the change request (step 3.1)

3.11.1.3 Formally ask B&D to drop the change request / perhaps identifying a new change request with altered requirements / expectations all effort expended up to this point will be deducted from the 10,000 hours of change effort.

3.11.2 Upon an updated NTP B&D will commence work on the Change request (delays between stopping work and restarting will be reflected in a revised plan for the project)

3.12 A Change Request from the Customer to B&D should include not less than the information detailed in Appendix 4.

3.13 Upon the completion of the development of the change request B&D will formally request the approval to promote the change request to the User Acceptance Testing (UAT) environment.

3.13.3 The customer will then test the Change Request

3.13.3.1 Any support that B&D provides during UAT testing will be billed against the Change request.

3.13.3.2 Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the Change request.

3.13.3.3 Any changes made by the customer to the requirements or expectations of the change request will need to be done formally in writing and will trigger the process detailed in 3.1

3.14 Following approval to promote the change request to the UAT environment B&D will formally notify the customer that the change has been successfully deployed and is ready for the customer UAT process.

3.15 Upon the completion and formal approval of the customer that the change has passed their UAT process a formal request to B&D will be made to promote the change to production.

3.16 Formal acceptance of the change and all deductions of the 10,000 hours of change effort consumed for the change will be final and any outstanding monies due for the change shall be invoiced and paid for by the customer when the change is either promoted to production or 30 business days after the change has been delivered to the UAT environment.

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3.17 A standardized weekly report by email of all Change Requests will be provided by the B&D-CSH to the Customer's Helpdesk Staff. This report will show no less than:

3.17.4 All open Change Requests (for the entire time period of the report).

3.17.5 All Change Requests closed during the entire time period of the report.

3.17.6 The status (such as "in development", "under investigation", or "waiting for CMRB") for all open Change Requests.

4 Escalation Procedures

Any matter escalated under the Agreement shall have two stages:

4.1 Stage 1

If the ST has not been resolved within the appropriate Target Resolution Time, or the ST does not meet an exception as shown in Appendix 3, the IRT member(s) tasked with the issue will inform the B&D-CSH of the reason for failure to reach resolution and his/her best analysis of the resources and time-scales required to resolve the problem. The B&D-CSH will then refer the matter to B&D's Customer Service Manager, who will determine any additional or alternate resources necessary and ensure they are applied to the issue and inform the Customer of the escalation. The B&D-CSH will inform the originating Customer Point of Contact of the issue's escalation, and the appropriate Manager of B&D shall be informed of the Stage 1 escalation.

4.2 Stage 2

4.2.1 If the ST has not been resolved within a time period equal to double that specified as the Target Resolution Time for the relevant priority level, or the ST does not meet an exception as shown in Appendix 3, the B&D Manager shall inform the relevant Director of B&D if the issue is not likely to be resolved by the next escalation time limit.

4.2.2 The Director of B&D and the Customer Point of Contact will mutually determine an appropriate course of action and whether to allocate additional or alternate resources, including outside agencies if appropriate. The Customer will be kept informed of the status of the escalated issue, and the B&D Customer Service Manager will inform the originating Customer Point of Contact of the Stage 2 escalation.

4.3 B&D Management

A list of the B&D Directors, Managers will be provided to the Customer's Helpdesk Staff upon initiation of this contract as Appendix 6 and this list will be updated whenever a change is made to the B&D Management.

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5 SLA Key Performance Indicators and % Holdback

The key metrics shall be used in accordance with the M&O Agreement to measure B&D's performance of the M&O service, these key metrics are detailed in Appendix 7 - Exhibit G

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6. Acceptance and Signatures

IN WITNESS WHEREOF the parties hereto have executed this Maintenance and operation Agreement to be effective for the term stated herein and do hereby attest to their acceptance of the terms and conditions of this Agreement by having caused this Agreement to be executed, sealed, and delivered the day and year first written below.

CUSTOMER	**BUSINESS & DECISION, NORTH AMERICA (PA) INC.**
By: _____	By: _____
Role: _____	Role: _____
Date: _____	Date: _____

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Appendix 1 - THE SITE AND THE SERVICES

The Sites: List of all ADC Locations where the application is operated.

The Services: The Services shall include the following:

1. Support in event of notification of system problems as specified in this contract
2. Evaluation of STs
3. Determining the extent of any change required to deal with an ST
4. Progression, documentation and resolution of all support STs
5. Impact analysis of requests for changes to the Product
6. Progression of approved change requests
7. Provision, upon request, of timely reports both written (as described in Section 1.13), and verbal (as requested by the client) detailing the progress of STs.
8. Remote installation of application software upgrades
9. On-site installation of application software upgrades as mutually agreed upon by B&D and the Customer.
10. Agreement of acceptance criteria testing for Software upgrades
11. Holding master development copies (by B&D and in escrow) of any software included in the Products and all associated documentation; as produced by B&D
12. Assuring the Customer has latest copies of all software included in the Project and associated documentation
13. Maintenance of relevant documentation where applicable

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Appendix 2 - PRIORITY LEVELS

Category	System Status	Priority
Critical	Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.	1
High	Indicates a Module is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.	2
Medium	The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.	3
Low	Minimal business impact. Indicates that the problem results in little impact on operations or there is reasonable circumvention of the problem. For example, misspelled words, graphical designs.	4

Appendix 3 - TARGET RESPONSE AND RESOLUTION TIMES

Priority	Target Response Time	Target Resolution Time
1	1 Clock Hour	5 Clock Hours
2	24 Clock Hours	48 Clock Hours
3	48 Business Hours	72 Business Hours
4	48 Business Hours	72 Business Hours

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Target Response Time: is defined as the time, from the moment when the Customer notifies B&D of an ST (as defined in Section 1.1, Section 1.2, and Section 2), for B&D to begin working on the reported ST and to inform the Customer of this phase of the ST process.

Target Resolution Time: is defined as the targeted time, in 24-hour days, to resolve and initially close an ST as set out in Section 1.10. The targeted time to resolve an ST does not represent the reporting of the final closure as defined in Section 1.11.

There may be instances where a resolution cannot be achieved in the specified target time period. These situations are described in the paragraph below. When a resolution cannot be achieved in the specified target time period for any of the reasons described below, and it is mutually agreed that the circumstances do not constitute the need for escalation (as defined in Section 4), then no target resolution time will be entered in the standardized monthly ST Report (as described in Section 1.12), and a comment that states "Target Resolution Time is on hold pending [*reason*]" will be added. The ST status of the *Target Resolution Time* for these instances will be revised once the issue preventing its resolution is settled.

Target Response and Resolution Exceptions:

Situations that may prevent an ST from meeting the *Target Response & Resolution Time*

1. STs that require approval from the Customer
2. STs that represent a Non-recurrence of an incident, or intermittent fault (as defined in Section 1.11.3)
3. STs that require information and additional requested support from the Customer (as defined in Sections 1.5 through 1.12).
4. The Customer disagrees with the IRT's finding, and the ST cannot be closed (as defined in Section 1.10).
5. Any mutually agreed upon situation where the Customer and B&D determine that the ST cannot be resolved in the specified Target Resolution Time.

Under the above circumstances the Target Resolution Time may be re-calculated by subtracting the time required by the Customer to meet the requirements, requests or procedures that prevent the B&D IRT staff from resolving the ST as described in Sections 1.5 through 1.12. When these circumstances arise, B&D will not be liable for any failure to meet these targets.

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Appendix 4 - BUSINESS & DECISION SOW CHANGE ORDER FORM

Change Request (TFS)#:	AIMS2-##	**Request Date:**	
Project Name & Number:	AIMS2 Mi-Case Project		
Requested By:			
Request Name:			

Requested Priority: ☐ **Critical** ☐ **High** ☐ **Med/Low**

Description of Change:

Current State: **Future State:**

Reason for Change (include risks if not addressed):

Impact of Change (resources/functionality for this project and other projects):

Impact of Change on Dates/Milestones:

Impact of Change on Costs:

Cost Estimate:	**Describe how estimated costs impact approved budget:**

Impact of Change on Hours (include all internal and external resource hours):

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Approved: ☐ **Rejected:** ☐ **Deferred:** ☐

If deferred or rejected, provide reasoning and alternate proposals:

ADC SME Signature **Date**

ADC Offender Operations Signature **Date**

B&D Signature **Date**

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Appendix 5 - AIMS2 SERVICE DESK REQUESTER USER GUIDE

Adobe Acrobat Document

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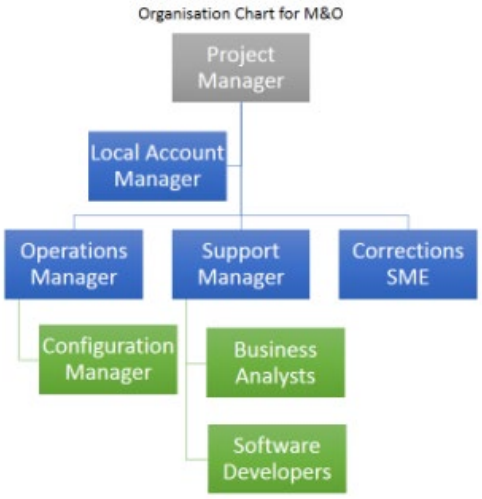
Appendix 6 – KEY M&O RESOURCE ROLES LIST

M&O Organization Role Chart:



B&D Key Resources: (subject to change)

Project Manager/Operations Manager: Charles Spannagel

Local Account Manager: Will Carbajal

Support Manager: Charles Spannagel

Configuration Manager: Charles Spannagel

Business Analyst: Cindy Hyser-Crauwels

Software Developers: Phil Wussow

Corrections SME: Chris Masson

Customer Key Resources and approved ST Raisers (individuals who can log a ticket):

ADC To Provide

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Appendix 7 – EXHIBIT G

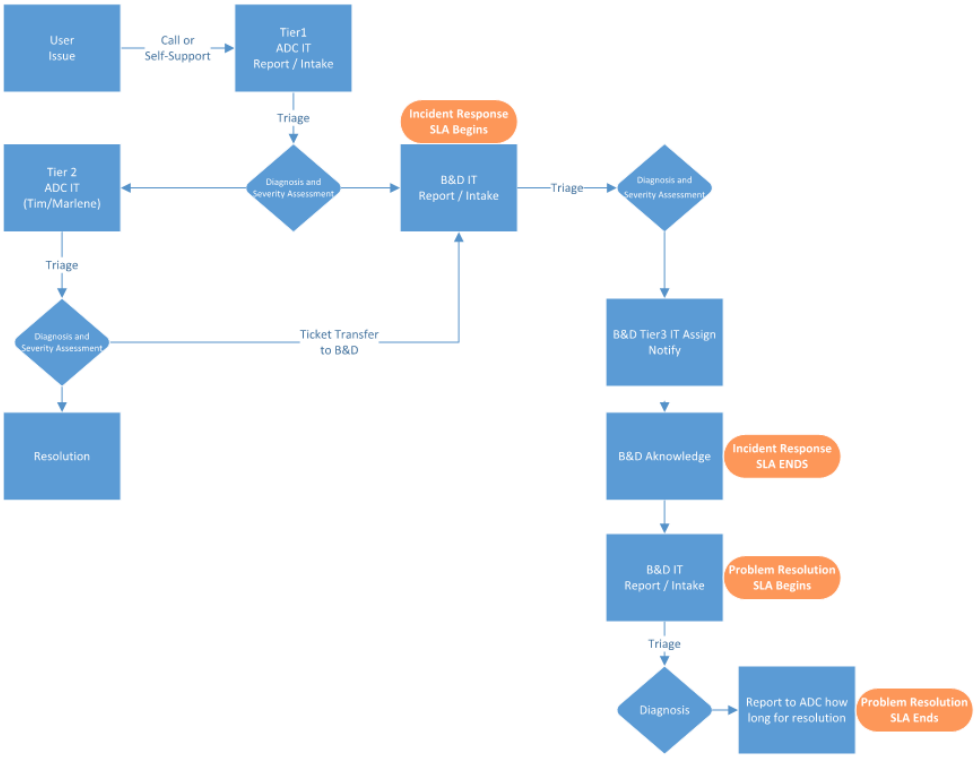
Adobe Acrobat Document

Appendix 8 – SLA INCIDENT REPORTING FLOW

Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

Business Hours M-F, 6AM-6PM



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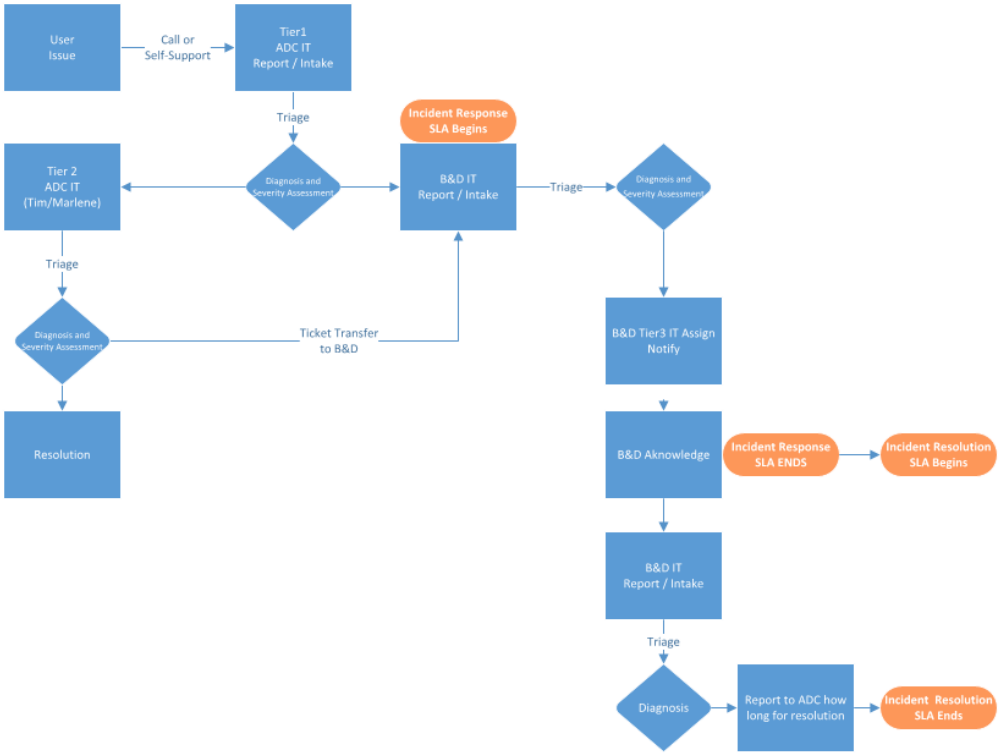
Arizona Department of Corrections Rehabilitation and Reentry

M&O SLA Incident Reporting Workflow

After Hours, Weekends, Holidays and M-F 6PM-6AM



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Appendix 9 – TIME AND MATERIALS RATE CARD

All resources charged at the ‘standard rate’ $105 per hour.

Overtime hours will be charged at 1.5 times the ‘standard rate’ Monday to Sunday 6pm until 6am.

Special hours will be charged at 2.0 times the ‘standard rate’ Holidays.

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: dcloud@azcorrections.gov; Sandy Wang; Holly Greene; jduvall
Subject: RE: Visit to Florence Complex Tomorrow
Date: Wednesday, March 4, 2020 4:58:55 PM

Thank you – I'll pass this on to the team

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Wednesday, March 4, 2020 4:45 PM
To: Thad Lowry <thad.lowry@bndna.com>; Sandy Wang <swang@azadc.gov>; Holly Greene <hgreene@azadc.gov>; jduvall <jduvall@azadc.gov>
Subject: Visit to Florence Complex Tomorrow

The Assistant Director over Operations just approved the use of B&D laptops within the complex tomorrow. He denied the request for cell phones. He said these phones can remain in the car and can be used there, if necessary. He also is allowing the use of office phones for direct calls. Janet will have her state cell phone and we can use her to relay messages to the team. Sandy can provide that number.

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To:	dcloud@azcorrections.gov
Cc:	Benjamin Bussenault; Charles Spannagel; Chris Masson; Thad Lowry; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov
Subject:	Re: SLA Review Wrap up Meeting
Date:	Wednesday, March 4, 2020 7:32:47 AM
Attachments:	image004.png image002.png image003.png

We will be at the ADC offices at 2pm.

Thanks

Dean

> On Mar 3, 2020, at 7:08 PM, Dwight Cloud <dcloud@azadc.gov> wrote:
>
> Between 1:00-4:30 tomorrow works for most of us.
>
> On Tue, Mar 3, 2020 at 5:14 PM Dean Allen <dean.allen@bndna.com> wrote:
>
> > Hello Dwight,
> >
> > I am requesting a further meeting tomorrow to conclude this topic and finally agree the terms, when are you and your team available?
> >
> > In the meantime, and respectfully, I clearly recall the discussion around the Incident Response and Resolution sections being agreed that we could commence M&O and work on these specifics as it progresses. As you are aware I asked Chris Masson to take notes so that I could capture the agreements. Additionally I sent my excel note immediately after the meeting, which I received no comments. Reviewing Chris' notes alongside my excel they are both in line with my recollection, they correspond. At the end of tomorrow's I would like us to review the conclusions and make sure that all that is agreed is clear.
> >
> > <image003.png>
> >
> > <image004.png>

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With regards to the second item. This was included in the original documentation that ADC provided B&D(scanned version), we have not made any changes here, this is original language, are you now wanting this removed? If so, we have no issue. For your awareness I have included the section from the contract document that details this below:

<image002.png>

Thanks

Dean

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Tuesday, March 3, 2020 2:01 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Benjamin Bussenault <benjamin.bussenault@bndna.com>
Subject: Re: SLA Review Wrap up Meeting

Dean,

There are a few things that we need to straighten out in this document. In the Incident Response and Resolution sections, it states that we agreed to review and refine during M&O. My problem is that what we agreed to and need to do is to get the framework up and agree to that before we can move to M&O. We all agreed that we should get some language together that satisfies the contractual timelines, as well as protects both of our rights. Chrarles and Spencer spent the following morning (2/27) working on that framework, but nothing has been provided that finalizes this portion (that would allow ADC to approve).

The second part that is concerning to us is on the Incident Response and Resolution sections in the Data Collection Process section it states that ADC would be doing the analysis of the problem tickets each month

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and we have not heard of or agreed to this.

With these unresolved issues, I would propose that we get back together to get this wrapped up. Once that is done, then Ken Sanchez will be the one that provides ADC approval

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Mar 2, 2020 at 5:22 PM Dean Allen <dean.allen@bndna.com> wrote:

> Hello Dwight,
>
> Following on from our meeting last week and the conversation we had this morning regarding the SLA and the SLA Non-Compliance Withholding %. I wanted to make sure we all very clear that the excel file that was sent was simply detailing the SLA Metrics and not changes with the withholding.
>
> This being said, using the pdf version of the original exhibit G, I have taken the opportunity to convert the metrics we discussed in the meeting and edited the old version of Exhibit G.
>
> I have a couple of points of disclosure about this document:
>
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AMERICAN OVERSIGHT

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Thanks

Dean

From: Dean Allen
Sent: Wednesday, February 26, 2020 5:54 PM
To: Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud <dcloud@azadc.gov>
Subject: RE: SLA Review Wrap up Meeting

Hi All

Please use this version, I corrected a number of spelling error and fixed the Incident Response and Resolution to show we will work on their metrics during M&O.

Thanks for your time today, it was very productive.

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AMERICAN OVERSIGHT

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Subject: RE: SLA Review Wrap up Meeting

As promised here is the SLA Metrics from today's meeting

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

<image001.jpg>

-----Original Appointment-----
From: Dean Allen <dean.allen@bndna.com>
Sent: Sunday, February 23, 2020 11:31 PM
To: Dean Allen; Chris Masson; Thad Lowry; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud
Subject: SLA Review Wrap up Meeting
When: Wednesday, February 26, 2020 1:30 PM-2:20 PM (UTC-07:00) Arizona.
Where: ADC offices

Hello All,

AMERICAN OVERSIGHT

> Following on from our previous meeting, please attend with a view to close out the discussions on the items relating to the M&O Phase of the project.
>
> Thanks
>
> Dean

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Dwight Cloud
Arizona Department of Corrections
Chief Information Officer

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Holly Greene
Subject: SLA & MNO Planning
Date: Tuesday, March 3, 2020 9:44:16 AM
Attachments: SLA Outline V1.docx
image003.png

Good morning Holly,

This is a skeleton (20K View) of what I think needs to be filled out. I have sent this to my leadership but have yet to hear back. I was hoping you could take a look and we could discuss. I sent this to Spencer as well, and we will discuss once he is back in the office.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

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SLA Overview

1: Definitions, workflows required and agreed upon before SLA Document can be built

1. Identification
    a. Bug/Problem Tickets
    b. Incident Requests
    c. Service Requests
2. Bug Definition
    a. Severity Levels
        i. Critical
        ii. High
        iii. Medium
        iv. Low
    b. Priority Levels
        i. 1
        ii. 2
        iii. 3
        iv. 4
    c. Change Requests
        i. Prioritization
        ii. BND Estimated Effort
        iii. Sign Off Procedure
3. Incident Definition
    a. Severity Levels?
    b. Priority Levels?
4. Service Requests
    a. Change Requests/Workflow
        i. Prioritization
        ii. BND Estimated Effort
        iii. Sign Off Procedure
5. Incident/Bug workflow
    a. IT Support Levels
    b. Escalation Paths
    c. KPI Metrics
6. Staffing Expectations
    a. ADC IT hours of operation
        i. ADC Escalation Process
    b. BND hours of operation
        i. Weekend support plan
        ii. Escalation Plan
7. Downtime Continuity and Business Recovery Overview (just a review so everyone is on the same page and if there are any updates needed with resources in place and new KPI agreement)

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2: Portfolio Management

1. Outstanding Items from previous meeting

2. System Overview
    a. Module(s) Health
        i. Green, Yellow, Red
        ii. Definitions for what constitutes the health of the module
        iii. Action Plan for Module(s) in a Red Status

3. Bug Review
    a. Bug status overview (like the one we used for project status meetings)
    b. Module Breakdown
    c. Bug statistics and metrics (SLA Requirement)

4. KPI Review
    a. System Response
        i. KPI 1
        ii. KPI 2
        iii. ETC
    b. User Response Time
        i. KPI 1
        ii. KPI 2
        iii. ETC
    c. System Availability and Reliability
        i. KPI 1
        ii. KPI 2
        iii. ETC
    d. System Accuracy
        i. KPI 1
        ii. KPI 2
        iii. ETC
    e. Maintenance/Upgrades
        i. KPI 1
        ii. KPI 2
        iii. ETC
    f. Data Integrity and Destruction
        i. KPI 1
        ii. KPI 2
        iii. ETC
    g. Security
        i. KPI 1
        ii. KPI 2

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        iii. ETC
    h. Incident Response Time & Target
        i. KPI 1
        ii. KPI 2
        iii. ETC
    i. Incident Resolution Time & Target
        i. KPI 1
        ii. KPI 2
        iii. ETC
    j. User Support
        i. KPI 1
        ii. KPI 2
        iii. ETC
    k. Contractor Staffing
        i. KPI 1
        ii. KPI 2
        iii. ETC

5. ADC Operational Feedback
    a. System wide
        i. Individual Prisons
        ii. Individual departments/areas

6. Support Review
    a. Hours used

7. Parking Lot Review
    a. Prioritization
    b. Hours used
    c. Hours left

8. Planning for next meeting
    a. Action items
    b. Outstanding items

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Spencer Scott; Stacey Crabtree; Jey Whitson1; Marlene Coffee; Dwight Cloud; Sandy Wang; Holly Greene
Subject: Re: Spencer - out sick
Date: Tuesday, March 3, 2020 8:20:25 AM

I am out in Scottsdale this morning but will be back onsite around 1pm. I can be wherever you guys need me to meet or chase down information.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Mar 3, 2020, at 7:56 AM, Spencer Scott <sscott3@azadc.gov> wrote:

I will be out of the office sick again today. Reachable by email and Hangouts.
--
Warm Regards,

Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

From:	Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To:	Thad Lowry; Chris Masson; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud
Cc:	Benjamin Bussenault
Subject:	RE: SLA Review Wrap up Meeting
Date:	Monday, March 2, 2020 5:26:27 PM
Attachments:	FW AIMS Exhibit G Revised - Final Proposal Revisions SLA MetricsErrorsCorrected.xlsx editabeVersionofExhibitG322020.pdf
Importance:	High

Hello Dwight,

Following on from our meeting last week and the conversation we had this morning regarding the SLA and the SLA Non-Compliance Withholding %. I wanted to make sure we all very clear that the excel file that was sent was simply detailing the SLA Metrics and not changes with the withholding.

This being said, using the pdf version of the original exhibit G, I have taken the opportunity to convert the metrics we discussed in the meeting and edited the old version of Exhibit G.

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Hello All,

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Thanks

Dean

AMERICAN OVERSIGHT

From: Wissem BenAissa on behalf of Wissem BenAissa <Wissem.BenAissa@bndna.com>
To: Holly Greene; Michael Dolny; Spencer Scott; John Squires; Cindy Hyser-Crauwels; Luis Blázquez
Cc: Aaron Pratt; Thad Lowry
Subject: MINI COPLAN - Next step
Date: Monday, March 2, 2020 2:45:31 PM
Attachments: image001.png
Importance: High

Good morning All,

Can we please set up a meeting to discuss the following tasks :

ID	Work Item Type	Title	Assigned To	State	Severity	Changed Date
36375	Issue	Interfaces: COPLAN8 -MINI File - There is 45% missing values under the classification variables. (CLASSDATE, CLASSTYPE, etc.)	John Squires	Resolved	3 - Medium	10/29/2019 18:06
36388	Issue	Interfaces: COPLAN8 -MINI File - CLASSCUSTODYFELDET and CLASSCUSTODYRRELGET5YR have values of either blank or N, both of which we have interpreted as NO	John Squires	Resolved	3 - Medium	10/10/2019 17:47
39286	Issue	MINI: FTYPE - No values in spreadsheet	Michael Dolny	Active	3 - Medium	12/30/2019 17:18
39363	Issue	MINI: NEWMINRELEASE Variable	Michael Dolny	Resolved	3 - Medium	2/21/2020 11:55
39564	Issue	MINI: FlatTermNew Variable	Michael Dolny	Active	3 - Medium	12/30/2019 16:59
39548	Issue	MINI: TEMPRELCSSBEGIN Variable	Spencer Scott	Active	3 - Medium	1/31/2020 10:35
39549	Issue	MINI: CSSEND Variable	Spencer Scott	Active	3 - Medium	2/14/2020 18:12
36643	Bug	COPLAN8 (MINI): Main Bug to Track Issues	Michael Dolny	Resolved	3 - Medium	2/27/2020 17:21

We will be availabe tomorrow starting 9.30 AZ time.

Thanks.

Best Regards,
Wissem ben Aissa.
Business & Decision, North America
M [redacted]

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Response SLA:	▪ Average page load time <= 7 seconds site wide as recorded using Google Analytics Avg. Page Load Time (sec), example detailed below: 	2% The SLA is defined by the aggregate compliance of all System Response SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

AMERICAN OVERSIGHT

Service Level Agreement – System Response

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Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	None Identified	
Reporting Requirements	The Arizona Department of Corrections requires a Monthly SLA Package from the Offeror to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	

AMERICAN OVERSIGHT

Service Level Agreement – System Response

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – User Response Time

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
User Response SLA:	All response times are affected whenever a request by the user invokes a remote interface with other systems. Average page load time <= 5 seconds for the " https://aims2.us/ProtectiveCustody/ PCInterviewAssessment.aspx Screen "	2% The SLA is defined by the aggregate compliance of User Response SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
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AMERICAN OVERSIGHT

Service Level Agreement – User Response

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AMERICAN OVERSIGHT

Service Level Agreement – User Response Time

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Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Availability and Reliability

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Availability and Reliability SLA:	▪ 24/7/365 99.95% up time; measured weekly. ADC strikes this statement for unplanned outages (with no more than 2 hours down time within any business day) (6 a.m. to 6 p.m. Arizona time, 7 days a week) ▪ 24/7/365 user availability – 99.9599% up time (scheduled maintenance times not factored in).**Approved by ADC first** ▪ No more than ten (10) consecutive outages in any week. (ADC strikes this statement for unplanned outages) ▪ 95.0 % of all failover events are concluded in less than 60 minutes. ▪ 99.9 % of failover events must be concluded in less than 90 minutes. ▪ 95.0% availability of the reporting system (24 hours, 7 days a week except for maintenance and upgrades as agreed upon by parties). ▪ 95.0% availability of the test regions during scheduled times.	ADC Asserts 40% withholding if clarification not accepted by Offeror The SLA is defined by the aggregate compliance of System Availability and Reliability SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 40% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

AMERICAN OVERSIGHT

Service Level Agreement – System Availability and Reliability

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AMERICAN OVERSIGHT

Service Level Agreement – System Availability and Reliability

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Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – System Accuracy

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
System Accuracy SLA:	▪ 100 % of data must be delivered accurately. ▪ 100 % of actions must be completed accurately. ▪ 100 % of actions must be completed accurately. ▪ 100 % of sentence calculations* must be completed accurately. ▪ 100 % of on-line update transactions are accurate. ▪ 100 % of cases and related data must be converted accurately. ▪ 100 % of case records must be compiled, returned, and displayed accurately. Verification and Validation to be provided by Offeror via system reports, Ad Hoc Audits by ADC SMEs and system reports. Additional verification/audits are at the discretion of ADC. *(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed Functional Specifications)	2% The SLA is defined by the aggregate compliance of System Accuracy SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
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Service Level Agreement – System Accuracy

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ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Maintenance / Updates / Upgrades

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Maintenance / Updates / Upgrades SLA:	▪ Maintenance to be performed outside business availability requirements ▪ Updates/upgrades should be implemented to improve/provide needed functionality as dictated by business/technical needs. ADC Requires prior approval and schedule notification for any Maintenance, Updates and/or Upgrades. If any Offeror Maintenance Updates and/or Upgrades cause an outage, Severity 1, 2, 3 failure impacting ADC end Users than the Offeror will be held accountable to current System Availability and Reliability SLA metrics. Furthermore, Offeror shall be responsible for uninstalling, backing out or deleting implemented changes to prior working state. If ADC requires or mandates a Change Control process approved change; than Offeror shall work with ADC to restore service to prior working state at no SLA impact to Offeror.	1% The SLA is defined by the aggregate compliance of Maintenance / Updates / Upgrades SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
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Service Level Agreement – Maintenance / Updates / Upgrades

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Service Level Agreement – Maintenance / Updates / Upgrades

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity & Destruction SLA:	▪ All data files shall be backed up on a regular schedule. Non-critical files, i.e., files without which users can still support the business, shall be recoverable to the end of the prior business day at a minimum. ▪ All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files. ▪ The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the Contractor. ▪ The procedures shall be updated to be current for each recovery test. ▪ In cases where files are not backed up, e.g., operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system. Data storage will meet State, federal, and industry standards and requirement. ▪ Data destruction will meet State, federal, and industry standards and requirement.	1% The SLA is defined by the aggregate compliance of Data Integrity & Destruction SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	

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Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	
Data Collection Method	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 12:00 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	None Identified	
Reporting Requirements	The Arizona Department of Corrections requires a Monthly SLA Package from the Offeror to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	

AMERICAN OVERSIGHT

Contacts	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	

Service Level Agreement – Data Integrity & Destruction

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Security SLA:	Internal and external security to meet State, federal and industry standards and regulations. o Password security o Data encryption o Firewall o Identity management o Anti-virus/spyware o Web content monitoring/filtering o Weekly/monthly/quarterly/annual security reports and updates review. o 100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident. o 100% of all security breaches must be mitigated within the time frames approved by ADC at the time of the incident. Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements.	2% The SLA is defined by the aggregate compliance of Security SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

AMERICAN OVERSIGHT

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 12:00 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	None Identified	
Reporting Requirements	The Arizona Department of Corrections requires a Monthly SLA Package from the Offeror to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	

AMERICAN OVERSIGHT

Service Level Agreement – Security

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Incident Response Time & Target SLA:	**Agreed during the meeting 2/26/2020 to review and refine KPI's during M&O.** **Critical** – 120 clock minutes / 99.5 % **Incident Response Time shall be less than or equal to One clock hour(s)** **High** – 24 clock hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 24 clock hour(s)** **Medium** – 48 business hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 48 clock hour(s)** **Low** – As agreed with ADC	2% The SLA is defined by the aggregate compliance of Incident Response Time & Target SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 2% Withholding percentage will be incurred by the Offeror
Data Collection Process	ARIZONA DEPARTMENT OF CORRECTIONS will perform analysis each month on the Vendors record for date and time the problem ticket is opened and the date and time the service is restored The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

AMERICAN OVERSIGHT

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 12:00 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	**Duplicate, Downstream and Cancelled tickets** **Wait time (Customer, Facilities, Offeror, Change)**	
Reporting Requirements	The Arizona Department of Corrections requires a Monthly SLA Package from the Offeror to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	

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Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Incident Resolution Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Incident Resolution Time & Target SLA:	**Agreed during the meeting 2/26/2020 to review and refine KPI's during M&O.** **Critical** – 5 clock hours / 99.5 % **Incident Response Time shall be less than or equal to five clock hour(s)** **High** – 24 clock hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 24 clock hour(s)** **Medium** – 72 business hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 72 clock hour(s)**	1% The SLA is defined by the aggregate compliance of Incident Resolution Time & Target SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	ARIZONA DEPARTMENT OF CORRECTIONS will perform analysis each month on the Vendors record for date and time the problem ticket is opened and the date and time the service is restored The Offeror shall provide the specific data collection process including specific systems, Offeror resources and/or hardware/software elements leveraged to facilitate completion of this task. ADC and the Offeror will mutually approve the specific data collection process to ensure fair and accountable treatment of the SLA metric	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

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Service Level Agreement – Incident Resolution Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 12:00 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	**Duplicate, Downstream and Cancelled tickets** **Wait time (Customer, Facilities, Offeror, Change)**	
Reporting Requirements	The Arizona Department of Corrections requires a Monthly SLA Package from the Offeror to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	

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Service Level Agreement – Incident Resolution Time & Target

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
User Support SLA:	Monday– Sunday 6am – 6pm – Technical (except holidays) Monday – Sunday 6am – 6pm – Help Desk (except holidays) On call after hours support as negotiated with ADC It will be agreed without exceptions or conditions that after-hour technical support will be provided under a Time and Material basis at a Rate Card approved by ADC. The Offeror further agrees that in no case will an after hour service request by ADC be refused by the Offeror and any escalation paths will be followed.	1% The SLA is defined by the aggregate compliance of User Support SLA Metrics/ Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	Problem tickets that are resolved by Deskside workgroups are captured for this service level. The service level starts when the ticket is transferred to the Deskside workgroup and stops when the Deskside workgroup resolves the ticket, minus any wait time.	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

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Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 12:00 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	**None Identified**	
Reporting Requirements	The Arizona Department of Corrections requires a Monthly SLA Package from the Offeror to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	

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Service Level Agreement – User Support

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

Service Level Agreement – Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Reporting SLA:	**Removed by mutual agreement.**	**Removed.**
Data Collection Process	**Removed by mutual agreement.**	
Calculation Formula	**Removed by mutual agreement.**	

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Service Level Agreement – Report

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	Removed by mutual agreement.	
Measurement Window	Removed by mutual agreement.	
Data Inclusions	Removed by mutual agreement.	
Measurement Exceptions	Removed by mutual agreement.	
Reporting Requirements	Removed by mutual agreement.	
Additional Information		
Contacts	Removed by mutual agreement.	

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Service Level Agreement – Report

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	Removed by mutual agreement.	
Last Reviewed	Removed by mutual agreement.	

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ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
SLA Reporting SLA:	**The Offeror shall provide a Monthly status reports that provide previous month's SLA performance data** **The Offeror shall also provide a rolling previous 3/6/9 month intervals** **ADC requires a monthly SLA reporting meetings with the appropriate documentation.** **ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement.**	1% The SLA is defined by the aggregate compliance of SLA Reporting SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

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Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 12:00 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	**None Identified**	
Reporting Requirements	The Arizona Department of Corrections requires a Monthly SLA Package from the Offeror to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	

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Service Level Agreement – SLA Reporting

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

ARIZONA DEPARTMENT OF CORRECTIONS
Adult Inmate Management System (AIMS) Replacement Project
EXHIBIT G Service Level Agreement (SLA)

Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Contractor Staffing SLA:	Offeror shall maintain 100% resource availability for Key M&O Staff as identified.	1% The SLA is defined by the aggregate compliance of Contractor Staffing SLA Metrics/Components. If one metric in this category is not met than the category is deemed by ADC as not compliant. The full 1% Withholding percentage will be incurred by the Offeror
Data Collection Process	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Calculation Formula	The Offeror shall provide to ADC the specific calculation formula utilized for compiling the SLA metric and obtain initial approval of stated calculation. Future calculation or formula changes will follow the current contracted Change Control process and receive joint approval from ADC and Offeror if modified..	

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Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Collection Method	The Offeror shall provide to ADC the specific data collection method including system, processes and Offeror job role, location to be generated and team or personnel responsible for collection and distribution. The data collection method should include the calculation formula and corresponding checkpoints for data integrity.	
Measurement Window	The specific daily measurement window shall begin at 12:01 AM to 11:59 PM each day. Measurement shall be 7 days a week, 24 hours a day including holidays national and state. The SLA measurement shall commence on the first calendar day of each month and conclude at 12:00 PM on the last calendar day of same month.	
Data Inclusions	Data inclusion includes all data specified in the Request for Proposal ADOC14-00003350; official clarification responses from Offeror and mutually agreed in-scope data.	
Measurement Exceptions	**None Identified**	
Reporting Requirements	The Arizona Department of Corrections requires a Monthly SLA Package from the Offeror to include an SLA Dashboard with key Metrics; supporting data as applicable and compiled into an aggregate SLA package.	
Additional Information	None Identified	
Contacts	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	

AMERICAN OVERSIGHT

Service Level Agreement – Contractor Staffing

HEADING	DESCRIPTION	SLA Non-Compliance Withholding %
Data Integrity Owner	The Offeror shall provide specific points of contacts including backup personnel to support compliance and achievement of this SLA no later than 60 days prior to implementation and measurement startup to the ADC Program Manager.	
Last Reviewed		

AMERICAN OVERSIGHT

SLA	KPI #1	KPI #2
System Response	Average page load time <= 7 seconds site wide	
User Response Time	Average page load time <= 5 seconds for the " https://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx Screen "	
System Availability and Reliability	24/7/365 99.95% up time, measure weekly	No more than ten (10) outages a week
System Accuracy	100% of data must be delivered accurately	100% of data must be delivered accurately
Maintenance / Updates /Upgrades	Maintenance to be performed outside of business availability requirements	Update and upgrades will follow an agreed release process with formal approval from ADC
Data Integrity and Destruction	All data files should be backed up on a regular schedule., files without which user can still support the business day at a minimum.	All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files
Security	Internal and External security to meet State, Federal and industry standards.	100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident
Incident Response Time & Target		Agreed during th
Incident Resolution Time & Target		Agreed during th

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User Support	Monday - Sunday 6 am - 6 pm - Technical (except holidays)	Monday - Sunday 6am - 6 pm - Help Desk (except holidays)
Reporting		
SLA Reporting	The offeror shall provide a Monthly status reports that provide previous months SLA's performance data.	The offeror shall also provide a rolling previous 3/6/9 month intervals
Contractor Staffing	Offeror shall maintain 100% resource availability for Key M&O Staff as identified	

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KPI #2	KPI #3	KPI #4
95.0% of all failover events are concluded in less than 60 minutes	99.0% of all failover events are concluded in less than 60 minutes	95% availability of the reporting system
100% of actions must be completed accurately	100% of sentence calculations must be completed accurately *	*(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed Functional Specifications)
The backup and recovery procedure shall include all data stored within the enterprise environment including but no limited to, print and report files generated by the application.		
Data stored on the user workstations is not the responsibility of the contractor	Data Storage will meet State, Federal and industry standards and requirement.	Data destruction will meet State, Federal and industry standards and requirement.
100% of all security breaches must be mitigated within a time frame approved by ADC, at the time of the incident.	Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements	
ne meeting to review and refine KPI's during M&O		
ne meeting to review and refine KPI's during M&O		

AMERICAN OVERSIGHT

On call after hours support as negotiated with ADC	It will be agreed without exceptions or conditions that after-hours technical support will be provided under a time and materials basis at a rate card approved by ADC	The offeror further agrees that in no case will an after hour service request by ADC be refused by the offeror and any escalation paths will be followed.
Removed		
ADC requires a monthly SLA reporting meetings with the appropriate documentation	ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement	During the monthly status meeting ADC and B&D will review and revise, if required, Service Level KPI's(System Response, Incident Resolution Time and User Support) monthly for the first 6 months and then annually as needed.

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KPI #4

95% availability of the testing system

AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Michael Kearns; Joseph Profiri; KEN SANCHEZ
Cc: CLOUD, DWIGHT; Olga Kline; Dawn Gangl; Dean Allen
Subject: RE: Amendment talk
Date: Friday, February 28, 2020 1:47:10 PM

Hello everyone,

Do you have any indication as to whether we will talk today?

Let me know,

Thanks.

Benjamin

From: Michael Kearns <mkearns@azadc.gov>
Sent: Thursday, February 27, 2020 2:55 PM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Joseph Profiri <jprofiri@azcorrections.gov>; KEN SANCHEZ <KSANCHEZ@azcorrections.gov>; CLOUD, DWIGHT <dcloud@azcorrections.gov>; Olga Kline <okline@azadc.gov>; Dawn Gangl <dgangl1@azadc.gov>
Subject: Re: Amendment talk

Benjamin,
We are actively reviewing your information. We won't be able to call you today but we will attempt to find a time to call you tomorrow. We appreciate your patience.

Sincerely,
Michael P. Kearns
Division Director, Administrative Services

On Thu, Feb 27, 2020 at 2:36 PM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Hello,
>
> Are we talking about the amendment proposal this afternoon?
>
> Let me know,
>
> Benjamin Bussenault

AMERICAN OVERSIGHT

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Trevor Baker on behalf of Trevor Baker <trevor.baker@bndna.com>
To:	dford1
Cc:	Marlene Coffey; Janah Barreras; Thad Lowry; Dwight Cloud; Stacey Crabtree; Holly Greene
Subject:	RE: Discipline Violation 19A
Date:	Friday, February 28, 2020 8:09:09 AM
Attachments:	image001.png

Hi Dan,

Prod is deployed after business hours on Friday.

Thank you,

Trevor Baker
Business Analyst
Business & Decision, North America
O: 480-795-7220
E: Trevor.Baker@businessdecision.com

From: Daniel Ford <dford1@azadc.gov>
Sent: Friday, February 28, 2020 7:36 AM
To: Trevor Baker <trevor.baker@bndna.com>
Cc: Marlene Coffey <mcoffey@azcorrections.gov>; Janah Barreras <jbarreras3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Stacey Crabtree <scrabtre@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Discipline Violation 19A

19A the new disciplinary charge failed to display in PROD today as planned. Trevor?

CPT. Daniel Ford #4933

Arizona Department of Corrections

AIMS2 Testing/Training Administrator

1601 W Jefferson St, Suite 2311 , MC113 | Phoenix, AZ 85007

602-542-0098

DFord1@azadc.gov

On Thu, Feb 27, 2020 at 4:20 PM Trevor Baker <trevor.baker@bndna.com> wrote:

> What trigger Reason are you expecting?
> Which App Setting did you update?

AMERICAN OVERSIGHT

Thank you,

Trevor Baker
Business Analyst
Business & Decision, North America
O: 480-795-7220
E: Trevor.Baker@businessdecision.com

From: Daniel Ford <dford1@azadc.gov>
Sent: Thursday, February 27, 2020 9:09 AM
To: Trevor Baker <trevor.baker@bndna.com>
Cc: Marlene Coffey <mcoffey@azcorrections.gov>; Janah Barreras <jbarreras3@azadc.gov>
Subject: Re: Discipline Violation 19A

UAT ADC#[redacted]

CPT. Daniel Ford #4933

Arizona Department of Corrections

AIMS2 Testing/Training Administrator

1601 W Jefferson St, Suite 2311 , MC113 | Phoenix, AZ 85007

602-542-0098

DFord1@azadc.gov

On Thu, Feb 27, 2020 at 9:08 AM Daniel Ford <dford1@azadc.gov> wrote:

> UAT testing. Disc function with new charge worked. PCIII drop down has a bad option of 150 in there? HOWEVER it's not appearing to trigger classification. We had tested multiple inmates. Marlene adjusted the app setting and added 19A as a level 3. But no trigger.
>
> CPT. Daniel Ford #4933
>
> Arizona Department of Corrections
>
> AIMS2 Testing/Training Administrator
>
> 1601 W Jefferson St, Suite 2311 , MC113 | Phoenix, AZ 85007
>
> 602-542-0098
>
> DFord1@azadc.gov

AMERICAN OVERSIGHT

On Tue, Feb 25, 2020 at 11:11 AM Trevor Baker <trevor.baker@bndna.com> wrote:

> Hi Dan,
>
> Per the information you sent me at the beginning of the month, violation 19A is scheduled to follow normal deployment, into UAT tomorrow and then PROD on Friday.
> Please let me know if anything has changed or you have any questions.
>
> Thank you,
>
> **Trevor Baker**
> Business Analyst
> Business & Decision, North America
> O: 480-795-7220
> E: Trevor.Baker@businessdecision.com
>
>
>

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	dcloud@azadc.gov; sscott3@azadc.gov; Marlene Coffee; Aaron Bailey; jnicole@azadc.gov; Stacey Crabtree; Jey Whitson1; hgreene@azadc.gov; gmartinez1
Cc:	Aaron Pratt; Matt DeClue; Dean Allen; Chris Masson; Charles Spannagel
Subject:	UAT deploy - should be correct now
Date:	Thursday, February 27, 2020 4:15:28 PM

The UAT deploy should be working now

The deploy last night did not go well – my understanding is it deployed to 1 server but had problems with the other 2 servers

The backup deployer did not notice that there was problems with the other servers

We have redeployed to UAT

Let me know if this affects your intention to have us deploy to production tomorrow night

Sorry we didn't catch this – I don't think we really spend a lot of time in UAT unless we are researching something that can't be reproduced in our dev environments

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

-----Original Appointment-----
From: dcloud@azadc.gov <dcloud@azadc.gov>
Sent: Friday, December 13, 2019 9:05 AM
To: dcloud@azadc.gov; 1645_it_conference_r@azadc.gov; sscott3@azadc.gov; Dean Allen; Chris Masson; mkearns@azadc.gov; Marlene Coffee; Aaron Bailey; jnicole@azadc.gov; lisa.meyerson@azdoa.gov; Stacey Crabtree; Jey Whitson1; hgreene@azadc.gov; gmartinez1; Thad Lowry
Subject: Updated invitation: ACIS Daily Project Wrap Up @ Weekly from 3:30pm to 4:30pm on weekdays (MST) (thad.lowry@bndna.com)
When: Thursday, February 27, 2020 3:30 PM-4:30 PM America/Phoenix.
Where: https://azgov.webex.com/join/dcloud

This event has been changed.

AMERICAN OVERSIGHT

ACIS Daily Project Wrap Up

When **Changed:** Weekly from 3:30pm to 4:30pm on weekdays Mountain Standard Time - Phoenix

Where https://azgov.webex.com/join/dcloud (map)

Calendar thad.lowry@bndna.com

Who
- dcloud@azadc.gov - organizer
- 1645_it_conference_r@azadc.gov
- sscott3@azadc.gov
- dean.allen@bndna.com
- chris.masson@bndna.com
- mkearns@azadc.gov
- mcoffey@azadc.gov
- abailey1@azadc.gov
- jnicole@azadc.gov
- lisa.meyerson@azdoa.gov
- scrabtre@azadc.gov
- jwhitson@azadc.gov
- hgreene@azadc.gov
- gmartinez1@azadc.gov
- thad.lowry@bndna.com

more details »
We'll just kill the 3:00 bridge when it completes and then start this meeting immediately. This will likely actually begin around 3:30. This will just be a project touch base and wrap up from the 3:00 call results and keep communication channels open.

-- Do not delete or change any of the following text. --

Join meeting in my Webex Personal Room
https://azgov.webex.com/join/dcloud | 802 599 183

JOIN FROM A VIDEO CONFERENCING SYSTEM OR APPLICATION
Dial sip:dcloud@azgov.webex.com
You can also dial 173.243.2.68 and enter your meeting number.
If you are the host, you can also enter your host PIN in your video conferencing system or application to start the meeting.

JOIN BY PHONE
+1-415-655-0003 US Toll
Tap here to call (mobile phones only, hosts not supported): tel:%2B1-415-655-0003,,*01*802599183%23%23*01*
Access code: 802 599 183

Global call-in numbers:
https://azgov.webex.com/cmp3300/webcomponents/widget/globalcallin/globalcallin.do?siteurl=azgov&serviceType=MC&ED=594919407&tollFree=0

Can't join the meeting?
https://collaborationhelp.cisco.com/article/WBX000029055

AMERICAN OVERSIGHT

IMPORTANT NOTICE: Please note that this Webex service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining this session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session.

Going (thad.lowry@bndna.com)? All events in this series: **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account thad.lowry@bndna.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

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AMERICAN OVERSIGHT

From:	Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To:	Michael Kearns
Cc:	Joseph Profiri; KEN SANCHEZ; CLOUD, DWIGHT; Olga Kline; Dawn Gangl
Subject:	RE: Amendment talk
Date:	Thursday, February 27, 2020 3:05:13 PM

Understood. I'll stand by for tomorrow then.

From: Michael Kearns <mkearns@azadc.gov>
Sent: Thursday, February 27, 2020 2:55 PM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Joseph Profiri <jprofiri@azcorrections.gov>; KEN SANCHEZ <KSANCHEZ@azcorrections.gov>; CLOUD, DWIGHT <dcloud@azcorrections.gov>; Olga Kline <okline@azadc.gov>; Dawn Gangl <dgangl1@azadc.gov>
Subject: Re: Amendment talk

Benjamin,
We are actively reviewing your information. We won't be able to call you today but we will attempt to find a time to call you tomorrow. We appreciate your patience.

Sincerely,
Michael P. Kearns
Division Director, Administrative Services

On Thu, Feb 27, 2020 at 2:36 PM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Hello,
>
> Are we talking about the amendment proposal this afternoon?
>
> Let me know,
>
> Benjamin Bussenault

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AMERICAN OVERSIGHT

From: Wissem BenAissa on behalf of Wissem BenAissa <Wissem.BenAissa@bndna.com>
To: Joshua Connolly
Cc: Aaron Pratt; Thad Lowry; Holly Greene
Subject: RE: TFS Bug #37732
Date: Thursday, February 27, 2020 1:43:45 PM

Hi Josh,

The code that retrieves the current location in 04AA will also need to be updated to ignore the internal movements.
Can you please create a new issue for this and we should be able to fix it for PROD push on March 06th.

The current push changes have already been evaluated and we cannot add additional changes for this week push, unless we need to push a critical change.

Sorry about that.

Thanks.

Best Regards,
Wissem ben Aissa.
Business & Decision, North America

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Thursday, February 27, 2020 3:32 PM
To: Wissem BenAissa <Wissem.BenAissa@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: TFS Bug #37732

Thank you, Wissem - On 04AA, the previously incorrect location values are back to correct but I do still have a couple of outliers on location involving the ones that were duplicates previously.

These two are a particular DOC_INMATE_TYPE (ICC) and their current location in our 04AA file shows the code from their last internal movement instead of the "Continue Special Services" movement reason that comes just before:

- [redacted] - The SP-zipped 04AA file shows A69 - ACIS banner shows "CENTRAL OFFICE" - Last non-Internal move shows E02 for Location at time of Entry
- [redacted] - The SP-zipped 04AA file shows A51 - ACIS banner shows "CENTRAL OFFICE" - Last non-Internal move shows E02 for Location at time of Entry

In the 04AA CurrentLocationCode, I want to show location at time of entry for their most recent non-Internal move (30-Received From) in order to get the E02 location.
Can that be done in the query and if not, how is ACIS showing "CENTRAL OFFICE"?

These are the only two so I'd rather deal with the incorrect locations over the duplication of rows so if this looks too difficult or the cause is input error, please let me know and we can just carry on with this query as it stands now.

The 04BC file looks good, thank you for trying to sort out the internal move issue.

Talk with you again soon,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Thu, Feb 27, 2020 at 11:38 AM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

> Hi Josh,
>
> Please find here the generated files out of PROD data up to 25 January 2020.
> Any new movement that occurred in PROD after the above date will not be included on those two files.
>
> https://aims2.bndna.com/ADC%20AIMS2%20Project%20Documentation/UAT/Interface%20UAT/PCAIMS04BC200227.zip
>
> Thanks.
>
> Best Regards,
> Wissem ben Aissa.
> Business & Decision, North America
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Thursday, February 27, 2020 12:12 PM
> **To:** Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Holly Greene <hgreene@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Sandy Wang <swang@azadc.gov>
> **Subject:** Re: TFS Bug #37732
>
> Thanks very much, Wissem. That's really great to hear.
> Talk with you again soon,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
> On Thu, Feb 27, 2020 at 10:00 AM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:
>
> > Hi Josh,
> >
> > Yes everything is fixed and I will send you the 04AA and 04BC files out of our test environment today so that you can check them.
> > The fix will be available as scheduled for tomorrow production push and the new files should be sent Saturday morning.
> >
> > Best Regards,
> > Wissem ben Aissa.
> > Business & Decision, North America

AMERICAN OVERSIGHT

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Thursday, February 27, 2020 11:43 AM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: TFS Bug #37732

Good morning, everyone - I'm just checking in on this fix. We do still have errors in the 04AA locations to be corrected this weekend and I'll be here on Saturday to verify that status and close out the bug. The only difference is that I do not want Internal locations if they cause 04BC the file to be split.

Much appreciated!
Take care,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Wed, Feb 26, 2020 at 4:46 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hi Josh,
>
> Wissem will be back tomorrow and we will discuss first thing to make sure we have the correct code in place. If it requires another code deploy out of cycle we may need some help with testing to make sure it gets to Prod by Friday but we hear you and will make this a priority. I think getting the proper code to Production by Friday shouldn't be a problem.
>
> Thanks,
> Aaron
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Wednesday, February 26, 2020 4:24 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Sandy Wang <swang@azadc.gov>
> **Subject:** Re: TFS Bug #37732
>
> Hello, Aaron - Just as an update from my side, we're starting to hear complaints from the public about the inmate locations being wrong on the public website via Inmate Data Search and this will eventually start to affect other applications like Visitation.
>
> Could you make sure that this 04AA-CurrentLocationCode fix gets pushed into production for Friday's overnight files?
>
> Thank you very much,
> - josh C.

AMERICAN OVERSIGHT

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Wed, Feb 26, 2020 at 11:01 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hi Josh,
>
> Wissem is on PTO today but he did resolve this issue yesterday before he left. However I think his change may have included dividing up the file. If this is not the correct solution he may need to make an additional change tomorrow when he is back and we may need to do an out of cycle release to UAT of this change.
>
> Thanks,
>
>
> **Aaron Pratt**
> ***Application Development Manager***
> Business & Decision, North America
> 15333 N Pima Rd, Suite #103 | Scottsdale AZ 85260 USA
> Mobile: [redacted] | Email: aaron.pratt@bndna.com
>
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Tuesday, February 25, 2020 5:37 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Sandy Wang <swang@azadc.gov>
> **Subject:** Re: TFS Bug #37732
>
> Very much appreciated, Thad, Wissem and team.
> Have a nice evening,
> - josh C.
>
> --
>
>
> ## Joshua Connolly
>
> Data Analyst
> **Arizona Department of Corrections, Rehabilitation & Reentry**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
>
> On Tue, Feb 25, 2020 at 4:28 PM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > Yes
> >
> > We'll get it done

AMERICAN OVERSIGHT

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, February 25, 2020 4:20:09 PM
To: Joshua Connolly <jconnolly@azadc.gov>
Cc: Wissem BenAissa <Wissem.BenAissa@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: TFS Bug #37732

Thank you, Josh.

Wissem and Thad - Is this doable?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Feb 25, 2020 at 4:07 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hi, Wissem - I've looked through all of these location-related issues and all active inmates are required in this file but the movements that are coded as "Internal" are not required for the Prior Packets application. Can you please revert the 04BC query to the most recent functioning version that was before the Friday (2/21/20) release, before the out of memory issue? We do not need to expand this file as we did with 03BJ.
>
> Thad - From what I understand this change would need to be applied tonight and tomorrow morning is the cutoff, can you please notify everyone involved here that we do not require "Internal" movement codes and that we can make the change to the 04AA query that removes duplicate inmate rows but leave 04BC as it was before last Friday.
>
> Many thanks,
> - josh C.

AMERICAN OVERSIGHT

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Tue, Feb 25, 2020 at 10:17 AM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

> Hi Josh,
>
> Thank you for the confirmation.
>
> We will then update the 04BC to work same as 03BJ and send multiple files.
>
> Can you please update the process from your end to get those multiple files instead of just one.
>
> Those should be available Saturday morning.
>
> Best Regards,
>
> Wissem ben Aissa.
>
> Business & Decision, North America
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Monday, February 24, 2020 9:44 PM
> **To:** Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
> **Subject:** Re: TFS Bug #37732
>
> Good afternoon, Wissem - For our Prior Packets application that we send out to other LEO agencies, we need to show all the movements an inmate went through while in custody regardless of status. Inmate Data Search also displays the last movement for our Inactives so I don't believe that we can shrink the file by that status factor.
>
> I believe we have two issues related to movement that are related and the timing of the internal movement activity relative to Go Live seems to be the problem that I see in the exports for 04BC and 04AA. I'm going to assemble more information about location code discrepancies and get back to you all

AMERICAN OVERSIGHT

tomorrow afternoon. I'll reply directly to this group.

Talk with you soon,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Mon, Feb 24, 2020 at 11:34 AM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

> Hi Josh,
>
> We are still investigating.
>
> Seems that latest change to include internal movements has increased the table volume to more than 14 million records.
>
> Seems we are on the same situation as previously for 03BJ.
>
> I'm still trying to figure out why, but seems we will need to send batches instead of one file.
>
> Also I noticed we are sending data for all inmates including the inactive ones, Do you needs traffic history records for inactive inmates in 04BC ?
>
> Best Regards,
>
> Wissem ben Aissa.
>
> Business & Decision, North America
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Monday, February 24, 2020 12:55 PM
> **To:** Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Subject:** TFS Bug #37732

AMERICAN OVERSIGHT

Good morning, Wissem - Can you give me a holler about the main PC-AIMS2 bug?

The 04BC table has been blank since the push on Friday but we're finding several discrepancies in the 04AA CurrentLocatorCode value.

Much appreciated,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

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AMERICAN OVERSIGHT

From:	Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To:	Thad Lowry; Chris Masson; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud
Subject:	RE: SLA Review Wrap up Meeting
Date:	Wednesday, February 26, 2020 5:56:12 PM
Attachments:	SLA MetricsErrorsCorrected.xlsx

Hi All

Please use this version, I corrected a number of spelling error and fixed the Incident Response and Resolution to show we will work on their metrics during M&O.

Thanks for your time today, it was very productive.

Dean

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Wednesday, February 26, 2020 4:49 PM
To: Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud <dcloud@azadc.gov>
Subject: RE: SLA Review Wrap up Meeting

As promised here is the SLA Metrics from today's meeting

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

-----Original Appointment-----
From: Dean Allen <dean.allen@bndna.com>
Sent: Sunday, February 23, 2020 11:31 PM
To: Dean Allen; Chris Masson; Thad Lowry; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud
Subject: SLA Review Wrap up Meeting
When: Wednesday, February 26, 2020 1:30 PM-2:20 PM (UTC-07:00) Arizona.
Where: ADC offices

AMERICAN OVERSIGHT

SLA	KPI #1	KPI #2
System Response	Average page load time <= 7 seconds site wide	
User Response Time	Average page load time <= 5 seconds for the " https://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx Screen "	
System Availability and Reliability	24/7/365 99.95% up time, measure weekly	No more than ten (10) outages a week
System Accuracy	100% of data must be delivered accurately	100% of data must be delivered accurately
Maintenance / Updates /Upgrades	Maintenance to be performed outside of business availability requirements	Update and upgrades will follow an agreed release process with formal approval from ADC
Data Integrity and Destruction	All data files should be backed up on a regular schedule., files without which user can still support the business day at a minimum.	All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files
Security	Internal and External security to meet State, Federal and industry standards.	100% of all security breaches must be reported to ADC in writing and by telephone immediately at the time of the incident
Incident Response Time & Target		Agreed during th
Incident Resolution Time & Target		Agreed during th

AMERICAN OVERSIGHT

User Support	Monday - Sunday 6 am - 6 pm - Technical (except holidays)	Monday - Sunday 6am - 6 pm - Help Desk (except holidays)
Reporting		
SLA Reporting	The offeror shall provide a Monthly status reports that provide previous months SLA's performance data.	The offeror shall also provide a rolling previous 3/6/9 month intervals
Contractor Staffing	Offeror shall maintain 100% resource availability for Key M&O Staff as identified	

AMERICAN OVERSIGHT

KPI #2	KPI #3	KPI #4
95.0% of all failover events are concluded in less than 60 minutes	99.0% of all failover events are concluded in less than 60 minutes	95% availability of the reporting system
100% of actions must be completed accurately	100% of sentence calculations must be completed accurately *	*(based on the calculation rules that ADC have provided to B&D which are documented within the latest and agreed Functional Specifications)
The backup and recovery procedure shall include all data stored within the enterprise environment including but no limited to, print and report files generated by the application.		
Data stored on the user workstations is not the responsibility of the contractor	Data Storage will meet State, Federal and industry standards and requirement.	Data destruction will meet State, Federal and industry standards and requirement.
100% of all security breaches must be mitigated within a time frame approved by ADC, at the time of the incident.	Cooperate with ADC vulnerability management - as measured with a state mandated penetration testing and remediation requirements	
ne meeting to review and refine KPI's during M&O		
ne meeting to review and refine KPI's during M&O		

AMERICAN OVERSIGHT

On call after hours support as negotiated with ADC	It will be agreed without exceptions or conditions that after-hours technical support will be provided under a time and materials basis at a rate card approved by ADC	The offeror further agrees that in no case will an after hour service request by ADC be refused by the offeror and any escalation paths will be followed.
Removed		
ADC requires a monthly SLA reporting meetings with the appropriate documentation	ADC requires a Quarterly meetings with Offeror to evaluate and review SLA performance looking for patterns, issues, risks and areas for improvement	During the monthly status meeting ADC and B&D will review and revise, if required, Service Level KPI's(System Response, Incident Resolution Time and User Support) monthly for the first 6 months and then annually as needed.

AMERICAN OVERSIGHT

KPI #4

95% availability of the testing system

AMERICAN OVERSIGHT

Hello All,

Following on from our previous meeting, please attend with a view to close out the discussions on the items relating to the M&O Phase of the project.

Thanks

Dean

AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Dean Allen; Chris Masson; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud
Subject:	RE: SLA Review Wrap up Meeting
Date:	Wednesday, February 26, 2020 4:50:39 PM
Attachments:	SLA Metrics.xlsx

As promised here is the SLA Metrics from today's meeting

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

-----Original Appointment-----
From: Dean Allen <dean.allen@bndna.com>
Sent: Sunday, February 23, 2020 11:31 PM
To: Dean Allen; Chris Masson; Thad Lowry; gmartinez1; hgreene@azadc.gov; sscott3@azadc.gov; swang@azadc.gov; Dwight Cloud
Subject: SLA Review Wrap up Meeting
When: Wednesday, February 26, 2020 1:30 PM-2:20 PM (UTC-07:00) Arizona.
Where: ADC offices

Hello All,

Following on from our previous meeting, please attend with a view to close out the discussions on the items relating to the M&O Phase of the project.

Thanks

Dean

AMERICAN OVERSIGHT

SLA
System Response
User Response Time
System Availability and Reliability
System Accuracy
Maintenance / Updates /Upgrades
Data Integrity and Destruction
Security
Incident Response Time & Target
Incident Resolution Time & Target
User Support
Reporting

AMERICAN OVERSIGHT

SLA Reporting
Contractor Staffing

AMERICAN OVERSIGHT

KPI #1	KPI #2
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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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Removed		

AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

KPI #4

95% availability of the testing system

AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Joseph Profiri; Michael Kearns
Cc: Ken Sanchez
Subject: RE: Following our discussion
Date: Wednesday, February 26, 2020 1:10:35 PM
Importance: High

Hello Joe and Mike,

I added Ken as well to the message.

I will send the amendment proposal overnight, we are finalizing it as we speak.

You will therefore have it in your mailbox first thing in the morning.

I would propose to have a conversation on it after you had a chance to review it.

I will be available all day for that. You'll let me know.

Benjamin

From: Benjamin Bussenault
Sent: Tuesday, February 25, 2020 11:12 AM
To: 'Joseph Profiri' <jprofiri@azcorrections.gov>; 'Michael Kearns' <mkearns@azadc.gov>
Subject: Following our discussion

Hello Joe and Mike,

Following our discussion yesterday, we got the prioritized list of parking lot items and we are working on it as we speak.

As discussed, I will be able to send a proposal to you tomorrow COB. This proposal will be embedded into an amendment draft for your review/approval.

I expect to be able to agree an amendment for Friday, which is the expected date of M&O start.

I hope this proposed course of action is fine with you. Let me know if not.

Cheers,

Benjamin

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel; Gregory Denning; Joshua Connolly; Marlene Coffey; Jacob Whitson; Wissem BenAissa; Michael Dolny; SCHROEDER, PHIL; Stacey Crabtree
Subject:	NOTES: ACIS Violent & Non-Violent Records
Date:	Tuesday, February 25, 2020 4:05:54 PM

All -

Thank you for meeting today. The go-forward is:

- Research team will work with the project team to create a change ticket for a future enhancement which will be placed into the parking lot.
    - The change is to add a function / selection within ACIS to capture 'violence' for the inmate profile.
    - This will only be modified by Jet Whitson who will work with the Research team to ensure that the accuracy of the selection

In the meantime, the Research team will continue to pull, calculate and report on the data as it exists today using previous methods and adjusting to new as applicable.

We will revisit this topic once the teams are on the path of addressing enhancements in the parking lot.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Joseph Profiri; Michael Kearns
Subject: RE: Bugs list from my proposal
Date: Monday, February 24, 2020 4:07:01 PM

Joe, Mike,

Thad just got a list of prioritized parking lot items from Spencer. We will work on that one unless you want us to use something different.

Benjamin

From: Benjamin Bussenault
Sent: Monday, February 24, 2020 2:35 PM
To: Joseph Profiri <jprofiri@azcorrections.gov>; Michael Kearns <mkearns@azadc.gov>
Subject: FW: Bugs list from my proposal

Hello Joe and Mike,

Thanks for the conversation today.
As agreed, I will work on the list of prioritized parking lot items once I get it from you.

As a follow up from Joe's question, this is the status below on the 32 items that were listed in my proposal back late January.
2 are still active and expected to be fixed for Wednesday's release
1 is in reconsider with ADC
2 are resolved, ready for testing
The others 27 are all closed

Benjamin

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, February 24, 2020 1:12 PM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Subject: RE: Bugs list from my proposal

Sorry for the delay – in the weekly status meeting with ADC 11:00 to 12:00 and then driving back to office

Here's the complete list of items in your list

ID	Title	Assigned To	State	Severity	Area Path	Created Date
41388	UC-HALF-01: Half To Deport Violators not calculating correctly	Justin Baker	Active	2 - High	Aims2\14-Warrants and	1/22/2020 9:00:07 AM

AMERICAN OVERSIGHT

					Detainers\Warrants	
41180	RPT 0960 - report not showing correct end dates	Spencer Scott	Active	3 - Medium	Aims2\11-Community Corrections\OMS	1/3/2020 9:21:32 AM
41281	CL Migrated Max Custody Review dates did not migrate over	Zora Weiss	Closed	2 - High	Aims2\02-Classification	1/10/2020 2:06:27 PM
41304	System is not refreshing Sentence Worksheet and Banner daily	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/14/2020 10:17:30 AM
41308	RPT 0320 - report is not generating data	Dan Ford	Closed	2 - High	Aims2\20-Reports	1/14/2020 11:56:09 AM
41326	Warrants - Issued date being assigned to warrant is incorrect	Chuck Rich	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/14/2020 3:18:02 PM
41350	MIGRATION - Warrants - warrants have the incorrect field mapped to the “date issued” field in ACIS	Chuck Rich	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/16/2020 2:21:57 PM
41363	OMS: Offender/officer not showing correctly (Offender [redacted]	Bill Meola	Closed	2 - High	Aims2\11-Community Corrections\OMS	1/17/2020 3:03:08 PM
41370	HIGH- Warrants- Saved warrant information blank	Joseph Hinsberg	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/21/2020 9:19:57 AM
41373	Warrants- Critical-Uploaded and Saved Documents are not be saved	Joseph Hinsberg	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/21/2020 9:40:36 AM
40876	Protective Custody files corrupted and unable to proceed	Spencer Scott	Closed	2 - High	Aims2\06-Population Mgmt\Protective Custody	12/11/2019 2:06:58 PM
41066	PC Dashboard did not update with movement date, and inmate did not drop off after movement	Marlene Coffey	Closed	2 - High	Aims2\06-Population Mgmt\Protective Custody	12/24/2019 10:16:39 AM
41394	CL Discipline Level for IR is incorrect	Zora Weiss	Closed	2 - High	Aims2\02-Classification	1/22/2020 1:30:02 PM
41404	Detention Module not working	Marlene Coffey	Closed	2 - High	Aims2\06-Population Mgmt\Detention	1/22/2020 2:13:52 PM
41436	UC-SE-TR DENIAL APPENDIX: TR is being Denied on a Misdemeanor	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/24/2020 12:55:59 PM
41437	A01_A message failed for ADC# [redacted] on 1/23/20 so the inmate does not exist in eOMIS	Elizabeth Charif	Closed	2 - High	Aims2\20-Interfaces	1/24/2020 1:15:04 PM
41439	Sentence Worksheet reflects 5 mandatory forfeitures when Inmate has no discipline in current episode	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/24/2020 1:24:05 PM

AMERICAN OVERSIGHT

41447	Add Associated Inmate button is missing on Inactive Visitor Information screen	Alexandria Bailey	Closed	2 - High	Aims2\10-Visitation	1/24/2020 2:57:09 PM
41461	Applications were processed and Approved in ACIS are now showing Denied.	Alexandria Bailey	Closed	2 - High	Aims2\10-Visitation	1/27/2020 3:18:14 PM
41462	Visitor is Approved on Visitor Info and Visit Admin Screens but not on Visit Registration screen at all	Alexandria Bailey	Closed	2 - High	Aims2\10-Visitation	1/27/2020 3:33:54 PM
41466	Sentence Calc: Sentence Worksheet will not update if sentence is changed from a Life to a Death sentence	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/27/2020 8:20:57 PM
41472	Banner reflects a different date than what is manually locked down	Brittany Cassiano	Closed	2 - High	Aims2\00 Global\Banner	1/28/2020 9:12:16 AM
41481	System is not automatically triggering a TR Denial due to Literacy	Elianna Jacobs	Closed	2 - High	Aims2\Data Clean Up and Migration	1/28/2020 11:59:53 AM
41483	Phones Only Applications status changes to an invalid status and are not found on the ACJIS Dashboard	Alexandria Bailey	Closed	2 - High	Aims2\10-Visitation	1/28/2020 1:08:17 PM
41493	Unable to Access Sentence Data	Brittany Cassiano	Closed	2 - High	Aims2\03-Sentence Calc	1/29/2020 10:00:52 AM
41498	Sentence Worksheet is calculating PCIII's from a Dismissed Discipline case	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/29/2020 11:10:27 AM
41500	Sentence Worksheet: Date for ERCD is not reflecting in ACIS Calculated Value	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/29/2020 11:20:18 AM
41507	Warrants - Date issued is changing when warrant goes through supervisor review 2nd time	Chuck Rich	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/29/2020 3:56:14 PM
41542	Sentence Worksheet: CSED is calculating incorrectly when CSBD or ERCD is adjusted due to a holiday/weekend	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/30/2020 3:46:22 PM
40696	*HIGH ~ Scheduling/vehicle gate count inmates can not be brought back in from previous day.	Spencer Scott	Reconsider	2 - High	Aims2\06-Population Mgmt\Count	12/4/2019 10:59:47 AM
40674	*MEDIUM ~ RMS: Home Plans are not routing to the correct CC office	Steven Williams	Resolved	3 - Medium	Aims2\11-Community Corrections\RMS	12/3/2019 1:35:10 PM
41125	Warrant- Date of Release is incorrect	Justin Baker	Resolved	2 - High	Aims2\14-Warrants and Detainers\Warrants	12/27/2019 2:55:25 PM

AMERICAN OVERSIGHT

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Sent: Monday, February 24, 2020 11:12 AM
To: Thad Lowry <thad.lowry@bndna.com>
Subject: Bugs list from my proposal

Thad,

Following the feedbacks from the team, I need the complete list of bugs that were listed in my proposal and have for each one of them the status.
Can you send that to me quickly?

It is for Joe Profiri.

Thanks

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Marlene Coffee; Thad Lowry; Chris Masson; Stacey Crabtree; Spencer Scott; Jey Whitson1; Holly Greene; Michael Gomez
Subject: RE: Pic
Date: Monday, February 24, 2020 3:48:25 PM

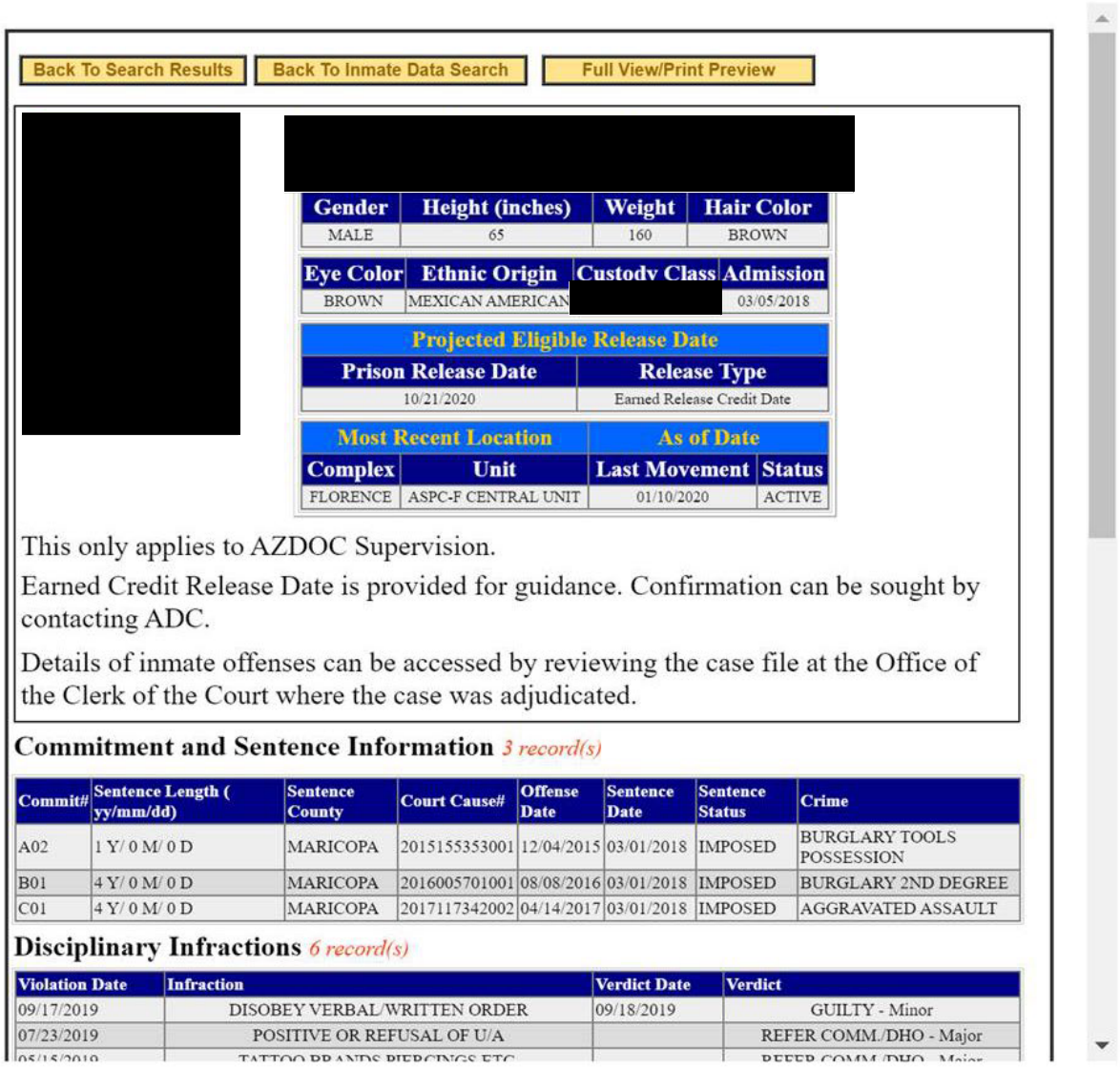
Hi Marlene

We are looking into this. But the following image is on the ADC external website for inmate tracking. Note that this image **matches** that which ACIS is using.

AMERICAN OVERSIGHT

Inmate Datasearch

Inmate Access to Information from ADC's Inmate Datasearch:
Pursuant to A.R.S. section 31-221(E), an inmate "shall not have access to any prisoner records other than viewing the prisoner's own automated summary record file." This means that, other than the AIMS report that inmates are allowed to receive once a year, they may not have any other information about their own or any other inmate's prison record. This includes information regarding inmates downloaded and copied from the Arizona Department of Corrections, Rehabilitation & Reentry website. If this information is sent to an inmate, it shall be treated as contraband. The sender will be liable to prosecution under A.R.S. section 13-2505 "Promoting Prison Contraband." This is a Class 5 felony subject to two and a half years in the Department of Corrections.



Back To Search Results | Back To Inmate Data Search | Full View/Print Preview

[redacted]

[redacted]

Gender	Height (inches)	Weight	Hair Color
MALE	65	160	BROWN

Eye Color	Ethnic Origin	Custody Class	Admission
BROWN	MEXICAN AMERICAN	[redacted]	03/05/2018

Projected Eligible Release Date	
Prison Release Date	Release Type
10/21/2020	Earned Release Credit Date

Most Recent Location		As of Date	
Complex	Unit	Last Movement	Status
FLORENCE	ASPC-F CENTRAL UNIT	01/10/2020	ACTIVE

This only applies to AZDOC Supervision.

Earned Credit Release Date is provided for guidance. Confirmation can be sought by contacting ADC.

Details of inmate offenses can be accessed by reviewing the case file at the Office of the Clerk of the Court where the case was adjudicated.

Commitment and Sentence Information *3 record(s)*

Commit#	Sentence Length (yy/mm/dd)	Sentence County	Court Cause#	Offense Date	Sentence Date	Sentence Status	Crime
A02	1 Y/ 0 M/ 0 D	MARICOPA	2015155353001	12/04/2015	03/01/2018	IMPOSED	BURGLARY TOOLS POSSESSION
B01	4 Y/ 0 M/ 0 D	MARICOPA	2016005701001	08/08/2016	03/01/2018	IMPOSED	BURGLARY 2ND DEGREE
C01	4 Y/ 0 M/ 0 D	MARICOPA	2017117342002	04/14/2017	03/01/2018	IMPOSED	AGGRAVATED ASSAULT

Disciplinary Infractions *6 record(s)*

Violation Date	Infraction	Verdict Date	Verdict
09/17/2019	DISOBEY VERBAL/WRITTEN ORDER	09/18/2019	GUILTY - Minor
07/23/2019	POSITIVE OR REFUSAL OF U/A		REFER COMM./DHO - Major
05/15/2019	TATTOO BRANDS PIERCINGS ETC		REFER COMM./DHO - Major

It uses the same interface connection that we use in ACIS (https://apps.azcorrections.gov/mugshots/325524.jpg). Could there be an issue with the mugshot database (ImageWare)? Has something changed on how that system works? I have copied Mike Gomez as I understand he is the custodian of the mugshot DB. A possible, uneducated guess could be; has the underlying database been changed to point to a test system?

Adding to this mystery, we have also been provided with an IP based interface connection for the Sonoran

AMERICAN OVERSIGHT

Repot(http://10.6.0.213/inmatephotos/mugshots[redacted].jpg) which shows the other image in your email.

Next steps:

- Could ADC confirm the correct connection string that ACIS should be using for mugshots?
- Could ADC confirm which image is the correct one for this inmate?

Thanks

Dean

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Monday, February 24, 2020 3:20 PM
To: Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Fwd: Pic

Good Afternoon,

I am about to enter a bug for the inmate below. The picture in ACIS does not match the inmate. I have confirmed the photo in ACIS does not match the photo for the inmate that is in either MUG Photo or LE Web. LE Web and MUG Photo match the inmate photo that is on the inmate's ID card and the inmate. At this time, we don't know how many inmate records may be impacted.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

AIMS2 Testing/Training Administrator

602-542-0126

---------- Forwarded message ---------
From: **Stacey Crabtree** <scrabtre@azadc.gov>
Date: Mon, Feb 24, 2020 at 3:05 PM
Subject: Fwd: Pic
To: Marlene Coffey <mcoffey@azadc.gov>

Sincerely,

Stacey Crabtree

---------- Forwarded message ---------
From: **Johnny Carrasco** <jcarras1@azadc.gov>
Date: Mon, Feb 24, 2020 at 3:00 PM
Subject: Fwd: Pic
To: Marlene Coffey <mcoffey@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>
Cc: Adam Young <ayoung@azadc.gov>, Jason Monson <jmonson@azadc.gov>, CU COUNT MOVEMENT - ADC <CUCOUNT@azadc.gov>

Ma'am
The attachment shows we have a different inmate on ACIS then the escape flyer. This inmates picture does not match what is in ACIS, The inmate was brought down to Count movement where we verified information against his escape flyer and the flyer has the correct pictures, I'm not sure how this happened. Can you fix this or does this need to go to someone else?

---------- Forwarded message ---------
From: **Johnny Carrasco** <jcarras1@azadc.gov>
Date: Mon, Feb 24, 2020 at 2:54 PM
Subject: Pic
To: Johnny Carrasco <jcarras1@azadc.gov>

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Joseph Profiri; Michael Kearns
Subject: FW: Bugs list from my proposal
Date: Monday, February 24, 2020 2:35:21 PM

Hello Joe and Mike,

Thanks for the conversation today.
As agreed, I will work on the list of prioritized parking lot items once I get it from you.

As a follow up from Joe's question, this is the status below on the 32 items that were listed in my proposal back late January.
2 are still active and expected to be fixed for Wednesday's release
1 is in reconsider with ADC
2 are resolved, ready for testing
The others 27 are all closed

Benjamin

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, February 24, 2020 1:12 PM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Subject: RE: Bugs list from my proposal

Sorry for the delay – in the weekly status meeting with ADC 11:00 to 12:00 and then driving back to office

Here's the complete list of items in your list

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41180	RPT 0960 - report not showing correct end dates	Spencer Scott	Active	3 - Medium	Aims2\11-Community Corrections\OMS	1/3/2020 9:21:32 AM
41281	CL Migrated Max Custody Review dates did not migrate over	Zora Weiss	Closed	2 - High	Aims2\02-Classification	1/10/2020 2:06:27 PM
41304	System is not refreshing Sentence Worksheet and Banner daily	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/14/2020 10:17:30 AM
41308	RPT 0320 - report is not generating data	Dan Ford	Closed	2 - High	Aims2\20-Reports	1/14/2020 11:56:09 AM
41326	Warrants - Issued date being	Chuck	Closed	2 - High	Aims2\14-Warrants	1/14/2020

AMERICAN OVERSIGHT

	assigned to warrant is incorrect	Rich			and Detainers\Warrants	3:18:02 PM
41350	MIGRATION - Warrants - warrants have the incorrect field mapped to the “date issued” field in ACIS	Chuck Rich	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/16/2020 2:21:57 PM
41363	OMS: Offender/officer not showing correctly (Offender [redacted]	Bill Meola	Closed	2 - High	Aims2\11-Community Corrections\OMS	1/17/2020 3:03:08 PM
41370	HIGH- Warrants- Saved warrant information blank	Joseph Hinsberg	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/21/2020 9:19:57 AM
41373	Warrants- Critical-Uploaded and Saved Documents are not be saved	Joseph Hinsberg	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/21/2020 9:40:36 AM
40876	Protective Custody files corrupted and unable to proceed	Spencer Scott	Closed	2 - High	Aims2\06-Population Mgmt\Protective Custody	12/11/2019 2:06:58 PM
41066	PC Dashboard did not update with movement date, and inmate did not drop off after movement	Marlene Coffey	Closed	2 - High	Aims2\06-Population Mgmt\Protective Custody	12/24/2019 10:16:39 AM
41394	CL Discipline Level for IR is incorrect	Zora Weiss	Closed	2 - High	Aims2\02-Classification	1/22/2020 1:30:02 PM
41404	Detention Module not working	Marlene Coffey	Closed	2 - High	Aims2\06-Population Mgmt\Detention	1/22/2020 2:13:52 PM
41436	UC-SE-TR DENIAL APPENDIX: TR is being Denied on a Misdemeanor	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/24/2020 12:55:59 PM
41437	A01_A message failed for ADC# [redacted] on 1/23/20 so the inmate does not exist in eOMIS	Elizabeth Charif	Closed	2 - High	Aims2\20-Interfaces	1/24/2020 1:15:04 PM
41439	Sentence Worksheet reflects 5 mandatory forfeitures when Inmate has no discipline in current episode	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/24/2020 1:24:05 PM
41447	Add Associated Inmate button is missing on Inactive Visitor Information screen	Alexandria Bailey	Closed	2 - High	Aims2\10-Visitation	1/24/2020 2:57:09 PM
41461	Applications were processed and Approved in ACIS are now showing Denied.	Alexandria Bailey	Closed	2 - High	Aims2\10-Visitation	1/27/2020 3:18:14 PM
41462	Visitor is Approved on Visitor Info and Visit Admin Screens but not on Visit Registration screen at all	Alexandria Bailey	Closed	2 - High	Aims2\10-Visitation	1/27/2020 3:33:54 PM
41466	Sentence Calc: Sentence Worksheet will not update if sentence is changed from a Life to a Death sentence	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/27/2020 8:20:57 PM

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41472	Banner reflects a different date than what is manually locked down	Brittany Cassiano	Closed	2 - High	Aims2\00 Global\Banner	1/28/2020 9:12:16 AM
41481	System is not automatically triggering a TR Denial due to Literacy	Elianna Jacobs	Closed	2 - High	Aims2\Data Clean Up and Migration	1/28/2020 11:59:53 AM
41483	Phones Only Applications status changes to an invalid status and are not found on the ACJIS Dashboard	Alexandria Bailey	Closed	2 - High	Aims2\10-Visitation	1/28/2020 1:08:17 PM
41493	Unable to Access Sentence Data	Brittany Cassiano	Closed	2 - High	Aims2\03-Sentence Calc	1/29/2020 10:00:52 AM
41498	Sentence Worksheet is calculating PCIII's from a Dismissed Discipline case	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/29/2020 11:10:27 AM
41500	Sentence Worksheet: Date for ERCD is not reflecting in ACIS Calculated Value	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/29/2020 11:20:18 AM
41507	Warrants - Date issued is changing when warrant goes through supervisor review 2nd time	Chuck Rich	Closed	2 - High	Aims2\14-Warrants and Detainers\Warrants	1/29/2020 3:56:14 PM
41542	Sentence Worksheet: CSED is calculating incorrectly when CSBD or ERCD is adjusted due to a holiday/weekend	Elianna Jacobs	Closed	2 - High	Aims2\03-Sentence Calc	1/30/2020 3:46:22 PM
40696	*HIGH ~ Scheduling/vehicle gate count inmates can not be brought back in from previous day.	Spencer Scott	Reconsider	2 - High	Aims2\06-Population Mgmt\Count	12/4/2019 10:59:47 AM
40674	*MEDIUM ~ RMS: Home Plans are not routing to the correct CC office	Steven Williams	Resolved	3 - Medium	Aims2\11-Community Corrections\RMS	12/3/2019 1:35:10 PM
41125	Warrant- Date of Release is incorrect	Justin Baker	Resolved	2 - High	Aims2\14-Warrants and Detainers\Warrants	12/27/2019 2:55:25 PM

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Benjamin Bussenault <benjamin.bussenault@bndna.com>

AMERICAN OVERSIGHT

Sent: Monday, February 24, 2020 11:12 AM
To: Thad Lowry <thad.lowry@bndna.com>
Subject: Bugs list from my proposal

Thad,

Following the feedbacks from the team, I need the complete list of bugs that were listed in my proposal and have for each one of them the status.
Can you send that to me quickly?

It is for Joe Profiri.

Thanks

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Thad Lowry; swang@azadc.gov; gmartinez1; hgreene@azadc.gov; Chris Masson; dcloud@azcorrections.gov; sscott3@azadc.gov
Subject: RE: ACIS Production Ticketing System
Date: Friday, February 21, 2020 1:47:46 PM

Hi Dwight,

I would like to keep this process moving, we made great progress last week and the slide decks have been amended following that meeting.

Could we please get some formal feedback and agreement on the items that we changed. Could we get that by COB Tuesday? I will set a meeting up on Wednesday to add any of the outstanding items and finalize the M&O setup.

Thanks and have a great weekend.

Dean

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Thursday, February 20, 2020 10:06 AM
To: swang@azadc.gov; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; dcloud@azcorrections.gov <dcloud@azadc.gov>; sscott3@azadc.gov
Subject: RE: ACIS Production Ticketing System

Here is a copy of the slides that we presented last Friday

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
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M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Google Calendar <calendar-notification@google.com> **On Behalf Of** swang@azadc.gov
Sent: Wednesday, February 19, 2020 3:27 PM
To: swang@azadc.gov; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; dcloud@azcorrections.gov <dcloud@azadc.gov>; sscott3@azadc.gov
Subject: ACIS Production Ticketing System

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Hi, Dean, just wondering if you can share the slide stack and notes from the meeting? Thanks!

ACIS Production Ticketing System

When Fri Feb 14, 2020 1pm – 2pm Mountain Standard Time - Phoenix

Joining info meet.google.com/aub-yqaw-wgz

Join by phone +1 401-830-3404 PIN 286762# More phone numbers

Who
- sscott3@azadc.gov - organizer
- thad.lowry@bndna.com
- dcloud@azcorrections.gov
- hgreene@azadc.gov
- gmartinez1@azcorrections.gov
- dean.allen@bndna.com
- 1645_it_conference_r@azadc.gov
- chris.masson@bndna.com
- swang@azadc.gov

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	J.R. Sloan
Cc:	Spencer Scott; Lisa Dee Meyerson Marshall; Dwight Cloud; Holly Greene; Shalonda Pruitt; Sandy Wang; Dean Allen; Chris Masson; Trevor Baker
Subject:	RE: Arbitration Request 40696
Date:	Friday, February 21, 2020 9:29:40 AM
Attachments:	image002.png

4:00 works for us

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: J.R. Sloan <jr.sloan@azdoa.gov>
Sent: Friday, February 21, 2020 9:26 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Shalonda Pruitt <shalonda.pruitt@azdoa.gov>; Sandy Wang <swang@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: Arbitration Request 40696

I'm available on Monday afternoon from 3:30 pm onward.

J.R. Sloan
Interim State Chief Information Officer (CIO)
ADOA – Arizona Strategic Enterprise Technology (ASET) Office | State of Arizona
o: 602.364.4788 | m: 602.281.0394 | e: jr.sloan@azdoa.gov
https://aset.az.gov

How am I doing? Please take a moment to answer a few questions.
https://goo.gl/forms/QBPlG1dKpGAYG3N33

On Fri, Feb 21, 2020 at 9:13 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Let's hold off until Trevor is back on Monday
>
> Thad

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Thad Lowry
Director of Development / Principal Consultant
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15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, February 21, 2020 9:05 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: J.R. Sloan <jr.sloan@azdoa.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Shalonda Pruitt <shalonda.pruitt@azdoa.gov>; Sandy Wang <swang@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Subject: Re: Arbitration Request 40696

Thad, to be clear, we understand the TODAY+n is different.

Our focus is on TODAY+1 that does not work, and the inability to bring inmates back into the gate. They continue to show as OUT.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
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1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
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On Fri, Feb 21, 2020 at 8:59 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Sorry – didn't think there was a question to answer:
>
> - The spec says: The system shall allow the end time to be a time in the next calendar day

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– there's no mention of Today + n

- ADC wants us to ignore that statement and allow them to come in – in any future day: Today + n

We can't do today as Trevor is off today returning Monday

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: J.R. Sloan <jr.sloan@azdoa.gov>
Sent: Friday, February 21, 2020 8:40 AM
To: Spencer Scott <sscott3@azadc.gov>
Cc: Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Shalonda Pruitt <shalonda.pruitt@azdoa.gov>; Sandy Wang <swang@azadc.gov>
Subject: Re: Arbitration Request 40696

I've not seen a response from Thad. I think we need to do a call. I'm available at 3pm today. Does that work?

J.R. Sloan
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How am I doing? Please take a moment to answer a few questions.
https://goo.gl/forms/QBPlG1dKpGAYG3N33

On Thu, Feb 20, 2020 at 10:36 PM Spencer Scott <sscott3@azadc.gov> wrote:

> I did not see Thad's response to my 02/17 email and have not seen any follow-up from JR so I'm just reaching out to see where we are at with this?

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Warm Regards,
Spencer Scott, PMP

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On Mon, Feb 17, 2020 at 9:52 PM Spencer Scott <sscott3@azadc.gov> wrote:

> I can ask the SME's to look for it, however I believe Thad will agree that specific reference is not in dispute. Where it comes into play here is one's interpretation of TODAY+n (n>1). The specific FSD is UC-PR-1.3 (copy/paste from Bug40696 history).

UC-PR-1.3: Create a Cycle	
	this use case. This shall utilize the format of existing Mi-Case system data admin screens. 7. The user selects a "Security Location Code" from a dropdown list. 8. The user selects a "Cycle Session Recurrence" from the dropdown list. (*existing Mi-Case functionality*) 9. The selects a "Session Frequency" from the dropdown list. (*existing Mi-Case functionality*) 10. The user selects a "Start Time" for the cycle. (*existing Mi-Case functionality*) 11. The user selects an "End Time" for the cycle. (*existing Mi-Case functionality*) a. The system shall allow the "end time" to be a time in the next calendar day.

> Warm Regards,
> Spencer Scott, PMP

> IT Project Manager
> **Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)**
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On Mon, Feb 17, 2020 at 9:22 PM J.R. Sloan <jr.sloan@azdoa.gov> wrote:

> Spencer,
>
> Thanks for the additional clarification. Can you please identify the FSD document and requirement reference that supports the Next Calendar Day (Today +1)? I've done searches in the FSD and Business Rules Document referenced in the response from B&D, but have not found the supporting requirement(s).
>
> Thank you,
>
> **J.R. Sloan**
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> o: 602.364.4788 | m: 602.281.0394 | e: jr.sloan@azdoa.gov
> https://aset.az.gov
>
> How am I doing? Please take a moment to answer a few questions.
> https://goo.gl/forms/QBPlG1dKpGAYG3N33
>
> On Fri, Feb 14, 2020 at 12:14 PM Spencer Scott <sscott3@azadc.gov> wrote:
>
> > After discussing this with multiple folks, I think it might be a good idea to clarify the scope of the issue for ADCRR. The group has discussed three issues, but only the first is relevant for this arbitration:
> >
> > 1. Next Calendar Day (aka Today+1)
> > 2. Today+n (where n>1)
> > 3. CO changes inmates job while out the gate
> >
> > This arbitration request is narrowly focused on the Today+1 issue. ADCRR cannot update ACIS to show an inmate has been brought back into the gate the next day. The workaround B&D has suggested is to enter false data into the inmate's records and bring them back into the gate on the date they left. The false data associated with this ACIS workaround would cause major practical, legal, and policy issues, which would impose liabilities to staff and the department, so we cannot perform this workaround.
> >
> > ADCRR requests the code be fixed to allow Today+1 to function as defined in the FSD's and for all of the inmate records affected by this problem (i.e. inmates stuck outside of the gate) to be corrected. This second part is a data cleanup request. The department has not fully cleared count since go-live because of this issue.
> >
> > I will forward the video narratives under separate cover once completed.

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JR, please let us know if there is anything else we can clarify.

Thad, please let us all know if you have a different perspective or a correction.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
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On Thu, Feb 13, 2020 at 2:52 PM Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov> wrote:

> Spencer:
> I spoke with JR.
>
> 1) It would help if there was a short bulleted writeup accompanying each video
> 00:20 - illustrates taking out of gate
> 00:40 - illustrates trying to bring back in to gate
> 00;55 - illustrates that job (and no other parameters) have not changed for inmate X
> 00:60 - illustrates re-trying to bring back in gate.
>
> 2) COUNT - it would be helpful for B&D and ADC to each address (from their perspective) what the Rules and Specification regarding COUNT says about the impact of the scenarios presented on this Arbitration.
>
> Lisa
>
> On Thu, Feb 13, 2020 at 2:27 PM J.R. Sloan <jr.sloan@azdoa.gov> wrote:
>
> > Hi Spencer,
> >
> > I'm ready to setup a call to discuss this and get through some additional details. I have the following availability:
> >
> > - Tuesday, 2/18 - 8:30 am - 10:00 am
> > - Thursday, 2/20 - 8:30 am - 10:00 am
> > - Friday, 2/21 - 1:00 - 2:00 pm / 2:30 - 3:30 pm
>
> Let me know if any of these times work for you all.

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Thanks!

J.R. Sloan
Interim State Chief Information Officer (CIO)
ADOA – Arizona Strategic Enterprise Technology (ASET) Office | State of Arizona
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https://aset.az.gov

How am I doing? Please take a moment to answer a few questions.
https://goo.gl/forms/QBPlG1dKpGAYG3N33

On Mon, Feb 10, 2020 at 11:47 AM Spencer Scott <sscott3@azadc.gov> wrote:

> Hi JR, in our weekly ACIS meeting this morning, this arbitration request was brought up. Since we didn't have a current status, I agreed to follow-up with you to ask about your expected timeline for review, and to verify that you do not require any additional information from B&D or ADCRR. We are trying to set expectations when we report out status, and are not asking for an escalated response.
>
> Warm Regards,
> Spencer Scott, PMP
>
> IT Project Manager
> **Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007
> Office: 602.542.8938 | Cell: 480.392.0804 | SSCOTT3@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Wed, Feb 5, 2020 at 12:10 PM Spencer Scott <sscott3@azadc.gov> wrote:
>
> > **ADC Responses:**
> >
> > **Are my description of items 1 thru 3 above correct?**
> >
> > - Item 1: It is ADC's position that your summary of Item 1 is correct, except that the issue has not been

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fixed yet. video attachment as proof that we cannot bring in an inmate back in even if inmate's job assignment was not altered while out the gate.

- Item 2: It is ADC's position that your summary of Item 2 is correct, except that this is not a change. ADC elaborates on this point in a question below.
- Item 3: It is ADC's position that your summary of Item 3 is correct, except that this is not a change. ADC elaborates on this point in a question below.

Is item 1 the only item that should be associated with TFS ID 40696?

- Correct.

Are there any additional use cases that I missed?

- No, however it is ADC's opinion that B&D is misrepresenting the FSD verbiage in their argument. One use case says, "the system shall allow the end time to be in the next calendar day". Another use case allows for the creation of linked cycles. The FSD does not state that fulfilling the requirements of the first use case shall be accomplished through the completion of the second use case.

Has item 1 been resolved or is there a workaround?

- Item 1 : Bug 40696 : Today+1 : B&D states there is a workaround, but ADC believes the workaround doesn't work. B&D's proposed workaround involves ADC to falsify records by checking the inmate back in "before" midnight, and then falsely checking them back out for "after" midnight.

Has item 2 been resolved or is there a workaround?

- Today+n(n>1): It is ADC's position that there should be a separate bug created for this issue. This has not been resolved and the workaround still involves falsifying documentation.

Is item 3 the same as TFS ID 41145?

- Yes item 3 is the same as TFS ID 41145 and should be treated separately. ADC's preferred workaround would be to have the ability to change the effective date to a future date, without the system removing the inmate from v-gate today. Video of this glitch is attached in this response.

Warm Regards,
Spencer Scott, PMP

IT Project Manager
Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)
Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Feb 4, 2020 at 4:13 PM J.R. Sloan <jr.sloan@azdoa.gov> wrote:

> Spencer / Thad,
>
> After reviewing both writeups, I have the following question / request for clarification:
>
> ADCRR's submission references TFS IDs 40696 and 41145 as issues which both end up with inmates checked out but unable to check them back in.
>
> BDNA's submission indicates that TFS ID 40696 was fixed and that only 41145 remains as the item to be addressed in this arbitration.
>
> I reviewed the narrative and TFS Bug History included in ADCRR's submission and I see multiple issues being discussed:
>
> 1. **End Time = Next Calendar Day (aka Today+1)** - I see BDNA saying that (a) there is a workaround and (b) that this issue has been fixed. I see ADCRR stating "provided workaround doesn't work" but it's not clear to me which of the three issues this statement relates to.
> 2. **End Time = Today+n (where n>1)** - I see BDNA state that this is a separate use case from "next calendar day" that needs to be entered as a new TFS item. BDNA view this as a change.
> 3. **Inmate removed from program while checked out.** - I see BDNA identify this as another use case and request a separate TFS item. BDNA view this as a change.
>
> **My questions:**
>
> - Are my description of items 1 thru 3 above correct?
> - Is item 1 the only item that should be associated with TFS ID 40696?
> - Are there any additional use cases that I missed?
> - Has item 1 been resolved or is there a workaround?
> - Has item 2 been resolved or is there a workaround?
> - Is item 3 the same as TFS ID 41145?
>
> I need answers to these items in order to understand what I am being asked to arbitrate. If there is significant information that I haven't covered here and you feel a phone call is needed, please let me know.

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Thanks,

J.R. Sloan
Interim State Chief Information Officer (CIO)
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https://aset.az.gov

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https://goo.gl/forms/QBPlG1dKpGAYG3N33

On Wed, Jan 15, 2020 at 2:32 PM Spencer Scott <sscott3@azadc.gov> wrote:

> Arbitration request attached for your consideration.
>
> Warm Regards,
> Spencer Scott, PMP
>
> Project Manager (IT)
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, | Phoenix, AZ 85007
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
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--
Lisa Dee Meyerson Marshall
EPMO Manager, ADOA ASET
lisa.meyerson@azdoa.gov
602-364-4780; Cell 602-284-3186

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	swang@azadc.gov; gmartinez1; hgreene@azadc.gov; Dean Allen; Chris Masson; dcloud@azcorrections.gov; sscott3@azadc.gov
Subject:	RE: ACIS Production Ticketing System
Date:	Thursday, February 20, 2020 10:07:08 AM
Attachments:	SLA DASHBOARD.pptx MandO SLA's.pptx

Here is a copy of the slides that we presented last Friday

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Google Calendar <calendar-notification@google.com> **On Behalf Of** swang@azadc.gov
Sent: Wednesday, February 19, 2020 3:27 PM
To: swang@azadc.gov; gmartinez1 <gmartinez1@azadc.gov>; hgreene@azadc.gov; Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; dcloud@azcorrections.gov <dcloud@azadc.gov>; sscott3@azadc.gov
Subject: ACIS Production Ticketing System

Hi, Dean, just wondering if you can share the slide stack and notes from the meeting? Thanks!

ACIS Production Ticketing System

When Fri Feb 14, 2020 1pm – 2pm Mountain Standard Time - Phoenix

Joining info meet.google.com/aub-yqaw-wgz

Join by phone +1 401-830-3404 PIN 286762# More phone numbers

Who
- sscott3@azadc.gov - organizer
- thad.lowry@bndna.com
- dcloud@azcorrections.gov
- hgreene@azadc.gov
- gmartinez1@azcorrections.gov
- dean.allen@bndna.com
- 1645_it_conference_r@azadc.gov
- chris.masson@bndna.com
- swang@azadc.gov

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M&O SLA's

B&D Proposal

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RFP Section VI. - C. Payment – 3 Service Level Agreement

3. Service Level Agreements

The Department shall monitor the Contractor's performance during Maintenance and Operations using a performance reporting system to be implemented by the Contractor. Each SLA established in the Contract establishes the performance level expected by the Department in a particular area. Key Performance Indicators (KPIs) are identified within each SLA and are to be measured and reported each month by the Contractor. The SLAs are:

- System Response
- User Response Time
- System Availability and Reliability
- System Accuracy
- Maintenance/ Updates/ Upgrades
- Data Integrity / Destruction
- Security
- Incidence Response Time/ Target
- User Support
- Training
- Contractor Staffing
- Reporting

The KPIs used to define the service levels are an adjunct to the performance standards established in Section III. The Department has identified the KPIs to be key indicators of the Contractor's operational performance. Failure to achieve a KPI may, at the discretion of the Department, result in financial retainage at the amounts proposed in Table 8 in Section V of this RFP and finalized in the Contract.

The Department and the Contractor agree that failure by the Contractor to perform in accordance with established KPIs results in a loss to the Department. If the Contractor fails to meet the KPIs identified in the SLAs listed in the Contract, the Department may retain a percentage of the billed amount, as identified in the Contract, and deduct the specified amounts from the fees due to the Contractor for the total of Solution Maintenance and Operations Price billed that month.

Amended by "Solicitation Amendment 5.2"

	these additional proposed Key Project Personnel?	
107	Page 154, Failure to achieve a KPI may, at the discretion of the Department, result in financial retainage at the amounts proposed in Table 8 in Section V of this RFP and finalized in the Contract. The Offeror cannot find Table 8 in the RFP, can the State please clarify?	This statement is amended to read "… at the amounts proposed in Exhibit G of this RFP and finalized in the Contract." ALL REFERENCES TO TABLE 8 SHOULD BE IDENTIFIED AS EXHIBIT G

Located Here

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B&D RFP Response

- 7066.01 Mi-Case Tab 7 Service Level Agreement.pdf supplied Located Here

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SLA - PRIORITY LEVELS

- B&D RFP Response SLA Document

Appendix 2 - PRIORITY LEVELS

Category	System Status	Priority
Critical	Total system failure, where no operation is possible due to the system failure.	1
Urgent	Partial system failure, certain functionality will not operate but users can still access components of the main system.	2
Non Urgent	Some element of the system has failed but operation is not affected or only slightly impaired.	3
Information	For general help or advice	4

Appendix 3 - TARGET RESPONSE AND RESOLUTION TIMES

Priority	Target Response Time	Target Resolution Time
1	2 Hours	1 day
2	4 Hours	4 days
3	1 Day	6 days
4	1 Day	12 days

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Exhibit G

- Exhibit G-14-025-23.pdf Located Here replaced by:

  Final Proposal Revisions-Exhibit G Revised 5-8-2014.pdf Located Here

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SLA - PRIORITY LEVELS

- Original RFP – Version page 92

(5) Problem Management

The Contractor shall manage Solution problems during M&O. The Contractor shall provide software tools to track each defect from identification through correction and testing. The Contractor shall make the initial categorization of errors and resolve errors as follows:

- **Priority 1 Errors.** *Critical business impact.* Indicates Solution is unavailable for use resulting in a critical impact on operations. Requires notification of ADC within one (1) hour of problem discovery and resolution within two (2) hours.
- **Priority 2 Errors.** *Serious business impact.* Indicates serious production issues where the Solution is usable but is severely limited, and no workaround exists. Requires notification of ADC within one (1) hour of problem discovery and resolution within twenty-four (24) hours.
- **Priority 3 Errors.** *Significant business impact.* Indicates moderate production issue where the Solution is usable and a workaround is available (not critical to operations). Requires notification of ADC within one (l) hour of problem discovery and resolution within five (5) business days.
- **Priority 4 Errors.** *Minimal business impact.* Indicates the problem results in little impact on operations or there is reasonable circumvention of the problem Requires notification of ADC within one (1) hour of problem discovery and resolution within an agreed-upon schedule between the Contractor and ADC.

ADC shall have final approval over categorization of errors.

Amended by
Exhibit G – Page 22

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION
Incident Response Time & Target SLA:	**Critical** – 120 clock minutes / 99.5 % **Incident Response Time shall be less than or equal to One clock hour(s)** **High** – 24 clock hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 24 clock hour(s)** **Medium** – 48 business hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 48 clock hour(s)** **Low** – As agreed with ADC

AZ-DOC-21-0315-A-003478

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Exhibit G – Contradictions - Response

Service Level Agreement – Incident Response Time & Target

HEADING	DESCRIPTION
Incident Response Time & Target SLA:	**Critical** – 120 clock minutes / 99.5 % **Incident Response Time shall be less than or equal to One clock hour(s)**
	High – 24 clock hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 24 clock hour(s)**
	Medium – 48 business hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 48 clock hour(s)**
	Low – As agreed with ADC

120 Clock Minutes Vs One Clock Hour(s)

Business Hours Vs Clock Hours

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Exhibit G – Contradictions - Resolution

Service Level Agreement – Incident Resolution Time & Target

HEADING	DESCRIPTION
Incident Resolution Time & Target SLA:	**Critical** – 5 clock hours / 99.5 % **Incident Response Time shall be less than or equal to five clock hour(s)** **High** – 24 clock hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 24 clock hour(s)** **Medium** – 72 business hour(s) / 99.5 % **Incident Response Time shall be less than or equal to 72 clock hour(s)** **Low** – As agreed with ADC

Business Hours Vs Clock Hours

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Tools and reporting mechanisms to meet the SLA reporting definitions as detailed within the RFP

SLA	Monitoring Tool	Reporting Tool
System Response	Cloudflare – Browser Insights	Monthly SLA Package – SLA Dashboard
User Response Time	Cloudflare – Browser Insights	Monthly SLA Package – SLA Dashboard
System Availability and Reliability	Cloudflare – Browser Insights	Monthly SLA Package – SLA Dashboard
System Accuracy	Telerik Ad-Hoc Reports	ADC Ad-Hoc Reporting
Maintenance / Updates /Upgrades	Release Notes	Monthly SLA Package – SLA Dashboard
Data Integrity and Destruction	AWS Cloudwatch	Monthly SLA Package – SLA Dashboard
Security	AWS Cloudwatch	Monthly SLA Package – SLA Dashboard
Incident Response Time & Target	ServiceDesk	Monthly SLA Package – SLA Dashboard
User Support	ServiceDesk	Monthly SLA Package – SLA Dashboard
Reporting	Telerik Ad-Hoc Reports AWS Cloudwatch with Read Replica of Production Database	Monthly SLA Package – SLA Dashboard
SLA Reporting	ServiceDesk	Monthly SLA Package – SLA Dashboard
Contractor Staffing	Xpert Timesheet	Monthly SLA Package – SLA Dashboard

SLA Dashboard Slides (see external PPT)

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Suggested Severity Definitions

- Critical - Indicates the entire Solution is unavailable for use resulting in a critical impact on operations.
- High - Indicates a Module[1] is unavailable for use where the Solution is usable but is severely limited, and no workaround for that Module exists.
- Medium – The operation of a function in the application is restricted but use of other functions is not impacted or where a requirement is not being met, but the application is otherwise usable.
- Low - Minimal business impact. Indicates the problem results in little impact on operations or there is reasonable circumvention of the problem. For example misspelled words, graphical designs.

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1. Definition of a module on preceding slide

System Modules by Definition

- Global Banner
- Global Action Queue
- Global Case Notes
- Global Events
- Global Integrated Housing
- Global Work Levels
- Intake
- Classification
- Sentence Calc
- Property
- STG
- Population Mgmt Cell Screening
- Population Mgmt Count
- Population Mgmt Detention
- Population Mgmt DNHW
- Population Mgmt FITS
- Population Mgmt Movement Holds
- Population Mgmt Prison Admin
- Population Mgmt Protective Custody
- Population Mgmt Transportation
- Programs
- Programs Assessments
- Programs DI57 GV Score
- Discipline
- Scheduling
- Visitation
- Community Corrections BOEC
- Community Corrections OMS
- Community Corrections RMS
- Community Corrections Victim Services
- EIP
- Industry
- Detainers
- Warrants
- Grievance
- Religious
- Document Image Mgmt
- Staff Identification

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SLA Non Compliance Withholding %

- Based on definitions detailed in Exhibit G, SLA Non Compliance Withholding % column.
- % Withholding is Based M&O price billed monthly as detailed below:

Amended by “Solicitation Amendment 5.2”

		requirements and design sessions with the ADC users.
130	Please provide explanation on when the % Withhold applies and on what amount it refers to on Exhibit G.	See Section VI.C.3, which is amended to include the following statement: “The Department and the Contractor agree that failure by the Contractor to perform in accordance with established KPIs results in a loss to the Department. If the Contractor fails to meet the KPIs identified in the SLAs listed in the Contract, the Department may retain a percentage of the billed amount, as identified in the Contract, and deduct the specified amounts from the fees due to the Contractor for the total of Solution Maintenance and Operations Price billed that month.”
	On Exhibit G, the Agreement Levels provided on the items are not	

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Exhibit G SLA's based on:

- Page 45 of the RFP details 5,600 AIMS users.
- Solicitation amendment 5.2:

119	2. Please provide a breakdown of the 5,600 users by roles they will perform on the system.	There are approx. 5500 users, of which are officers (65%), administrators (25%) & business staff (10%).
120	ADC provided the number of users – please define in terms of % in expected growth per year on the user count for the next 5 years.	ADC estimates the growth rate for users. Maybe 1-2% per year.

- 1.5% growth year on year

Year 1 user count	1.5% increase	New Total
5600	84	5684
5684	85	5769
5769	87	5856
5856	88	5944
5944	89	6033
6033	90	6123

- Current Go Live users Loaded in Ref Data: 17,795
- Unique Users Count Accessed the System since go live: 8264

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List of Complex ACIS Screens for Discussion

- Request or Schedule Transfer screen
- Intake Dashboard
- Programs : Manage participation screen : here
- Discipline : Hearing officer review screen : here
- Assessments : Correctional plan screen : here
- Sentence Element screen: here
- Sentence Mapping screen: here
- Receivables queue screen: here
- Long Arrival Lists - here
- Issue Arrest Chrono – here
- Arrest & Escape History here
- Non Specific Inmate Searches - here
- Non Specific Property Searches –here
- ADC# Merge – here
- Classification: Arrest & Escape History
- Visitation: Visitation Registration screen
- Visitation :Add Visitor Information
- Events?
- Community Corrections Closeout Dashboard: here
- Protective Custody 805-5: here

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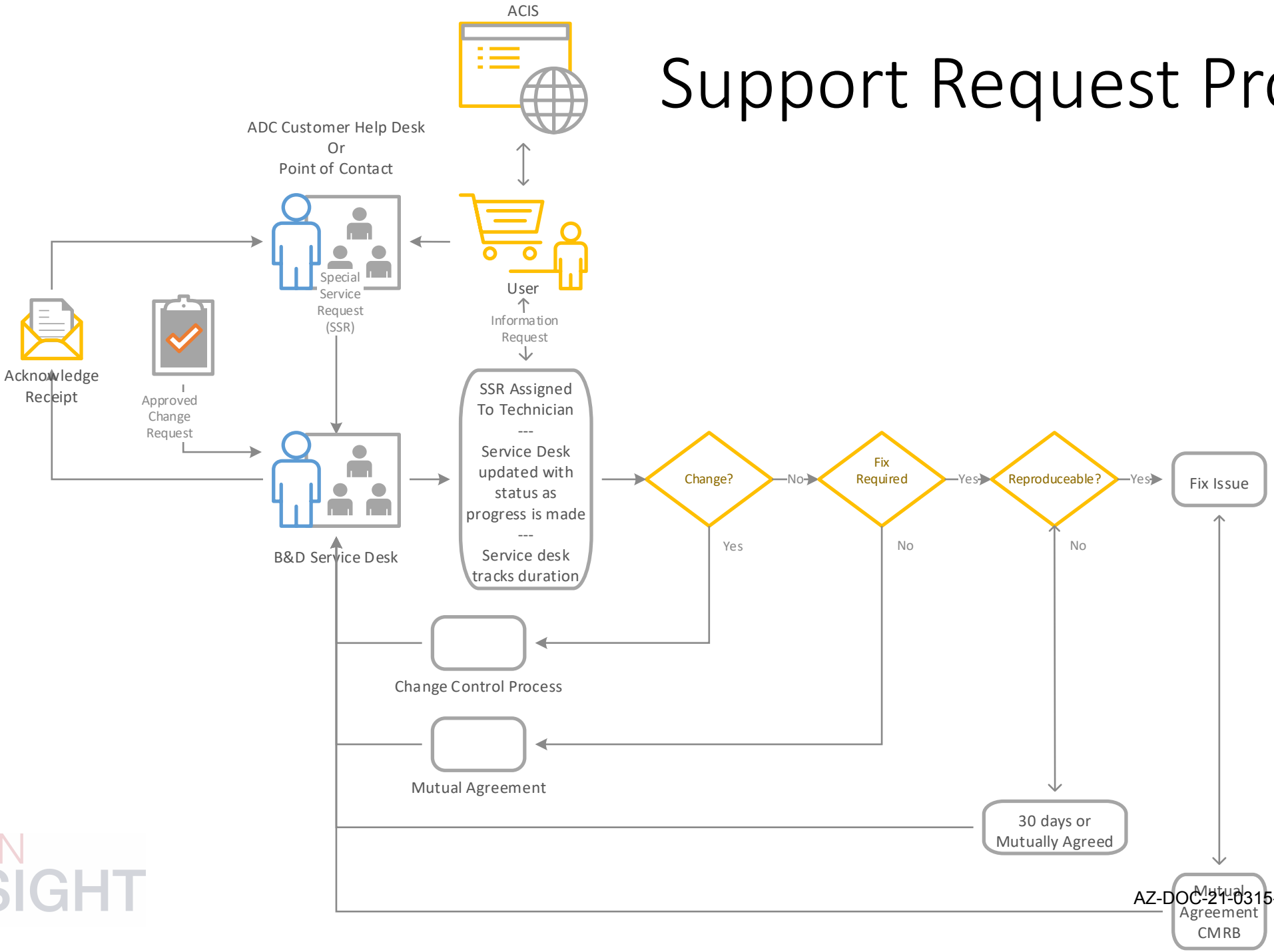
Support Request Process



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Change Request Approval Process

- All change requests shall be requested formally by ADC – outlining the requirements of the change and the desired results
- B&D shall formally respond to all change requests with an estimate
- ADC shall formally approve all change request estimates and prioritize their importance
- Upon approval of the estimate by ADC, B&D will plan the development and identify a projected start date and estimated completion date
- Upon approval of the plan by ADC, B&D will work on the change request based the plan
- During working on the change request B&D will track actual hours against the estimate and report progress weekly
- If the change request appears that it will not complete on the planned estimated completion date or if the amount of effort required to finish the change request will exceed 10% over the estimate, B&D will notify ADC and stop working on the Change.
    - ADC will need to then take one of the following actions:
        - Formally ask B&D to proceed to completion of the change request –setting new target thresholds (end date or cost overages)
        - Formally ask B&D to re-estimate the change request (step 2)
        - Formally ask B&D to drop the change request / perhaps identifying a new change request with altered requirements / expectations
    - Upon approval to proceed B&D will commence work on the Change request (delays between stopping work and restarting will be reflected in a revised plan for the project)
- Upon completion of the change request, B&D will deliver the change request to UAT
- ADC will then test the Change Request
    - Any support that B&D provides during UAT testing will be billed against the Change request
    - Any bugs identified (during UAT) and subsequently worked on by B&D (during UAT) will be billed against the Change request
    - Any changes made by ADC to the requirements or expectations of the change request will need to be done formally in writing by ADC
        - B&D will estimate the effort and the impact to the due date if any
        - B&D will not work on the changes to the Change Control until ADC approves the estimate and plan

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Solicitation Amendment 5.2

	these additional proposed Key Project Personnel?	
107	Page 154, Failure to achieve a KPI may, at the discretion of the Department, result in financial retainage at the amounts proposed in Table 8 in Section V of this RFP and finalized in the Contract. The Offeror cannot find Table 8 in the RFP, can the State please clarify?	This statement is amended to read "… at the amounts proposed in Exhibit G of this RFP and finalized in the Contract." ALL REFERENCES TO TABLE 8 SHOULD BE IDENTIFIED AS EXHIBIT G
116	Page 131-132, The section states, "In this section Offerors shall describe their approach to meeting the SLAs and KPIs for the areas shown in Attachment G." Should the reference be to Exhibit G?"	Yes. This statement is amended to read: "…the SLAs and KPIs for the areas shown in Exhibit G."
		requirements and design sessions with the ADC users.
130	Please provide explanation on when the % Withhold applies and on what amount it refers to on Exhibit G.	See Section VI.C.3, which is amended to include the following statement: "The Department and the Contractor agree that failure by the Contractor to perform in accordance with established KPIs results in a loss to the Department. If the Contractor fails to meet the KPIs identified in the SLAs listed in the Contract, the Department may retain a percentage of the billed amount, as identified in the Contract, and deduct the specified amounts from the fees due to the Contractor for the total of Solution Maintenance and Operations Price billed that month."
	On Exhibit G, the Agreement Levels provided on the items are not	

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Users

119	2. Please provide a breakdown of the 5,600 users by roles they will perform on the system.	There are approx. 5500 users, of which are officers (65%), administrators (25%) & business staff (10%).

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MONTHLY SLA PACKAGE

SLA Dashboard

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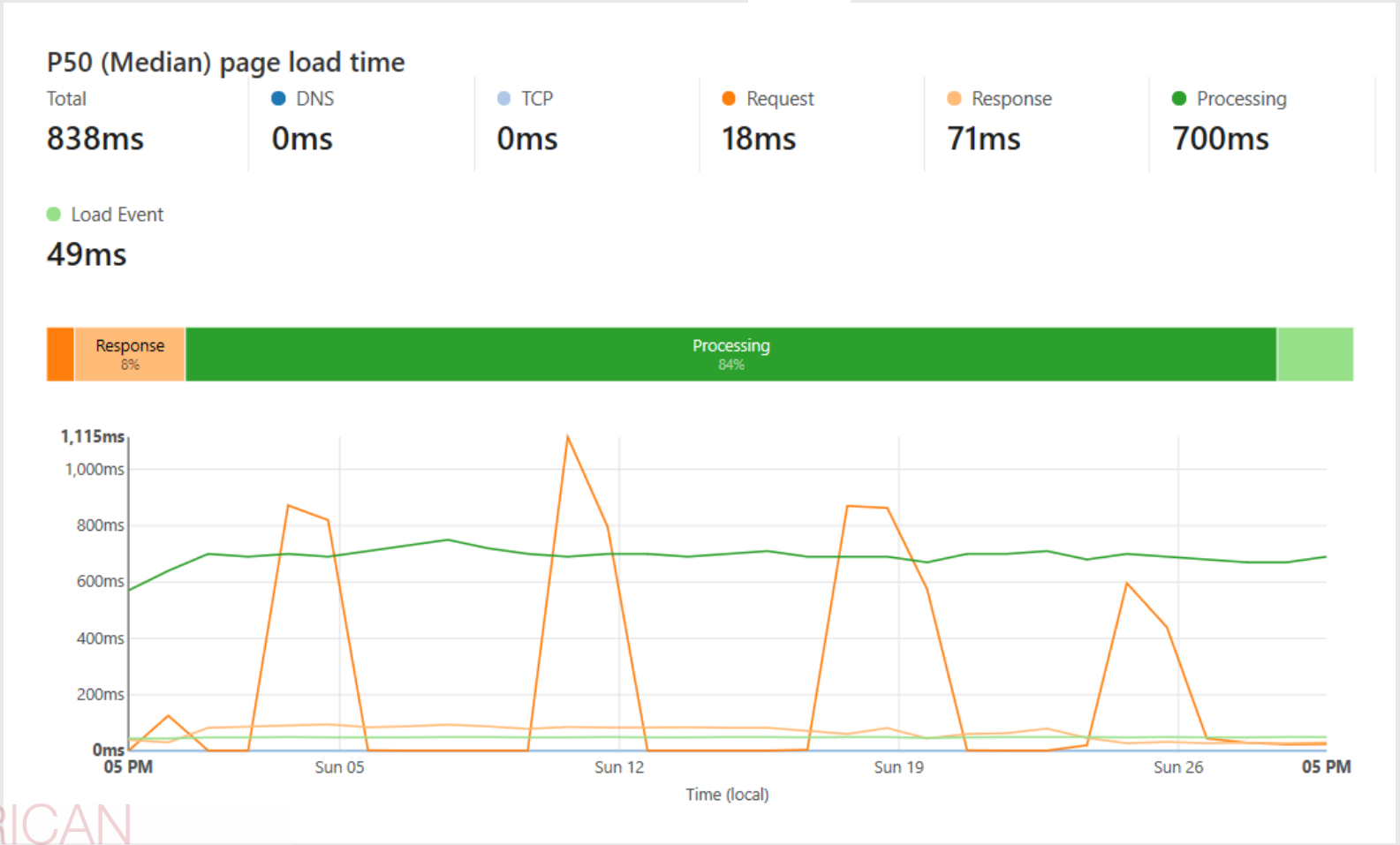
System Response



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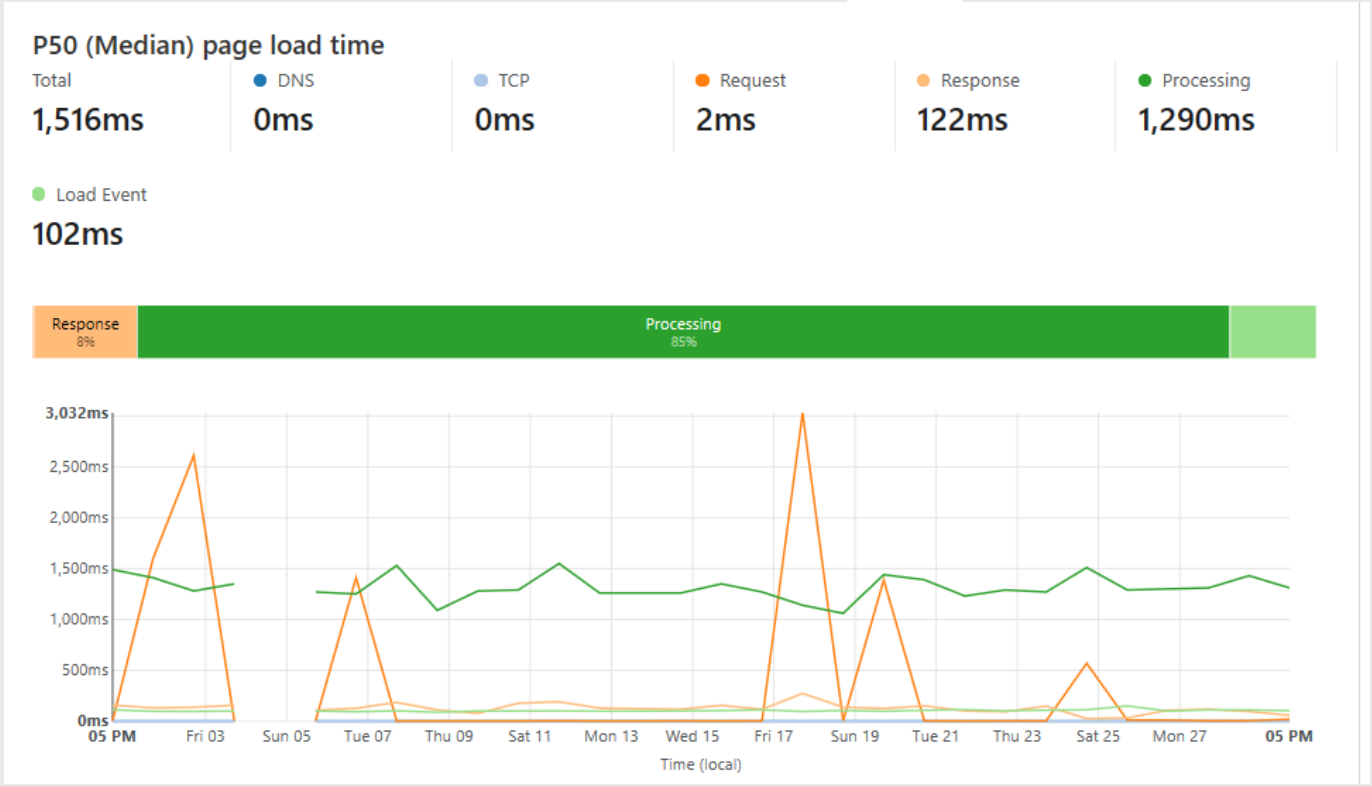
User Response – Calls to 3rd Party Interfaces

https://aims2.us/ProtectiveCustody/PCInterviewAssessment.aspx



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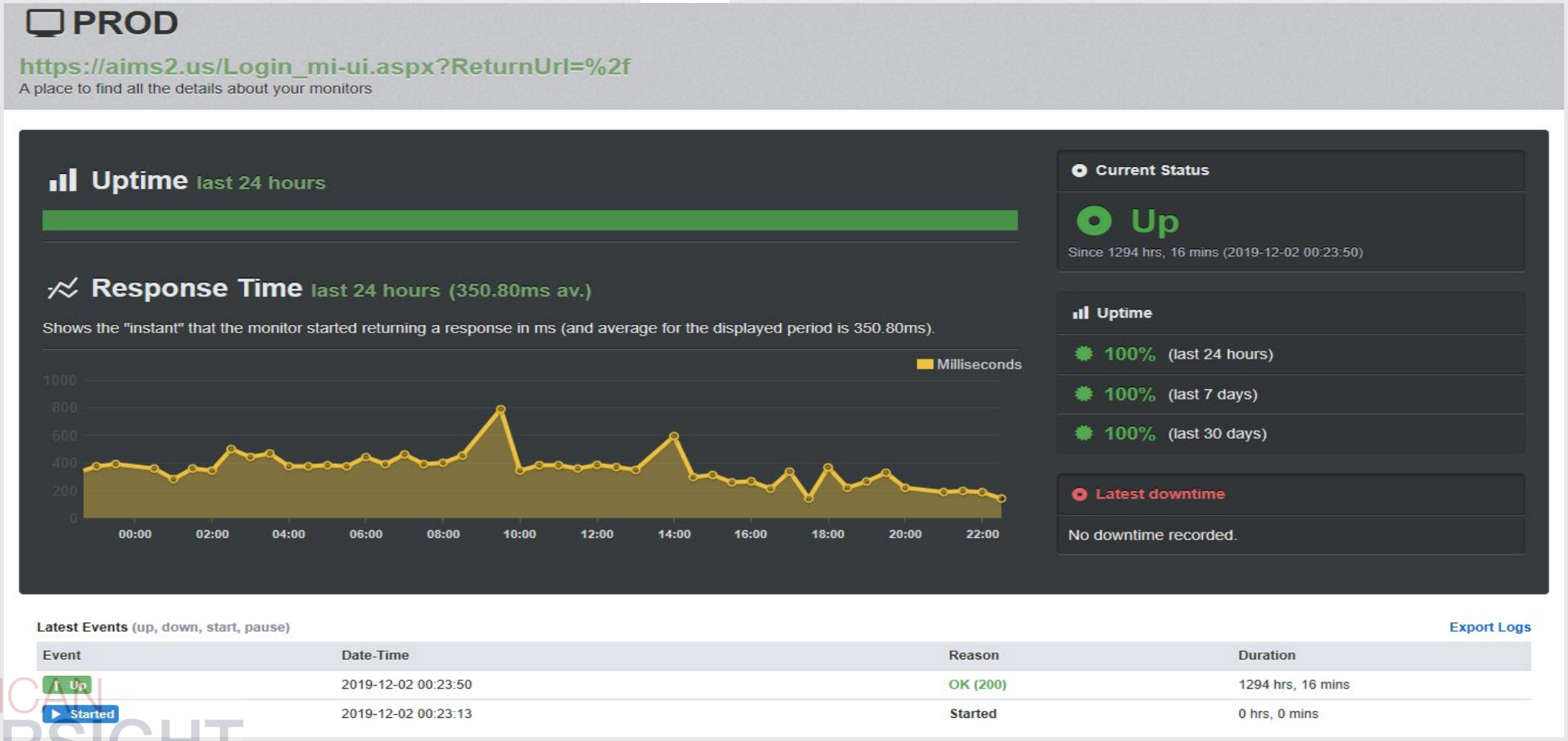
System Availability and Reliability



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Maintenance / Updates /Upgrades

Release #	Release Name	Iteration Path	UAT Date	PROD Date
5.1.214.10	Prod Release 1	\v5.1.214.X (PROD Release 1)	12/5/2019	12/6/2019
5.1.215.9	Prod Release 2	\v5.1.215.X (PROD Release 2)	12/12/2019	12/13/2019
5.1.216.6	Prod Release 3	\v5.1.216.X (PROD Release 3)	12/19/2019	12/20/2019
5.1.217.5	Prod Release 4	\v5.1.217.X (PROD Release 4)	12/24/2019	12/26/2019
5.1.218.4	Prod Release 5	\v5.1.218.X (PROD Release 5)	1/2/2020	1/3/2020
5.1.219.6	Prod Release 6	\v5.1.219.X (PROD Release 6)	1/8/2020	1/10/2020
5.1.220.6	Prod Release 7	\v5.1.220.X (PROD Release 7)	1/15/2020	1/17/2020
5.1.221.6	Prod Release 8	\v5.1.221.X (PROD Release 8)	1/22/2020	1/24/2020
5.1.222.6	Prod Release 9	\v5.1.222.X (PROD Release 9)	1/29/2020	1/31/2020
5.1.223.6	Prod Release 10	\v5.1.223.X (PROD Release 10)	2/5/2020	2/7/2020
5.1.224.6	Prod Release 11	\v5.1.224.X (PROD Release 11)	2/12/2020	2/14/2020
5.1.225.6	Prod Release 12	\v5.1.225.X (PROD Release 12)	2/19/2020	2/21/2020
5.1.226.6	Prod Release 13	\v5.1.226.X (PROD Release 13)	2/26/2020	2/28/2020

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Data Integrity and Destruction

- AWS Backup Logs

System snapshots (8)

Filter system snapshots

1

Name	DB source	Creation time	Status	Progress	Vpc
rds:aims2prod-2020-01-23-09-11	aims2prod	Thu Jan 23 2020 02:11:42 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-24-09-11	aims2prod	Fri Jan 24 2020 02:11:36 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-25-09-11	aims2prod	Sat Jan 25 2020 02:11:47 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-26-09-11	aims2prod	Sun Jan 26 2020 02:11:59 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-27-09-11	aims2prod	Mon Jan 27 2020 02:11:53 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-28-09-11	aims2prod	Tue Jan 28 2020 02:11:49 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-29-09-11	aims2prod	Wed Jan 29 2020 02:11:50 GMT-0700	available	Completed	vpc-009d22516de3691c8
rds:aims2prod-2020-01-30-09-11	aims2prod	Thu Jan 30 2020 02:11:43 GMT-0700	available	Completed	vpc-009d22516de3691c8

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Security

- 0 breaches this month
- User Roles Audit (Telerik Reports)
- Annual Penetration Testing

AIMS2 User Detail Report

User ID	User Name	First Name	Last Name	Account Locked	Password Expires On	Roles
15	[redacted]	Administrator	Administrator	N		ADMINISTRATOR
						PASSWORD
24		FRANCISCO	MAJALCA	N	3/15/2020 6:38:09 AM	ALL USERS
						PASSWORD
						ACCOUNTABILITY OFFICER
						MAIN CONTROL
28		DELLA	HARRIS	Y	2/28/2020 1:31:31 AM	ALL USERS
						MEDICAL STAFF
						PASSWORD
31		JARED	KAUFFMAN	N	3/7/2020 1:40:21 AM	ALL USERS
						PASSWORD
						ACCOUNTABILITY OFFICER
32		DAVID	HOLMES	N	3/1/2020 6:29:46 PM	ALL USERS
						PASSWORD
33		MARVIN	ROSTRAN	Y	2/28/2020 1:31:31 AM	ALL USERS
						PASSWORD
39		KEVIN	BATISTE	Y	2/28/2020 1:31:31 AM	ALL USERS
						PASSWORD
42		RAMON	CANEDO	N	3/9/2020 11:52:09 PM	ALL USERS
						PASSWORD

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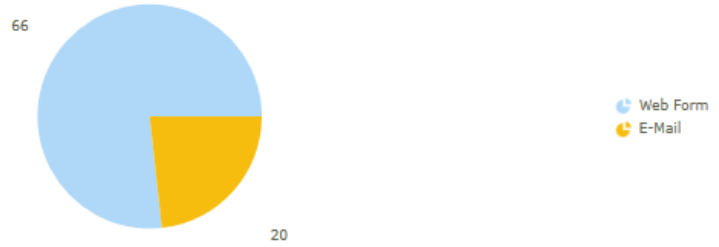
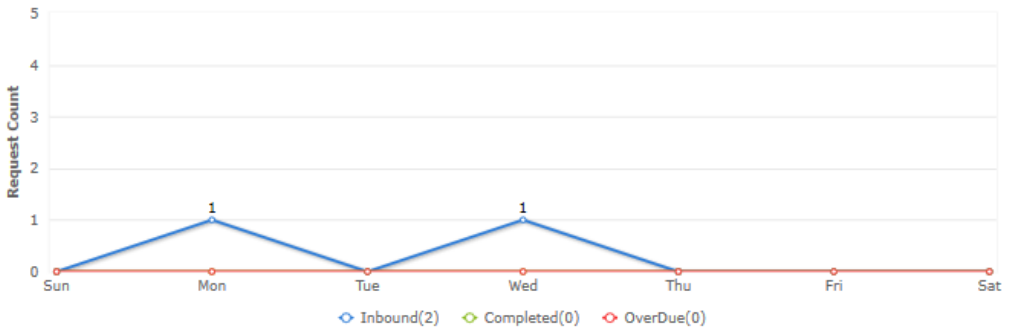
Requests by Technician

	Open	OnHold	OverDue
AIMS2 Migration	23	0	23
AIMS2 Dev	17	1	18
Vishal Mehta	13	0	13
Trevor Baker	3	0	3
Others	4	0	3
Unassigned	26	0	6
Total	86	1	66

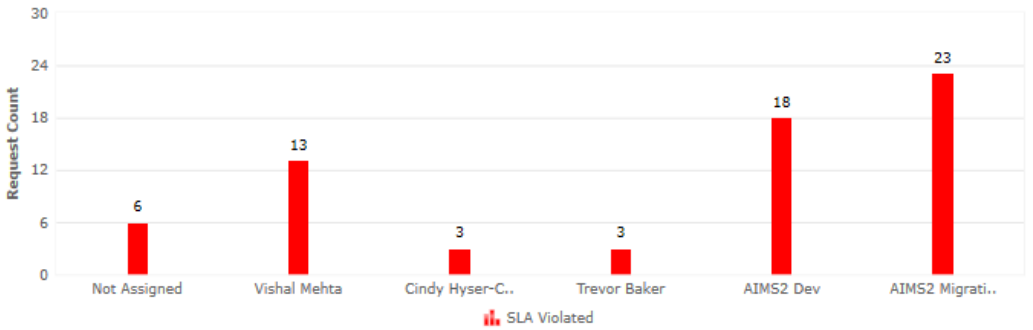
Open Requests by Mode



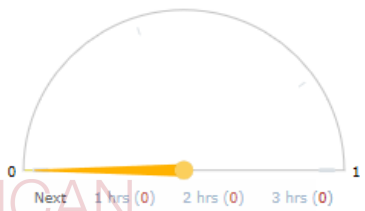
Requests Last Week



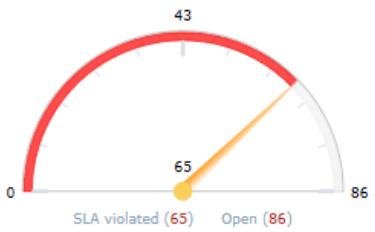
SLA Violation by Technician



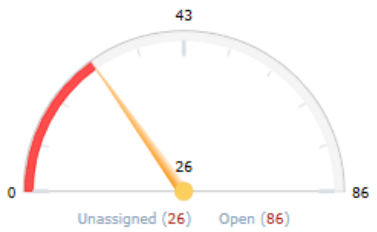
Requests Approaching SLA Violation



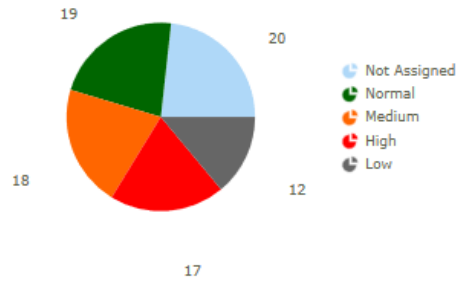
SLA Violated Requests



Unassigned and Open Requests



Open Requests by Priority



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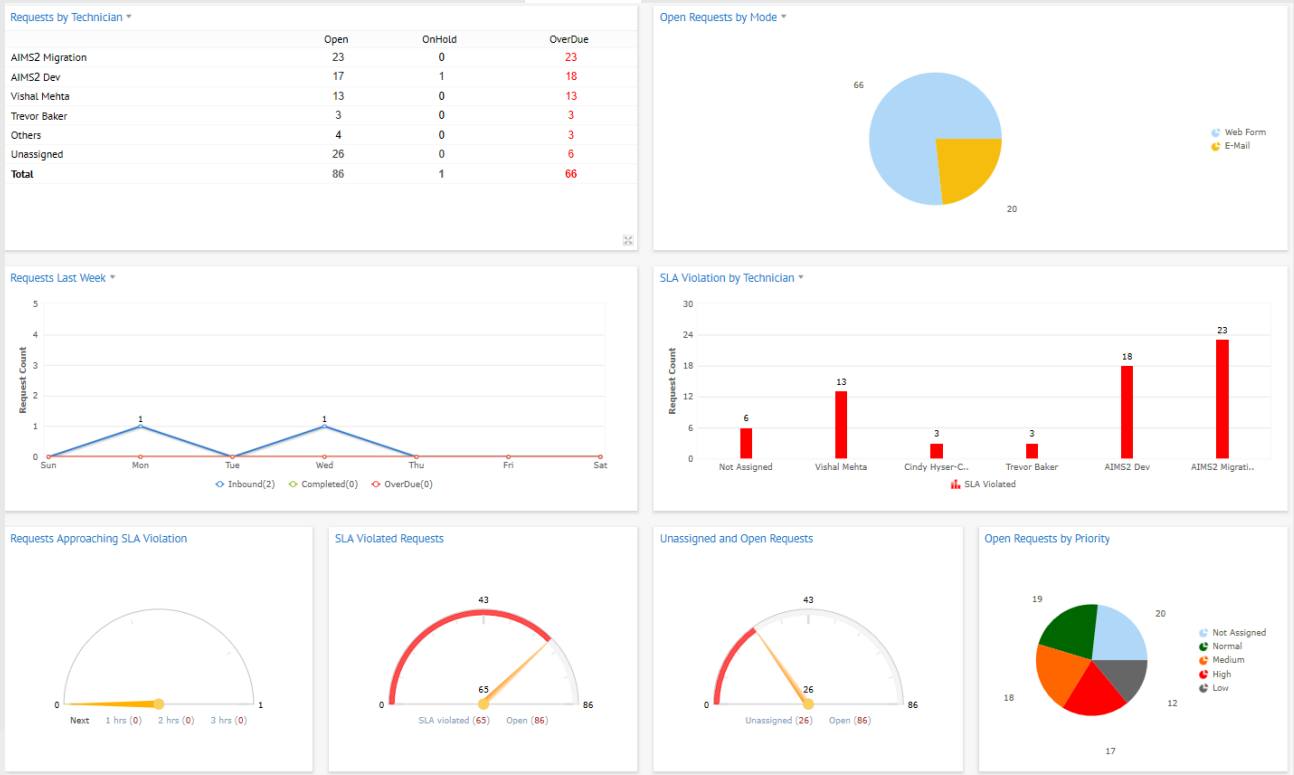
Incident Resolution Time & Target

- Provided by the B&D ServiceDesk+ tool



Requests by Technician	Open	OnHold	OverDue
AIMS2 Migration	23	0	23
AIMS2 Dev	17	1	18
Vishal Mehta	13	0	13
Trevor Baker	3	0	3
Others	4	0	3
Unassigned	26	0	6
Total	86	1	66

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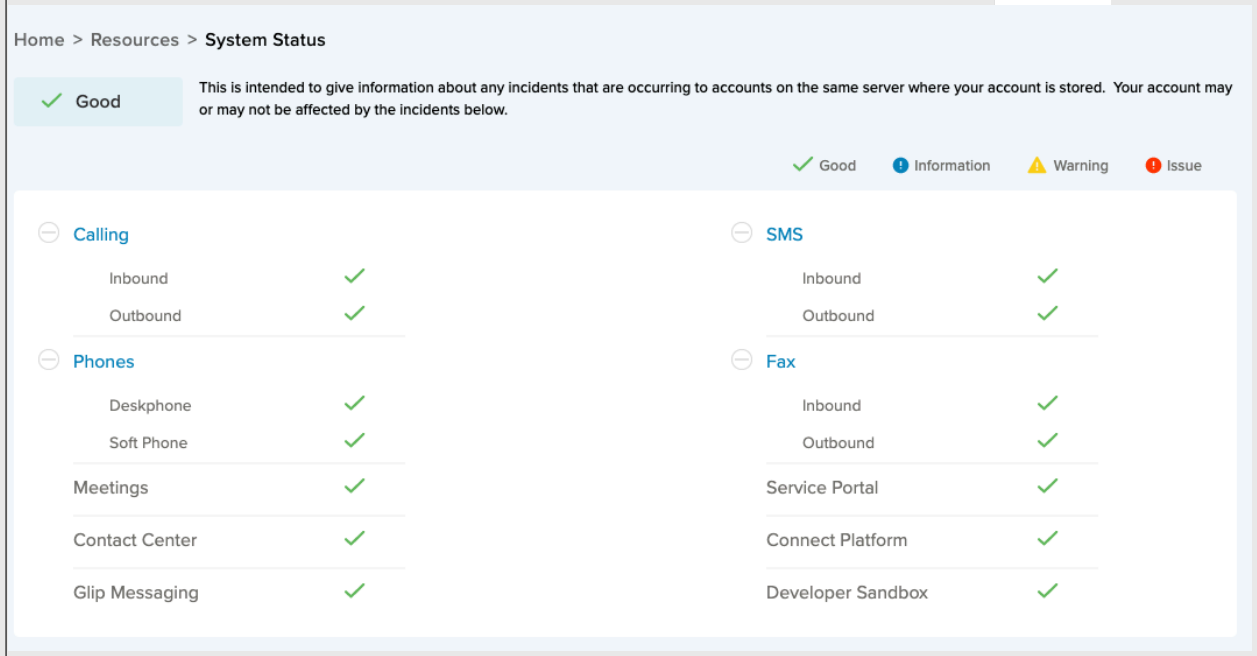
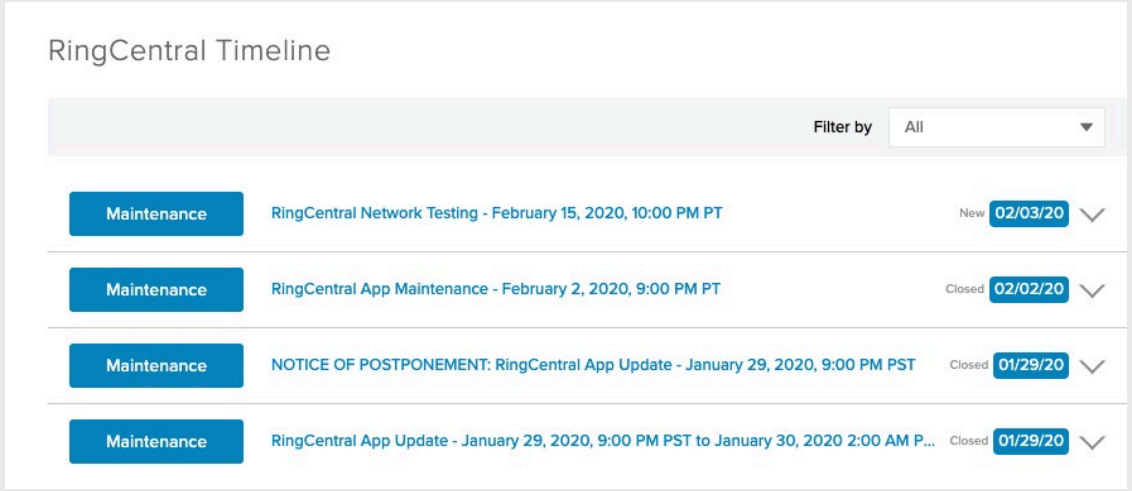
User Support

- Ring Central Uptime report – Call Handling Software





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User Support

- ServiceDesk+ Uptime report

ManageEngine On-Demand Service Status

SUBSCRIBE

All Components are operational

Component Summary

Component Name	Component Status
Custom SDP On-Demand Transaction Time : 1.36 s	Operational
MDM Cloud Transaction Time : 2.25 s	Operational
PatchManagerPlusCloud Transaction Time : 367 ms	Operational
Remote Access Plus Transaction Time : 395 ms	Operational
SDP On-Demand Transaction Time : 524 ms	Operational
US Zoho AlarmsOne Transaction Time : 367 ms	Operational

Component Status History

Search for a component

Feb 13 to Feb 7

Component Name	Uptime	Feb 13	Feb 12	Feb 11	Feb 10	Feb 9	Feb 8	Feb 7
Custom SDP On-Demand	100 %	✓	✓	✓	✓	✓	✓	✓
MDM Cloud	100 %	✓	✓	✓	✓	✓	✓	✓
PatchManagerPlusCloud	100 %	✓	✓	✓	✓	✓	✓	✓
Remote Access Plus	100 %	✓	✓	✓	✓	✓	✓	✓
SDP On-Demand	100 %	✓	✓	✓	✓	✓	✓	✓
US Zoho AlarmsOne	100 %	✓	✓	✓	✓	✓	✓	✓

Operational · Monitoring suspended · Under Maintenance · Degraded Performance · Partial Outage · Major Outage

Incident History

Feb 13, 2020
No incidents reported.

Feb 12, 2020
No incidents reported.

Feb 11, 2020
No incidents reported.

Feb 10, 2020
No incidents reported.

Feb 09, 2020
No incidents reported.

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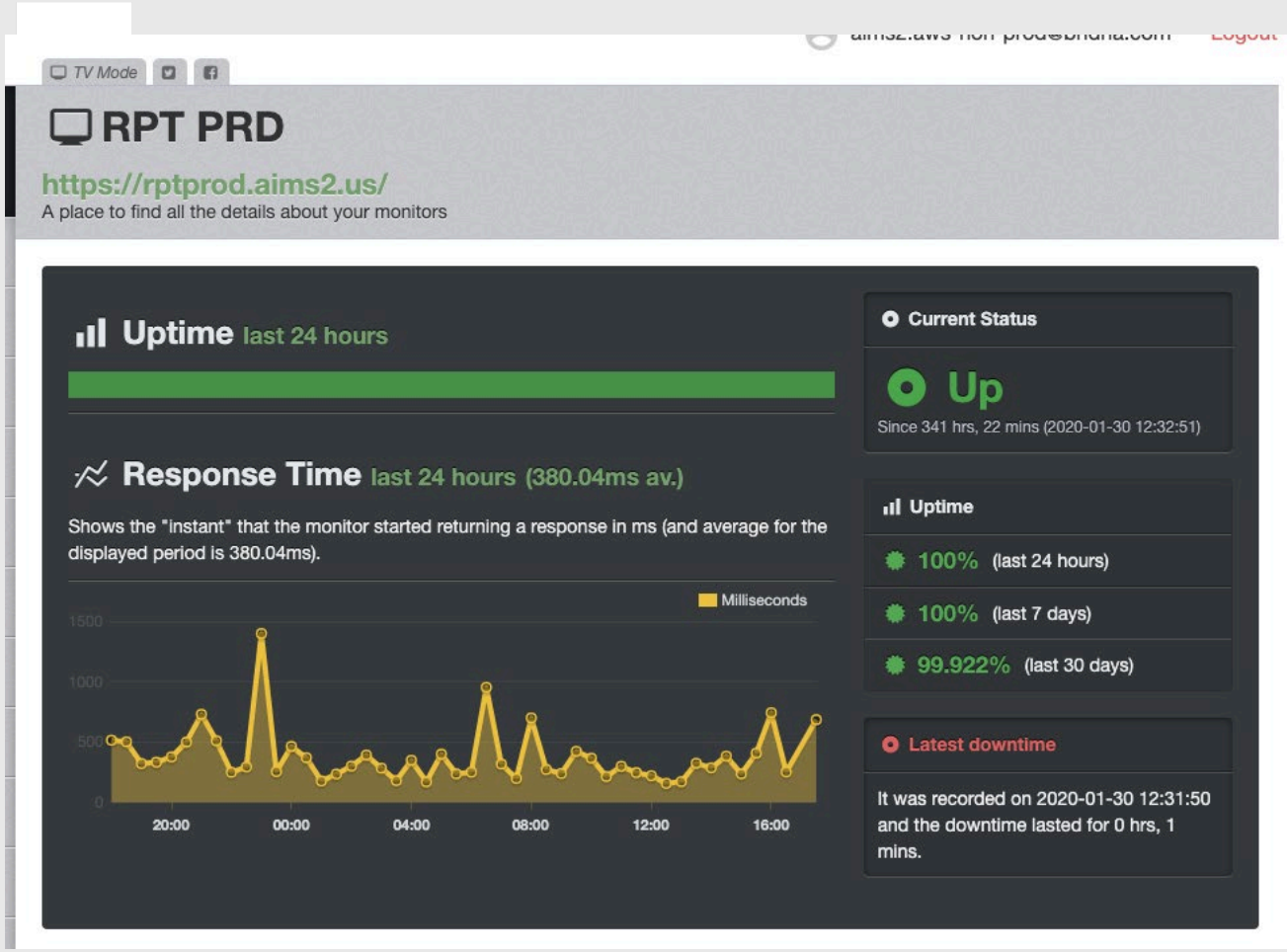
Reporting

- AWS Read Replica uptime report



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SLA Reporting

- This document
- Monthly Status Report Meeting Schedule
- Quarterly meeting

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Contractor Staffing

- Expert Timesheet Staffing report

AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Joseph Profiri
Cc: Joseph Profiri; Michael Kearns
Subject: RE: Call today
Date: Wednesday, February 19, 2020 12:02:16 PM

Ok clear. Thanks.

From: Joseph Profiri <jprofiri@azadc.gov>
Sent: Wednesday, February 19, 2020 11:59 AM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Joseph Profiri <jprofiri@azcorrections.gov>; Michael Kearns <mkearns@azadc.gov>
Subject: Re: Call today

Benjamin:

We'll arrange a call. It won't be today.

Joe

On Wed, Feb 19, 2020 at 11:55 AM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Hello Joe and Mike,
>
> I'd like to set up a quick call this afternoon with you both, as we did in the past.
> I need to get some understanding as to what the next steps are on the project.
>
> Thanks, let me know,
>
> Benjamin

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Thad Lowry
Cc: gmartinez1; Spencer Scott; Sandy Wang; Dwight Cloud; Dean Allen; Chris Masson; Charles Spannagel
Subject: Re: ACIS outage
Date: Wednesday, February 19, 2020 8:48:54 AM

Thank you, Thad.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Feb 19, 2020 at 8:31 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> We've investigated and can't find any evidence of an outage from ACIS
>
> Attached is an image from uptime robot which monitors the ACIS application
>
> The database shows activity all night
>
> What things were the users experiencing?
>
> Thad

AMERICAN OVERSIGHT

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Wednesday, February 19, 2020 7:45 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: Re: ACIS outage

Thad, please investigate a possible outage of ACIS early this morning. Check the logs for any interruption of activities throughout the early morning hours.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

AMERICAN OVERSIGHT

On Wed, Feb 19, 2020 at 7:34 AM Holly Greene <hgreene@azadc.gov> wrote:

Spencer and George-

Please read through the below email. Was ACIS down for maintenance last evening / early this morning?

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Joseph Nicoletti** <jnicole@azadc.gov>
Date: Wed, Feb 19, 2020 at 6:30 AM
Subject: ACIS outage
To: Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Sandy Wang <swang@azadc.gov>, RUSTY JOHNSON <sjohnson@azadc.gov>

All,

I received a call at 12:20 AM from COCC. The Sargent stated that ACIS was down across the agency. Tucson, Lewis, and Eyman reported that the site was not available. From the time it took me to get out of bed and get to my computer, I was able to log into ACIS from my home computer. The Sargent said he still couldn't get into ACIS. I logged into my machine in my office and was able to connect and login. They tried again and ACIS came up.

AMERICAN OVERSIGHT

I have no idea how long it was down, nor was I aware of any updates or planned outages from the B&D side. Just a heads up for the day.

Respectfully,

Joseph Nicoletti

Infrastructure/Network Services Operations Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3016 | Cell: 602.803.2814 | jnicole@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	gmartinez1
Cc:	Spencer Scott; Sandy Wang; Dwight Cloud; Holly Greene; Dean Allen; Chris Masson; Charles Spannagel
Subject:	RE: ACIS outage
Date:	Wednesday, February 19, 2020 8:31:13 AM
Attachments:	Screen Shot 2020-02-19 at 8.05.40 AM.png

We've investigated and can't find any evidence of an outage from ACIS

Attached is an image from uptime robot which monitors the ACIS application

The database shows activity all night

What things were the users experiencing?

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Wednesday, February 19, 2020 7:45 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Sandy Wang <swang@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: Re: ACIS outage

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George Martinez, Jr, PMP®

AIMS2 Project Manager

Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

AMERICAN OVERSIGHT

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Wed, Feb 19, 2020 at 7:34 AM Holly Greene <hgreene@azadc.gov> wrote:

> Spencer and George-
>
> Please read through the below email. Was ACIS down for maintenance last evening / early this morning?
>
> Respectfully,
>
> Holly Greene
> Deputy CIO
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Joseph Nicoletti** <jnicole@azadc.gov>
> Date: Wed, Feb 19, 2020 at 6:30 AM
> Subject: ACIS outage
> To: Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Sandy Wang <swang@azadc.gov>, RUSTY JOHNSON <sjohnson@azadc.gov>
>
> All,
> I received a call at 12:20 AM from COCC. The Sargent stated that ACIS was down across the agency. Tucson, Lewis, and Eyman reported that the site was not available. From the time it took me to get out of bed and get to my computer, I was able to log into ACIS from my home computer. The Sargent said he still couldn't get into ACIS. I logged into my machine in my office and was able to connect and login. They tried again and ACIS came up.
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>
> Respectfully,
>
> Joseph Nicoletti

AMERICAN OVERSIGHT

Infrastructure/Network Services Operations Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3016 | Cell: 602.803.2814 | jnicole@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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TV Mode

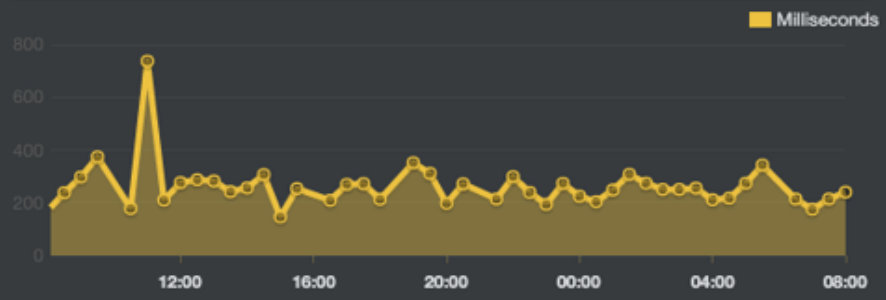
PROD

A place to find all the details about your monitors

Uptime last 24 hours

Response Time last 24 hours (260.45ms av.)

Shows the "instant" that the monitor started returning a response in ms (and average for the displayed period is 260.45ms).



Current Status

Up

Since 1910 hrs, 41 mins (2019-12-01 17:23:50)

Uptime

100% (last 24 hours)

100% (last 7 days)

100% (last 30 days)

Latest downtime

No downtime recorded.

Latest Events (up, down, start, pause) Export Logs

Event	Date-Time	Reason	Duration
Up	2019-12-01 17:23:50	OK (200)	1910 hrs, 41 mins
Started	2019-12-01 17:23:13	Started	0 hrs, 0 mins

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Holly Greene
Cc: Stacey Crabtree; Jey Whitson1; Michael Dolny; Spencer Scott
Subject: Re: examples where ACIS records somebody as non-violent
Date: Tuesday, February 18, 2020 12:19:02 PM
Attachments: Outlook-cid_691B9F.png

Good afternoon,

Is this tied to a report we built? Or is this an ADHOC report?

Charles Spannagel
Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, February 13, 2020 11:40 AM
To: Charles Spannagel <charles.spannagel@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Fwd: examples where ACIS records somebody as non-violent

Hello Charles-

Please see the email thread below. Research has located records where ACIS data reflects a person as non-violent when in reality, they should be classified as violent.

Below are some examples records:

- ADC# [redacted] 13-3601 Domestic Violence (note: no enhancement codes)
- ADC# [redacted]: 13-1209 Drive By Shooting
- ADC# [redacted] 13-1410 Molestation of Child

Jey looked into these records, but was unable to locate a common thread. He noted the following:

- [redacted] and [redacted] both have non-dangerous on their new DT02
- [redacted] is marked as dangerous
- [redacted] sentence has expired
- the other two are still serving the offenses (which research was looking for)
- All three of them have the sentence in the current episode (so this isn't a factor)

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It's speculated that there may be something off with the query or the data extract. So we're looking to B&D to assist with researching the issue.

I understand you are out of the office this week, so please let us know what your availability is next week (Tue or Wed) to talk through this item.

Respectfully,

Holly Greene
Deputy CIO
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Jacob Whitson** <jwhitson@azadc.gov>
Date: Wed, Feb 12, 2020 at 4:34 PM
Subject: Re: examples where ACIS records somebody as non-violent
To: Holly Greene <hgreene@azadc.gov>
Cc: Michael Dolny <mdolny@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>

I would say we need to get B&D involved to see if they have any ideas as to what could possibly be wrong.

On Wed, Feb 12, 2020 at 4:18 PM Holly Greene <hgreene@azadc.gov> wrote:

> What are our next steps?
>
> Respectfully,
>
> Holly Greene
> Deputy CIO
> Arizona Department of Corrections, Rehabilitation & Reentry
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Wed, Feb 12, 2020 at 11:56 AM Jacob Whitson <jwhitson@azadc.gov> wrote:
>
> > I don't see a common thread between the three of them as to why they wouldn't show up. [redacted] and [redacted] both have non-dangerous on their new DT02, but [redacted] is marked as

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dangerous. [redacted] sentence has expired, but the other two are still serving the offenses you are looking for. And all three of them have the sentence in the current episode, so that isn't it either.

I would say that there is something off with the query, or the data extract.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Wed, Feb 12, 2020 at 11:39 AM Michael Dolny <mdolny@azadc.gov> wrote:

> ADC# [redacted]: 13-3601 Domestic Violence (note: no enhancement codes)
> ADC# [redacted]: 13-1209 Drive By Shooting
> ADC# [redacted] 13-1410 Molestation of Child
> Michael Dolny, PhD
> Research Unit
> Arizona Department of Corrections
>
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Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Aaron Bailey; Masson Chris; Dwight Cloud; Dean Allen; George Martinez; Joseph Nicoletti; Jacob Whitson; Lisa Dee Meyerson Marshall; Marlene Coffey; Michael Kearns; Stacey Crabtree; Spencer Scott; Sandy Wang; Thad Lowry; Rusty Johnson
Subject:	CANCELLED: ACIS Daily Project Wrap Up (2/14)
Date:	Friday, February 14, 2020 3:10:12 PM

Hello everyone-

Today's meeting has been cancelled.

Have a great weekend.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Cc: Stacey Crabtree; Jacob Whitson; Michael Dolny; Spencer Scott
Subject: Fwd: examples where ACIS records somebody as non-violent
Date: Thursday, February 13, 2020 11:40:03 AM

Hello Charles-

Please see the email thread below. Research has located records where ACIS data reflects a person as non-violent when in reality, they should be classified as violent.

Below are some examples records:

- ADC# [redacted] 13-3601 Domestic Violence (note: no enhancement codes)
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- ADC# [redacted] 13-1410 Molestation of Child

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Respectfully,

Holly Greene

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---------- Forwarded message ---------
From: **Jacob Whitson** <jwhitson@azadc.gov>
Date: Wed, Feb 12, 2020 at 4:34 PM
Subject: Re: examples where ACIS records somebody as non-violent
To: Holly Greene <hgreene@azadc.gov>
Cc: Michael Dolny <mdolny@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>

I would say we need to get B&D involved to see if they have any ideas as to what could possibly be wrong.

On Wed, Feb 12, 2020 at 4:18 PM Holly Greene <hgreene@azadc.gov> wrote:

> What are our next steps?
>
> Respectfully,
>
> Holly Greene
>
> Deputy CIO
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
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> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
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> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
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> > I would say that there is something off with the query, or the data extract.
> >
> > Sincerely,
> > Jacob "Jey" Whitson
> > Time Computation Quality Assurance Administrator
> > Offender Information Unit Liaison

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ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADCRR CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Sandy Wang
Cc: gmartinez1; Thad Lowry; Chasity Byrd; Dwight Cloud; Holly Greene; Chris Masson
Subject: Re: New PMO Manager | Sandy Wang | in need of credentials for access to B&D drives
Date: Wednesday, February 12, 2020 3:04:36 PM

This is complete. Credentials sent in separate email.

Matt

From: Sandy Wang <swang@azadc.gov>
Date: Wednesday, February 12, 2020 at 2:58 PM
To: Matt DeClue <matt.declue@bndna.com>
Cc: gmartinez1 <gmartinez1@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>, Chasity Byrd <Cbyrd@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Chris Masson <chris.masson@bndna.com>
Subject: Re: New PMO Manager | Sandy Wang | in need of credentials for access to B&D drives

Matt, just wondering if I have missed your email regarding my access to TFS. If so, can you please resend? Thanks!

On Wed, Feb 12, 2020 at 2:51 PM Sandy Wang <swang@azadc.gov> wrote:

> Matt, just wondering if I have missed your email regarding my access to TFS. If so, can you please resend? Thanks!
>
> On Mon, Feb 10, 2020 at 9:04 AM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > new PMO: Sandy Wang <swang@azadc.gov>
> >
> > TFS: Matt, please provide Sandy Wang Access to TFS as a member of the ADC UAT Team
> >
> > SharePoint: Done – separate emails with instructions and credentials sent
> >
> > ACIS PROD, UAT, Training access: - George, ADC should create users and assign roles for her in each of these environments
> >
> > Thad
> >
> > ---
> > **Thad Lowry**
> > Director of Development / Principal Consultant
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]

AMERICAN OVERSIGHT

E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Friday, February 7, 2020 2:24 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Chasity Byrd <Cbyrd@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Fwd: New PMO Manager | Sandy Wang | in need of credentials for access to B&D drives

Thad, please provide access to our new PMO for the B&D SharePoint, TFS and ACIS PROD, UAT, Training and anything else she should need. She starts Monday 2/10.

Thanks,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Chasity Byrd** <Cbyrd@azadc.gov>
Date: Fri, Feb 7, 2020 at 1:55 PM
Subject: New PMO Manager | Sandy Wang | in need of credentials for access to B&D drives
To: George Martinez <gmartinez1@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>, CLOUD, DWIGHT <dcloud@azadc.gov>

Hi George,

Here is the information to have Sandy added to the B&D drives. Please let me know if you need anything else. Thanks for your help!

swang@azadc.gov
EIN: [redacted]
602-542-8467

AMERICAN OVERSIGHT

cell: 480-490-5155 (pending delivery)

Respectfully,

Chasity Byrd

Office Manager & Administrative Assistant to Dwight Cloud, Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.0608 | Cell: 602-376-7052 | CBYRD@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov

AMERICAN OVERSIGHT

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Sandy Wang
Cc: gmartinez1; Thad Lowry; Chasity Byrd; Dwight Cloud; Holly Greene; Chris Masson
Subject: Re: New PMO Manager | Sandy Wang | in need of credentials for access to B&D drives
Date: Wednesday, February 12, 2020 2:59:59 PM

Hi Sandy,

It seems there was some confusion. Someone mentioned it was done. I'll double check.

Matt

From: Sandy Wang <swang@azadc.gov>
Date: Wednesday, February 12, 2020 at 2:58 PM
To: Matt DeClue <matt.declue@bndna.com>
Cc: gmartinez1 <gmartinez1@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>, Chasity Byrd <Cbyrd@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Chris Masson <chris.masson@bndna.com>
Subject: Re: New PMO Manager | Sandy Wang | in need of credentials for access to B&D drives

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> > TFS: Matt, please provide Sandy Wang Access to TFS as a member of the ADC UAT Team
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> > ACIS PROD, UAT, Training access: - George, ADC should create users and assign roles for her in each of these environments
> >
> > Thad
> >
> > ---
> > **Thad Lowry**
> > Director of Development / Principal Consultant

AMERICAN OVERSIGHT

Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Friday, February 7, 2020 2:24 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Chasity Byrd <Cbyrd@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Fwd: New PMO Manager | Sandy Wang | in need of credentials for access to B&D drives

Thad, please provide access to our new PMO for the B&D SharePoint, TFS and ACIS PROD, UAT, Training and anything else she should need. She starts Monday 2/10.

Thanks,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Chasity Byrd** <Cbyrd@azadc.gov>
Date: Fri, Feb 7, 2020 at 1:55 PM
Subject: New PMO Manager | Sandy Wang | in need of credentials for access to B&D drives
To: George Martinez <gmartinez1@azadc.gov>
Cc: Sandy Wang <swang@azadc.gov>, CLOUD, DWIGHT <dcloud@azadc.gov>

Hi George,

Here is the information to have Sandy added to the B&D drives. Please let me know if you need anything else. Thanks for your help!

swang@azadc.gov

AMERICAN OVERSIGHT

EIN: [redacted]
602-542-8467
cell: 480-490-5155 (pending delivery)

Respectfully,

Chasity Byrd

Office Manager & Administrative Assistant to Dwight Cloud, Chief Information Officer
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.0608 | Cell: 602-376-7052 | CBYRD@azadc.gov

IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology
1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

--
Respectfully,
Sandy Wang
PMO Program Manager
Arizona Department of Corrections, Rehabilitation & Reentry
Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 W. Jefferson St | Phoenix AZ 85007
Office: 602.542-8467 | Fax: 602.542.5036 | swang@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Aaron Bailey
Cc: Jey Whitson1; Jeff Woodward; Stacey Crabtree; Holly Greene
Subject: RE: Report Promotion
Date: Monday, February 10, 2020 12:34:48 PM
Attachments: image002.png

Notified everyone to make sure it will be in the next PROD push

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Monday, February 10, 2020 12:07 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Report Promotion

Hi Thad,

Thank you for getting the ad hoc report ADC Alerts by Unit into UAT for testing. It has now passed UAT testing and should be promoted to PROD at the next opportunity. I've updated our reporting requests SharePoint list with this request. As noted there, this report depends on the stored procedure "ADC_CASE_NOTE_INMATE_ALERTS".

On Mon, Feb 3, 2020 at 12:22 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> This report is in UAT
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
>
> **From:** Jacob Whitson <jwhitson@azadc.gov>
> **Sent:** Monday, February 3, 2020 8:46 AM
> **To:** Aaron Bailey <abailey1@azadc.gov>
> **Cc:** Jeff Woodward <jwoodward@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: Report Promotion
>
> Has this been promoted yet? Deputy Director Strada would like to see this report as soon as possible.
>
> On Fri, Jan 31, 2020 at 7:35 AM Aaron Bailey <abailey1@azadc.gov> wrote:
>
> > Hi Thad,
> >
> > Thanks. I'm not seeing it yet in the ADC.aims2 environment. I understand it is a high-priority report for field users, so it would be great if I could test today.
> >
> > Aaron
> >
> > On Wed, Jan 29, 2020 at 8:07 PM Thad Lowry <thad.lowry@bndna.com> wrote:
> >
> > > Will do

AMERICAN OVERSIGHT

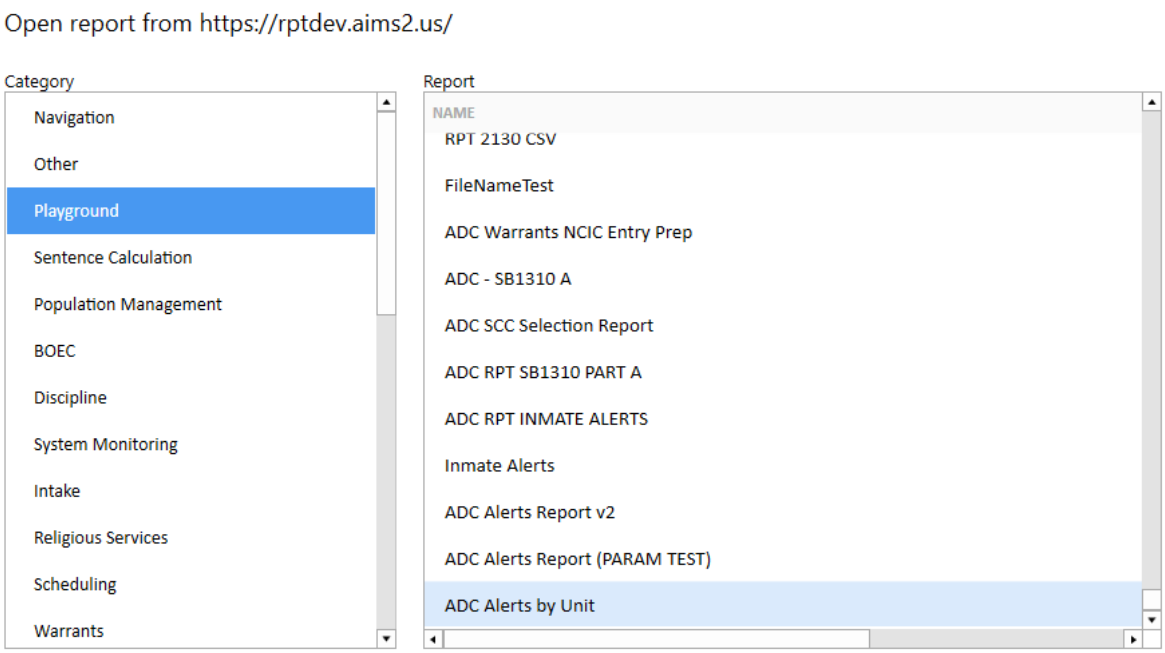
Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Wednesday, January 29, 2020 1:00:25 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Jey Whitson1 <jwhitson@azadc.gov>; Jeff Woodward <jwoodward@azadc.gov>
Subject: Re: Report Promotion

Hi Thad,

May I please have the RPTDEV report "ADC Alerts by Unit" promoted to QA?



It requires a stored procedure called "RPT_DEV.ADC_CASE_NOTE_INMATE_ALERTS" that needs to be promoted with it.

--
Sincerely,
Aaron Bailey

ACIS Reports Specialist
Cell: 480.268.5726
abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Matt Stratton
Cc: Dean Allen; Dwight Cloud; Hema Chennojwala; Michael Gomez; Thad Lowry
Subject: Re: QlikView
Date: Monday, February 10, 2020 10:38:07 AM
Attachments: image001.png
image003.png

Thank you, Matt. We'll get back to you.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Feb 10, 2020 at 10:08 AM Matt Stratton <matt.stratton@bndna.com> wrote:

> Holly,
>
> I've checked our availability for US based team members and it looks like we would have some limited available starting in April. If this will work, let me know and I can draw up an SOW to send over.
>
> Alternatively, I can also reach out to the rest of the B&D group to see if there might be someone available sooner. This would be someone from one of our European group entities. If that is a viable option, let me know and I will check for us.

Matt Stratton

Service Line Leader – Digital Data and Analytics
Business & Decision, North America

Office: +1 619 866-4724 | Cell: +1 [redacted]

Baltimore, MD | Malvern, PA | New York City, NY | San Diego, CA | SF Bay Area | Scottsdale, AZ

E: matt.stratton@businessdecision.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, February 7, 2020 7:27 PM
To: Matt Stratton <matt.stratton@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: QlikView

Thank you.

On Fri, Feb 7, 2020 at 7:11 PM Matt Stratton <matt.stratton@bndna.com> wrote:

> Holly,
>
> Sorry for the delayed response.
>
> Quick update on it, I'm looking into who has upcoming availability for this.
>
> Hope to have an answer for you early next week.

Matt Stratton

Service Line Leader – Digital Data and Analytics
Business & Decision, North America

Office: +1 619 866-4724 | Cell: +1 [redacted]

Baltimore, MD | Malvern, PA | New York City, NY | San Diego, CA | SF Bay Area | Scottsdale, AZ

E: matt.stratton@businessdecision.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>

AMERICAN OVERSIGHT

Sent: Thursday, February 6, 2020 1:49 PM
To: Hema Chennojwala <hchennoj@azadc.gov>; Matt Stratton <matt.stratton@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: QlikView

Hello Matt-

Any updates you can provide is most appreciated.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St. Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Feb 6, 2020 at 8:44 AM Hema Chennojwala <hchennoj@azadc.gov> wrote:

> Hello Matt,
>
> Please see attachments which Thad sent.. documents that Rick Arora and team left behind.
>
> We have most of the content mapped and data extracted from ACIS to match previous Qlikview data.
>
> Need your assistance with putting together Qlikview to read data from our new database.
>
> Thanks for your help.
>
> *Hema*
>
> Sincerely,
> Hema Chennojwala
> Apps Developer
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> Office: 602.542.4459 | hchennoj@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Wed, Nov 13, 2019 at 8:28 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Here is the documentation that we have on file for the QlikView product along with the 4 documents that you found (so everything is in one place)
>
> It identifies all of the processes and contains source code for the SSIS
>
> It looks like there are quite a few sources of data that may need to be adjusted
>
> Please let Matt know if you need help and need an engagement to adjust this product to source from AIMS2 data
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision
>
> **From:** Hema Chennojwala <hchennoj@azadc.gov>
> **Sent:** Tuesday, November 12, 2019 3:17 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: QlikView
>
> Hi Thad, Found 4 documents.. Please see attached...

AMERICAN OVERSIGHT

Hema

Sincerely,
Hema Chennojwala
Apps Developer

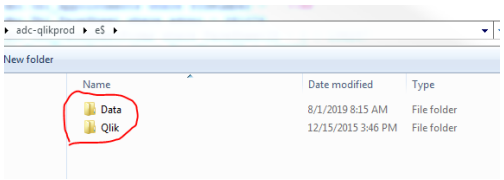
Arizona Department of Corrections

Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
Office: 602.542.4459 | hchennoj@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Nov 12, 2019 at 11:04 AM Hema Chennojwala <hchennoj@azadc.gov> wrote:

> Hi Thad, please see below..
>
> First, there must have been some documentation that the team left when they finished . Do you have a copy of that / can I see it?
>
> No, Personally to me I was not given any documentation. I checked the folder in server, I don't see any documentation under these folders...



> Second, do you know how to access the SSIS code that moves the data from PCAIMS to QlikView?
>
> No, never worked with SSIS code before.
>
> *Hema*

Sincerely,
Hema Chennojwala
Apps Developer

Arizona Department of Corrections

Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
Office: 602.542.4459 | hchennoj@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Nov 12, 2019 at 8:32 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hi Hema
>
> It was good talking to you last week
>
> I have a couple of questions
>
> First, there must have been some documentation that the team left when they finished . Do you have a copy of that / can I see it?
>
> Second, do you know how to access the SSIS code that moves the data from PCAIMS to QlikView?
>
> If we can access it – I'd like to take a look at it if possible – I'll be downtown for the status meeting I could stop by after the meeting
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision

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--

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Cindy Hyser-Crauwels; Alexandria Bailey
Cc: Alaeddine Salah; Aaron Pratt; Steven Williams; Jey Whitson1; Lisa Dee Meyerson Marshall; Chris Masson; Dwight Cloud; Spencer Scott
Subject: Re: Bug 41305
Date: Thursday, February 6, 2020 4:34:41 PM
Attachments: image002.png
image003.png
image004.png
image005.png
image006.png
image007.png

Hello Cindy-

I appreciate the update. Please keep this group informed of your team's progress.

As a side note, I removed Aaron Bailey and re-added Alex Bailey.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Feb 6, 2020 at 4:26 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Since ADC was not receptive to our proposal we are still analyzing the issue.
>
> Thank you,
>
>
> Cindy Hyser-Crauwels
>
> Sr. Business Analyst
>
> Business & Decision, North America
> 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> e: Cindy.Hyser-Crauwels@businessdecision.com
>
> m. [redacted]
>
> o. 480-795-7220
>
> Business & Decision
> Empowering Digital Business
>
>
>
> Please consider the environment before printing this email.
>
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Thursday, February 6, 2020 4:23 PM
> **To:** ABAILEY <ABAILEY@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Alaeddine Salah <Alaeddine.Salah@bndna.com>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Steven Williams <Steven.Williams@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
> **Subject:** Re: Bug 41305
>
> Hi all-
>
> Where did the teams land on this item yesterday? Any forward movement today?
>
>
> Respectfully,
>
> Holly Greene
>
> Deputy CIO
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
>
> On Wed, Feb 5, 2020 at 11:21 AM Alexandria Bailey <ABAILEY@azadc.gov> wrote:

AMERICAN OVERSIGHT

Yes- this was before I had more in-depth conversations with my supervisors to ensure what the RCA covered was sufficient. It wasn't, hence my additional questions.

- We offered an idea of a role with the ability to change the statuses. The reality is- it'll most likely be Visitation Officers.
- There are issues between the two. We still need to put them in any status, to include Pending.
- We agree that it's ideal, but clearly doesn't work in many instances and manual interventions need to happen.

Respectfully,

Alexandria Bailey

Arizona Department of Corrections

ACIS Test & Training Administrator

1645 W Jefferson St. | Phoenix, AZ 85007

abailey@azadc.gov

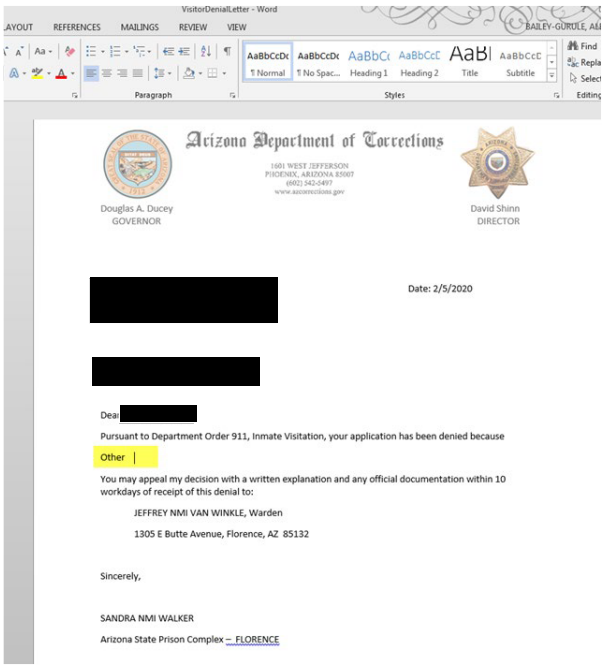
On Wed, Feb 5, 2020 at 10:42 AM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Per the RCA discussion on Monday:
>
> **George Martinez** *(2 days ago)*
>
> RCA conducted, here are the notes:
>
> - Alaeddine to think about creating a Role that will allow specific individuals to change the Status of the Visitor Application
> - There is a difference between the Visitor's Application and ACIS to Approve to Deny; Deny to Approve
> - Everyone agrees to keep the automated workflow items
> - B&D to provide answer as to next steps by Wednesday 2/5
>
> Thank you,
>
> Cindy Hyser-Crauwels
>
> Sr. Business Analyst
>
> Business & Decision, North America
> 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> e: Cindy.Hyser-Crauwels@businessdecision.com
>
> m. [redacted]
>
> o. 480-795-7220
>
> Business & Decision
> Empowering Digital Business
>
> Please consider the environment before printing this email.
>
> **From:** Alexandria Bailey <ABAILEY@azadc.gov>
> **Sent:** Wednesday, February 5, 2020 10:21 AM
> **To:** Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
> **Cc:** Alaeddine Salah <Alaeddine.Salah@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Steven Williams <Steven.Williams@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: Bug 41305
>
> Cindy,
>
> A few questions:
>
> In regard to the mockup, Can we also add an "Admin Pending" button? What purpose would this serve, I thought the issue was with the Denied and Approved statuses being incorrect. We need to be able to put them in ANY status. We have visitors being inactivated for reasons that isn't "Visitor Requested Removal" and should be able to apply immediately and we get the "you have to wait 90 days" message. EX: An inmate was released. We inactivated his visitors (since the system doesn't do that upon release). 10 days later, the inmate comes back into custody and the visitor submits an application. We cannot enter it because of the 90 day hold error. Per policy, the only Inactivation reason that should hold them for 90 days is if the visitor requests removal via notarized letter.
>
> Responses to your questions:

AMERICAN OVERSIGHT

1. For the denial letter, can it be a free text box? Chances are these denials would be on a special circumstance situation. No this process is already functioning correctly, we could add another reason of Special Circumstance to inserted when it is created via the Admin buttons. Is this letter editable? Some open in a word document to be printed and we can do free text in the body. If "Special Circumstance" is the reason, the letter literally only says "you were denied for special circumstances" and doesn't specify anything.

Denial letter from the DW Dash:



VisitorDenialLetter - Word

Arizona Department of Corrections

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
(602) 542-5497
www.azcorrections.gov

Douglas A. Ducey
GOVERNOR

David Shinn
DIRECTOR

[redacted]

Date: 2/5/2020

[redacted]

Dear [redacted]

Pursuant to Department Order 911, Inmate Visitation, your application has been denied because

Other |

You may appeal my decision with a written explanation and any official documentation within 10 workdays of receipt of this denial to:

JEFFREY NMI VAN WINKLE, Warden

1305 E Butte Avenue, Florence, AZ 85132

Sincerely,

SANDRA NMI WALKER

Arizona State Prison Complex – FLORENCE

2. For the roles, it would be Visitation Officer, Deputy Warden and Wardens. I thought we agreed that this would not be available to all Visitation Officers. I suggest we create a Visitation Admin. Role for this. We did, however, after further discussion, this is more likely a function the Visitation Officer needs. It's how they did their job in AIMS. Their physical paper documentation will backup any entries made in ACIS.

3. Yes, that would work. Okay

4. We think it would need the ability to be appealed. Okay, we will set to dash step 4 to allow the current appeal process to continue.

Respectfully,

Alexandria Bailey

Arizona Department of Corrections

ACIS Test & Training Administrator

1645 W Jefferson St. | Phoenix, AZ 85007

abailey@azadc.gov

On Wed, Feb 5, 2020 at 9:59 AM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> See my comments below in red.
>
> Thank you,
>
> Cindy Hyser-Crauwels
>
> Sr. Business Analyst
>
> Business & Decision, North America
> 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> e: Cindy.Hyser-Crauwels@businessdecision.com
>
> m. [redacted]
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> o. 480-795-7220
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> Business & Decision
> Empowering Digital Business
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AMERICAN OVERSIGHT

From: Alexandria Bailey <ABAILEY@azadc.gov>
Sent: Wednesday, February 5, 2020 9:40 AM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Cc: Alaeddine Salah <Alaeddine.Salah@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Steven Williams <Steven.Williams@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Bug 41305

Cindy,

A few questions:

In regard to the mockup, Can we also add an "Admin Pending" button? What purpose would this serve, I thought the issue was with the Denied and Approved statuses being incorrect.

Responses to your questions:

1. For the denial letter, can it be a free text box? Chances are these denials would be on a special circumstance situation. No this process is already functioning correctly, we could add another reason of Special Circumstance to inserted when it is created via the Admin buttons.

2. For the roles, it would be Visitation Officer, Deputy Warden and Wardens. I thought we agreed that this would not be available to all Visitation Officers. I suggest we create a Visitation Admin. Role for this.

3. Yes, that would work. Okay

4. We think it would need the ability to be appealed. Okay, we will set to dash step 4 to allow the current appeal process to continue.

Respectfully,

Alexandria Bailey

Arizona Department of Corrections

ACIS Test & Training Administrator

1645 W Jefferson St. | Phoenix, AZ 85007

abailey@azadc.gov

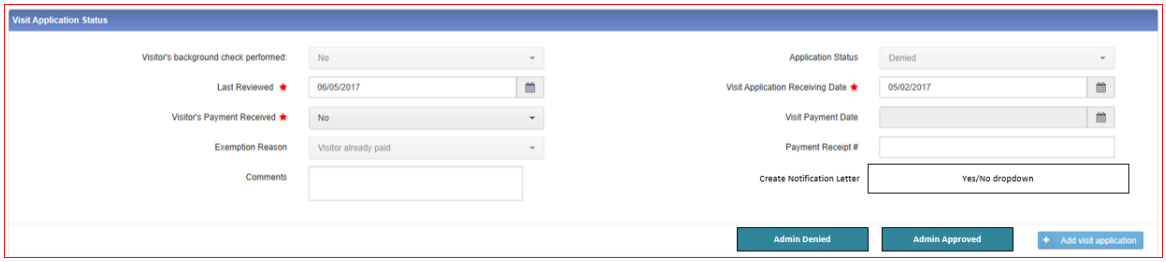
On Tue, Feb 4, 2020 at 12:02 PM Alexandria Bailey <ABAILEY@azadc.gov> wrote:

> Let me go over this with Lisa and Stacey and I'll get back to you.
>
> Respectfully,
>
> Alexandria Bailey
>
> Arizona Department of Corrections
>
> ACIS Test & Training Administrator
>
> 1645 W Jefferson St. | Phoenix, AZ 85007
>
> abailey@azadc.gov

On Tue, Feb 4, 2020 at 11:47 AM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Alex,
>
> We are going to leave the Application status button as is so it doesn't interrupt the existing workflow.
>
> What we are proposing is to add the following changes to the Visit Application Status Panel:
>
> 1. A Yes or No dropdown list to tell ACIS to create the inmate notification letter via the action queue
> 2. An Admin Denied button
> 3. An Admin Approved button
>
> The screen would look like this:

AMERICAN OVERSIGHT



That being said we do have some questions:

1. If the user selects to create the notification letter, what reason should we populate for the denial? Please confirm if we only create the letters for the denials. If created, the action queue template that we already have in place with the reason being Visitor Status Change will suffice.
2. What role would have access to these buttons?
3. Is it okay that whether approved or denied using the new buttons, ACIS will set the dash step to 6 for Approved to indicate the workflow process is complete. Basically the new buttons will act as an override to the Application status field.
4. If the Admin Denied is selected do we also set to dash step 6 or can they still appeal in which case ACIS would need o set the dash step to 4 (Warden's Admin dashboard).

By making this addition it should allow you to clean up some of the other bugs as well.

Please confirm if you agree with this addition and if so I will make the updates to the FSD and Aladin can begin on the new development.

Thank you,

Cindy Hyser-Crauwels

Sr. Business Analyst

Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com

m. [redacted]

o. 480-795-7220

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Matt Stratton
Cc: Hema Chennojwala; Michael Gomez; Dean Allen; Dwight Cloud; Thad Lowry
Subject: Re: QlikView
Date: Wednesday, February 5, 2020 4:59:41 PM
Attachments: image002.png

Hello Matt-

Just following up on this item. There were a number of emails which were passed back in November, but since the rollout of ACIS, this has taken a lower priority.

We're trying to wrap up some items on our end to ensure folks have what they need with respect to reports and accessibility to data for reporting purposes. This is one product which has been used by Community Corrections (see Hema's email below for more details).

Any assistance you can provide is most appreciated.

Respectfully,

Holly Greene

Deputy CIO

Arizona Department of Corrections, Rehabilitation & Reentry

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Feb 5, 2020 at 10:36 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hi Hema,
>
> Matt Stratton is our engagement manager for QlikView projects.
>
> He should be able to help you put an engagement together
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision
>
> **From:** Hema Chennojwala <hchennoj@azadc.gov>
> **Sent:** Wednesday, February 5, 2020 10:28 AM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>
> **Cc:** Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Matt Stratton <matt.stratton@bndna.com>
> **Subject:** Re: QlikView
>
> Hello Thad,
>
> We are working to make Community Corrections QlikView dashboard connect with ACIS database, for this we would like to install the QlikView database upon another Database Server and we need to be able to point the QlikView page to the new database. I would like assistance with putting QlikView packages together. I can open up the individual files, but I don't see how each of the packages are defined. As an example, with Visual Studio projects, each project can be accessed either through the solution or project file, and all the necessary files that are included in the project are gathered accordingly. I don't see how the QlikView files are put together. If someone could put together a couple of examples for us to review I can pick it up from there.
>
> Thanks for your help.
>
> *Hema*
>
> Sincerely,
> Hema Chennojwala
> Apps Developer
>
> Arizona Department of Corrections, Rehabilitation & Reentry
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> Office: 602.542.4459 | hchennoj@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Wed, Nov 13, 2019 at 3:54 PM Hema Chennojwala <hchennoj@azadc.gov> wrote:

> Hello Thad,

AMERICAN OVERSIGHT

I'd like to get the assistance of Matt to put a couple of these QlikView packages together. I can open up the individual files, but I don't see how each of the packages are defined.

As an example, with Visual Studio projects, each project can be accessed either through the solution or project file, and all the necessary files that are included in the project are gathered accordingly.

I don't see how the QlikView files are put together. If Matt could put a couple of the projects together for me, that would be great. Thanks for your help.

Hema

Sincerely,
Hema Chennojwala
Apps Developer

Arizona Department of Corrections

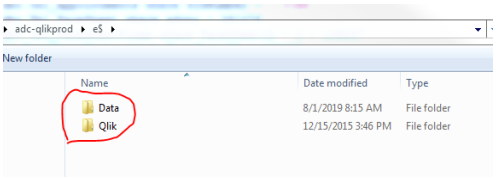
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
Office: 602.542.4459 | hchennoj@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Wed, Nov 13, 2019 at 8:28 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Here is the documentation that we have on file for the QlikView product along with the 4 documents that you found (so everything is in one place)
>
> It identifies all of the processes and contains source code for the SSIS
>
> It looks like there are quite a few sources of data that may need to be adjusted
>
> Please let Matt know if you need help and need an engagement to adjust this product to source from AIMS2 data
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision
>
> **From:** Hema Chennojwala <hchennoj@azadc.gov>
> **Sent:** Tuesday, November 12, 2019 3:17 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: QlikView
>
> Hi Thad, Found 4 documents.. Please see attached...
>
> *Hema*
>
> Sincerely,
> Hema Chennojwala
> Apps Developer
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> Office: 602.542.4459 | hchennoj@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Tue, Nov 12, 2019 at 11:04 AM Hema Chennojwala <hchennoj@azadc.gov> wrote:
>
> > Hi Thad, please see below..
> >
> > First, there must have been some documentation that the team left when they finished . Do you have a copy of that / can I see it?
> >
> > No, Personally to me I was not given any documentation. I checked the folder in server, I don't see any documentation under these folders...

AMERICAN OVERSIGHT



Second, do you know how to access the SSIS code that moves the data from PCAIMS to QlikView?

No, never worked with SSIS code before.

Hema

Sincerely,
Hema Chennojwala
Apps Developer

Arizona Department of Corrections

Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
Office: 602.542.4459 | hchennoj@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Nov 12, 2019 at 8:32 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hi Hema
>
> It was good talking to you last week
>
> I have a couple of questions
>
> First, there must have been some documentation that the team left when they finished . Do you have a copy of that / can I see it?
>
> Second, do you know how to access the SSIS code that moves the data from PCAIMS to QlikView?
>
> If we can access it – I'd like to take a look at it if possible – I'll be downtown for the status meeting I could stop by after the meeting
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	J.R. Sloan; Spencer Scott
Cc:	Michael Kearns; Dwight Cloud; Lisa Dee Meyerson Marshall; Stacey Crabtree; Jey Whitson1; Marlene Coffee; dford1; Holly Greene; Chris Masson; Dean Allen
Subject:	RE: Arbitration Request 40696
Date:	Wednesday, February 5, 2020 11:52:07 AM

Hi JR,

Here is our response to your inquiry (in blue):

I reviewed the narrative and TFS Bug History included in ADCRR's submission and I see multiple issues being discussed:

1. **End Time = Next Calendar Day (aka Today+1)** - I see BDNA saying that (a) there is a workaround and (b) that this issue has been fixed. I see ADCRR stating "provided workaround doesn't work" but it's not clear to me which of the three issues this statement relates to.
2. **End Time = Today+n (where n>1)** - I see BDNA state that this is a separate use case from "next calendar day" that needs to be entered as a new TFS item. BDNA view this as a change.
3. **Inmate removed from program while checked out.** - I see BDNA identify this as another use case and request a separate TFS item. BDNA view this as a change.

My questions:

- Are my description of items 1 thru 3 above correct?
    - B&D see items 1 & 2 as the same issue, with exactly the same workaround. The work around described by B&D works under the assumption that Item 3 has not happened. The work around is the user navigates to the day the inmate was checked out of the v-gate & record the check in. The entire issue at hand is caused by Item 3 occurring.
- Is item 1 the only item that should be associated with TFS ID 40696?
    - B&D believes 40696 is no longer a valid bug. The reason users could not check in the 9 inmates described was because they were removed while checked out as a result of item 3.
- Are there any additional use cases that I missed?
    - There are additional Use Cases directly written regarding the functions of the Vehicle Gate screen within the Scheduling modules FSD. There are 10 total V-Gate use cases, but none of them address the case or actions on when an inmate is removed from their assignment whilst they are presently checked out.
- Has item 1 been resolved or is there a workaround?
    - B&D contends there is a work around and should be closed as not a bug.
- Has item 2 been resolved or is there a workaround?
    - The same work around for Item 1 applies, B&D contends it should be closed as not a bug, and a new change request opened.
- Is item 3 the same as TFS ID 41145?
    - Correct, Item 3 is TFS ID 41145.

We hope this provides some clarity to your questions. Please let us know if there is something else that would help move this forward

AMERICAN OVERSIGHT

Thanks,

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: J.R. Sloan <jr.sloan@azdoa.gov>
Sent: Tuesday, February 4, 2020 4:13 PM
To: Spencer Scott <sscott3@azadc.gov>
Cc: Michael Kearns <mkearns@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; dford1 <dford1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Arbitration Request 40696

Spencer / Thad,

After reviewing both writeups, I have the following question / request for clarification:

ADCRR's submission references TFS IDs 40696 and 41145 as issues which both end up with inmates checked out but unable to check them back in.

BDNA's submission indicates that TFS ID 40696 was fixed and that only 41145 remains as the item to be addressed in this arbitration.

I reviewed the narrative and TFS Bug History included in ADCRR's submission and I see multiple issues being discussed:

1. **End Time = Next Calendar Day (aka Today+1)** - I see BDNA saying that (a) there is a workaround and (b) that this issue has been fixed. I see ADCRR stating "provided workaround doesn't work" but it's not clear to me which of the three issues this statement relates to.
2. **End Time = Today+n (where n>1)** - I see BDNA state that this is a separate use case from "next calendar day" that needs to be entered as a new TFS item. BDNA view this as a change.
3. **Inmate removed from program while checked out.** - I see BDNA identify this as another use case and request a separate TFS item. BDNA view this as a change.

My questions:

- Are my description of items 1 thru 3 above correct?
- Is item 1 the only item that should be associated with TFS ID 40696?

AMERICAN OVERSIGHT

Are there any additional use cases that I missed?

- Has item 1 been resolved or is there a workaround?
- Has item 2 been resolved or is there a workaround?
- Is item 3 the same as TFS ID 41145?

I need answers to these items in order to understand what I am being asked to arbitrate. If there is significant information that I haven't covered here and you feel a phone call is needed, please let me know.

Thanks,

J.R. Sloan
Interim State Chief Information Officer (CIO)
ADOA – Arizona Strategic Enterprise Technology (ASET) Office | State of Arizona
o: 602.364.4788 | m: 602.281.0394 | e: jr.sloan@azdoa.gov
https://aset.az.gov

How am I doing? Please take a moment to answer a few questions.
https://goo.gl/forms/QBPlG1dKpGAYG3N33

On Wed, Jan 15, 2020 at 2:32 PM Spencer Scott <sscott3@azadc.gov> wrote:

> Arbitration request attached for your consideration.
>
> Warm Regards,
> Spencer Scott, PMP
>
> Project Manager (IT)
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, | Phoenix, AZ 85007
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
>
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AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Ken Sanchez
Cc: Joseph Profiri; Michael Kearns; JR Sloan; Ed.Jimenez@azdoa.gov; Dean Allen; Thad Lowry; Frank Strada
Subject: RE: Meeting next week
Date: Monday, February 3, 2020 2:48:26 PM

Ok understood.

I will come back in 2 weeks. So maybe by then we will be able to sit together and get to a resolution
Alternatively, we can have a discussion over the phone later this week or next week.
You will let me know what will work for you.

In any case, can we expect a formal response from ADC/ADOA on our proposal?

Thanks to let us know as this has an immediate impact on our working schedule. We offered indeed to dispatch Business Analysts to sit with AZ operations teams and better understand the nature of the issues they report. Should we proceed? We will need ADC authorization for that.

Thanks in advance for your response,

Benjamin Bussenault

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Monday, February 3, 2020 2:30 PM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Joseph Profiri <jprofiri@azcorrections.gov>; Michael Kearns <mkearns@azadc.gov>; JR Sloan <JR.Sloan@azdoa.gov>; Ed.Jimenez@azdoa.gov; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Frank Strada <fstrada@azadc.gov>
Subject: Re: Meeting next week

Hello Benjamin,

At this point, we are not going to take you up on your offer to meet this week.

Thank you,

Ken Sanchez

AMERICAN OVERSIGHT

Chief Procurement Officer, Arizona Department of Corrections

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

On Wed, Jan 29, 2020 at 10:30 AM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Ok thanks.
>
> At this stage, it is only provisional. The meeting will be confirmed only if ADC sees an interest into our proposal of course.
>
> **From:** Ken Sanchez <ksanchez@azadc.gov>
> **Sent:** Wednesday, January 29, 2020 10:13 AM
> **To:** Benjamin Bussenault <benjamin.bussenault@bndna.com>
> **Cc:** Joseph Profiri <jprofiri@azcorrections.gov>; Michael Kearns <mkearns@azadc.gov>; JR Sloan <JR.Sloan@azdoa.gov>; Ed.Jimenez@azdoa.gov; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: Meeting next week
>
> Hello Benjamin,
>
> Thank you for your response. We are discussing it internally and will get back to you shortly. We look forward to your communication tomorrow.
>
> Thank you
>
> Ken Sanchez
>
> Chief Procurement Officer, Arizona Department of Corrections
>
> Phone ADC: 602-364-3786
>
> Email ADC: ksanchez@azcorrections.gov

AMERICAN OVERSIGHT

On Wed, Jan 29, 2020 at 9:56 AM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Hello everyone,
>
> Coming back on this provisional slot of meeting.
>
> As I said, I am open All day Tuesday and Wednesday.
>
> Also, I will be sending our proposal of resolution of the current situation tomorrow.
>
> Thanks,
>
> Benjamin
>
> ---
>
> **From:** Benjamin Bussenault
> **Sent:** Tuesday, January 28, 2020 7:23 AM
> **To:** Joseph Profiri <jprofiri@azcorrections.gov>; Michael Kearns <mkearns@azadc.gov>; Ken Sanchez <ksanchez@azadc.gov>; JR Sloan <JR.Sloan@azdoa.gov>; Ed.Jimenez@azdoa.gov
> **Cc:** Dean Allen (dean.allen@bndna.com) <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Meeting next week
> **Importance:** High
>
> Gentlemen,
>
> As told yesterday over the phone, I would like to set a provisional time for a meeting next week with you all.
>
> I will send a response + a proposal on Thursday to Ken's last letter, for us to review/negotiate and potentially agree on during next week's meeting.
>
> I am available all days Tuesday and Wednesday. We will need a 2h slot as there are several topics we need to review.
>
> I let you determine whether Director Shinn's presence is needed. I think he made his view pretty clear yesterday. Unless he is willing to understand the specifics of the situation, I don't think he absolutely needs to attend. He will have to give his agreement to any compromise we may reach though of course. So you would have to get his formal stance (or counter proposal) on the proposal I will make.

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> Let me know if I can proceed with a provisional invite, and if so, at what time.
>
> Thanks very much,
>
> Benjamin

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	sscott3@azadc.gov; Marlene Coffee; dcloud@azadc.gov; lisa.meyerson@azdoa.gov; Stacey Crabtree; Jey Whitson1; hgreene@azadc.gov; gmartinez1; Chris Masson
Subject:	RE: Invitation: Bug Process Meeting @ Mon Jan 27, 2020 4pm - 5pm (MST) (thad.lowry@bndna.com)
Date:	Monday, January 27, 2020 3:00:17 PM

Chris Masson, had to go home today for a family emergency

I'm working from home with a very sore throat and congestion

I'm happy to do this on the phone today – or would you want to postpone this

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

-----Original Appointment-----
From: sscott3@azadc.gov <sscott3@azadc.gov>
Sent: Friday, January 24, 2020 5:20 PM
To: sscott3@azadc.gov; Marlene Coffee; dcloud@azadc.gov; lisa.meyerson@azdoa.gov; Stacey Crabtree; Jey Whitson1; hgreene@azadc.gov; gmartinez1; Chris Masson; Thad Lowry
Subject: Invitation: Bug Process Meeting @ Mon Jan 27, 2020 4pm - 5pm (MST) (thad.lowry@bndna.com)
When: Monday, January 27, 2020 4:00 PM-5:00 PM (UTC-07:00) Arizona.
Where:

You have been invited to the following event.

Bug Process Meeting

When	Mon Jan 27, 2020 4pm – 5pm Mountain Standard Time - Phoenix
Joining info	meet.google.com/tdh-witw-vej Or dial: +1 631-820-6316 PIN: 472428# More phone numbers
Calendar	thad.lowry@bndna.com
Who	• sscott3@azadc.gov - organizer • mcoffey@azadc.gov • dcloud@azadc.gov • lisa.meyerson@azdoa.gov • scrabtre@azadc.gov

AMERICAN OVERSIGHT

- jwhitson@azadc.gov
- hgreene@azadc.gov
- gmartinez1@azadc.gov
- chris.masson@bndna.com
- thad.lowry@bndna.com

more details »
Going (thad.lowry@bndna.com)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account thad.lowry@bndna.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

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AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: dcloud@azcorrections.gov; Dean Allen
Cc: Lisa Dee Meyerson Marshall; Holly Greene; Spencer Scott
Subject: RE: Finalize Pilot Report
Date: Thursday, January 23, 2020 3:45:30 PM

Sorry for the delay

we have nothing to add

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Friday, January 3, 2020 1:49 PM
To: Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Finalize Pilot Report

Dean and Thad,

Here is the Pilot report that we all have been putting off due to the Go Live priorities over the past month. If you are good with this version, then we can finalize and put thai one to bed.

Lisa, thank you for leading the charge on getting this one done!

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

and notify the sender immediately.

AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Ken Sanchez; Pierrelouis.Biaggi@orange.com; Jerome.deLattre@orange.com
Cc: David Shinn; Joseph Profiri; Edward Jimenez; JR Sloan; Michael Kearns; Dwight Cloud; Dean Allen
Subject: RE: Response to your letter dated 01/03/2020 and 01/20/2020
Date: Thursday, January 23, 2020 9:35:08 AM

Hello Ken,

Thank you for the letter.
Please include Dean on all the communications from now on.

There is a lot to unpack here, as always. We will respond to it formally next week.

Thanks very much,

Benjamin Bussenault

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Thursday, January 23, 2020 8:41 AM
To: Pierrelouis.Biaggi@orange.com; Jerome.deLattre@orange.com; Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: David Shinn <dshinn@azadc.gov>; Joseph Profiri <jprofiri@azcorrections.gov>; Edward Jimenez <ed.jimenez@azdoa.gov>; JR Sloan <JR.Sloan@azdoa.gov>; Michael Kearns <mkearns@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Response to your letter dated 01/03/2020 and 01/20/2020

Hello Benjamin,

Please see the attached letter in response to your previous 2 emails.

Thank you,

Ken Sanchez

Chief Procurement Officer, Arizona Department of Corrections

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Dwight Cloud; Marlene Coffee; Jey Whitson1; Stacey Crabtree; Holly Greene; Spencer Scott
Cc:	Dean Allen; Chris Masson; Christopher Little; Charles Spannagel; Keith Francen
Subject:	UAT Refresh this weekend.
Date:	Friday, January 17, 2020 9:47:08 AM

We are planning to refresh UAT, INT and RPT_DEV with PROD data this weekend.

All passwords will revert to whatever they are in prod – all UAT data will be lost

Everything should be back up by Monday morning.

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Jeff Woodward; Aaron Bailey; mdolny@azadc.gov; jsquires@azadc.gov; pschroed@azadc.gov; lvelamakanni@azadc.gov; Jey Whitson1; jduvall; Al Dubrowa; Elizabeth Charif; Marlene Coffee; Michael Gomez; Joshua Connolly; Herb Haley; gmartinez1; bcassiano; James Tarantino; Holly Greene; amoreno2; Joseph Nicoletti; Jeff Sanders; crich@azadc.gov; jhinsberg@azadc.gov; Dwight Cloud
Cc:	Dean Allen; Keith Francen; Chris Masson; Amal Houass; Christopher Little; Charles Spannagel; Scott Brauer
Subject:	Non-Prod DB Refresh
Date:	Friday, January 17, 2020 9:32:53 AM

Hi everyone (please forward to anyone not on this email if appropriate),

- We intend to do a DB refresh this weekend from PROD to: UAT, RPT_DEV, QA_INT

This has some serious implications for you or anyone else that was doing AD-HOC report development in RPT_DEV

The refresh will wipe out any work you have in progress and write the procedures and views that are currently in PROD

You will need to save all of your work locally (views, queries, procedures, reports) and then rerun them after the refresh is completed

There is no backup, no oops, no "can you restore"… once it's gone it's gone

Our developers are used to this process but since this is potentially your first refresh, I just wanted to make sure you are aware

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	gmartinez1
Cc:	Matt DeClue; Dean Allen; Chris Masson; Charles Spannagel; Christopher Little; Dwight Cloud; Holly Greene; Stacey Crabtree; Jey Whitson1; Marlene Coffee; SERVICECENTER@azcorrections.gov; Mary Suhre; Joseph Nicoletti; Spencer Scott; Scott Schnyer; Daniel Ford
Subject:	ACIS Reports Module back Working
Date:	Tuesday, January 14, 2020 10:20:35 AM
Attachments:	image002.png

We have fixed the items that we are aware of

The issue had to do with the method that report updates were deployed to Production

We have identified the issues and modified our deployment process so this should not happen again

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Tuesday, January 14, 2020 8:32 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; SERVICECENTER@azcorrections.gov; Mary Suhre <msuhre@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>
Subject: Re: FW: ACIS Reports Module Not Working - Urgent

Thad, we received a few reports of Reports being down again. I don't have any specific examples to give you. I'm able to get in at this time. Was there something happening earlier this morning that may have caused some to experience slowness?

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Jan 13, 2020 at 7:57 AM George Martinez <gmartinez1@azadc.gov> wrote:

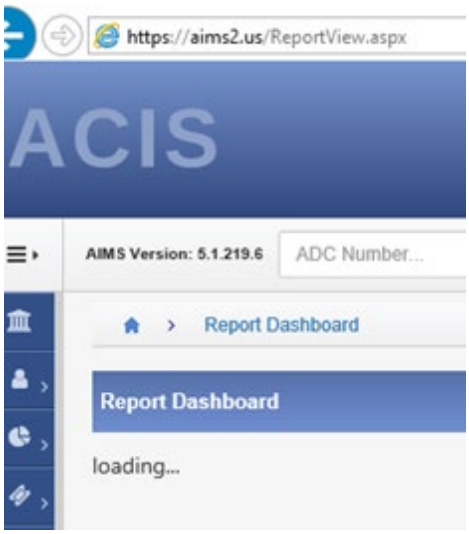
> This is happening at multiple complexes. It timed out for me, 15 minutes.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Mon, Jan 13, 2020 at 7:38 AM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > Hi George,
> >
> > I had a look and was unable to reproduce the issue. Is this one specific person or a group of people from a specific facility?
> >
> > Matt
> >
> > ---
> >
> > **From:** Dean Allen <dean.allen@bndna.com>
> > **Date:** Monday, January 13, 2020 at 7:29 AM
> > **To:** Matt DeClue <matt.declue@bndna.com>
> > **Subject:** Fwd: ACIS Reports Module Not Working - Urgent
> >
> > Thanks
> >
> > Dean

AMERICAN OVERSIGHT

Begin forwarded message:

From: George Martinez <gmartinez1@azadc.gov>
Date: January 13, 2020 at 3:25:50 PM GMT+1
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>, Chris Masson <chris.masson@bndna.com>, Charles Spannagel <charles.spannagel@bndna.com>, Christopher Little <Christopher.Little@bndna.com>, Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, Marlene Coffee <mcoffey@azadc.gov>, SERVICE CENTER - ADC <SERVICECENTER@azcorrections.gov>
Subject: ACIS Reports Module Not Working - Urgent

Thad, we are getting reports that the Reports module is not working at all. I have also tried getting into the module, but after clicking on the Report List from the Navigational menu, it still is "loading".



Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	gmartinez1
Cc:	Matt DeClue; Dean Allen; Chris Masson; Charles Spannagel; Christopher Little; Dwight Cloud; Holly Greene; Stacey Crabtree; Jey Whitson1; Marlene Coffee; SERVICECENTER@azcorrections.gov; Mary Suhre; Joseph Nicoletti; Spencer Scott; Scott Schnyer
Subject:	RE: FW: ACIS Reports Module Not Working - Urgent
Date:	Tuesday, January 14, 2020 8:40:28 AM
Attachments:	image003.png

The Ops team is working on issues with the report server

It's not clear to me whether what was being reported was

- the same issue as yesterday
- All Reports are down
- Having trouble with specific reports

It doesn't appear to be the same problem as yesterday

I'll keep you posted as we get closer to a diagnosis and a resolution

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Tuesday, January 14, 2020 8:32 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; SERVICECENTER@azcorrections.gov; Mary Suhre <msuhre@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>
Subject: Re: FW: ACIS Reports Module Not Working - Urgent

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AMERICAN OVERSIGHT

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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> AIMS2 Project Manager
> Arizona Department of Corrections
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> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
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> > Hi George,
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> > Matt
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> > ---
> >
> > **From:** Dean Allen <dean.allen@bndna.com>
> > **Date:** Monday, January 13, 2020 at 7:29 AM

AMERICAN OVERSIGHT

To: Matt DeClue <matt.declue@bndna.com>
Subject: Fwd: ACIS Reports Module Not Working - Urgent

Thanks

Dean

Begin forwarded message:

> **From:** George Martinez <gmartinez1@azadc.gov>
> **Date:** January 13, 2020 at 3:25:50 PM GMT+1
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Dean Allen <dean.allen@bndna.com>, Chris Masson <chris.masson@bndna.com>, Charles Spannagel <charles.spannagel@bndna.com>, Christopher Little <Christopher.Little@bndna.com>, Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, Marlene Coffee <mcoffey@azadc.gov>, SERVICE CENTER - ADC <SERVICECENTER@azcorrections.gov>
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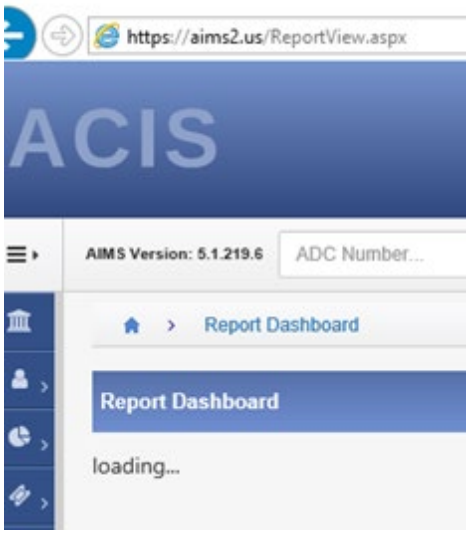
> 
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager

AMERICAN OVERSIGHT

Arizona Department of Corrections
Administrative Services Division, Information Technology
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Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

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AMERICAN OVERSIGHT

From: Aaron Pratt on behalf of Aaron Pratt <aaron.pratt@bndna.com>
To: Michael Dolny; Wissem BenAissa
Cc: Phil Wussow; Spencer Scott; Holly Greene; John Squires
Subject: RE: please run a mini file in PROD
Date: Monday, January 13, 2020 10:00:20 AM

HI Mike,

I believe we switched the interface from our integration environment to PROD last week. I think Thursday.

Thanks,
Aaron

From: Michael Dolny <mdolny@azadc.gov>
Sent: Monday, January 13, 2020 9:06 AM
To: Wissem BenAissa <Wissem.BenAissa@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>; John Squires <jsquires@azadc.gov>
Subject: Re: please run a mini file in PROD

Aaron & Phil,

I didn't get an answer on this query.

I assume this is something WIssem cannot do on his own.

Mike

Michael Dolny, PhD
Research Unit
Arizona Department of Corrections

On Thu, Jan 9, 2020 at 1:41 PM Michael Dolny <mdolny@azadc.gov> wrote:

> Wissem,
>
> Thank you for your recent communication via TFS that communicated that the mini has not been run in PROD since 12/6/19. Please turn on the service in PROD, as that would benefit the testing we are doing.
>
> Thank you,

AMERICAN OVERSIGHT

Michael Dolny, PhD
Research Unit
Arizona Department of Corrections

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	gmartinez1; Matt DeClue
Cc:	Dean Allen; Chris Masson; Charles Spannagel; Christopher Little; Dwight Cloud; Holly Greene; Stacey Crabtree; Jey Whitson1; Marlene Coffee; SERVICECENTER@azcorrections.gov; Mary Suhre; Joseph Nicoletti; Spencer Scott; Scott Schnyer
Subject:	RE: FW: ACIS Reports Module Not Working - Urgent
Date:	Monday, January 13, 2020 8:51:58 AM
Attachments:	image003.png

We have fixed the issue - ctrl f5 or close the browser and try again.

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, January 13, 2020 7:58 AM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; SERVICECENTER@azcorrections.gov; Mary Suhre <msuhre@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>
Subject: Re: FW: ACIS Reports Module Not Working - Urgent

This is happening at multiple complexes. It timed out for me, 15 minutes.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

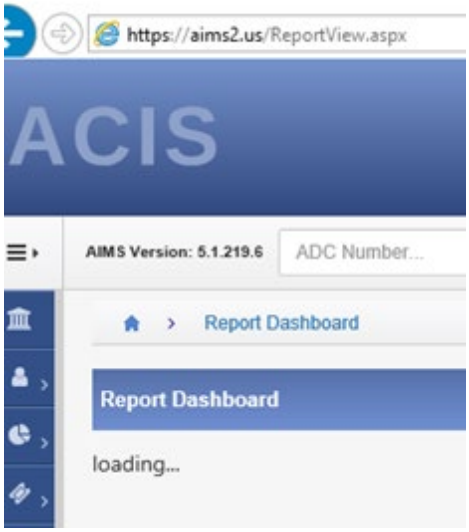
AMERICAN OVERSIGHT

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Jan 13, 2020 at 7:38 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi George,
>
> I had a look and was unable to reproduce the issue. Is this one specific person or a group of people from a specific facility?
>
> Matt
>
> ---
>
> **From:** Dean Allen <dean.allen@bndna.com>
> **Date:** Monday, January 13, 2020 at 7:29 AM
> **To:** Matt DeClue <matt.declue@bndna.com>
> **Subject:** Fwd: ACIS Reports Module Not Working - Urgent
>
> Thanks
>
> Dean
>
> Begin forwarded message:
>
> > **From:** George Martinez <gmartinez1@azadc.gov>
> > **Date:** January 13, 2020 at 3:25:50 PM GMT+1
> > **To:** Thad Lowry <thad.lowry@bndna.com>
> > **Cc:** Dean Allen <dean.allen@bndna.com>, Chris Masson <chris.masson@bndna.com>, Charles Spannagel <charles.spannagel@bndna.com>, Christopher Little <Christopher.Little@bndna.com>, Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, Marlene Coffee <mcoffey@azadc.gov>, SERVICE CENTER - ADC <SERVICECENTER@azcorrections.gov>
> > **Subject: ACIS Reports Module Not Working - Urgent**
> >
> > Thad, we are getting reports that the Reports module is not working at all. I have also tried getting into the module, but after clicking on the Report List from the Navigational menu, it still is "loading".

AMERICAN OVERSIGHT



Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	dcloud@azcorrections.gov
Cc:	gmartinez1; Matt DeClue; Dean Allen; Chris Masson; Charles Spannagel; Christopher Little; Holly Greene; Stacey Crabtree; Jey Whitson1; Marlene Coffee; SERVICECENTER@azcorrections.gov; Mary Suhre; Joseph Nicoletti; Spencer Scott; Scott Schnyer
Subject:	RE: FW: ACIS Reports Module Not Working - Urgent
Date:	Monday, January 13, 2020 8:32:27 AM
Attachments:	image002.png image003.png

Yes, that's what we have come to understand

We are looking into that

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Monday, January 13, 2020 8:30 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: gmartinez1 <gmartinez1@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; SERVICECENTER@azcorrections.gov; Mary Suhre <msuhre@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>
Subject: Re: FW: ACIS Reports Module Not Working - Urgent

Try IE. It works in Chrome, but not the browser that we are using for ACIS.

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

AMERICAN OVERSIGHT

On Mon, Jan 13, 2020 at 7:59 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> I am able to get into the application and run reports
>
> Thad
>
> ---
> **Thad Lowry**
> Customer Relationship Manager / Principal Consultant
> Business & Decision, North America
> M: [redacted]
> E: thad.lowry@bndna.com
>
> Business & Decision
> Empowering Digital Business
>
> **From:** George Martinez [mailto:gmartinez1@azadc.gov]
> **Sent:** Monday, January 13, 2020 7:58 AM
> **To:** Matt DeClue
> **Cc:** Dean Allen; Thad Lowry; Chris Masson; Charles Spannagel; Christopher Little; Dwight Cloud; Holly Greene; Stacey Crabtree; Jey Whitson1; Marlene Coffee; SERVICECENTER@azcorrections.gov; Mary Suhre; Joseph Nicoletti; Spencer Scott; Scott Schnyer
> **Subject:** Re: FW: ACIS Reports Module Not Working - Urgent
>
> This is happening at multiple complexes. It timed out for me, 15 minutes.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Mon, Jan 13, 2020 at 7:38 AM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > Hi George,
> >
> > I had a look and was unable to reproduce the issue. Is this one specific person or a group of people from a specific facility?

AMERICAN OVERSIGHT

Matt

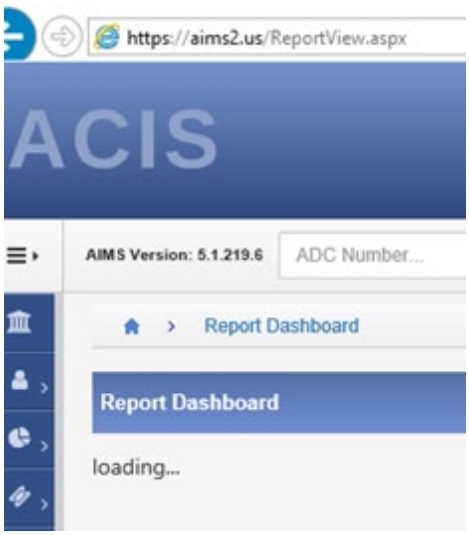
From: Dean Allen <dean.allen@bndna.com>
Date: Monday, January 13, 2020 at 7:29 AM
To: Matt DeClue <matt.declue@bndna.com>
Subject: Fwd: ACIS Reports Module Not Working - Urgent

Thanks

Dean

Begin forwarded message:

> **From:** George Martinez <gmartinez1@azadc.gov>
> **Date:** January 13, 2020 at 3:25:50 PM GMT+1
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Dean Allen <dean.allen@bndna.com>, Chris Masson <chris.masson@bndna.com>, Charles Spannagel <charles.spannagel@bndna.com>, Christopher Little <Christopher.Little@bndna.com>, Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, Marlene Coffee <mcoffey@azadc.gov>, SERVICE CENTER - ADC <SERVICECENTER@azcorrections.gov>
> **Subject: ACIS Reports Module Not Working - Urgent**
>
> Thad, we are getting reports that the Reports module is not working at all. I have also tried getting into the module, but after clicking on the Report List from the Navigational menu, it still is "loading".



AMERICAN OVERSIGHT

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	gmartinez1
Cc:	Dean Allen; Chris Masson; Charles Spannagel; Christopher Little; Dwight Cloud; Holly Greene; Stacey Crabtree; Jey Whitson1; Marlene Coffee; SERVICE CENTER - ADC
Subject:	RE: ACIS Reports Module Not Working - Urgent
Date:	Monday, January 13, 2020 7:51:19 AM
Attachments:	image003.png

It works for me

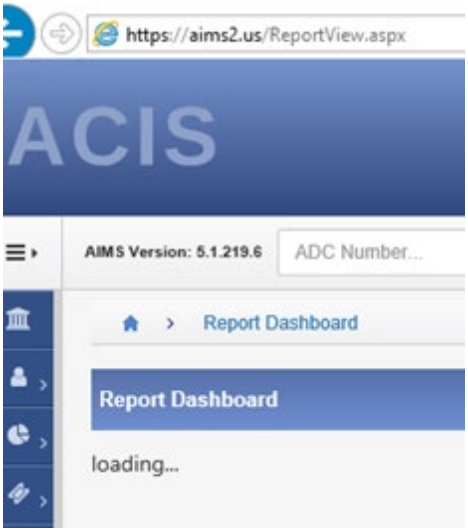
Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, January 13, 2020 7:25 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; SERVICE CENTER - ADC <SERVICECENTER@azcorrections.gov>
Subject: ACIS Reports Module Not Working - Urgent

Thad, we are getting reports that the Reports module is not working at all. I have also tried getting into the module, but after clicking on the Report List from the Navigational menu, it still is "loading".

AMERICAN OVERSIGHT



Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To:	gmartinez1
Cc:	Thad Lowry; Dean Allen; Chris Masson; Christopher Little; Dwight Cloud; Holly Greene; Stacey Crabtree; Jey Whitson1; Marlene Coffee; SERVICE CENTER - ADC
Subject:	Re: ACIS Reports Module Not Working - Urgent
Date:	Monday, January 13, 2020 7:33:50 AM
Attachments:	image.png

George, we are looking into it right now. As soon as we have an update we will let you know. Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

On Jan 13, 2020, at 7:25 AM, George Martinez <gmartinez1@azadc.gov> wrote:

Thad, we are getting reports that the Reports module is not working at all. I have also tried getting into the module, but after clicking on the Report List from the Navigational menu, it still is "loading".

<image.png>

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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AMERICAN OVERSIGHT

From:	Christopher Little on behalf of Christopher Little <Christopher.Little@bndna.com>
To:	Spencer Scott; Chris Masson; Dean Allen; Thad Lowry; Charles Spannagel
Cc:	Dwight Cloud; Holly Greene; Jey Whitson1; Lisa Dee Meyerson Marshall; gmartinez1; Marlene Coffee; Stacey Crabtree
Subject:	RE: ALERT!!! Release 6 Push to PROD cannot be accepted as-is
Date:	Friday, January 10, 2020 12:02:40 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

We have looked into 41192 and the description says "Using the cancel button within a classification action should generate a new AQ item for the COIII. Used inmate [redacted] Had to retrigger the classification in order to proceed. ". We have addressed that issue with the fix we implemented. The new issue included in this bug is referring to Max Custody Placement which was not indicated as the bug to be fixed. This issue may already exist in PROD and we would like someone to test if it currently occurs in the PROD environment. If the Max Custody Placement works in PROD today, then we will continue to explore the possibility of reverting the code, but if the issue exists in PROD today then we need a new bug to address this specific issue and we can work to resolve that for the next UAT build next week. Please let us know your findings after checking PROD for the Max Custody Placement issue.

Thank you,

Christopher Little
QA Director
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85258 US
M: [redacted]
E: christopher.little@businessdecision.com

Business & Decision
Empowering Digital Business

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, January 10, 2020 11:26 AM
To: Christopher Little <Christopher.Little@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; gmartinez1 <gmartinez1@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: ALERT!!! Release 6 Push to PROD cannot be accepted as-is

AMERICAN OVERSIGHT

Bug#41192 has been determined to have a detrimental impact to the performance in production. We need this bug fix pulled and not re-introduced into future releases.

If this bug can be pulled from the bundle, we can authorize the rest of the Release 6 bundle to go into production tonight as planned.

If this bug cannot be pulled from the bundle, we will need to have a new bundle prepared and pushed to UAT when it is ready. We understand this will likely be next week.

This plan has been approved by Dwight Cloud and Stacey Crabtree.

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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AMERICAN OVERSIGHT

From: Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To: ABAILEY
Cc: Spencer Scott; Thad Lowry; Jey Whitson1; Cindy Hyser-Crauwels; Alaeddine Salah; Charles Spannagel; Chris Masson; Dwight Cloud; Holly Greene; Marlene Coffee; Stacey Crabtree; Steven Williams
Subject: RE: Updating Visitor Payment Reasons
Date: Thursday, January 9, 2020 11:40:11 AM
Attachments: image002.png
image003.png
image004.png
image005.png

Here is the current rule for migration for the 2 statuses of a visitor: Visitor level status (05AA segment) and Inmate level status (05BB segment)

1. Migrate Visitor level status to ACIS Visitor Information screen
2. Migrate Inmate level status to ACIS Visitor Registration and Application status

This rule #1 above is causing discrepancies between Visitation screens in ACIS, which expects the status to be matching / congruent, and may need to be modified as follows (please make any corrections needed):

If any of inmate level status for the visitor is **Suspended**, then the Visitor level status should be **Suspended**,
Else if any of inmate level status for the visitor is **Approved**, then the Visitor level status should be **Approved**,
Else if any of inmate level status for the visitor is **Pending**, then the Visitor level status should be **Pending**,
Else if any of inmate level status for the visitor is **Denied**, then the Visitor level status should be **Denied**,
Else Visitor level status should be **Inactive**

Thanks.

From: Alexandria Bailey <ABAILEY@azadc.gov>
Sent: Wednesday, January 8, 2020 4:01 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: Re: Updating Visitor Payment Reasons

Yes, I'm good with 9.

Respectfully,
Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

On Wed, Jan 8, 2020 at 3:48 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Spencer,
>
> Can we meet at 9am tomorrow to review 41166, and other open Visitation bugs?
>
> Please include Alex, Jey, Alaeddine, Cindy, Raj, and anyone else needed.
>
> Thanks.
>
> ---
>
> **From:** Rajkumar Gopal
> **Sent:** Wednesday, January 8, 2020 9:18 AM
> **To:** Jey Whitson1 <jwhitson@azadc.gov>; ABAILEY <ABAILEY@azadc.gov>
> **Cc:** Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
> **Subject:** RE: Updating Visitor Payment Reasons
>
> Jey, Alex,
>
> Just following up on this… let us know if we should go forward with the solution or need further RCA / review.
>
> Thanks.
>
> ---
>
> **From:** Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
> **Sent:** Monday, January 6, 2020 12:56 PM
> **To:** Rajkumar Gopal <rajkumar.gopal@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>
> **Cc:** ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
> **Subject:** RE: Updating Visitor Payment Reasons
>
> Also on the Visitor Information screen (which should show the same status as the Visitation Administration screen.
>
> Thank you,
>
> Cindy Hyser-Crauwels
> Sr. Business Analyst

AMERICAN OVERSIGHT

Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Please consider the environment before printing this email.

From: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Sent: Monday, January 6, 2020 12:46 PM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: RE: Updating Visitor Payment Reasons

ACIS screens with conflicting status are Visitor Registration and Visitor Admin screens.

In UAT and PROD both screens show Denied, which we are trying to fix. When I apply the fix, the status would then match AIMS status in DV01 screen, however QA says migrated statuses are conflicting.

Thanks.

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, January 6, 2020 12:38 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: Re: Updating Visitor Payment Reasons

Raj,

Which screen shows which status for these visitors?

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Mon, Jan 6, 2020 at 12:25 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> In following examples, the visitors are Approved but have Denied status for the inmate
>
> **Inmate ADC#** **Visitor**
>
> [redacted]
>
> Thanks.
>
> **From:** Jacob Whitson <jwhitson@azadc.gov>
> **Sent:** Monday, January 6, 2020 11:00 AM
> **To:** Rajkumar Gopal <rajkumar.gopal@bndna.com>
> **Cc:** ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
> **Subject:** Re: Updating Visitor Payment Reasons
>
> Raj,
>
> Alex is out sick today, could you send some examples for us to look at so we can take a deeper look please?
>
> On Mon, Jan 6, 2020 at 9:10 AM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:
>
> > Alex,
> >
> > QA has questions about conflicting statuses in Visitor Admin and Registration screens. They are migrated from Visitor status and Inmate Visitor list status from AIMS respectively.
> >
> > Thanks.

AMERICAN OVERSIGHT

From: Rajkumar Gopal
Sent: Saturday, January 4, 2020 1:20 PM
To: Spencer Scott <sscott3@azadc.gov>
Cc: ABAILEY <ABAILEY@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
Subject: RE: Updating Visitor Payment Reasons

Spencer,

Sorry if I gave you the impression it will be resolved yesterday. As I mentioned in the meeting, there are 2 parts to the resolution

1. data errors that can be fixed with a script. This part is pretty complex due to the scenarios involved and data volume. This will be pushed as soon as it passes QA.
2. Application fix that will prevent this happening in the future. This will be pushed during the next release.

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Sent: Saturday, January 4, 2020 10:20 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: ABAILEY <ABAILEY@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
Subject: Re: Updating Visitor Payment Reasons

Do we have an anticipated time this will be ready for UAT? At last we spoke, I was hoping to get this fix in yesterday. I was surprised this hasn't already moved into UAT.

> On Jan 3, 2020, at 6:20 PM, Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:
>
> Ok, the fix will be pushed to UAT when it passes QA. I will send an update when done.
>
> Thanks.
>
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> **Sent:** Friday, January 3, 2020 3:24 PM
> **To:** ABAILEY <ABAILEY@azadc.gov>
> **Cc:** Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
> **Subject:** Re: Updating Visitor Payment Reasons
>
> Raj,
>
> ADC approves.
>
> Warm Regards,
> Spencer Scott, PMP
>
> Project Manager (IT)
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St. | Phoenix, AZ 85007
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
>
> On Fri, Jan 3, 2020 at 3:20 PM Alexandria Bailey <ABAILEY@azadc.gov> wrote:
>
> > Spencer,
> > Stacey and I are good with this fix to UAT. Your side?
> >
> > Respectfully,
> > Alexandria Bailey
> > Arizona Department of Corrections
> > AIMS2 Test & Training Administrator
> > 1645 W Jefferson St. | Phoenix, AZ 85007
> > abailey@azadc.gov
> >
> > On Fri, Jan 3, 2020 at 1:31 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:
> >
> > > Here is the analysis of Visitors denied in ACIS due to Payment Exempt Reason of Migration. The recommendation fix is to set 1) Denied status back to the Original status and 2) Exempt reason based on Visit Type.
> > >
> > > Please let me know if you have any questions / concerns on the recommended fix.
> > >
> > > We need confirmation from Alex / Spencer to proceed with the fix in UAT, after it passes QA.

AMERICAN OVERSIGHT

Visitor Count	Current Status	Original Status (before Denied)	Visit Type in Application	Payment Exempt reason	Change reason to
4,132	Denied	Approved	Legal	Migration	Attorney\Agent
26	Denied	Approved	Minor	Migration	Minor
33,281	Denied	Approved	Phone Only	Migration	Phone Only
23,571	Denied	Approved	Phone/Visit	Migration	Visitor already paid
19,324	Denied	Inactive	Legal	Migration	Attorney\Agent
25,132	Denied	Inactive	Minor	Migration	Minor
84,861	Denied	Inactive	Phone Only	Migration	Phone Only
951,404	Denied	Inactive	Phone/Visit	Migration	Visitor already paid
6	Denied	Pending	Phone Only	Migration	Phone Only
1	Denied	Pending	Phone/Visit	Migration	Waiting for payment 30 days period
14	Denied	Suspended	Legal	Migration	Attorney\Agent
36	Denied	Suspended	Minor	Migration	Minor
125	Denied	Suspended	Phone Only	Migration	Phone Only
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707	Denied	Unprocessed	Minor	Migration	Minor
2,502	Denied	Unprocessed	Phone Only	Migration	Phone Only
11,123	Denied	Unprocessed	Phone/Visit	Migration	Visitor already paid

Thanks.

From: Alexandria Bailey <ABAILEY@azadc.gov>
Sent: Friday, January 3, 2020 11:44 AM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Re: Updating Visitor Payment Reasons

Oh, Yes!
Thank you, Cindy.

Respectfully,
Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

On Fri, Jan 3, 2020 at 11:39 AM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Just to confirm, we will also be setting the "Phone Only" visitors to approved with the Payment Exemption reason of Phone Only.
>
> Thank you,
>
> Cindy Hyser-Crauwels
> Sr. Business Analyst
> Business & Decision, North America
> 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> e: Cindy.Hyser-Crauwels@businessdecision.com
> m. [redacted]
> o. 480-795-7220
>
> <image001.jpg>
>
> <image002.png>
> <image003.png>
> <image004.png>
> <image005.png>
>
> Please consider the environment before printing this email.
>
> **From:** Alexandria Bailey <ABAILEY@azadc.gov>
> **Sent:** Friday, January 3, 2020 11:23 AM
> **To:** Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Cc:** Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
> **Subject:** Updating Visitor Payment Reasons
>
> Hello All (sorry if I missed anyone!),
> Per our RCA, we discussed changing the Exemption Reason from "Migration" to "Visitor Already Paid" for the following:
> -Visitors who migrated with payment
> -Regular Visitors who were approved prior to the implementation of payment on July 20, 2011.
> <image006.png>

AMERICAN OVERSIGHT

Respectfully,
Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Spencer Scott; Daniel Ford; George Martinez; Christopher Little; Charles Spannagel; Stacey Crabtree; Rusty Johnson; Masson Chris; Jacob Whitson; ABAILEY@azadc.gov; Lisa Dee Meyerson Marshall; Aaron Bailey; Dwight Cloud
Subject: Reminder: ACIS JAR for Enforcer Lock/Deny LOP on Friday, 1/10
Date: Thursday, January 9, 2020 9:13:57 AM

Just a reminder to all, the JAR is tomorrow at 9am :)

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To:	Dean Allen; Michael Kearns; Dwight Cloud; Holly Greene; Spencer Scott; MARTINEZ, GEORGE; Lisa Dee Meyerson Marshall
Subject:	Lynda Wade - 2130 RPT Update
Date:	Wednesday, January 8, 2020 12:21:03 PM
Attachments:	image003.png

Good afternoon,

Spencer and I were able to sit down with Lynda Wade and discuss her concerns over the 2130 - PAY WIPP Detail Report. The BND team will research what changes could be made to the report in order to meet Lynda's needs. The report was developed per questionnaire and passed UAT testing accordingly. In the meantime, Lynda and her team in the field are able to use the 2040 - Missing Hours Report in order to perform their daily job function. This is a functioning work around at this time. If there are any further questions, please let me know.

Thank you,

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To: Jey Whitson1; ABAILEY
Cc: Cindy Hyser-Crauwels; Alaeddine Salah; Charles Spannagel; Chris Masson; Dwight Cloud; Holly Greene; Marlene Coffee; Spencer Scott; Stacey Crabtree; Steven Williams
Subject: RE: Updating Visitor Payment Reasons
Date: Wednesday, January 8, 2020 9:18:35 AM
Attachments: image002.png
image003.png
image004.png
image005.png

Jey, Alex,

Just following up on this… let us know if we should go forward with the solution or need further RCA / review.

Thanks.

From: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Sent: Monday, January 6, 2020 12:56 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: RE: Updating Visitor Payment Reasons

Also on the Visitor Information screen (which should show the same status as the Visitation Administration screen.

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Please consider the environment before printing this email.

From: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Sent: Monday, January 6, 2020 12:46 PM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: RE: Updating Visitor Payment Reasons

ACIS screens with conflicting status are Visitor Registration and Visitor Admin screens.

In UAT and PROD both screens show Denied, which we are trying to fix. When I apply the fix, the status would then match AIMS status in DV01 screen, however QA says migrated statuses are conflicting.

Thanks.

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, January 6, 2020 12:38 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: Re: Updating Visitor Payment Reasons

Raj,

Which screen shows which status for these visitors?

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Mon, Jan 6, 2020 at 12:25 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> In following examples, the visitors are Approved but have Denied status for the inmate
>
> | Inmate ADC# | Visitor |
> | --- | --- |
> | [redacted] | [redacted] |

AMERICAN OVERSIGHT

[redacted]

Thanks.

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, January 6, 2020 11:00 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
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> **Subject:** RE: Updating Visitor Payment Reasons
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> >
> > ADC approves.
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> > Spencer Scott, PMP

AMERICAN OVERSIGHT

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St. | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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> 1645 W Jefferson St. | Phoenix, AZ 85007
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>
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> Arizona Department of Corrections
> AIMS2 Test & Training Administrator
> 1645 W Jefferson St. | Phoenix, AZ 85007
> abailey@azadc.gov
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AMERICAN OVERSIGHT

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

<image001.jpg>

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Sent: Friday, January 3, 2020 11:23 AM
To: Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Updating Visitor Payment Reasons

Hello All (sorry if I missed anyone!),
Per our RCA, we discussed changing the Exemption Reason from "Migration" to "Visitor Already Paid" for the following:
-Visitors who migrated with payment
-Regular Visitors who were approved prior to the implementation of payment on July 20, 2011.
<image006.png>

Respectfully,
Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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AMERICAN OVERSIGHT

From:	Christopher Little on behalf of Christopher Little <Christopher.Little@bndna.com>
To:	Spencer Scott; Dean Allen; Chris Masson; Thad Lowry
Cc:	Charles Spannagel; Dwight Cloud; gmartinez1; Holly Greene; Jey Whitson1; Stacey Crabtree; Lisa Dee Meyerson Marshall
Subject:	RE: Request to push to UAT on Wednesday, January 8th
Date:	Tuesday, January 7, 2020 4:23:15 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

Spencer,

I can do a UAT code push tomorrow. Will Wednesday's become the new standard UAT deployment day rather than Thursday's?

The PROD data synch cannot be done until we can we can have a database outage to make a change to the server that will allow us to capture the PROD data without the current temp table issues that we run into today. The outage needs to be scheduled for the weekend when I can have my Operations and DB people ready to make the server update and bounce the server for the changes to become permanent.

Thank you,

Christopher Little
QA Director
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85258 US
M: [redacted]
E: christopher.little@businessdecision.com

Business & Decision
Empowering Digital Business

From: Spencer Scott <sscott3@azadc.gov>
Sent: Tuesday, January 7, 2020 4:06 PM
To: Dean Allen <dean.allen@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Subject: Request to push to UAT on Wednesday, January 8th

AMERICAN OVERSIGHT

This is a formal request from ADC (on behalf of Stacey Crabtree) to push the scheduled UAT push from January 9th to now be January 8th. We are also asking that PROD data be synchronized to UAT at the same time.

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Spencer Scott
Cc: Dwight Cloud; Holly Greene
Subject: RE: TFS Bug/Issue follow-up questions for B&D
Date: Tuesday, January 7, 2020 1:59:37 PM
Attachments: image002.png

Please find below my update from Wissem.

1: 39520 is assigned back to John Squires as resolved. it works as expected

2: Wissem BenAissa
"The service is not running in PROD. it did not run in PROD since 12/06/2019.
The files you are receiving are the ones from QA INT test environment that was refreshed from PROD more than three weeks ago.
Please advise by email if you want us to turn on the service on in PROD. Please include Aaron Pratt and Phil Wussow from B&D."

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Spencer Scott <sscott3@azadc.gov>
Sent: Tuesday, January 7, 2020 1:32 PM
To: Charles Spannagel <charles.spannagel@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: TFS Bug/Issue follow-up questions for B&D

1. eOMIS
Eli asked about messages that have errored out and need to be reprocessed. Aaron Pratt was working on planning an interface for ADC to use that would allow us to reprocess the errant messages. Per the current arrangement, B&D is refusing to work on enhancements. In the meantime, ADC does not have the capability to reprocess the errant messages, so we need B&D to provide a timeline of when they will

AMERICAN OVERSIGHT

reprocess these inmates medical messages.

2. COPLAN8/MINI
2a. B&D and ADC discovered the report has different information that is showing on the ACIS screens (Issue36044). 2b. B&D is asking ADC to find these discrepancies. While we are happy to support B&D's efforts, we need B&D to own the effort of searching and correcting these discrepancies.
MOST_SERIOUS_CURRENT_OFFENSE (issue39520). This was just assigned back to WissemB today. I've been asked for you to get an ETA on when this will be returned to ADC for validation?

3. B&D Ticket Assignments
It was brought to our attention that the B&D ticket assignment list needs to be updated. Please confirm when it will be reviewed and updates published. As part of our daily bug review meeting, we will now need to verify B&D assignments for bugs with a 48-hour+ lag in status.

4. WARRANTS
There are 12-13 tickets assigned to a B&D staff member who is no longer assigned to the ADC account. His tickets have gone unworked for 2+ weeks. Several of these tickets are severity=HIGH. Please reassign these tickets and work to get an ETA on the HIGH bugs.

Warm Regards,
Spencer Scott, PMP

AMERICAN OVERSIGHT

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Spencer Scott
Cc: Dwight Cloud; Holly Greene
Subject: RE: TFS Bug/Issue follow-up questions for B&D
Date: Tuesday, January 7, 2020 1:42:52 PM
Attachments: image001.png

Good afternoon Dwight and Holly,

For issues 3 and 4, we have addressed this internally today.

Issue 1: From my discussions with Aaron, this will be a change. We will need to discuss with Dean and Thad.

Issue 2: If I am reading this correctly, then as soon as ADC finds the discrepancies we will look into them? Am I missing something?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Spencer Scott <sscott3@azadc.gov>
Sent: Tuesday, January 7, 2020 1:32 PM
To: Charles Spannagel <charles.spannagel@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: TFS Bug/Issue follow-up questions for B&D

1. eOMIS

Eli asked about messages that have errored out and need to be reprocessed. Aaron Pratt was working on planning an interface for ADC to use that would allow us to reprocess the errant messages. Per the current arrangement, B&D is refusing to work on enhancements. In the meantime, ADC does not have the capability to reprocess the errant messages, so we need B&D to provide a timeline of when they will reprocess these inmates medical messages.

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.

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Warm Regards,
Spencer Scott, PMP

Project Manager (IT)

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Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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AMERICAN OVERSIGHT

From: Cindy Hyser-Crauwels on behalf of Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
To: Rajkumar Gopal; Jey Whitson1
Cc: ABAILEY; Alaeddine Salah; Charles Spannagel; Chris Masson; Dwight Cloud; Holly Greene; Marlene Coffee; Spencer Scott; Stacey Crabtree; Steven Williams
Subject: RE: Updating Visitor Payment Reasons
Date: Monday, January 6, 2020 12:56:08 PM
Attachments: image002.png
image003.png
image004.png
image005.png

Also on the Visitor Information screen (which should show the same status as the Visitation Administration screen.

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Please consider the environment before printing this email.

From: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Sent: Monday, January 6, 2020 12:46 PM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: RE: Updating Visitor Payment Reasons

ACIS screens with conflicting status are Visitor Registration and Visitor Admin screens.

In UAT and PROD both screens show Denied, which we are trying to fix. When I apply the fix, the status would then match AIMS status in DV01 screen, however QA says migrated statuses are conflicting.

Thanks.

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, January 6, 2020 12:38 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: Re: Updating Visitor Payment Reasons

Raj,

Which screen shows which status for these visitors?

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Mon, Jan 6, 2020 at 12:25 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> In following examples, the visitors are Approved but have Denied status for the inmate
>
> **Inmate ADC#** **Visitor**
>
> [redacted]
>
> Thanks.
>
> **From:** Jacob Whitson <jwhitson@azadc.gov>
> **Sent:** Monday, January 6, 2020 11:00 AM
> **To:** Rajkumar Gopal <rajkumar.gopal@bndna.com>
> **Cc:** ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>

AMERICAN OVERSIGHT

Subject: Re: Updating Visitor Payment Reasons

Raj,

Alex is out sick today, could you send some examples for us to look at so we can take a deeper look please?

On Mon, Jan 6, 2020 at 9:10 AM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Alex,
>
> QA has questions about conflicting statuses in Visitor Admin and Registration screens. They are migrated from Visitor status and Inmate Visitor list status from AIMS respectively.
>
> Thanks.
>
> ---
>
> **From:** Rajkumar Gopal
> **Sent:** Saturday, January 4, 2020 1:20 PM
> **To:** Spencer Scott <sscott3@azadc.gov>
> **Cc:** ABAILEY <ABAILEY@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
> **Subject:** RE: Updating Visitor Payment Reasons
>
> Spencer,
>
> Sorry if I gave you the impression it will be resolved yesterday. As I mentioned in the meeting, there are 2 parts to the resolution
>
> 1. data errors that can be fixed with a script. This part is pretty complex due to the scenarios involved and data volume. This will be pushed as soon as it passes QA.
> 2. Application fix that will prevent this happening in the future. This will be pushed during the next release.
>
> Thanks.
>
> ---
>
> **From:** Spencer Scott <sscott3@azadc.gov>
> **Sent:** Saturday, January 4, 2020 10:20 AM
> **To:** Rajkumar Gopal <rajkumar.gopal@bndna.com>
> **Cc:** ABAILEY <ABAILEY@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
> **Subject:** Re: Updating Visitor Payment Reasons
>
> Do we have an anticipated time this will be ready for UAT? At last we spoke, I was hoping to get this fix in yesterday. I was surprised this hasn't already moved into UAT.
>
> > On Jan 3, 2020, at 6:20 PM, Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:
> >
> > Ok, the fix will be pushed to UAT when it passes QA. I will send an update when done.
> >
> > Thanks.
> >
> > **From:** Spencer Scott <sscott3@azadc.gov>
> > **Sent:** Friday, January 3, 2020 3:24 PM
> > **To:** ABAILEY <ABAILEY@azadc.gov>
> > **Cc:** Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
> > **Subject:** Re: Updating Visitor Payment Reasons
> >
> > Raj,
> >
> > ADC approves.
> >
> > Warm Regards,
> > Spencer Scott, PMP
> >
> > Project Manager (IT)
> > **Arizona Department of Corrections**
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St. | Phoenix, AZ 85007
> > Cell: 480.392.0804 | SSCOTT3@azadc.gov
> >
> > On Fri, Jan 3, 2020 at 3:20 PM Alexandria Bailey <ABAILEY@azadc.gov> wrote:
> >
> > > Spencer,
> > > Stacey and I are good with this fix to UAT. Your side?
> > >
> > > Respectfully,

AMERICAN OVERSIGHT

Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

On Fri, Jan 3, 2020 at 1:31 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Here is the analysis of Visitors denied in ACIS due to Payment Exempt Reason of Migration. The recommendation fix is to set 1) Denied status back to the Original status and 2) Exempt reason based on Visit Type.
>
> Please let me know if you have any questions / concerns on the recommended fix.
>
> We need confirmation from Alex / Spencer to proceed with the fix in UAT, after it passes QA.

Visitor Count	Current Status	Original Status (before Denied)	Visit Type in Application	Payment Exempt reason	Change reason to
4,132	Denied	Approved	Legal	Migration	Attorney\Agent
26	Denied	Approved	Minor	Migration	Minor
33,281	Denied	Approved	Phone Only	Migration	Phone Only
23,571	Denied	Approved	Phone/Visit	Migration	Visitor already paid
19,324	Denied	Inactive	Legal	Migration	Attorney\Agent
25,132	Denied	Inactive	Minor	Migration	Minor
84,861	Denied	Inactive	Phone Only	Migration	Phone Only
951,404	Denied	Inactive	Phone/Visit	Migration	Visitor already paid
6	Denied	Pending	Phone Only	Migration	Phone Only
1	Denied	Pending	Phone/Visit	Migration	Waiting for payment 30 days period
14	Denied	Suspended	Legal	Migration	Attorney\Agent
36	Denied	Suspended	Minor	Migration	Minor
125	Denied	Suspended	Phone Only	Migration	Phone Only
3,669	Denied	Suspended	Phone/Visit	Migration	Visitor already paid
364	Denied	Unprocessed	Legal	Migration	Attorney\Agent
707	Denied	Unprocessed	Minor	Migration	Minor
2,502	Denied	Unprocessed	Phone Only	Migration	Phone Only
11,123	Denied	Unprocessed	Phone/Visit	Migration	Visitor already paid

> Thanks.
>
> **From:** Alexandria Bailey <ABAILEY@azadc.gov>
> **Sent:** Friday, January 3, 2020 11:44 AM
> **To:** Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
> **Cc:** Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
> **Subject:** Re: Updating Visitor Payment Reasons
>
> Oh, Yes!
> Thank you, Cindy.
>
> Respectfully,
> Alexandria Bailey
> Arizona Department of Corrections
> AIMS2 Test & Training Administrator
> 1645 W Jefferson St. | Phoenix, AZ 85007
> abailey@azadc.gov
>
> On Fri, Jan 3, 2020 at 11:39 AM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:
>
> > Just to confirm, we will also be setting the "Phone Only" visitors to approved with the Payment Exemption reason of Phone Only.
> >
> > Thank you,
> >
> > Cindy Hyser-Crauwels
> > Sr. Business Analyst
> > Business & Decision, North America
> > 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> > e: Cindy.Hyser-Crauwels@businessdecision.com
> > m. [redacted]
> > o. 480-795-7220
> >
> > <image001.jpg>
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> > <image002.png>
> > <image003.png>
> > <image004.png>
> > <image005.png>
> >
> > Please consider the environment before printing this email.

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From: Alexandria Bailey <ABAILEY@azadc.gov>
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To: Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Updating Visitor Payment Reasons

Hello All (sorry if I missed anyone!),
Per our RCA, we discussed changing the Exemption Reason from "Migration" to "Visitor Already Paid" for the following:
-Visitors who migrated with payment
-Regular Visitors who were approved prior to the implementation of payment on July 20, 2011.
<image006.png>

Respectfully,
Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

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Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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AMERICAN OVERSIGHT

From: Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To: Jey Whitson1
Cc: ABAILEY; Alaeddine Salah; Charles Spannagel; Chris Masson; Cindy Hyser-Crauwels; Dwight Cloud; Holly Greene; Marlene Coffee; Spencer Scott; Stacey Crabtree; Steven Williams
Subject: RE: Updating Visitor Payment Reasons
Date: Monday, January 6, 2020 12:34:36 PM

Here are the cases where Visitors are Denied, but Approved for the inmate.

Inmate ADC#	Visitor
[redacted]	

From: Rajkumar Gopal
Sent: Monday, January 6, 2020 12:26 PM
To: Jacob Whitson <jwhitson@azadc.gov>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: RE: Updating Visitor Payment Reasons

In following examples, the visitors are Approved but have Denied status for the inmate

Inmate ADC#	Visitor
[redacted]	

Thanks.

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, January 6, 2020 11:00 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: ABAILEY <ABAILEY@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>
Subject: Re: Updating Visitor Payment Reasons

Raj,

Alex is out sick today, could you send some examples for us to look at so we can take a deeper look please?

On Mon, Jan 6, 2020 at 9:10 AM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Alex,
>
> QA has questions about conflicting statuses in Visitor Admin and Registration screens. They are migrated from Visitor status and Inmate Visitor list status from AIMS respectively.
>
> Thanks.
>
> ---
>
> **From:** Rajkumar Gopal
> **Sent:** Saturday, January 4, 2020 1:20 PM
> **To:** Spencer Scott <sscott3@azadc.gov>
> **Cc:** ABAILEY <ABAILEY@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
> **Subject:** RE: Updating Visitor Payment Reasons
>
> Spencer,
>
> Sorry if I gave you the impression it will be resolved yesterday. As I mentioned in the meeting, there are 2 parts to the resolution
>
> 1. data errors that can be fixed with a script. This part is pretty complex due to the scenarios involved and data volume. This will be pushed as soon as it passes QA.
> 2. Application fix that will prevent this happening in the future. This will be pushed during the next release.
>
> Thanks.
>
> ---
>
> **From:** Spencer Scott <sscott3@azadc.gov>
> **Sent:** Saturday, January 4, 2020 10:20 AM
> **To:** Rajkumar Gopal <rajkumar.gopal@bndna.com>
> **Cc:** ABAILEY <ABAILEY@azadc.gov>; Steven Williams <Steven.Williams@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>

AMERICAN OVERSIGHT

Subject: Re: Updating Visitor Payment Reasons

Do we have an anticipated time this will be ready for UAT? At last we spoke, I was hoping to get this fix in yesterday. I was surprised this hasn't already moved into UAT.

On Jan 3, 2020, at 6:20 PM, Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

Ok, the fix will be pushed to UAT when it passes QA. I will send an update when done.

Thanks.

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, January 3, 2020 3:24 PM
To: ABAILEY <ABAILEY@azadc.gov>
Cc: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
Subject: Re: Updating Visitor Payment Reasons

Raj,

ADC approves.

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St. | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

On Fri, Jan 3, 2020 at 3:20 PM Alexandria Bailey <ABAILEY@azadc.gov> wrote:

Spencer,
Stacey and I are good with this fix to UAT. Your side?

Respectfully,
Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

On Fri, Jan 3, 2020 at 1:31 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

Here is the analysis of Visitors denied in ACIS due to Payment Exempt Reason of Migration. The recommendation fix is to set 1) Denied status back to the Original status and 2) Exempt reason based on Visit Type.

Please let me know if you have any questions / concerns on the recommended fix.

We need confirmation from Alex / Spencer to proceed with the fix in UAT, after it passes QA.

Visitor Count	Current Status	Original Status (before Denied)	Visit Type in Application	Payment Exempt reason	Change reason to
4,132	Denied	Approved	Legal	Migration	Attorney\Agent
26	Denied	Approved	Minor	Migration	Minor
33,281	Denied	Approved	Phone Only	Migration	Phone Only
23,571	Denied	Approved	Phone/Visit	Migration	Visitor already paid
19,324	Denied	Inactive	Legal	Migration	Attorney\Agent
25,132	Denied	Inactive	Minor	Migration	Minor
84,861	Denied	Inactive	Phone Only	Migration	Phone Only
951,404	Denied	Inactive	Phone/Visit	Migration	Visitor already paid
6	Denied	Pending	Phone Only	Migration	Phone Only
1	Denied	Pending	Phone/Visit	Migration	Waiting for payment 30 days period
14	Denied	Suspended	Legal	Migration	Attorney\Agent
36	Denied	Suspended	Minor	Migration	Minor
125	Denied	Suspended	Phone Only	Migration	Phone Only
3,669	Denied	Suspended	Phone/Visit	Migration	Visitor already paid
364	Denied	Unprocessed	Legal	Migration	Attorney\Agent
707	Denied	Unprocessed	Minor	Migration	Minor
2,502	Denied	Unprocessed	Phone Only	Migration	Phone Only
11,123	Denied	Unprocessed	Phone/Visit	Migration	Visitor already paid

Thanks.

AMERICAN OVERSIGHT

From: Alexandria Bailey <ABAILEY@azadc.gov>
Sent: Friday, January 3, 2020 11:44 AM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Re: Updating Visitor Payment Reasons

Oh, Yes!
Thank you, Cindy.

Respectfully,
Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

On Fri, Jan 3, 2020 at 11:39 AM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Just to confirm, we will also be setting the "Phone Only" visitors to approved with the Payment Exemption reason of Phone Only.
>
> Thank you,
>
> Cindy Hyser-Crauwels
> Sr. Business Analyst
> Business & Decision, North America
> 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> e: Cindy.Hyser-Crauwels@businessdecision.com
> m. [redacted]
> o. 480-795-7220
>
> <image001.jpg>
>
> <image002.png>
> <image003.png>
> <image004.png>
> <image005.png>
>
> Please consider the environment before printing this email.
>
> **From:** Alexandria Bailey <ABAILEY@azadc.gov>
> **Sent:** Friday, January 3, 2020 11:23 AM
> **To:** Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Cc:** Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
> **Subject:** Updating Visitor Payment Reasons
>
> Hello All (sorry if I missed anyone!),
> Per our RCA, we discussed changing the Exemption Reason from "Migration" to "Visitor Already Paid" for the following:
> -Visitors who migrated with payment
> -Regular Visitors who were approved prior to the implementation of payment on July 20, 2011.
> <image006.png>
>
> Respectfully,
> Alexandria Bailey
> Arizona Department of Corrections
> AIMS2 Test & Training Administrator
> 1645 W Jefferson St. | Phoenix, AZ 85007
> abailey@azadc.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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From: Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To: Spencer Scott; ABAILEY
Cc: Steven Williams; Cindy Hyser-Crauwels; Dwight Cloud; Alaeddine Salah; Charles Spannagel; Holly Greene; Stacey Crabtree; Marlene Coffee; Jey Whitson1; Chris Masson
Subject: RE: Updating Visitor Payment Reasons
Date: Friday, January 3, 2020 6:20:58 PM
Attachments: image002.png
image003.png
image004.png
image005.png
image006.png

Ok, the fix will be pushed to UAT when it passes QA. I will send an update when done.

Thanks.

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, January 3, 2020 3:24 PM
To: ABAILEY <ABAILEY@azadc.gov>
Cc: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Chris Masson <chris.masson@bndna.com>
Subject: Re: Updating Visitor Payment Reasons

Raj,

ADC approves.

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

On Fri, Jan 3, 2020 at 3:20 PM Alexandria Bailey <ABAILEY@azadc.gov> wrote:

> Spencer,
> Stacey and I are good with this fix to UAT. Your side?
>
> Respectfully,
> Alexandria Bailey
> Arizona Department of Corrections
> AIMS2 Test & Training Administrator
> 1645 W Jefferson St. | Phoenix, AZ 85007
> abailey@azadc.gov
>
> On Fri, Jan 3, 2020 at 1:31 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:
>
> > Here is the analysis of Visitors denied in ACIS due to Payment Exempt Reason of Migration. The recommendation fix is to set 1) Denied status back to the Original status and 2) Exempt reason based on Visit Type.
> >
> > Please let me know if you have any questions / concerns on the recommended fix.
> >
> > We need confirmation from Alex / Spencer to proceed with the fix in UAT, after it passes QA.

Visitor Count	Current Status	Original Status (before Denied)	Visit Type in Application	Payment Exempt reason	Change reason to
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2,502	Denied	Unprocessed	Phone Only	Migration	Phone Only

AMERICAN OVERSIGHT

11,123	Denied	Unprocessed	Phone/Visit	Migration	Visitor already paid

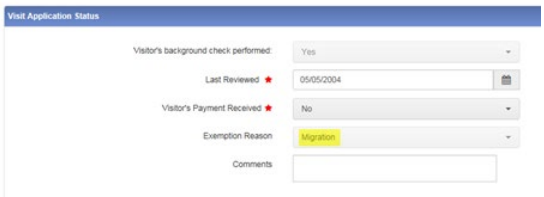
Thanks.

From: Alexandria Bailey <ABAILEY@azadc.gov>
Sent: Friday, January 3, 2020 11:44 AM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Re: Updating Visitor Payment Reasons

Oh, Yes!
Thank you, Cindy.

Respectfully,
Alexandria Bailey
Arizona Department of Corrections
AIMS2 Test & Training Administrator
1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

On Fri, Jan 3, 2020 at 11:39 AM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Just to confirm, we will also be setting the "Phone Only" visitors to approved with the Payment Exemption reason of Phone Only.
>
> Thank you,
>
> Cindy Hyser-Crauwels
> Sr. Business Analyst
> Business & Decision, North America
> 15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
> e: Cindy.Hyser-Crauwels@businessdecision.com
> m. [redacted]
> o. 480-795-7220
>
> Business & Decision
> Empowering Digital Business
>
> Please consider the environment before printing this email.
>
> **From:** Alexandria Bailey <ABAILEY@azadc.gov>
> **Sent:** Friday, January 3, 2020 11:23 AM
> **To:** Spencer Scott <sscott3@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Alaeddine Salah <Alaeddine.Salah@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Cc:** Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
> **Subject:** Updating Visitor Payment Reasons
>
> Hello All (sorry if I missed anyone!),
> Per our RCA, we discussed changing the Exemption Reason from "Migration" to "Visitor Already Paid" for the following:
> -Visitors who migrated with payment
> -Regular Visitors who were approved prior to the implementation of payment on July 20, 2011.
>
> 
>
>
> Respectfully,
> Alexandria Bailey
> Arizona Department of Corrections
> AIMS2 Test & Training Administrator

AMERICAN OVERSIGHT

1645 W Jefferson St. | Phoenix, AZ 85007
abailey@azadc.gov

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AMERICAN OVERSIGHT

From:	Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To:	jprofiri@azadc.gov; mkearns@azadc.gov
Subject:	Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
Date:	Friday, January 3, 2020 2:04:02 PM

Hello,

I am on the bridge.

Cheers

Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
Scheduled: Friday, Jan 3, 2020 from 5:00 PM to 5:30 PM
Location: WebX # 1-415-655-0003 | Attendee Code: 34976404
Invitees: jprofiri@azadc.gov, mkearns@azadc.gov

Sent from my iPhone

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Spencer Scott
Cc: Charles Spannagel; Aaron Bailey; Dwight Cloud
Subject: Re: Missing Reports
Date: Friday, January 3, 2020 7:19:53 AM

Hi Spencer-

Dwight and Aaron have a prioritization meeting today which appears you've been invited to (I've included them). Perhaps these can be discussed then. :)

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Jan 2, 2020 at 5:55 PM Spencer Scott <sscott3@azadc.gov> wrote:

> I have this in my Inbox to follow-up on. I haven't been involved in prioritizing Reports or Ad Hoc Reports yet. Unless you and Dwight feel this needs prioritized this week, I was planning to start on this the week of 1/20.
>
> Warm Regards,
>
> Spencer Scott, PMP
>
> Project Manager (IT)
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, | Phoenix, AZ 85007
>
> Cell: 480.392.0804 | SSCOTT3@azadc.gov

AMERICAN OVERSIGHT

On Mon, Dec 23, 2019 at 8:20 AM Holly Greene <hgreene@azadc.gov> wrote:

> Please keep me looped in on the status of these report creations.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Jacob Whitson** <jwhitson@azadc.gov>
Date: Mon, Dec 23, 2019 at 7:52 AM
Subject: Re: Missing Reports
To: Gregory Denning <gdenning@azadc.gov>, Holly Greene <hgreene@azadc.gov>
Cc: Charles Manning <cmanning@azadc.gov>, Karen Hellman <khellman@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>

The Ad Hoc team will need to create them.

Holly - Could you see that these get added to the list please?

On Mon, Dec 23, 2019 at 7:47 AM Gregory Denning <gdenning@azadc.gov> wrote:

> There are several reports that were not produced in ACIS that were in AIMS and staff are asking for them.
>
> DA04 DU IIS
>
> H310I547-02
>
> How do I get them on the list to get done in the future?

AMERICAN OVERSIGHT

Greg Denning
Programs Systems Specialist
Division of Inmate Programs and Reentry
Office Phone # (602) 542-3831
ADC Cell # 602-663-7558
ADC Mail Code 320
gdenning@azadc.gov

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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Holly Greene; Karen Hellman; Spencer Scott; Aaron Bailey
Cc: gdenning; MANNING, CHUCK
Subject: RE: Another Ad Hock Report Needed
Date: Thursday, January 2, 2020 11:59:46 AM
Attachments: image002.png

Hi Holly,

That is my understanding as well, however I do not have anything on my calendar. With Aaron's new role I am not sure if this is something he is tackling solo or if we need a meeting?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, January 2, 2020 11:40 AM
To: Charles Spannagel <charles.spannagel@bndna.com>; Karen Hellman <khellman@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Cc: gdenning <gdenning@azadc.gov>; MANNING, CHUCK <cmanning@azcorrections.local>
Subject: Re: Another Ad Hock Report Needed

Hi Charles-

Please see below. My understanding was that a meeting was to be held on 1/3 to discuss. Has this changed? Was the meeting scheduled? You can refer to the email you sent to me back on 12/30

Respectfully,

Holly Greene
Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Tue, Dec 31, 2019 at 10:04 AM Karen Hellman <khellman@azadc.gov> wrote:

> Holly-
>
> Are you referring to a meeting regarding ACI pay or a meeting discussing Ad Hoc reports in general? I've checked my calendar, Chucks' calendar, and Greg's calendar and none of us have a meeting scheduled on the 3rd regarding Ad Hoc reports?
>
> Karen
> ---------- Forwarded message ---------
> From: **Gregory Denning** <gdenning@azadc.gov>
> Date: Mon, Dec 30, 2019 at 12:21 PM
> Subject: Re: Another Ad Hock Report Needed
> To: Holly Greene <hgreene@azadc.gov>
> Cc: Charles Manning <cmanning@azadc.gov>, Charles Spannagel <charles.spannagel@bndna.com>, Spencer Scott <sscott3@azadc.gov>, Aaron Bailey <abailey1@azadc.gov>, George Martinez <gmartinez1@azadc.gov>, Jeff Woodward <jwoodward@azadc.gov>
>
> FYI, this was NOT on the original list that I submitted a while ago. This is a "need" that just came up after ACIS started.
>
> Greg Denning
> Programs Systems Specialist
> Division of Inmate Programs and Reentry
> Office Phone # (602) 542-3831
> ADC Cell # 602-663-7558
> ADC Mail Code 320
> gdenning@azadc.gov
>
> On Mon, Dec 30, 2019 at 11:57 AM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hi Greg-
> >
> > My understanding is there's a meeting on 1/3 to discuss this.
> >
> > Respectfully,
> > Holly Greene

AMERICAN OVERSIGHT

Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 30, 2019 at 9:52 AM Gregory Denning <gdenning@azadc.gov> wrote:

> Now that ACI is paying inmates in ACIS, they need the ability to run a report BEFORE they forward pay to Keeptrak to ensure they entered the correct pay for all of the inmates.
>
> The filters of the report should include:
>
> - What type of ACI Category is it?
> - Labor Contract
> - Owned and Operated
> - Depending on the selection above the next menu should display those jobs under that:
> - Labor Contract
> - System should pull all of the actives Labor Contract assignments
> - Owned and Operated
> - System should pull all of the actives Owned and Operated assignments
> - Enter FY
> - Enter PP
> - Press Preview
>
> The system using the Manage Participation Screen should go in and find all of the:
>
> - Total Hours
> - ACI Gross Pay
> - ACI Adjusted Amount
> - ACI PIE Net Pay (If Applicable)
>
> Total the Data for each area and display the results.

AMERICAN OVERSIGHT

Greg Denning
Programs Systems Specialist
Division of Inmate Programs and Reentry
Office Phone # (602) 542-3831
ADC Cell # 602-663-7558
ADC Mail Code 320
gdenning@azadc.gov

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AMERICAN OVERSIGHT

From:	Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To:	Holly Greene; Charles Spannagel; Dean Allen; Christopher Little
Cc:	gmartinez1; Jey Whitson1; Melody Van Arsdall; Thad Lowry; Spencer Scott; Aaron Bailey; Marlene Coffee; James Tarantino
Subject:	RE: ADOC status codes
Date:	Tuesday, December 31, 2019 2:50:38 PM

EN is an inmate status code that indicates the inmate is 'En-Route', i.e. in transit from one facility to another.

Effectively I imagine it should be treat the same as the existing 'Active' status.

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, December 31, 2019 1:15 PM
To: Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Christopher Little <Christopher.Little@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Melody Van Arsdall <MVanArsdall@azdps.gov>; Thad Lowry <thad.lowry@bndna.com>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: ADOC status codes

Hello-

Any updates on this?

Respectfully,

Holly Greene
Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 30, 2019 at 11:52 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hello B&D-
>
> Please see the email below from Melody. They need to knwo whether they should

AMERICAN OVERSIGHT

process EN as a valida status code? Is this something you can help answer?

Respectfully,

Holly Greene
Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 30, 2019 at 11:48 AM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:

> Hello,
>
> Please let me know whether we should process 'EN' as valid active status code.
>
> How are you planning to communicate to AZDPS when movement codes are being added or deleted? Prior to ACIC conversion, DPS was notified by Mr. Whitson by email.
>
> Thank you,
>
> **Melody Van Arsdall**
> Applications Systems Analyst
> Arizona Department of Public Safety
> 2310 N 20th Ave., Phoenix, AZ 85009
> Phone: 602-223-2906 MD 2950
> mvanarsdall@azdps.gov
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, December 23, 2019 1:08 PM
> **To:** Masson Chris <chris.masson@bndna.com>
> **Cc:** George Martinez <gmartinez1@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Melody Van Arsdall <MVanArsdall@AZDPS.GOV>
> **Subject:** Fwd: ADOC status codes
>
> Hi Chris-
>
> Please see below. Is this something you can help obtain?
>
> -Holly

AMERICAN OVERSIGHT

---------- Forwarded message ---------
From: **Melody Van Arsdall** <MVanArsdall@azdps.gov>
Date: Mon, Dec 23, 2019 at 10:58
Subject: RE: ADOC status codes
To: Jacob Whitson <jwhitson@azadc.gov>, Holly Greene <hgreene@azadc.gov>, George Martinez <gmartinez1@azadc.gov>

There were no communication regarding the status update by B&D. Please send us the all active status codes (valid movement codes?) to DPS.

Thank you,

Melody Van Arsdall
Applications Systems Analyst
Arizona Department of Public Safety
2310 N 20th Ave., Phoenix, AZ 85009
Phone: 602-223-2906 MD 2950
mvanarsdall@azdps.gov

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, December 23, 2019 10:30 AM
To: Melody Van Arsdall <MVanArsdall@AZDPS.GOV>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azadc.gov>
Subject: Re: ADOC status codes

T4 is one of our movement codes, I don't recognize EN though. But this all should have been updated and given to you by B&D.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Mon, Dec 23, 2019 at 10:20 AM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:

> Hi Mr. Jacob Whitson,
>
> Has there been new status added to ACIS? Status 'EN' and 'T4' records are passed to AZDPS since December 9, 2019. Please see the attached reports.
>
> Thank you,

AMERICAN OVERSIGHT

Melody Van Arsdall
Applications Systems Analyst
Arizona Department of Public Safety
2310 N 20th Ave., Phoenix, AZ 85009
Phone: 602-223-2906 MD 2950
mvanarsdall@azdps.gov

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--

Respectfully,

Holly Greene
Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Wissem BenAissa on behalf of Wissem BenAissa <Wissem.BenAissa@bndna.com>
To: sscott3@azadc.gov; mdolny@azadc.gov; jsquires@azadc.gov; Aaron Bailey
Cc: hgreene@azadc.gov; Harika Chikkala
Subject: RE: Updated invitation: COPLAN variable discussion @ Tue Dec 31, 2019 9am - 11am (MST) (wissem.benaissa@bndna.com)
Date: Tuesday, December 31, 2019 11:54:21 AM

Hi John, Mike

I just sent you an email containing the latest MINI COPLAN (zipped 8MO) file attached.

Can you please confirm you have received the email, or should I upload it to SharePoint site ?

Best Regards,
Wissem ben Aissa.
Business & Decision, North America

-----Original Appointment-----
From: sscott3@azadc.gov <sscott3@azadc.gov>
Sent: Tuesday, December 31, 2019 11:02 AM
To: mdolny@azadc.gov; jsquires@azadc.gov; Aaron Bailey; Wissem BenAissa
Cc: hgreene@azadc.gov
Subject: Updated invitation: COPLAN variable discussion @ Tue Dec 31, 2019 9am - 11am (MST) (wissem.benaissa@bndna.com)
When: Tuesday, December 31, 2019 11:00 AM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where:

This event has been changed.

COPLAN variable discussion

When: Tue Dec 31, 2019 9am – 11am Mountain Standard Time - Phoenix

Joining info: **Changed:** meet.google.com/sfp-yygc-bxe

Or dial: +1 518-328-3540 PIN: 763179# More phone numbers

Calendar: wissem.benaissa@bndna.com

Who:
- sscott3@azadc.gov - organizer
- mdolny@azadc.gov
- jsquires@azadc.gov
- abailey1@azadc.gov
- wissem.benaissa@bndna.com
- hgreene@azadc.gov - optional

more details »
https://aims2.bndna.com/ADC%20AIMS2%20Project%20Documentation/UAT/Interface%20UAT/MINI%20File/MINI%20File%20Testing/Combined%20COPLAN%20Mini_tracking_status%20-%206-14-19.xlsx?Web=1
Going (wissem.benaissa@bndna.com)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account wissem.benaissa@bndna.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

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AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: gmartinez1
Cc: Thad Lowry; Ralkumar Gopal; Aaron Pratt; Chris Masson; Dwight Cloud; Holly Greene; Aaron Bailey; Jey Whitson1; Marlene Coffee; Stacey Crabtree; Spencer Scott; Rusty Johnson; Lisa Dee Meyerson Marshall; Bill Meador; Shieldes, Steve; Larkin, Geoffrey
Subject: Re: Inmate information request - RE: Inmate in invalid site Report
Date: Tuesday, December 31, 2019 10:15:59 AM
Attachments: image001.png

George

As we discussed yesterday, Jey was going to use this to identify incorrect locator code / facility combinations.

Jey if you need any excel help on this please reach out.

Thanks

Dean

> On Dec 31, 2019, at 10:09 AM, George Martinez <gmartinez1@azadc.gov> wrote:
>
> Here is the information from Enforcer (CenturyLink) on Location and Facility of Active inmates.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Tue, Dec 31, 2019 at 9:44 AM Larkin, Geoffrey <glarkin@icsolutions.com> wrote:
>
> > Please see attached let.
> >
> > Thanks,
> >
> > Geoff Larkin
> >
> > Project Manager
> >
> > ICSolutions
> >
> > Direct 210-477-7355
> >
> > Cell 210-268-5663
> >
> > ---
> >
> > **From:** Meador, William <William.Meador@centurylink.com>
> > **Sent:** Monday, December 30, 2019 9:03 PM
> > **To:** Larkin, Geoffrey <glarkin@icsolutions.com>
> > **Cc:** 'George Martinez' <gmartinez1@azadc.gov>
> > **Subject:** Inmate information request - RE: Inmate in invalid site Report
> >
> > Geoff,
> >
> > Here is the request George Martinez has for an Inmate file, that we discussed on the phone. He would like a full report of all 42,000+ inmates in a spreadsheet with the following information:
> >
> > Inmate Status - Inmate Last name – Inmate First Name – Inmate ID # - Location - Facility
> >
> > George would like this file as early as possible so ADC can work on verifying our Enforcer information with their inmate ACIS Database and find the mismatches to correct them. Please send this to George Martinez and CC me. I appreciate your help.
> >
> > **Bill Meador**
> >
> > CenturyLink Public Communications
> >
> > Program Manager
> >
> > cell: 480.650.1150
> >
> > William.Meador@CenturyLink.com
> >
> > <image001.png>
> >
> > The information contained in this e-mail message and any attachment is privileged and confidential, intended only for the use of specific individuals and/or entities to which it is addressed. If you are not one of the intended recipients, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you received this communication in error, please immediately notify the sender by return e-mail.
> >
> > **From:** George Martinez <gmartinez1@azadc.gov>
> > **Sent:** Monday, December 30, 2019 1:46 PM
> > **To:** Meador, William <William.Meador@centurylink.com>
> > **Cc:** Shieldes, Steve <sshieldes@icsolutions.com>; Lippert, Gary <Gary.Lippert@centurylink.com>; Larkin, Geoffrey <glarkin@icsolutions.com>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
> > **Subject:** Inmate in invalid site Report
> >
> > Bill, with Steve on a well deserved holiday, can we get an updated
> >
> > Inmate in invalid site report from 12/21/19 - current?
> >
> > We are trying to get the scope of what is still needs correcting.
> >
> > Respectfully,
> >
> > George Martinez, Jr, PMP®

AMERICAN OVERSIGHT

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

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<AZDOC Active Inmate Info.xlsx>

AMERICAN OVERSIGHT

From: Wissem BenAissa on behalf of Wissem BenAissa <Wissem.BenAissa@bndna.com>
To: sscott3@azadc.gov; mdolny@azadc.gov; jsquires@azadc.gov; Aaron Bailey; Harika Chikkala
Cc: hgreene@azadc.gov
Subject: RE: Invitation: COPLAN variable discussion @ Tue Dec 31, 2019 9am - 11am (MST) (wissem.benaissa@bndna.com)
Date: Tuesday, December 31, 2019 9:02:38 AM

Hi Spencer,

I did not find any link to join the meeting.

Best Regards,
Wissem ben Aissa.
Business & Decision, North America

-----Original Appointment-----
From: sscott3@azadc.gov <sscott3@azadc.gov>
Sent: Monday, December 30, 2019 2:50 PM
To: sscott3@azadc.gov; mdolny@azadc.gov; jsquires@azadc.gov; Aaron Bailey; Wissem BenAissa
Cc: hgreene@azadc.gov
Subject: Invitation: COPLAN variable discussion @ Tue Dec 31, 2019 9am - 11am (MST) (wissem.benaissa@bndna.com)
When: Tuesday, December 31, 2019 11:00 AM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where:

You have been invited to the following event.

COPLAN variable discussion

When Tue Dec 31, 2019 9am – 11am Mountain Standard Time - Phoenix

Calendar wissem.benaissa@bndna.com

Who
- sscott3@azadc.gov - organizer
- mdolny@azadc.gov
- jsquires@azadc.gov
- abailey1@azadc.gov
- wissem.benaissa@bndna.com
- hgreene@azadc.gov - optional

more details »
https://aims2.bndna.com/ADC%20AIMS2%20Project%20Documentation/UAT/Interface%20UAT/MINI%20File/MINI%20File%20Testing/Combined%20COPLAN%20Mini_tracking_status%20-%206-14-19.xlsx?Web=1
Going (wissem.benaissa@bndna.com)? **Yes** - **Maybe** - **No** more options »

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Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

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AMERICAN OVERSIGHT

From: Wissem BenAissa on behalf of Wissem BenAissa <Wissem.BenAissa@bndna.com>
To: Spencer Scott
Cc: John Squires; DOLNY, MICHAEL; Aaron Bailey; Holly Greene
Subject: Re: COPLAN discussion
Date: Monday, December 30, 2019 3:05:03 PM

Hi Spencer,

Yes sure. I just accepted the invitation.

Best Regards,
Wissem.

Sent from IPhone.

> On Dec 30, 2019, at 2:49 PM, Spencer Scott <sscott3@azadc.gov> wrote:
>
> Can we meet tomorrow 9-11AM (arizona time) to discuss COPLAN issues again with Dr Dolny and John Squires?
>
> https://aims2.bndna.com/ADC%20AIMS2%20Project%20Documentation/UAT/Interface%20UAT/MINI%20File/MINI%20File%20Testing/Combined%20COPLAN%20Mini_tracking_status%20-%206-14-19.xlsx?Web=1
>
> Warm Regards,
>
> Spencer Scott, PMP
>
> Project Manager (IT)
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, | Phoenix, AZ 85007
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: Another Ad Hock Report Needed
Date: Monday, December 30, 2019 11:56:12 AM
Attachments: image003.png
image004.png

I don't know if I should be or not....

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 30, 2019 at 11:54 AM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> Why? Am I wrong? Shouldn't you be there?
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 30, 2019 11:53 AM
To: Charles Spannagel <charles.spannagel@bndna.com>
Subject: Re: Another Ad Hock Report Needed

Nope - I'm not included

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 30, 2019 at 11:49 AM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> I think we will work through this on the meeting scheduled for 1/3. Are you on this meeting?
>
> **Charles Spannagel**
>
> Project Manager

AMERICAN OVERSIGHT

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 30, 2019 11:45 AM
To: Charles Spannagel <charles.spannagel@bndna.com>
Subject: Fwd: Another Ad Hock Report Needed

Do you need anything from me on this?

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Gregory Denning** <gdenning@azadc.gov>
Date: Mon, Dec 30, 2019 at 9:52 AM
Subject: Another Ad Hock Report Needed

AMERICAN OVERSIGHT

To: Holly Greene <hgreene@azadc.gov>
Cc: Charles Manning <cmanning@azadc.gov>

Now that ACI is paying inmates in ACIS, they need the ability to run a report BEFORE they forward pay to Keeptrak to ensure they entered the correct pay for all of the inmates.

The filters of the report should include:

- What type of ACI Category is it?
    - Labor Contract
    - Owned and Operated
- Depending on the selection above the next menu should display those jobs under that:
    - Labor Contract
        - System should pull all of the actives Labor Contract assignments
    - Owned and Operated
        - System should pull all of the actives Owned and Operated assignments
- Enter FY
- Enter PP
- Press Preview

The system using the Manage Participation Screen should go in and find all of the:

- Total Hours
- ACI Gross Pay
- ACI Adjusted Amount
- ACI PIE Net Pay (If Applicable)

Total the Data for each area and display the results.

AMERICAN OVERSIGHT

Greg Denning

Programs Systems Specialist

Division of Inmate Programs and Reentry

Office Phone # (602) 542-3831

ADC Cell # 602-663-7558

ADC Mail Code 320

gdenning@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Fwd: Another Ad Hock Report Needed
Date: Monday, December 30, 2019 11:44:36 AM

Do you need anything from me on this?

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Gregory Denning** <gdenning@azadc.gov>
Date: Mon, Dec 30, 2019 at 9:52 AM
Subject: Another Ad Hock Report Needed
To: Holly Greene <hgreene@azadc.gov>
Cc: Charles Manning <cmanning@azadc.gov>

Now that ACI is paying inmates in ACIS, they need the ability to run a report BEFORE they forward pay to Keeptrak to ensure they entered the correct pay for all of the inmates.

The filters of the report should include:

- What type of ACI Category is it?
  - Labor Contract
  - Owned and Operated
- Depending on the selection above the next menu should display those jobs under that:
  - Labor Contract

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        - System should pull all of the actives Labor Contract assignments
    - Owned and Operated
        - System should pull all of the actives Owned and Operated assignments
- Enter FY
- Enter PP
- Press Preview

The system using the Manage Participation Screen should go in and find all of the:

- Total Hours
- ACI Gross Pay
- ACI Adjusted Amount
- ACI PIE Net Pay (If Applicable)

Total the Data for each area and display the results.

Greg Denning
Programs Systems Specialist
Division of Inmate Programs and Reentry
Office Phone # (602) 542-3831
ADC Cell # 602-663-7558
ADC Mail Code 320
gdenning@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To:	Holly Greene; Vitale, John; Christopher Little; Charles Spannagel; Chris Masson; Shalini Makam; Aaron Pratt
Cc:	Thad Lowry; Gergana Kovatcheva; gmartinez1; Spencer Scott; Aaron Bailey; Dwight Cloud; Lynda Wade; Linda Finchum; Penny Brackett
Subject:	RE: Inmate Pay
Date:	Monday, December 30, 2019 11:27:50 AM

@Shalini Makam @Aaron Pratt

Shalini, can you work with John on this please?

Thanks

Dean

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 30, 2019 11:19 AM
To: Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Penny Brackett <pbrackett@azadc.gov>
Subject: Re: Inmate Pay

Hello John-

I've included B&D contacts: Chris Little, Dean Allen, Charles Spannagel and Chris Masson on this communication.

Hello B&D -
Please review the messages below. Keefe needs to look at log files on last week's payroll processing for a specific ADC number. KeepTrak has an active account for a particular person, but they have no record of payroll being sent through. I don't see the information for the inmate (maybe I'm overlooking). So please work with John to obtain.

Respectfully,

Holly Greene
Deputy CIO
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Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

On Mon, Dec 30, 2019 at 11:10 AM Vitale, John <jvitale@keefegroup.com> wrote:

> Holly:
>
> Is there an alternate that can look at log files on last week's payroll processing specific to this ADC number (Thad is out for the week). KeepTrak has an active account for him, but we have no record of payroll being sent through.
>
> thx!
>
> John
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Monday, December 30, 2019 12:06 PM
> **To:** Vitale, John <jvitale@keefegroup.com>
> **Subject:** Automatic reply: Inmate Pay
>
> I'm out of the office on PTO. I will be back on Monday Jan 6th
>
> Thanks,
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 305, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: Inmate Pay
Date: Monday, December 30, 2019 11:21:53 AM
Attachments: image002.png

No worries :) Thank ya kindly :) Just let John know please

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 30, 2019 at 11:21 AM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> I sent a message to Raj and Aaron, my bad for not including everyone else
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 30, 2019 11:19 AM
To: Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Penny Brackett <pbrackett@azadc.gov>
Subject: Re: Inmate Pay

Hello John-

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Hello B&D -

Please review the messages below. Keefe needs to look at log files on last week's payroll processing for a specific ADC number. KeepTrak has an active account for a particular person, but they have no record of payroll being sent through. I don't see the information for the inmate (maybe I'm overlooking). So please work with John to obtain.

Respectfully,

Holly Greene

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AMERICAN OVERSIGHT

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On Mon, Dec 30, 2019 at 11:10 AM Vitale, John <jvitale@keefegroup.com> wrote:

> Holly:
>
> Is there an alternate that can look at log files on last week's payroll processing specific to this ADC number (Thad is out for the week). KeepTrak has an active account for him, but we have no record of payroll being sent through.
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> thx!
>
> John

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Monday, December 30, 2019 12:06 PM
To: Vitale, John <jvitale@keefegroup.com>
Subject: Automatic reply: Inmate Pay

I'm out of the office on PTO. I will be back on Monday Jan 6th

Thanks,

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 305, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

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AMERICAN OVERSIGHT

From:	Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To:	Joshua Connolly
Cc:	Keith Francen; Wissem BenAissa; Michael Gomez; Holly Greene; Hung Tran; Aaron Bailey
Subject:	Re: Failed query from SQL Server to "dbprodrr"
Date:	Saturday, December 28, 2019 3:33:02 PM
Attachments:	image001.png

Sounds good, Josh.

Thanks.

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Saturday, December 28, 2019, 1:37 PM
To: Rajkumar Gopal
Cc: Keith Francen; Wissem BenAissa; Michael Gomez; Holly Greene; Hung Tran; Aaron Bailey
Subject: Re: Failed query from SQL Server to 'dbprodrr'

Ok, this pull of classification data from Oracle appears to be working as intended today.
Thank you Raj and Keith for the quick responses.
Take care,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Fri, Dec 27, 2019 at 10:26 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good morning, Raj - The stored procedure that contains this query ran today but only came across with 1.3M cases instead of the expected 1.9M, exact SQL is attached. I re-ran now and everything appears to be coming through fine now, I will let this go again in the morning and let everyone know how it turns out.
>
> Thanks very much,
> - josh C.
>
> --

AMERICAN OVERSIGHT

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 26, 2019 at 6:45 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Hi Josh,
>
> The message below doesn't ring a bell. Can you please share the actual query?
>
> Thanks.
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Thursday, December 26, 2019 5:35 PM
> **To:** Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Cc:** Michael Gomez <mgomez@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Aaron Bailey <abailey1@azadc.gov>
> **Subject:** Failed query from SQL Server to 'dbprodrr'
>
> Hello, Keith & Raj - I have a query that pulls 2M CU/IR classification rows over from Oracle and it has been running successfully for this whole month up until yesterday. I'm running against 'dbprodrr' and these codes are used in our public-facing Inmate Data Search tool on the web.
>
> Here's the error from the SQL Server side:

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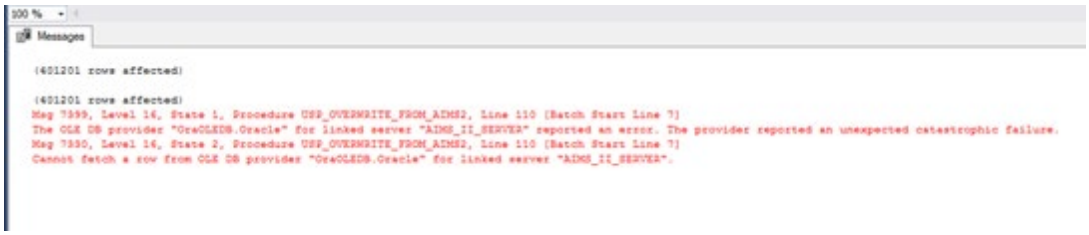

Can you check into any possible causes of this? It runs at 6 a.m. every morning.

I'll work on getting the error as seen from a SQL*Plus command prompt tomorrow as that may be more useful on the Oracle side.

Thank you kindly,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Aaron Bailey; Spencer Scott; Lisa Dee Meyerson Marshall
Cc: Thad Lowry; Aaron Pratt; Chris Masson; Dean Allen; Dwight Cloud; Jey Whitson1; Shieldes, Steve; gmartinez1
Subject: Re: Locator Code issues
Date: Saturday, December 28, 2019 3:25:36 PM

+Spencer Scott
+Lisa Dee Meyerson Marshall

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Sat, Dec 28, 2019 at 1:23 PM Aaron Bailey <abailey1@azadc.gov> wrote:

Thanks for clarifying, Thad. Steve, could we please get that similar list of inmates and location codes from Enforcer on Monday to compare against Chris Masson's list from ACIS?

On Sat, Dec 28, 2019 at 1:17 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> There are multiple email threads going around about the same issue – but people are not changing the subject of the email to match the content of the email and everyone is not being copied on all email chains
>
> This email chain was sent out this morning under the subject of PAN but it is actually about Location
>
> From this email chain it is not clear that we still have a Loction issue – Steve and George ran a script that updated Locator Codes on Dec 20th
>
> So it looks like we first thing we need to do is track down if there is still a Locator issue.
>
> Reported issue from the past were:
>
> - empty Locator codes in enforcer
> - We need Century Link to provide this list
> - Locator Codes in enforcer that don't match ACIS
> - When Chris M gets back on Monday we can provide a list of the ACIS inmate Locator Codes (ADC #, Locator Code)
> - If Century Link can provide a similar list from enforcer (ADC #, Locator Code)
>
> Armed with that information we can determine what to do
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision
>
> **From:** Aaron Bailey <abailey1@azadc.gov>
> **Sent:** Saturday, December 28, 2019 9:49 AM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Shieldes, Steve <sshieldes@icsolutions.com>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: Fw: API - Rest Detail for adding PAN
>
> Hi Aaron,
>
> The issue with location codes in Enforcer doesn't have a solution planned yet or an ETA, but it certainly needs one. The issue, as I understand it, is that inmates who changed location between go-live and 2019-12-20 had their locations updated in ACIS but not Enforcer. When those locations don't match, inmates may not be able to place calls. George and I don't have a list of affected inmates. We've put bug 41119 in, but this is another that may require special collaboration. I see two tasks and six possible options, but I could really use some recommendations from you and Steve and Jey:
>
> 1. Identify the affected inmates (three options):
>
> (a) collect and contrast inmate locations in ACIS and Enforcer OR
>
> (b) get an ACIS query listing inmates whose locations changed in ACIS between 2019-11-29 and 2019-12-20 OR
>
> (c) gather the list of problem inmates from ACIS users

AMERICAN OVERSIGHT

2. Update Enforcer locations for affected inmates (three options):

(a) write and run an Enforcer script OR

(b) trigger a location update through the ACIS/Enforcer interface OR

(c) manually update locations in Enforcer through the Enforcer GUI

We created bug 41119 as the bug for this issue. Bug 40834 "Visitors on verified “PENDING" status are able to receive phone calls from the inmate(s) they are applying to visit." is not the same issue. We used a separate bug for the root issue where ACIS was not triggering Enforcer location code updates, which is resolved and closed (40750). 41119 applies only to the remaining data clean up.

On Sat, Dec 28, 2019 at 9:24 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hey guys. Regarding the locator code issue with enforcer. See this email from George to Steve on the 20th. Was this not to correct the issue? I'm not sure if this data is correct or not but it seems to indicate that George and Steve had a plan back on the 20th to correct the data. However when I bring this up to George (ie comments in bug 40834) he doesn't seem to know what I'm referring to. Also I think 41119 is a duplicate. I don't think both of these bugs need to remain open.
>
> Thanks,
> Aaron
>
> ---
>
> **From:** George Martinez <gmartinez1@azadc.gov>
> **Sent:** Friday, December 20, 2019 3:27:33 PM
> **To:** Shieldes, Steve <sshieldes@icsolutions.com>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Subject:** Re: API - Rest Detail for adding PAN
>
> Steve, here is the file. Please review and let's talk to make sure we are on the same page. The green locators are the current location of where the inmates are located.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Fri, Dec 20, 2019 at 12:51 PM George Martinez <gmartinez1@azadc.gov> wrote:
>
> > Steve, I'm still working on the file of inmates with mismatching locations. It's about 50/50 of mismatches.
> >
> > Respectfully,
> >
> > George Martinez, Jr, PMP®
> >
> > AIMS2 Project Manager
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology
> > 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> >
> > Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
> >
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
> >
> > On Fri, Dec 20, 2019 at 12:49 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
> >
> > > For #2. The API part is being testing in our QA environment and will go to UAT once validated.
> > >
> > > Thanks,
> > >
> > > Aaron
> > >
> > > ---
> > >
> > > **From:** Shieldes, Steve <sshieldes@icsolutions.com>
> > > **Sent:** Friday, December 20, 2019 12:25 PM
> > > **To:** Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
> > > **Cc:** Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>
> > > **Subject:** RE: API - Rest Detail for adding PAN

AMERICAN OVERSIGHT

Greetings,

I have not heard anything from anyone … what is the current state.

#1) should I update the inmate sites based on mapping the locations to the external site codes and sites ?

#2) is the API being updated to have the location data put in the ext_site_cd in the json block ?

Kind Regards,

Steve Shieldes

Director IT

IC Solutions

e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

From: Shieldes, Steve
Sent: Friday, December 20, 2019 8:01 AM
To: Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: API - Rest Detail for adding PAN

Greetings,

George M., based on the location values and using that mapped for the site_id .. here is the list of inmates currently listed in the wrong site on the enforcer. I would like to correct these, so the inmates are able to make calls.

NOTE: these inmates are unable to make calls is there enforcer site is not what the real site is.

Kind Regards,

Steve Shieldes

Director IT

IC Solutions

e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

From: Shieldes, Steve
Sent: Friday, December 20, 2019 7:34 AM
To: Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: API - Rest Detail for adding PAN

Greetings,

Aaron, "You want the same value BOTH "location" AND "ext_site_cd"? " --- YES that would be the best but most important to have the value in the "ext_site_cd".

George M, I am going to look at the "location" column for the inmate and map to the ext_site_cd column update the correct site_id that the inmate should have if they do not match correctly. I will send the list before I do it.

So it's hard to explain the difference between location and ext_site_cd .. but let me try.

ext_site_cd = A value that we use to map a relation to what ICS uses as a site_id, and this is what we call a "site or facility"

EXAMPE

ext_site_cd | site_id | name

----------+---------+----------

M51 | 4115 | ASP-Marana CCTF, AZ

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M52 | 4115 | ASP-Marana CCTF, AZ

M58 | 4120 | ASP-Kingman, AZ

M59 | 4120 | ASP-Kingman, AZ

M61 | 4120 | ASP-Kingman, AZ

M62 | 4120 | ASP-Kingman, AZ

M63 | 4120 | ASP-Kingman, AZ

S04 | 4114 | ASPC-Ft Grant, AZ

S05 | 4114 | ASPC-Ft Grant, AZ

Location = can have the same value as ext_site_cd but normally the location is related to the Building and Pod and Bed location of the inmate.

Kind Regards,

Steve Shieldes

Director IT

IC Solutions

e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Thursday, December 19, 2019 11:52 PM
To: Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Shieldes, Steve <sshieldes@icsolutions.com>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: API - Rest Detail for adding PAN

I have checked in changes to match what Steve is requesting the JSON to look like. As stated this doesn't match the FSD but I assume that Steve knows best and no one has made any argument to the contrary. So since this is a .Net code change and SQL code change it will require a new build. I suggest we proceed with this path tomorrow so that it can still be part of version 5.1.216.x for deployment Friday evening:

1. Merge changesets 26830 and 26834 to QA branch.
2. Redeploy to QA the same code as Thursday except for the newly merged 2 sets.
3. B&D internal test (the more cases the better).
4. If looks good merge changesets 26830 and 26834 to UAT branch.
5. Redeploy to UAT the same code as Thursday except for these 2 changesets.
6. ADC acceptance test.
7. >From here just merge the 2 changesets to PROD branch along with all the other 5.1.216.x changes sent to UAT Thursday to be deployed to PROD for scheduled Friday deploy.

Thanks,

Aaron

From: Dean Allen <dean.allen@bndna.com>
Sent: Thursday, December 19, 2019 10:31 PM
To: gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Shieldes, Steve <sshieldes@icsolutions.com>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

Thanks for the update

Dean

> On Dec 19, 2019, at 10:23 PM, George Martinez <gmartinez1@azadc.gov> wrote:
>
> Dwight/Dean, a recap of the evening.
>
> - The testing in UAT of activating an inmate was successful. He showed up in Enforcer as well.
> - Testing the Active/Inactive PANs was successful. Visitors that show as Active on the Visitor Registration, but not in Enforcer don't have phone numbers.
> - While testing, we took a closer look at the location mismatch. This is what Aaron P. is pointing out. This will be addressed in the morning with Steve, Aaron P. and Raj.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections

AMERICAN OVERSIGHT

Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Dec 19, 2019 at 9:50 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> I only want to make sure because what is being sent matches the spec…
>
> <image001.png>

From: Aaron Pratt
Sent: Thursday, December 19, 2019 9:43 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: RE: API - Rest Detail for adding PAN

So Steve,

You want the same value BOTH "location" AND "ext_site_cd"?

Thanks,

Aaron

From: Shieldes, Steve <sshieldes@icsolutions.com>
Sent: Thursday, December 19, 2019 9:07 PM
To: gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

> Ok .. I think I see what may be the issue. --- so ext_side_id should be ext_site_cd and the location value should be passed as the value to the ext_site_cd
>
> 21:46:24.000 0 json_put_inmates: json_parse_fcgi:{"inmates":
> [{"inmate_id":[redacted] "first_name":[redacted] "last_name":[redacted] "middle_name":"","inmate_class":"301","location":"M81","status":"ACTIVE","ext_side_id":"AIMS2"}]}
>
> should be
>
> 21:46:24.000 0 json_put_inmates: json_parse_fcgi:{"inmates":
> [{"inmate_id":[redacted] "first_name":[redacted] "last_name":[redacted] "middle_name":"","inmate_class":"301","location":"M81","status":"ACTIVE","ext_site_cd":"M81"}]}
>
> inmate?username=string&auth_key=string&action=update&inmate_id=string[&master_id=string]&first_name=string&last_name=string[&middle_name=string]
> [&ext_site_cd=string][&pin=string][&passcode=string][&location=string][&inmate_class=string][&comment=string][&status=string]

From: Shieldes, Steve <sshieldes@icsolutions.com>
Sent: Thursday, December 19, 2019 9:58 PM
To: George Martinez <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

Here is what we have as a mapping for external site code to our site ids

enf_azdoc=# select site_id as enforcer_site_id,external_site_cd,descrip from external_site_list ;

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enforcer_site_id	external_site_cd	descrip
4108	A67	ASPC-Eyman, SMU Temp CDU
4107	A63	Florence North Unit
4104	B42	ASPC-Perryville
4112	D03	ASPC-Douglas
4112	D06	ASPC-Douglas
4112	D08	ASPC-Douglas
4112	D11	ASPC-Douglas
4112	D35	ASPC-Douglas
4113	D04	ASP-Papago
4108	A21	ASPC-Eyman
4108	A27	ASPC-Eyman
4108	A30	ASPC-Eyman
4108	A32	ASPC-Eyman
4108	A34	ASPC-Eyman
4108	A37	ASPC-Eyman
4108	A38	ASPC-Eyman
4108	A40	ASPC-Eyman
4108	A42	ASPC-Eyman
4108	A43	ASPC-Eyman
4108	A44	ASPC-Eyman
4108	A46	ASPC-Eyman
4108	A50	ASPC-Eyman
4108	A51	ASPC-Eyman
4108	A52	ASPC-Eyman
4108	A53	ASPC-Eyman
4108	A55	ASPC-Eyman
4108	A56	ASPC-Eyman
4107	A01	ASPC-Florence
4107	A03	ASPC-Florence
4107	A23	ASPC-Florence
4107	A54	ASPC-Florence
4107	A57	ASPC-Florence
4107	A58	ASPC-Florence
4110	B19	ASP-Globe
4110	B23	ASP-Globe
4103	L02	ASPC-Lewis
4103	L03	ASPC-Lewis
4103	L05	ASPC-Lewis
4103	L09	ASPC-Lewis
4103	L11	ASPC-Lewis
4103	L14	ASPC-Lewis
4103	L17	ASPC-Lewis
4103	L29	ASPC-Lewis
4103	L31	ASPC-Lewis
4103	L32	ASPC-Lewis
4103	L34	ASPC-Lewis
4103	L35	ASPC-Lewis
4103	L36	ASPC-Lewis
4103	L37	ASPC-Lewis
4103	L38	ASPC-Lewis
4115	M51	Marana Community Correctional Facility, AZ
4115	M52	Marana Community Correctional Facility, AZ
4104	B00	ASPC-Perryville
4104	B01	ASPC-Perryville
4104	B02	ASPC-Perryville
4104	B03	ASPC-Perryville

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4104 | B16 | ASPC-Perryville
4104 | B27 | ASPC-Perryville
4104 | B28 | ASPC-Perryville
4104 | B29 | ASPC-Perryville
4104 | B30 | ASPC-Perryville
4104 | B35 | ASPC-Perryville
4104 | B36 | ASPC-Perryville
4104 | B41 | ASPC-Perryville
4104 | B50 | ASPC-Perryville
4104 | B51 | ASPC-Perryville
4104 | B52 | ASPC-Perryville
4104 | B53 | ASPC-Perryville
4104 | B54 | ASPC-Perryville
4104 | B55 | ASPC-Perryville
4101 | B06 | ASCP-Phoenix
4101 | B08 | ASCP-Phoenix
4101 | B11 | ASCP-Phoenix
4101 | B12 | ASCP-Phoenix
4101 | B13 | ASCP-Phoenix
4101 | B22 | ASCP-Phoenix
4101 | B44 | ASCP-Phoenix
4101 | B45 | ASCP-Phoenix
4116 | A45 | ASPC-Tucson
4116 | C45 | ASPC-Tucson
4108 | A62 | ASPC-Eyman
4108 | A64 | ASPC-Eyman
4103 | L42 | ASPC-Lewis, Rast Close 2
4108 | A08 | ASPC-Eyman
4108 | A14 | ASPC-Eyman
4108 | A19 | ASPC-Eyman
4107 | A04 | ASPC-Florence
4107 | A11 | ASPC-Florence
4102 | M48 | ASP-Phoenix West
4102 | M53 | ASP-Phoenix West
4105 | M82 | Red Rock Correctional Center
4105 | M80 | Red Rock Correctional Center
4105 | M90 | Red Rock Correctional Center
4105 | M81 | Red Rock Correctional Center
4111 | S01 | ASPC-Safford
4111 | S02 | ASPC-Safford
4111 | S03 | ASPC-Safford
4114 | S05 | ASP Ft. Grant
4114 | S04 | ASPC-Safford
4116 | C44 | ASPC-Tucson
4116 | C01 | ASPC-Tucson
4116 | C02 | ASPC-Tucson
4116 | C04 | ASPC-Tucson
4116 | C09 | ASPC-Tucson
4116 | C11 | ASPC-Tucson
4116 | C13 | ASPC-Tucson
4116 | C14 | ASPC-Tucson
4116 | C15 | ASPC-Tucson
4116 | C17 | ASPC-Tucson
4116 | C18 | ASPC-Tucson
4116 | C19 | ASPC-Tucson
4116 | C22 | ASPC-Tucson
4116 | C23 | ASPC-Tucson
4116 | C26 | ASPC-Tucson

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4116 | C28 | ASPC-Tucson
4116 | C29 | ASPC-Tucson
4116 | C34 | ASPC-Tucson
4116 | C35 | ASPC-Tucson
4116 | C37 | ASPC-Tucson
4116 | C40 | ASPC-Tucson
4116 | C41 | ASPC-Tucson
4116 | C42 | ASPC-Tucson
4116 | C43 | ASPC-Tucson
4118 | W01 | ASPC-Winslow
4118 | W02 | ASPC-Winslow
4118 | W03 | ASPC-Winslow
4118 | W12 | ASPC-Winslow
4107 | A76 | ASPC-F KASSON BMU
4117 | W06 | W-APACHE DETN
4117 | W05 | W-APACHE-MIN GP
4119 | Y01 | ASPC-Yuma
4119 | Y02 | ASPC-Yuma
4119 | Y03 | ASPC-Yuma
4119 | Y04 | ASPC-Yuma
4119 | Y08 | ASPC-Yuma
4119 | Y09 | ASPC-Yuma
4119 | Y10 | ASPC-Yuma
4119 | Y11 | ASPC-Yuma
4105 | M84 | Red Rock CC Med
4116 | C46 | ASPC-Tucson-Minors #2,
4111 | S06 | ASPC-Safford
4104 | B57 | ASPC-Perryville
4103 | L39 | ASPC-Lewis
4108 | A12 | ASPC-Eyman
4116 | C47 | ASPC-Tucson
4107 | A66 | ASPC-Florence
4104 | B58 | ASPC-Perryville
4116 | C48 | ASPC Tucson Manzanita MHW
4104 | B59 | ASPC-Perryville
4103 | L41 | ASPC-Lewis
4104 | B60 | ASPC-Perryville
4105 | M83 | Red Rock Med
4109 | M65 | ASPC-Florence West
4120 | M63 | Kingman Med Hualapai
4104 | B61 | Perryville - Piestewa Employment Center
4116 | C49 | Tucson - Manzanita Employment Center
4103 | L40 | Lewis - Sunrise Employment Center
4108 | A68 | ASPC-Eyman, Browning Temp CDU
4108 | A69 | ASPC-Eyman, Rynning West
4108 | A70 | ASPC-Eyman, SMU Close A70
4108 | A71 | ASPC-Eyman
4108 | A73 | ASPC-Eyman
4107 | A72 | ASPC-Florence
4108 | A61 | ASPC Eyman
4101 | B43 | ASCP-Phoenix
4107 | A48 | ASPC-Florence
4103 | L24 | ASPC - Lewis SUNRISE
4103 | L44 | ASPC - Lewis BACHMAN MEDIUM
4103 | L43 | ASPC - Lewis Barchey MHW Transition Close
4103 | L16 | ASPC - Lewis-BACHMAN TRANSITORY MIN GP
4103 | L08 | ASPC - Lewis-BACHMAN MIN GP
4103 | L45 | ASPC-Lewis Eagle Point GP

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4101 | B64 | ASPC PHOENIX QUIET MHW
4107 | A05 | ASPC-F SPC UNIT
4107 | A06 | ASPC-F ADMIN. SEG.
4107 | A07 | ASPC-F PIACHO UNIT
4121 | 501 | ASP-Apache
4116 | C50 | ASPC TUCSON RINCON II
4106 | M70 | CACF
4106 | M71 | CACF
4107 | A02 | ASPC-F SOUTH UNIT
4107 | A45 | TEMPE ST. LUKES HOSPITAL
4121 | E01 | LAW ENFORC. CONSULT
4121 | E02 | C.O. SPECIAL SERVICES
4121 | E03 | CC/CS
4121 | E04 | CENTRAL OFFICES
4121 | 502 | COCHISE
4121 | 503 | COCONINO
4121 | 504 | GILA
4121 | 505 | GRAHAM
4121 | 506 | GREENLEE COUNTY
4121 | 507 | MARICOPA COUNTY
4121 | 508 | MOHAVE COUNTY
4121 | 509 | NAVAJO
4121 | 510 | PIMA COUNTY
4121 | 511 | PINAL COUNTY
4121 | 512 | SANTA CRUZ COUNTY
4121 | 513 | YAVAPAI COUNTY
4121 | 514 | YUMA COUNTY
4121 | 515 | LA PAZ COUNTY
4121 | 803 | Undefined
4109 | M54 | ASPC-Florence West
4109 | M55 | ASPC-Florence West
4109 | M57 | ASPC-Florence West
4120 | M58 | ASP-Kingman
4120 | M59 | ASP-Kingman
4120 | M61 | ASP-Kingman
4120 | M62 | ASP-Kingman
4103 | L21 | ASPC-Lewis
4103 | L23 | ASPC-Lewis
4103 | L25 | ASPC-Lewis
4107 | A74 | ASPC-FLORENCE, KASSON MHW
4108 | A75 | ASPC Eyman BROWNING D RW II
4104 | B65 | ASPC-Perryville SANTA CRUZ II
4108 | A60 | ASPC-Eyman, AZ
4119 | Y12 | ASPC-Y DAKOTA MHW
4119 | Y13 | ASPC-Y DAKOTA II
4118 | W17 | ASPC-Winslow
4104 | B68 | ASPC-PV S. MARIA CDU
4104 | B67 | ASPC-PV SM RECEPTION
4104 | B66 | ASPC-PV S. MARIA II
4103 | L47 | ASPC-L BRCHY MDM III
4103 | L46 | ASPC-L RAST CLS III
4104 | B62 | ASPC-PV Lumley Medium
4104 | B63 | ASPC-PV Lumley Medium
4116 | C51 | ASPC-Tucson MINORS FEMALE
4103 | L52 | ASPC-L STINER UNT II
4104 | B69 | ASPC-PV COMPLEX MH
4104 | B70 | ASPC-PV COMPLEX WARD
4101 | B71 | ASPC-PHX HENRY WARD

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4112 | D14 | ASPC-Douglas, Eggers Unit

4103 | L49 | ASPC-L STINER TRNSTR

4109 | M66 | ASPC-Florence West

(233 rows)

From: George Martinez <gmartinez1@azadc.gov>
Sent: Thursday, December 19, 2019 9:52 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

Steve, back in UAT, we changed to another Inmate # [redacted] What do you show as his Class or Service?

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Dec 19, 2019 at 8:43 PM Shieldes, Steve <sshieldes@icsolutions.com> wrote:

> ok ... here is the latest Upd location:'L40' -> 'M83' the location changed from L40 to M83
>
> 21:31:50.972 58644 REMOTE_ADDR:172.19.1

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Aaron Bailey; Aaron Pratt; Holly Greene; Dean Allen; Chris Masson
Cc: Jey Whitson1; Shieldes, Steve; gmartinez1; Dwight Cloud
Subject: Locator Code issues
Date: Saturday, December 28, 2019 1:17:43 PM

There are multiple email threads going around about the same issue – but people are not changing the subject of the email to match the content of the email and everyone is not being copied on all email chains

This email chain was sent out this morning under the subject of PAN but it is actually about Location

From this email chain it is not clear that we still have a Loction issue – Steve and George ran a script that updated Locator Codes on Dec 20th

So it looks like we first thing we need to do is track down if there is still a Locator issue.

Reported issue from the past were:

- empty Locator codes in enforcer
  - We need Century Link to provide this list
- Locator Codes in enforcer that don't match ACIS
  - When Chris M gets back on Monday we can provide a list of the ACIS inmate Locator Codes (ADC #, Locator Code)
  - If Century Link can provide a similar list from enforcer (ADC #, Locator Code)

Armed with that information we can determine what to do

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com
Business & Decision

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Saturday, December 28, 2019 9:49 AM
To: Aaron Pratt <aaron.pratt@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Shieldes, Steve <sshieldes@icsolutions.com>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Fw: API - Rest Detail for adding PAN

Hi Aaron,

The issue with location codes in Enforcer doesn't have a solution planned yet or an ETA, but it certainly needs one. The issue, as I understand it, is that inmates who changed location between go-live and 2019-12-20 had their locations updated in ACIS but not Enforcer. When those locations don't match, inmates may not be able to place calls. George and I don't have a list of affected inmates. We've put bug 41119 in, but this is another that may require special collaboration. I see two tasks and six possible options, but I could really use some recommendations from you and Steve and Jey:

1. Identify the affected inmates (three options):
(a) collect and contrast inmate locations in ACIS and Enforcer OR
(b) get an ACIS query listing inmates whose locations changed in ACIS between 2019-11-29 and 2019-12-20 OR
(c) gather the list of problem inmates from ACIS users

2. Update Enforcer locations for affected inmates (three options):
(a) write and run an Enforcer script OR
(b) trigger a location update through the ACIS/Enforcer interface OR
(c) manually update locations in Enforcer through the Enforcer GUI

We created bug 41119 as the bug for this issue. Bug 40834 "Visitors on verified "PENDING" status are able to receive phone calls from the inmate(s) they are applying to visit." is not the same issue. We used a separate bug for the root issue where ACIS was not triggering Enforcer location code updates, which is resolved and closed (40750). 41119 applies only to the remaining data clean up.

On Sat, Dec 28, 2019 at 9:24 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> Hey guys. Regarding the locator code issue with enforcer. See this email from George to Steve on the 20th. Was this not to correct the issue? I'm not sure if this data is correct or not but it seems to indicate that George and Steve had a plan back on the 20th to correct the data. However when I bring this up to George (ie comments in bug 40834) he doesn't seem to know what I'm referring to. Also I think 41119 is a duplicate. I don't think both of these bugs need to remain open.
>
> Thanks,
> Aaron
>
> ---
>
> **From:** George Martinez <gmartinez1@azadc.gov>
> **Sent:** Friday, December 20, 2019 3:27:33 PM
> **To:** Shieldes, Steve <sshieldes@icsolutions.com>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Subject:** Re: API - Rest Detail for adding PAN
>
> Steve, here is the file. Please review and let's talk to make sure we are on the same page. The green locators are the current location of where the inmates are located.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Fri, Dec 20, 2019 at 12:51 PM George Martinez <gmartinez1@azadc.gov> wrote:
>
> > Steve, I'm still working on the file of inmates with mismatching locations. It's about 50/50 of mismatches.

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Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Fri, Dec 20, 2019 at 12:49 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> For #2. The API part is being testing in our QA environment and will go to UAT once validated.
>
> Thanks,
>
> Aaron

From: Shieldes, Steve <sshieldes@icsolutions.com>
Sent: Friday, December 20, 2019 12:25 PM
To: Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: API - Rest Detail for adding PAN

Greetings,

I have not heard anything from anyone … what is the current state.

#1) should I update the inmate sites based on mapping the locations to the external site codes and sites ?

#2) is the API being updated to have the location data put in the ext_site_cd in the json block ?

Kind Regards,

Steve Shieldes

Director IT

IC Solutions

e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

From: Shieldes, Steve
Sent: Friday, December 20, 2019 8:01 AM
To: Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: API - Rest Detail for adding PAN

Greetings,

George M., based on the location values and using that mapped for the site_id .. here is the list of inmates currently listed in the wrong site on the enforcer. I would like to correct these, so the inmates are able to make calls.

NOTE: these inmates are unable to make calls is there enforcer site is not what the real site is.

Kind Regards,

Steve Shieldes

Director IT

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e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

AMERICAN OVERSIGHT

From: Shieldes, Steve
Sent: Friday, December 20, 2019 7:34 AM
To: Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: API - Rest Detail for adding PAN

Greetings,

Aaron, "You want the same value BOTH "location" AND "ext_site_cd"? " --- YES that would be the best but most important to have the value in the "ext_site_cd".

George M, I am going to look at the "location" column for the inmate and map to the ext_site_cd column update the correct site_id that the inmate should have if they do not match correctly. I will send the list before I do it.

So it's hard to explain the difference between location and ext_site_cd .. but let me try.

ext_site_cd = A value that we use to map a relation to what ICS uses as a site_id, and this is what we call a "site or facility"

EXAMPE

ext_site_cd | site_id | name

----------+---------+----------------------

M51 | 4115 | ASP-Marana CCTF, AZ

M52 | 4115 | ASP-Marana CCTF, AZ

M58 | 4120 | ASP-Kingman, AZ

M59 | 4120 | ASP-Kingman, AZ

M61 | 4120 | ASP-Kingman, AZ

M62 | 4120 | ASP-Kingman, AZ

M63 | 4120 | ASP-Kingman, AZ

S04 | 4114 | ASPC-Ft Grant, AZ

S05 | 4114 | ASPC-Ft Grant, AZ

Location = can have the same value as ext_site_cd but normally the location is related to the Building and Pod and Bed location of the inmate.

Kind Regards,

Steve Shieldes

Director IT

IC Solutions

e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

From: Aaron Pratt <aaron.pratt@bndna.com>
Sent: Thursday, December 19, 2019 11:52 PM
To: Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Shieldes, Steve <sshieldes@icsolutions.com>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: API - Rest Detail for adding PAN

I have checked in changes to match what Steve is requesting the JSON to look like. As stated this doesn't match the FSD but I assume that Steve knows best and no one has made any argument to the contrary. So since this is a .Net code change and SQL code change it will require a new build. I suggest we proceed with this path tomorrow so that it can still be part of version 5.1.216.x for deployment Friday evening:

1. Merge changesets 26830 and 26834 to QA branch.
2. Redeploy to QA the same code as Thursday except for the newly merged 2 sets.
3. B&D internal test (the more cases the better).
4. If looks good merge changesets 26830 and 26834 to UAT branch.
5. Redeploy to UAT the same code as Thursday except for these 2 changesets.
6. ADC acceptance test.
7. From here just merge the 2 changesets to PROD branch along with all the other 5.1.216.x changes sent to UAT Thursday to be deployed to PROD for scheduled Friday deploy.

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Thanks,

Aaron

From: Dean Allen <dean.allen@bndna.com>
Sent: Thursday, December 19, 2019 10:31 PM
To: gmartinez1 <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Shieldes, Steve <sshieldes@icsolutions.com>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

Thanks for the update

Dean

> On Dec 19, 2019, at 10:23 PM, George Martinez <gmartinez1@azadc.gov> wrote:
>
> Dwight/Dean, a recap of the evening.
>
> - The testing in UAT of activating an inmate was successful. He showed up in Enforcer as well.
> - Testing the Active/Inactive PANs was successful. Visitors that show as Active on the Visitor Registration, but not in Enforcer don't have phone numbers.
> - While testing, we took a closer look at the location mismatch. This is what Aaron P. is pointing out. This will be addressed in the morning with Steve, Aaron P. and Raj.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Thu, Dec 19, 2019 at 9:50 PM Aaron Pratt <aaron.pratt@bndna.com> wrote:
>
> > I only want to make sure because what is being sent matches the spec…
> >
> > <image001.png>
> >
> > ---
> >
> > **From:** Aaron Pratt
> > **Sent:** Thursday, December 19, 2019 9:43 PM
> > **To:** Shieldes, Steve <sshieldes@icsolutions.com>; gmartinez1 <gmartinez1@azadc.gov>
> > **Cc:** Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
> > **Subject:** RE: API - Rest Detail for adding PAN
> >
> > So Steve,
> >
> > You want the same value BOTH “location” AND “ext_site_cd”?
> >
> > Thanks,
> >
> > Aaron
> >
> > ---
> >
> > **From:** Shieldes, Steve <sshieldes@icsolutions.com>
> > **Sent:** Thursday, December 19, 2019 9:07 PM
> > **To:** gmartinez1 <gmartinez1@azadc.gov>
> > **Cc:** Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
> > **Subject:** Re: API - Rest Detail for adding PAN
> >
> > Ok .. I think I see what may be the issue. --- so ext_side_id should be ext_site_cd and the location value should be passed as the value to the ext_site_cd

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21:46:24.000 0 json_put_inmates: json_parse_fcgi:{"inmates":
[{"inmate_id":"[redacted]"first_name":"[redacted]"last_name":"[redacted]"middle_name":"","inmate_class":"301","location":"M81","status":"ACTIVE","ext_side_id":"AIMS2"}]}

should be

21:46:24.000 0 json_put_inmates: json_parse_fcgi:{"inmates":
[{"inmate_id":"[redacted]"first_name":"[redacted]"last_name":"[redacted]"middle_name":"","inmate_class":"301","location":"M81","status":"ACTIVE","ext_site_cd":"M81"}]}

inmate?username=string&auth_key=string&action=update&inmate_id=string[&master_id=string]&first_name=string&last_name=string[&middle_name=string]
[&ext_site_cd=string][&pin=string][&passcode=string][&location=string][&inmate_class=string][&comment=string][&status=string]

From: Shieldes, Steve <sshieldes@icsolutions.com>
Sent: Thursday, December 19, 2019 9:58 PM
To: George Martinez <gmartinez1@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

Here is what we have as a mapping for external site code to our site ids

enf_azdoc=# select site_id as enforcer_site_id,external_site_cd,descrip from external_site_list ;

enforcer_site_id	external_site_cd	descrip
4108	A67	ASPC-Eyman, SMU Temp CDU
4107	A63	Florence North Unit
4104	B42	ASPC-Perryville
4112	D03	ASPC-Douglas
4112	D06	ASPC-Douglas
4112	D08	ASPC-Douglas
4112	D11	ASPC-Douglas
4112	D35	ASPC-Douglas
4113	D04	ASP-Papago
4108	A21	ASPC-Eyman
4108	A27	ASPC-Eyman
4108	A30	ASPC-Eyman
4108	A32	ASPC-Eyman
4108	A34	ASPC-Eyman
4108	A37	ASPC-Eyman
4108	A38	ASPC-Eyman
4108	A40	ASPC-Eyman
4108	A42	ASPC-Eyman
4108	A43	ASPC-Eyman
4108	A44	ASPC-Eyman
4108	A46	ASPC-Eyman
4108	A50	ASPC-Eyman
4108	A51	ASPC-Eyman
4108	A52	ASPC-Eyman
4108	A53	ASPC-Eyman
4108	A55	ASPC-Eyman
4108	A56	ASPC-Eyman
4107	A01	ASPC-Florence
4107	A03	ASPC-Florence
4107	A23	ASPC-Florence
4107	A54	ASPC-Florence

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4107 | A57 | ASPC-Florence
4107 | A58 | ASPC-Florence
4110 | B19 | ASP-Globe
4110 | B23 | ASP-Globe
4103 | L02 | ASPC-Lewis
4103 | L03 | ASPC-Lewis
4103 | L05 | ASPC-Lewis
4103 | L09 | ASPC-Lewis
4103 | L11 | ASPC-Lewis
4103 | L14 | ASPC-Lewis
4103 | L17 | ASPC-Lewis
4103 | L29 | ASPC-Lewis
4103 | L31 | ASPC-Lewis
4103 | L32 | ASPC-Lewis
4103 | L34 | ASPC-Lewis
4103 | L35 | ASPC-Lewis
4103 | L36 | ASPC-Lewis
4103 | L37 | ASPC-Lewis
4103 | L38 | ASPC-Lewis
4115 | M51 | Marana Community Correctional Facility, AZ
4115 | M52 | Marana Community Correctional Facility, AZ
4104 | B00 | ASPC-Perryville
4104 | B01 | ASPC-Perryville
4104 | B02 | ASPC-Perryville
4104 | B03 | ASPC-Perryville
4104 | B16 | ASPC-Perryville
4104 | B27 | ASPC-Perryville
4104 | B28 | ASPC-Perryville
4104 | B29 | ASPC-Perryville
4104 | B30 | ASPC-Perryville
4104 | B35 | ASPC-Perryville
4104 | B36 | ASPC-Perryville
4104 | B41 | ASPC-Perryville
4104 | B50 | ASPC-Perryville
4104 | B51 | ASPC-Perryville
4104 | B52 | ASPC-Perryville
4104 | B53 | ASPC-Perryville
4104 | B54 | ASPC-Perryville
4104 | B55 | ASPC-Perryville
4101 | B06 | ASCP-Phoenix
4101 | B08 | ASCP-Phoenix
4101 | B11 | ASCP-Phoenix
4101 | B12 | ASCP-Phoenix
4101 | B13 | ASCP-Phoenix
4101 | B22 | ASCP-Phoenix
4101 | B44 | ASCP-Phoenix
4101 | B45 | ASCP-Phoenix
4116 | A45 | ASPC-Tucson
4116 | C45 | ASPC-Tucson
4108 | A62 | ASPC-Eyman
4108 | A64 | ASPC-Eyman
4103 | L42 | ASPC-Lewis, Rast Close 2
4108 | A08 | ASPC-Eyman
4108 | A14 | ASPC-Eyman
4108 | A19 | ASPC-Eyman
4107 | A04 | ASPC-Florence
4107 | A11 | ASPC-Florence

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4102 | M48 | ASP-Phoenix West
4102 | M53 | ASP-Phoenix West
4105 | M82 | Red Rock Correctional Center
4105 | M80 | Red Rock Correctional Center
4105 | M90 | Red Rock Correctional Center
4105 | M81 | Red Rock Correctional Center
4111 | S01 | ASPC-Safford
4111 | S02 | ASPC-Safford
4111 | S03 | ASPC-Safford
4114 | S05 | ASP Ft. Grant
4114 | S04 | ASPC-Safford
4116 | C44 | ASPC-Tucson
4116 | C01 | ASPC-Tucson
4116 | C02 | ASPC-Tucson
4116 | C04 | ASPC-Tucson
4116 | C09 | ASPC-Tucson
4116 | C11 | ASPC-Tucson
4116 | C13 | ASPC-Tucson
4116 | C14 | ASPC-Tucson
4116 | C15 | ASPC-Tucson
4116 | C17 | ASPC-Tucson
4116 | C18 | ASPC-Tucson
4116 | C19 | ASPC-Tucson
4116 | C22 | ASPC-Tucson
4116 | C23 | ASPC-Tucson
4116 | C26 | ASPC-Tucson
4116 | C28 | ASPC-Tucson
4116 | C29 | ASPC-Tucson
4116 | C34 | ASPC-Tucson
4116 | C35 | ASPC-Tucson
4116 | C37 | ASPC-Tucson
4116 | C40 | ASPC-Tucson
4116 | C41 | ASPC-Tucson
4116 | C42 | ASPC-Tucson
4116 | C43 | ASPC-Tucson
4118 | W01 | ASPC-Winslow
4118 | W02 | ASPC-Winslow
4118 | W03 | ASPC-Winslow
4118 | W12 | ASPC-Winslow
4107 | A76 | ASPC-F KASSON BMU
4117 | W06 | W-APACHE DETN
4117 | W05 | W-APACHE-MIN GP
4119 | Y01 | ASPC-Yuma
4119 | Y02 | ASPC-Yuma
4119 | Y03 | ASPC-Yuma
4119 | Y04 | ASPC-Yuma
4119 | Y08 | ASPC-Yuma
4119 | Y09 | ASPC-Yuma
4119 | Y10 | ASPC-Yuma
4119 | Y11 | ASPC-Yuma
4105 | M84 | Red Rock CC Med
4116 | C46 | ASPC-Tucson-Minors #2,
4111 | S06 | ASPC-Safford
4104 | B57 | ASPC-Perryville
4103 | L39 | ASPC-Lewis
4108 | A12 | ASPC-Eyman
4116 | C47 | ASPC-Tucson

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4107 | A66 | ASPC-Florence
4104 | B58 | ASPC-Perryville
4116 | C48 | ASPC Tucson Manzanita MHW
4104 | B59 | ASPC-Perryville
4103 | L41 | ASPC-Lewis
4104 | B60 | ASPC-Perryville
4105 | M83 | Red Rock Med
4109 | M65 | ASPC-Florence West
4120 | M63 | Kingman Med Hualapai
4104 | B61 | Perryville - Piestewa Employment Center
4116 | C49 | Tucson - Manzanita Employment Center
4103 | L40 | Lewis - Sunrise Employment Center
4108 | A68 | ASPC-Eyman, Browning Temp CDU
4108 | A69 | ASPC-Eyman, Rynning West
4108 | A70 | ASPC-Eyman, SMU Close A70
4108 | A71 | ASPC-Eyman
4108 | A73 | ASPC-Eyman
4107 | A72 | ASPC-Florence
4108 | A61 | ASPC Eyman
4101 | B43 | ASCP-Phoenix
4107 | A48 | ASPC-Florence
4103 | L24 | ASPC - Lewis SUNRISE
4103 | L44 | ASPC - Lewis BACHMAN MEDIUM
4103 | L43 | ASPC - Lewis Barchey MHW Transition Close
4103 | L16 | ASPC - Lewis-BACHMAN TRANSITORY MIN GP
4103 | L08 | ASPC - Lewis-BACHMAN MIN GP
4103 | L45 | ASPC-Lewis Eagle Point GP
4101 | B64 | ASPC PHOENIX QUIET MHW
4107 | A05 | ASPC-F SPC UNIT
4107 | A06 | ASPC-F ADMIN. SEG.
4107 | A07 | ASPC-F PIACHO UNIT
4121 | 501 | ASP-Apache
4116 | C50 | ASPC TUCSON RINCON II
4106 | M70 | CACF
4106 | M71 | CACF
4107 | A02 | ASPC-F SOUTH UNIT
4107 | A45 | TEMPE ST. LUKES HOSPITAL
4121 | E01 | LAW ENFORC. CONSULT
4121 | E02 | C.O. SPECIAL SERVICES
4121 | E03 | CC/CS
4121 | E04 | CENTRAL OFFICES
4121 | 502 | COCHISE
4121 | 503 | COCONINO
4121 | 504 | GILA
4121 | 505 | GRAHAM
4121 | 506 | GREENLEE COUNTY
4121 | 507 | MARICOPA COUNTY
4121 | 508 | MOHAVE COUNTY
4121 | 509 | NAVAJO
4121 | 510 | PIMA COUNTY
4121 | 511 | PINAL COUNTY
4121 | 512 | SANTA CRUZ COUNTY
4121 | 513 | YAVAPAI COUNTY
4121 | 514 | YUMA COUNTY
4121 | 515 | LA PAZ COUNTY
4121 | 803 | Undefined
4109 | M54 | ASPC-Florence West

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4109 | M55 | ASPC-Florence West
4109 | M57 | ASPC-Florence West
4120 | M58 | ASP-Kingman
4120 | M59 | ASP-Kingman
4120 | M61 | ASP-Kingman
4120 | M62 | ASP-Kingman
4103 | L21 | ASPC-Lewis
4103 | L23 | ASPC-Lewis
4103 | L25 | ASPC-Lewis
4107 | A74 | ASPC-FLORENCE, KASSON MHW
4108 | A75 | ASPC Eyman BROWNING D RW II
4104 | B65 | ASPC-Perryville SANTA CRUZ II
4108 | A60 | ASPC-Eyman, AZ
4119 | Y12 | ASPC-Y DAKOTA MHW
4119 | Y13 | ASPC-Y DAKOTA II
4118 | W17 | ASPC-Winslow
4104 | B68 | ASPC-PV S. MARIA CDU
4104 | B67 | ASPC-PV SM RECEPTION
4104 | B66 | ASPC-PV S. MARIA II
4103 | L47 | ASPC-L BRCHY MDM III
4103 | L46 | ASPC-L RAST CLS III
4104 | B62 | ASPC-PV Lumley Medium
4104 | B63 | ASPC-PV Lumley Medium
4116 | C51 | ASPC-Tucson MINORS FEMALE
4103 | L52 | ASPC-L STINER UNT II
4104 | B69 | ASPC-PV COMPLEX MH
4104 | B70 | ASPC-PV COMPLEX WARD
4101 | B71 | ASPC-PHX HENRY WARD
4112 | D14 | ASPC-Douglas, Eggers Unit
4103 | L49 | ASPC-L STINER TRNSTR
4109 | M66 | ASPC-Florence West

(233 rows)

From: George Martinez <gmartinez1@azadc.gov>
Sent: Thursday, December 19, 2019 9:52 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; Jey Whitson <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

Steve, back in UAT, we changed to another Inmate # [redacted] What do you show as his Class or Service?

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Dec 19, 2019 at 8:43 PM Shieldes, Steve <sshieldes@icsolutions.com> wrote:

> ok ... here is the latest Upd location:'L40' -> 'M83' the location changed from L40 to M83
>
> 21:31:50.972 58644 REMOTE_ADDR:172.19.16.4
> 21:31:50.972 0 POST /api/inmate_cos [application/x-www-form-urlencoded]
> 21:31:50.972 0 get_post read 81 bytes
> 21:31:50.972 0 fcgi query: inmate_seq=22994152&username=gmartinez1&auth_key=**********
> 21:31:50.973 1 get_cur_user set to 'gmartinez1'

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21:31:50.974 1 site_tmzone:'America/Phoenix'

21:31:50.974 0 respond_api start path:'/inmate_cos'

21:31:50.974 0 inmate_cos inmate_seq 22994152 site_id 0 effective_dttm " (America/Phoenix): slurp_inmate_cos_params inmate_seq:22994152 class_id:0 site_id:0 now:2019-12-19 20:31:50 (America/Phoenix)

21:31:50.979 5 inmate_cos inmate_seq 22994152 site_id 0 effective_dttm " (America/Phoenix): slurp_inmate_cos_params using inmate site_id 731

21:31:50.982 3 inmate_cos inmate_seq 22994152 site_id 0 effective_dttm " (America/Phoenix): dbg_cos_params: now: 2019-12-19 20:31:50

21:31:50.982 0 inmate_cos inmate_seq 22994152 site_id 0 effective_dttm " (America/Phoenix): default_period: [2019-12-19, 2019-12-20)

21:31:50.982 0 inmate_cos inmate_seq 22994152 site_id 0 effective_dttm " (America/Phoenix): legal_calls_only: false

21:31:50.982 0 inmate_cos inmate_seq 22994152 site_id 0 effective_dttm " (America/Phoenix): respond_api end path:'/inmate_cos'

21:40:22.942 511s REMOTE_ADDR:54.70.197.142

21:40:22.942 0 POST /api/auth.php [application/x-www-form-urlencoded]

21:40:22.942 0 get_post read 33 bytes

21:40:22.942 0 fcgi query: username=bndna&password=*********

21:40:22.943 1 get_cur_user set to 'bndna'

21:40:22.944 1 site_tmzone:'America/Phoenix'

21:40:22.944 0 respond_api start path:'/auth'

21:40:22.944 0 auth: username:'bndna'

21:40:22.956 12 auth: bndna: pw good, insert user_auth

21:40:22.958 2 auth: bndna: existing valid auth found, update expiration ('15200cdcf9ac64a8e7228245887d0c5f')

21:40:22.961 3 auth: respond_api end path:'/auth'

21:40:23.132 171 REMOTE_ADDR:54.70.197.142

21:40:23.132 0 PUT /api/inmate.php [application/json; charset=utf-8]

21:40:23.132 0 fcgi query: username=bndna&auth_key=**********

21:40:23.133 1 get_cur_user set to 'bndna'

21:40:23.134 1 site_tmzone:'America/Phoenix'

21:40:23.134 0 respond_api start path:'/inmate'

21:40:23.138 4 inmate: check_access username:'bndna' access_code:'inmate_modify' rc:0 level:0/"

21:40:23.140 2 inmate: user_auth validate succeeded for 'bndna'; expires:'2019-12-20 04:40:22'

21:40:23.143 3 inmate: check_access username:'bndna' access_code:'inmate_view' rc:0 level:0/"

21:40:23.146 3 inmate: user_auth validate succeeded for 'bndna'; expires:'2019-12-20 04:40:22'

21:40:23.146 0 inmate: no action given means everything is contained in json PUT/POST

21:40:23.146 0 json_put_inmates: get_post read 177 bytes

21:40:23.146 0 json_put_inmates: json_parse_fcgi:{"inmates":
[{"inmate_id":"[redacted]","first_name":"[redacted]","last_name":"[redacted]","middle_name":"[redacted]","inmate_class":"300","location":"M83","status":"ACTIVE","ext_side_id":"AIMS2"}]}

21:40:23.146 0 json_put_inmates: starting inmate processing

21:40:23.146 0 json_put_inmates: sync:false

21:40:23.146 0 json_put_inmates[0]: processing inmate_id:[redacted]

21:40:23.146 0 json_put_inmates[0]: START INMATE-ID-REC, id [redacted] add (style 0)

21:40:23.146 0 inmateid[redacted] action add changed to modify

21:40:23.147 1 inmateid[redacted] class not found from string '300', using int val

21:40:23.151 4 inmateid[redacted] transaction-id check skipped

21:40:23.153 2 inmateid[redacted] test_xmlactivate--in mode:1 id [redacted] old_stat 0/allow new_stat 0/allow

21:40:23.153 0 inmateid[redacted] test_xmlactivate-- nothing to do

21:40:23.153 0 inmateid[redacted] Upd location:'L40' -> 'M83'

NOTICE: Add Work:inmate_move ID[redacted] in 15min

NOTICE: info: UPDATE TRIGGER called FUNCTION: chk_external_site_list_and_assign_site_id MESSAGE: No match to external_site_location_regex therefore inmate site_id will remain 731

21:40:23.313 160 inmateid[redacted] pin:'(null)'

21:40:23.313 0 inmateid[redacted] Finished InmateID Record.

21:40:23.313 0 json_inmate_identification rc: 0 result_code: 0

21:40:23.314 1 json_put_inmates: finished inmate processing

21:40:23.314 0 respond_api end path:'/inmate'

From: Shieldes, Steve <sshieldes@icsolutions.com>
Sent: Thursday, December 19, 2019 9:32 PM
To: Dwight Cloud <dcloud@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; George Martinez <gmartinez1@azadc.gov>; Jey Whitson <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

AMERICAN OVERSIGHT

Here is what came through -- location was set to L40 and the class to 300

21:30:51.759 630s REMOTE_ADDR:54.70.197.142

21:30:51.759 0 POST /api/auth.php [application/x-www-form-urlencoded]

21:30:51.759 0 get_post read 33 bytes

21:30:51.759 0 fcgi query: username=bndna&password=*********

21:30:51.760 1 get_cur_user set to 'bndna'

21:30:51.761 1 site_tmzone:'America/Phoenix'

21:30:51.761 0 respond_api start path:'/auth'

21:30:51.761 0 auth: username:'bndna'

21:30:51.773 12 auth: bndna: pw good, insert user_auth

21:30:51.775 2 auth: bndna: existing valid auth found, update expiration ('15200cdcf9ac64a8e7228245887d0c5f')

21:30:51.797 22 auth: respond_api end path:'/auth'

21:30:51.951 154 REMOTE_ADDR:54.70.197.142

21:30:51.951 0 PUT /api/inmate.php [application/json; charset=utf-8]

21:30:51.951 0 fcgi query: username=bndna&auth_key=**********

21:30:51.952 1 get_cur_user set to 'bndna'

21:30:51.953 1 site_tmzone:'America/Phoenix'

21:30:51.953 0 respond_api start path:'/inmate'

21:30:51.955 2 inmate: check_access username:'bndna' access_code:'inmate_modify' rc:0 level:0/"

21:30:51.958 3 inmate: user_auth validate succeeded for 'bndna'; expires:'2019-12-20 04:30:51'

21:30:51.960 2 inmate: check_access username:'bndna' access_code:'inmate_view' rc:0 level:0/"

21:30:51.962 2 inmate: user_auth validate succeeded for 'bndna'; expires:'2019-12-20 04:30:51'

21:30:51.962 0 inmate: no action given means everything is contained in json PUT/POST

21:30:51.962 0 json_put_inmates: get_post read 177 bytes

21:30:51.962 0 json_put_inmates: json_parse_fcgi:{"inmates":
[{"inmate_id":[redacted] "first_name":[redacted] "last_name":[redacted] "middle_name":[redacted] "inmate_class":"300","location":"L40","status":"ACTIVE","ext_side_id":"AIMS2"}]}

21:30:51.962 0 json_put_inmates: starting inmate processing

21:30:51.962 0 json_put_inmates: sync:false

21:30:51.963 1 json_put_inmates[0]: processing inmate_id:[redacted]

21:30:51.963 0 json_put_inmates[0]: START INMATE-ID-REC, id [redacted] add (style 0)

21:30:51.963 0 inmateid[redacted] action add changed to modify

21:30:51.964 1 inmateid[redacted] class not found from string '300', using int val

21:30:51.966 2 inmateid[redacted] transaction-id check skipped

21:30:51.967 1 inmateid[redacted] test_xmlactivate--in mode:1 id [redacted] old_stat 0/allow new_stat 0/allow

21:30:51.967 0 inmateid[redacted] test_xmlactivate-- nothing to do

21:30:51.967 0 inmateid[redacted] Upd location:" -> 'L40'

NOTICE: Add Work:inmate_move ID[redacted] in 15min

NOTICE: info: UPDATE TRIGGER called FUNCTION: chk_external_site_list_and_assign_site_id MESSAGE: No match to external_site_location_regex therefore inmate site_id will remain 731

21:30:52.327 360 inmateid[redacted] pin:'(null)'

21:30:52.327 0 inmateid[redacted] Finished InmateID Record.

21:30:52.327 0 json_inmate_identification rc: 0 result_code: 0

21:30:52.328 1 json_put_inmates: finished inmate processing

21:30:52.328 0 respond_api end path:'/inmate'

From: Shieldes, Steve <sshieldes@icsolutions.com>
Sent: Thursday, December 19, 2019 9:22 PM
To: Dwight Cloud <dcloud@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; George Martinez <gmartinez1@azadc.gov>; Jey Whitson <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

Greetings,

Here is the Log of what just came through

21:20:20.586 916s REMOTE_ADDR:54.70.197.142

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21:20:20.586 0 POST /api/auth.php [application/x-www-form-urlencoded]

21:20:20.586 0 get_post read 33 bytes

21:20:20.586 0 fcgi query: username=bndna&password=*********

21:20:20.587 1 get_cur_user set to 'bndna'

21:20:20.588 1 site_tmzone:'America/Phoenix'

21:20:20.588 0 respond_api start path:'/auth'

21:20:20.588 0 auth: username:'bndna'

21:20:20.601 13 auth: bndna: pw good, insert user_auth

21:20:20.608 7 auth: bndna: existing valid auth found, update expiration ('15200cdcf9ac64a8e7228245887d0c5f')

21:20:20.620 12 auth: respond_api end path:'/auth'

21:20:20.775 155 REMOTE_ADDR:54.70.197.142

21:20:20.776 1 PUT /api/inmate.php [application/json; charset=utf-8]

21:20:20.776 0 fcgi query: username=bndna&auth_key=**********

21:20:20.777 1 get_cur_user set to 'bndna'

21:20:20.777 0 site_tmzone:'America/Phoenix'

21:20:20.777 0 respond_api start path:'/inmate'

21:20:20.780 3 inmate: check_access username:'bndna' access_code:'inmate_modify' rc:0 level:0/"

21:20:20.783 3 inmate: user_auth validate succeeded for 'bndna'; expires:'2019-12-20 04:20:20'

21:20:20.785 2 inmate: check_access username:'bndna' access_code:'inmate_view' rc:0 level:0/"

21:20:20.787 2 inmate: user_auth validate succeeded for 'bndna'; expires:'2019-12-20 04:20:20'

21:20:20.787 0 inmate: no action given means everything is contained in json PUT/POST

21:20:20.787 0 json_put_inmates: get_post read 174 bytes

21:20:20.787 0 json_put_inmates: json_parse_fcgi:{"inmates":
[{"inmate_id":[redacted] "first_name":[redacted] "last_name":[redacted] "middle_name":[redacted] "inmate_class":"300","location":"","status":"ACTIVE","ext_side_id":"AIMS2"}]}

21:20:20.787 0 json_put_inmates: starting inmate processing

21:20:20.787 0 json_put_inmates: sync:false

21:20:20.787 0 json_put_inmates[0]: processing inmate_id:[redacted]

21:20:20.788 1 json_put_inmates[0]: START INMATE-ID-REC, id [redacted] add (style 0)

21:20:20.788 0 inmateid[redacted] action add changed to modify

21:20:20.789 1 inmateid[redacted] class not found from string '300', using int val

21:20:20.793 4 inmateid[redacted] transaction-id check skipped

21:20:20.794 1 inmateid[redacted] test_xmlactivate--in mode:1 id [redacted] old_stat 0/allow new_stat 0/allow

21:20:20.794 0 inmateid[redacted] test_xmlactivate-- nothing to do

21:20:20.794 0 inmateid[redacted] Upd class:0 -> 300

NOTICE: info: UPDATE TRIGGER called FUNCTION: chk_external_site_list_and_assign_site_id MESSAGE: No match to external_site_location_regex therefore inmate site_id will remain 731

NOTICE: Add Work:inmate_class_change ID[redacted] in 15min

21:20:21.095 301 inmateid[redacted] pin:'(null)'

21:20:21.095 0 inmateid[redacted] Finished InmateID Record.

21:20:21.095 0 json_inmate_identification rc: 0 result_code: 0

21:20:21.097 2 json_put_inmates: finished inmate processing

21:20:21.097 0 respond_api end path:'/inmate'

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Thursday, December 19, 2019 8:43 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Christopher Little <Christopher.Little@bndna.com>; Dean Allen <dean.allen@bndna.com>; George Martinez <gmartinez1@azadc.gov>; Jey Whitson <jwhitson@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>
Subject: Re: API - Rest Detail for adding PAN

Thank you!

On Thu, Dec 19, 2019 at 7:18 PM Shieldes, Steve <sshieldes@icsolutions.com> wrote:

> Greetings,
>
> The full file has processed.
>
> Kind Regards,
>
> Steve Shieldes
>
> Director IT

AMERICAN OVERSIGHT

IC Solutions

e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

From: George Martinez <gmartinez1@azadc.gov>
Sent: Thursday, December 19, 2019 7:13 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>
Cc: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Aaron Pratt <aaron.pratt@bndna.com>; Jey Whitson <jwhitson@azadc.gov>; Christopher Little <Christopher.Little@bndna.com>
Subject: Re: API - Rest Detail for adding PAN

Everyone, Chris L. has sent out the notification that the push to UAT has happened. Jey has been notified, but he is in travel mode at the moment. He will not be able to begin testing until after 1900. He'll keep us updated.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Dec 19, 2019 at 5:53 PM Shieldes, Steve <sshieldes@icsolutions.com> wrote:

> Greetings,
>
> I ran the clean up and going to drop the generated XML file to be processed.
>
> I will send an email when the job is complete.

From: George Martinez <gmartinez1@azadc.gov>
Sent: Thursday, December 19, 2019 6:48 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>
Cc: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Saucedo, Tammie J <Tammie.J.Saucedo@centurylink.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: Re: API - Rest Detail for adding PAN

Steve, Raj and I spot checked the file. Please run your cleanup for duplicates and 9999999999, 0000000000. You are good to go.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Dec 19, 2019 at 5:41 PM Shieldes, Steve <sshieldes@icsolutions.com> wrote:

> Ok let me know when it is reviewed and I can move forward with the new file
>
> Kind Regards,
>
> Steve

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On Dec 19, 2019, at 18:19, Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

Please use this file, attached herewith. Once George verifies the data, Steve may need to repeat the cleanup steps.

I removed the reference to Legacy relationship codes which caused the mismatches.

Thanks.

From: Shieldes, Steve <sshieldes@icsolutions.com>
Sent: Thursday, December 19, 2019 5:03 PM
To: gmartinez1 <gmartinez1@azadc.gov>
Cc: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Rusty Johnson <sjohnson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Bill Meador <william.meador@centurylink.com>; Saucedo, Tammie J <tammie.j.saucedo@centurylink.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: RE: API - Rest Detail for adding PAN

Greetings,

Standing by … and the little data cleaning I did .. removed a lot of junk numbers

[redacted] PAN_20191219.txt – Original file

[redacted] PAN_20191219_E5.txt – cleaned file

I am ready to run the load for the [redacted] PANS

From: George Martinez <gmartinez1@azadc.gov>
Sent: Thursday, December 19, 2019 6:00 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>
Cc: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dean Allen <<a

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Dean Allen; Thad Lowry
Cc: Aaron Bailey; Aaron Pratt; Bill Meador; Chris Masson; Dwight Cloud; Jey Whitson1; Larkin, Geoffrey; Lippert, Gary; Lisa Dee Meyerson Marshall; Shieldes, Steve; Spencer Scott; gmartinez1
Subject: Re: AZDOC inmate Class Rules in Enforcer
Date: Saturday, December 28, 2019 11:46:29 AM

Thad and Dean-

Are there any updates on the below?

-Holly

On Sat, Dec 28, 2019 at 10:39 Thad Lowry <thad.lowry@bndna.com> wrote:

> Copying in @Dean Allen
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision
>
> **From:** Jacob Whitson <jwhitson@azadc.gov>
> **Sent:** Saturday, December 28, 2019 9:02 AM
> **To:** Aaron Bailey <abailey1@azadc.gov>
> **Cc:** Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Chris Masson <chris.masson@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Larkin, Geoffrey <glarkin@icsolutions.com>; Lippert, Gary <gary.lippert@centurylink.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Shieldes, Steve

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<sshieldes@icsolutions.com>; Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: AZDOC inmate Class Rules in Enforcer

Do we have any ETA on pushing a fix for the location updates?

On Sat, Dec 28, 2019 at 8:59 AM Aaron Bailey <abailey1@azadc.gov> wrote:

> Steve,
>
> Thanks for talking with me and George today.
>
> I understand you ran a script that changed the inmates in a "DENY" status today to a "NOCALL" status, allowing those ~1250 inmates to check balances but not place phone calls. Enforcer interprets "DENY" status differently than we expected. For a permanent fix, we agreed to an RCA on 2020-01-02, which I'll schedule. You suggested we consider using inmate classification codes rather than DENY to implement phone loss of privileges. I expect we'll talk about that and other options at our RCA.
>
> From this point on, the issue with no access to check phone balances should only recur for inmates who move to a "DENY" status (e.g. loss of privileges) between now and when we get a permanent fix in. We may need to run this script again to solve this problem for those inmates. Now that the script is run, I think we can resume work on this issue when you are available again on Jan 2.
>
> On Sat, Dec 28, 2019 at 7:56 AM Shieldes, Steve <sshieldes@icsolutions.com> wrote:
>
> > Greetings,

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In the enforcer an inmates are assigned classes and that class has a set of rules. If you want to effect all the inmates assigned a class without giving them a new class .. you can just change the set of rules.

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Saturday, December 28, 2019 8:53 AM
To: Shieldes, Steve <sshieldes@icsolutions.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Chris Masson <chris.masson@bndna.com>; George Martinez <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Larkin, Geoffrey <glarkin@icsolutions.com>; Lippert, Gary <gary.lippert@centurylink.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: AZDOC inmate Class Rules in Enforcer

We want to change the phone rules that apply to a set of inmate classes. How do we do that?

On Sat, Dec 28, 2019 at 7:44 AM Shieldes, Steve <sshieldes@icsolutions.com> wrote:

> Greetings,
>
> It's very possible that the inmates status or class will change, the enforcer is not the authoritative data source ACIS is, If a change is made in ACIS it will update the enforcer using the enforcer API as it should.
>
> So this update will be a short fix.
>
> ---
>
> **From:** Aaron Bailey <abailey1@azadc.gov>
> **Sent:** Saturday, December 28, 2019 8:41 AM
> **To:** Shieldes, Steve <sshieldes@icsolutions.com>
> **Cc:** George Martinez <gmartinez1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Chris Masson <chris.masson@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Larkin, Geoffrey <glarkin@icsolutions.com>;

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Lippert, Gary <gary.lippert@centurylink.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>

Subject: Re: AZDOC inmate Class Rules in Enforcer

If we do this, in what cases would the issue reoccur? For example, if a new inmate comes in or an inmate changes class, would they revert to a Deny status?

On Sat, Dec 28, 2019 at 7:29 AM Shieldes, Steve <sshieldes@icsolutions.com> wrote:

> Greetings,
>
> Attached is a CSV file of all AZDOC inmates with a Deny status and what class they are currently assigned. When I make the update these inmates will become active and there class will change to a class called "nocall".
>
> Please let me know when you want to do this ?
>
> ---
>
> **From:** Shieldes, Steve
> **Sent:** Saturday, December 28, 2019 8:10 AM
> **To:** Aaron Bailey <abailey1@azadc.gov>
> **Cc:** George Martinez <gmartinez1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Bill Meador <william.meador@centurylink.com>; Chris Masson <chris.masson@bndna.com>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Larkin, Geoffrey <glarkin@icsolutions.com>; Lippert, Gary <Gary.Lippert@centurylink.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: AZDOC inmate Class Rules in Enforcer
>
> Greetings trying to become awake here. I can set all inmates with a deny/lock to a "No call" class and that will makes thing better for a bit, but the real change needs to come from bndna using the enforcer API. Let me get more awake and I will send a report of all inmates that would be changing.
>
> Kind Regards,
>
> Steve

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On Dec 28, 2019, at 08:07, Aaron Bailey <abailey1@azadc.gov> wrote:

I think we need an off-hours process to carefully make a configuration change to phone rules in Enforcer. Steve Shields is out of the office, I understand, into mid next-week. I have incomplete information about the impact of this issue, but because it denies some needed types of phone access like confirming their phone balance to whole classes of inmates, I think it is urgent. I also suspect Aaron Pratt is right that this is not something that is set in ACIS. I think it is a configuration change that needs to be made on the Enforcer side.

I would like a conversation with someone on the Enforcer team before any change is made.

On Sat, Dec 28, 2019 at 6:47 AM George Martinez <gmartinez1@azadc.gov> wrote:

> Steve, this is a follow up to the phone message left by Aaron Bailey this morning. Bottomline is that we want all Deny or LOCK status changed to NOCALL. This will allow the inmates to check their balances, but not make calls to personal numbers. Please run a report that provides that list of inmates that fall into that category.
>
> We need this change done ASAP. Thanks for helping out
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

AMERICAN OVERSIGHT

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Sat, Dec 28, 2019 at 12:56 AM Aaron Pratt <aaron.pratt@bndna.com> wrote:

> I am not quite sure what it all means either. In the specification that everyone signed off on it says to send class “LOCK” and “UNLOCK” for when an inmate has been denied privileges or had them reinstated. This is what we do. Steve at ICS has noted that “LOCK” prevents them from calling even their attorney and that perhaps “NOCALL” should be used instead of “LOCK”. However we are not sure what the cases for this are what should be send to “remove” the “NOCALL” when phone privileges are given back.
>
> We can change the “statuses” or “classes” to be whatever they need to be but let’s make sure we know what we are talking about first. This list that came from George and Steve does not appear to match that. These appear to be relating the three digit code that represents an inmates custody level and phase:
>
> Example:
>
> ```
> 301          | { "max_call_freq_count" : 1,
> "max_call_freq_period" : "day" }
> ```
>
> In this example 3 in 301 means custody level 3. 1 in 301 means phase 1.
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Friday, December 27, 2019 2:22 PM
> **To:** Spencer Scott <sscott3@azadc.gov>; Aaron Pratt

AMERICAN OVERSIGHT

<aaron.pratt@bndna.com>
Cc: gmartinez1 <gmartinez1@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: RE: AZDOC inmate Class Rules in Enforcer

Copying @Aaron Pratt

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

<image001.jpg>

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, December 27, 2019 2:18 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: gmartinez1 <gmartinez1@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Jey Whitson1 <jwhitson@azadc.gov>
Subject: Re: AZDOC inmate Class Rules in Enforcer

Aaron Pratt will know what do to with this information. He and Steve Shields ICS have been in conversation regarding the codes.

AMERICAN OVERSIGHT

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

On Fri, Dec 27, 2019 at 2:12 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> I have no idea what you want me to do with the code supplied below
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> <image001.jpg>
>
> **From:** George Martinez <gmartinez1@azadc.gov>
> **Sent:** Friday, December 27, 2019 11:47 AM
> **To:** Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Fwd: AZDOC inmate Class Rules in Enforcer

AMERICAN OVERSIGHT

Here are the different Class codes.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Shieldes, Steve** <sshieldes@icsolutions.com>
Date: Fri, Dec 27, 2019 at 11:06 AM
Subject: AZDOC inmate Class Rules in Enforcer
To: George Martinez <gmartinez1@azadc.gov>, Aaron Pratt <aaron.pratt@bndna.com>

<image002.gif>

```
enf_azdoc=# select a.class_nm,c.params from inmate_cos
a join inmate_cos_rule_xref b on (b.class_id =
a.class_id) join cos_rule c on (c.rule_id = b.rule_id)
order by 1 ;

   class_nm
|
params

--------------+-----------------------------------------
-------------------------------------------------

01            | { }

02            | { }
```

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```
03          | { }

2           | { }

201         | { "max_call_freq_count" : 1,
"max_call_freq_period" : "day" }

202         | { "max_call_freq_count" : 2,
"max_call_freq_period" : "day" }

203         | { }

3           | { }

301         | { "max_call_freq_count" : 1,
"max_call_freq_period" : "day" }

302         | { "max_call_freq_count" : 2,
"max_call_freq_period" : "day" }

303         | { "max_call_freq_count" : 5,
"max_call_freq_period" : "day" }

401         | { "max_call_freq_count" : 1,
"max_call_freq_period" : "day" }

402         | { "max_call_freq_count" : 2,
"max_call_freq_period" : "day" }

403         | { "max_call_freq_count" : 4,
"max_call_freq_period" : "day" }

5           | { }

501         | { "max_call_freq_count" : 3,
"max_call_freq_period" : "week" }

502         | { "max_call_freq_count" : 3,
"max_call_freq_period" : "week" }

503         | { "max_call_freq_count" : 3,
"max_call_freq_period" : "week" }

901         | { "max_call_freq_count" : 2,
"max_call_freq_period" : "month", "max_duration_mins" :
10 }
```

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```
902          | { "max_call_freq_count" : 3,
"max_call_freq_period" : "month", "max_duration_mins" :
10 }

903          | { "max_call_freq_count" : 1,
"max_call_freq_period" : "week", "max_duration_mins" :
10 }

A01          | { "max_call_freq_count" : 1,
"max_call_freq_period" : "week" }

A02          | { "max_call_freq_count" : 2,
"max_call_freq_period" : "week" }

A03          | { "max_call_freq_count" : 3,
"max_call_freq_period" : "week" }

B01          | { "max_call_freq_count" : -1,
"max_call_freq_period" : "day" }

B02          | { "max_call_freq_count" : -1,
"max_call_freq_period" : "day" }

B03          | { "max_call_freq_count" : 1,
"max_call_freq_period" : "week" }

C01          | { "max_call_freq_count" : -1,
"max_call_freq_period" : "day" }

C02          | { "max_call_freq_count" : -1,
"max_call_freq_period" : "day" }

C03          | { "max_call_freq_count" : -1,
"max_call_freq_period" : "day" }

Unclassified | { "max_call_freq_count" : -1,
"max_call_freq_period" : "day" }

(31 rows)
```

Kind Regards,

Steve Shieldes

Director IT

AMERICAN OVERSIGHT

IC Solutions

e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Sincerely,
Aaron Bailey

Program Manager

Office: 602.542.8467 | Cell: 480.268.5726

abailey1@azadc.gov

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--

Sincerely,
Aaron Bailey

AMERICAN OVERSIGHT

Program Manager

Office: 602.542.8467 | Cell: 480.268.5726

abailey1@azadc.gov

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--

Sincerely,
Aaron Bailey

Program Manager

Office: 602.542.8467 | Cell: 480.268.5726

abailey1@azadc.gov

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--

Sincerely,

AMERICAN OVERSIGHT

Jacob “Jey” Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADC CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: gmartinez1; Aaron Bailey; Holly Greene; Lisa Dee Meyerson Marshall; Spencer Scott; Jey Whitson1
Subject: RE: AZDOC inmate Class Rules in Enforcer
Date: Friday, December 27, 2019 2:10:55 PM

The image is blank

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Friday, December 27, 2019 11:47 AM
To: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Fwd: AZDOC inmate Class Rules in Enforcer

Here are the different Class codes.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Shieldes, Steve** <sshieldes@icsolutions.com>
Date: Fri, Dec 27, 2019 at 11:06 AM
Subject: AZDOC inmate Class Rules in Enforcer

AMERICAN OVERSIGHT

To: George Martinez <gmartinez1@azadc.gov>, Aaron Pratt <aaron.pratt@bndna.com>

```
enf_azdoc=# select a.class_nm,c.params from inmate_cos a join
inmate_cos_rule_xref b on (b.class_id = a.class_id) join cos_rule c on
(c.rule_id = b.rule_id)  order by 1 ;
   class_nm   |
params
--------------+-----------------------------------------------------------
---------------------------------
01            | { }
02            | { }
03            | { }
2             | { }
201           | { "max_call_freq_count" : 1, "max_call_freq_period" :
"day" }
202           | { "max_call_freq_count" : 2, "max_call_freq_period" :
"day" }
203           | { }
3             | { }
301           | { "max_call_freq_count" : 1, "max_call_freq_period" :
"day" }
302           | { "max_call_freq_count" : 2, "max_call_freq_period" :
"day" }
303           | { "max_call_freq_count" : 5, "max_call_freq_period" :
"day" }
401           | { "max_call_freq_count" : 1, "max_call_freq_period" :
"day" }
402           | { "max_call_freq_count" : 2, "max_call_freq_period" :
"day" }
403           | { "max_call_freq_count" : 4, "max_call_freq_period" :
"day" }
5             | { }
501           | { "max_call_freq_count" : 3, "max_call_freq_period" :
"week" }
502           | { "max_call_freq_count" : 3, "max_call_freq_period" :
"week" }
503           | { "max_call_freq_count" : 3, "max_call_freq_period" :
"week" }
901           | { "max_call_freq_count" : 2, "max_call_freq_period" :
"month", "max_duration_mins" : 10 }
902           | { "max_call_freq_count" : 3, "max_call_freq_period" :
```

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```
"month", "max_duration_mins" : 10 }
903          | { "max_call_freq_count" : 1, "max_call_freq_period" :
"week", "max_duration_mins" : 10 }
A01          | { "max_call_freq_count" : 1, "max_call_freq_period" :
"week" }
A02          | { "max_call_freq_count" : 2, "max_call_freq_period" :
"week" }
A03          | { "max_call_freq_count" : 3, "max_call_freq_period" :
"week" }
B01          | { "max_call_freq_count" : -1, "max_call_freq_period" :
"day" }
B02          | { "max_call_freq_count" : -1, "max_call_freq_period" :
"day" }
B03          | { "max_call_freq_count" : 1, "max_call_freq_period" :
"week" }
C01          | { "max_call_freq_count" : -1, "max_call_freq_period" :
"day" }
C02          | { "max_call_freq_count" : -1, "max_call_freq_period" :
"day" }
C03          | { "max_call_freq_count" : -1, "max_call_freq_period" :
"day" }
Unclassified | { "max_call_freq_count" : -1, "max_call_freq_period" :
"day" }
(31 rows)
```

Kind Regards,
Steve Shieldes
Director IT
IC Solutions
e. sshieldes@icsolutions.com
o. 210.477.7333
m. 210.392.7273

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AMERICAN OVERSIGHT

From:	Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To:	jprofiri@azadc.gov; mkearns@azadc.gov
Subject:	Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
Date:	Friday, December 27, 2019 2:04:36 PM

Hello,

I am on the bridge. Can you hear me?

Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
Scheduled: Friday, Dec 27, 2019 from 5:00 PM to 5:30 PM
Location: WebX # 1-415-655-0003 | Attendee Code: 34976404
Invitees: jprofiri@azadc.gov, mkearns@azadc.gov

Sent from my iPhone

AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Michael Kearns
Cc: jprofiri@azadc.gov; Robert Spedding; Ken Sanchez; Lisa Dee Meyerson Marshall; JR Sloan; CLOUD, DWIGHT
Subject: Re: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
Date: Friday, December 27, 2019 1:28:39 PM

Ok clear, thanks

Sent from my iPhone

> On Dec 27, 2019, at 2:49 PM, Michael Kearns <mkearns@azadc.gov> wrote:
>
> Benjamin,
> see below:
>
> From: **Maggie Lam** <mlam@azadc.gov>
> Date: Fri, Dec 27, 2019, 11:38 AM
> Subject: B&D invoice 100019334 and FTI1000211 have been paid
> To: Gergana Kovatcheva <gkovatcheva@azadc.gov>
> Cc: Diane Wahl <dwahl@azadc.gov>, David Quijada <dquijada@azadc.gov>, Jennifer Le <jle@azadc.gov>
>
> Gergana,
>
> B&D invoice 100019334 and FTI1000211 have been paid with GAX AAIMSCGRQST9.
>
> Sincerely,
>
> **Maggie Lam**
> Arizona Department of Corrections
> Administrative Services Division | Financial Services Bureau
> 1601 W Jefferson, M/C 55405, Phoenix AZ 85007
> (602) 364-3411
> mlam@azadc.gov
>
> Sincerely,
> Michael P. Kearns
> Division Director, Administrative Services
>
> On Fri, Dec 27, 2019 at 8:18 AM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:
>
> > Hello Joe and Mike,

AMERICAN OVERSIGHT

I will connect to the call today. Looking forward to speaking with you.

Thanks for the partial payment. Can you tell me during the call the exact amount that you will wire to us today?

My treasury department is asking for it.

I copy my CFO Rob. Let him know whom from in the State organization he can get the wire confirmation.

Thanks very much,

Benjamin

-----Original Appointment-----
From: jprofiri@azadc.gov <jprofiri@azadc.gov>
Sent: Thursday, October 17, 2019 1:48 PM
To: jprofiri@azadc.gov; mkearns@azadc.gov; Benjamin Bussenault
Subject: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
When: Friday, December 27, 2019 2:00 PM-2:30 PM (UTC-07:00) Arizona.
Where: WebX # 1-415-655-0003 | Attendee Code: 34976404

You have been invited to the following event.

more details »

T/C Benjamin Bussenault | REPORTS

When	Weekly from 2pm to 2:30pm on Friday Mountain Standard Time - Phoenix
Where	WebX # 1-415-655-0003 | Attendee Code: 34976404 (map)
Calendar	benjamin.bussenault@bndna.com
Who	• jprofiri@azadc.gov - organizer • dgangl1@azadc.gov - creator mkearns@azadc.gov

AMERICAN OVERSIGHT

-
- benjamin.bussenault@bndna.com

Calendared by Dawn on 10/17/19.

Going (benjamin.bussenault@bndna.com)? All events in this series: **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account benjamin.bussenault@bndna.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

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AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Holly Greene; Lisa Dee Meyerson Marshall; Spencer Scott; Aaron Bailey
Cc: Charles Spannagel; Dean Allen; Phil Wussow; Matt DeClue; Amal Houass; Aaron Pratt; Chris Masson
Subject: eOMIS back up
Date: Friday, December 27, 2019 12:51:39 PM
Attachments: image001.png

As requested – here is a write up of the issues we were having with eOmis this morning which I reported as back up in out last call earlier this morning

From: Aaron Pratt
Sent: Friday, December 27, 2019 11:12 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>
Subject: RE: eOMIS down

Here is an update on this issue. The outbound message generator failed to generate messages for a period of time this morning. Those messages were sent successfully once the service was restarted this morning at 10am. This allowed the messages to flow through.

You can see triggers stopped processing outbound messages at 5 am and started again at 10am.

MQ_STATUS_ID	MESSAGE_SUB_TYPE	SCAN_STATUS	SCAN_DATETIME	DOC_ID	PERSON_ID	CREATED_DATE	CREATED_BY	RECIPIENT
856849	A02	C	27-DEC-19 10:18:23	[redacted]	[redacted]	27-DEC-19 06:21:35	42753	EOMIS
856843	A03_A	C	27-DEC-19 10:18:23			27-DEC-19 06:20:13	35966	EOMIS
856840	A03_A	C	27-DEC-19 10:18:23			27-DEC-19 06:19:23	35966	EOMIS
856837	A03_A	C	27-DEC-19 10:18:23			27-DEC-19 06:17:41	35966	EOMIS
856834	A03_A	C	27-DEC-19 10:18:23			27-DEC-19 06:16:04	35966	EOMIS
856831	A02	C	27-DEC-19 05:08:16			27-DEC-19 05:08:10	4827	EOMIS
856829	OBX_MED	C	27-DEC-19 05:07:16			27-DEC-19 05:07:05	33885	EOMIS
856828	A02	C	27-DEC-19 05:07:16			27-DEC-19 05:06:53	4401	EOMIS
856824	OBX_MED	C	27-DEC-19 05:06:16			27-DEC-19 05:05:53	33885	EOMIS
856823	OBX_MED	C	27-DEC-19 05:05:16			27-DEC-19 05:05:12	33885	EOMIS
856820	OBX_MED	C	27-DEC-19 05:03:46			27-DEC-19 05:03:27	33885	EOMIS
856819	OBX_MED	C	27-DEC-19 05:02:45			27-DEC-19 05:02:22	33885	EOMIS
856818	A03_A	C	27-DEC-19 04:59:45			27-DEC-19 04:59:36	43458	EOMIS
856814	OBX_MED	C	27-DEC-19 04:49:45			27-DEC-19 04:49:38	4	EOMIS
856813	OBX_MED	C	27-DEC-19 04:49:45			27-DEC-19 04:49:33	4	EOMIS

So what caused the glitch and what do we do going forward? Here are some details:

We did a deploy to PROD yesterday. The background server failed to launch. Phil noticed the issue and asked for a deploy around 5am this morning. Something happened in that deploy that caused the service to glitch for outbound messages only. I think it has to do with the service starting up before the server is fully ready.

We have noticed that when AWS is building a new bg server it starts the services too soon before the instance is really ready. We have discussed different strategies with Matt's team and he mentioned that the sequencing should be modified to not start the service until a later period. The instance comes online once during build. Then comes on again when the server is actually brought online. Then it gets rebooted one time. All this should happen before services start running.

So what are the action items? Here are my suggestions:

- Find out why we have BG servers fail to deploy and fix it.
- Manually check for BG servers being successfully deployed until we are confident they are happening properly.
- Change to the services on the BG server to manual start and do a manual start of them until we can work out the sequencing so that the plug doesn't get pulled on the service when it's just coming on line.

Thanks,

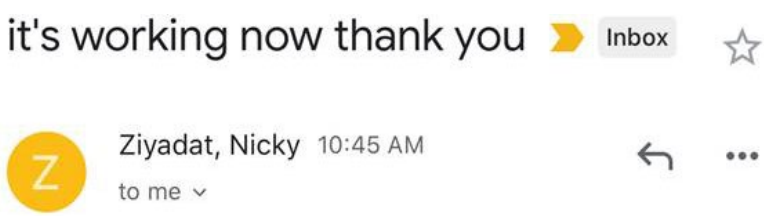
Aaron Pratt

From: Aaron Bailey <abailey1@azadc.gov>

AMERICAN OVERSIGHT

Sent: Friday, December 27, 2019 10:47 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Pratt <aaron.pratt@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Phil Wussow <phil.wussow@bndna.com>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: eOMIS down

Just received an email from a user who has noticed improvement:



Nicky Ziyadat

Laboratory Technician, ASPC-Phoenix

centurion.

2500 East Van Buren Street

Phoenix, AZ 85008

Direct 602-685-3100 Ext. 52166

Fax: 602-685-3121

nziyadat@teamcenturion.com | CenturionManagedCare.com

On Fri, Dec 27, 2019 at 10:34 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> We're working on pursuing the details provided in the bug
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com

AMERICAN OVERSIGHT

Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, December 27, 2019 10:32 AM
To: Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Re: eOMIS down

Hello Spencer and Thad-

What are our next steps following the logging of this bug?

Respectfully,

Holly Greene
Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Dec 27, 2019 at 10:28 AM Spencer Scott <sscott3@azadc.gov> wrote:

> Bug#41113 has been opened.
>
> Warm Regards,
> Spencer Scott, PMP
>
> Project Manager (IT)
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, | Phoenix, AZ 85007
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
>
> On Fri, Dec 27, 2019 at 10:22 AM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > Spenser
> >
> > We are seeing that the eOMIS interface is up and running. Transactions are occurring. There have been a few errors with some messages
> >
> > What are you seeing that makes you think the interface is down
> >
> > Can we get some details?
> >
> > Thanks,
> >
> > Thad
> >
> > Thad
> >
> > ---
> > **Thad Lowry**
> > Director of Development / Principal Consultant
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: thad.lowry@bndna.com

AMERICAN OVERSIGHT

Business & Decision

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, December 27, 2019 9:35 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Subject: eOMIS down

Thad,

We contacted B&D through multiple channels this morning to alert you about the eOMIS interface being down. I know it's only been 15 minutes since we talked but I wanted to ask you to provide every half-hour updates. I'll call you directly at 9:45 to touch base this first time.

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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From:	Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To:	Holly Greene
Cc:	Thad Lowry; Spencer Scott; Marlene Coffee; Dean Allen; gmartinez1; Dwight Cloud; Aaron Bailey; Chris Masson; Jey Whitson1; Tara Diaz
Subject:	Re: Reports Module
Date:	Friday, December 27, 2019 12:08:07 PM
Attachments:	image.png

Hi Holy,

I texted Spencer at 8:46 that the module was back up. We then moved to Emois. I am remote and on PTO so I am having to communicate via my cell phone.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

> On Dec 27, 2019, at 11:47 AM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Hi Thad-
>
> Any updates on this?
>
> Respectfully,
>
> Holly Greene
>
> Deputy CIO
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Fri, Dec 27, 2019 at 8:14 AM Spencer Scott <sscott3@azadc.gov> wrote:

> FYI for all, Charles Spannagel is aware and escalating on our behalf.
>
> Warm Regards,
>
> Spencer Scott, PMP
>
> Project Manager (IT)
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, | Phoenix, AZ 85007
>
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
>
> On Fri, Dec 27, 2019 at 8:13 AM Marlene Coffey <mcoffey@azadc.gov> wrote:
>
> > Good Morning,
> >
> > We are unable to access the reports module today. Below is the error we receive:
> >
> > <image.png>
> >
> > Respectfully,
> >
> > Marlene Coffey, ADW
> >
> > Protective Custody Unit
> >
> > AIMS2 Testing/Training Administrator
> >
> > 602-542-0126
> >
> > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Holly Greene; Spencer Scott
Cc:	Charles Spannagel; Dean Allen; Aaron Bailey; Dwight Cloud; Lisa Dee Meyerson Marshall; Aaron Pratt; Phil Wussow
Subject:	RE: eOMIS down
Date:	Friday, December 27, 2019 10:34:11 AM

We're working on pursuing the details provided in the bug

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, December 27, 2019 10:32 AM
To: Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: Re: eOMIS down

Hello Spencer and Thad-

What are our next steps following the logging of this bug?

Respectfully,

Holly Greene
Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

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> Bug#41113 has been opened.
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> Spencer Scott, PMP
>
> Project Manager (IT)
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, | Phoenix, AZ 85007
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
>
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> > Spenser
> >
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> >
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> >
> > Thad
> >
> > ---
> > **Thad Lowry**
> > Director of Development / Principal Consultant
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: thad.lowry@bndna.com
> >
> > Business & Decision
> >
> > **From:** Spencer Scott <sscott3@azadc.gov>
> > **Sent:** Friday, December 27, 2019 9:35 AM
> > **To:** Thad Lowry <thad.lowry@bndna.com>
> > **Cc:** Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>

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Subject: eOMIS down

Thad,

We contacted B&D through multiple channels this morning to alert you about the eOMIS interface being down. I know it's only been 15 minutes since we talked but I wanted to ask you to provide every half-hour updates. I'll call you directly at 9:45 to touch base this first time.

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Spencer Scott
Cc: Charles Spannagel; Dean Allen; Aaron Bailey; Dwight Cloud; Holly Greene; Lisa Dee Meyerson Marshall
Subject: RE: eOMIS down
Date: Friday, December 27, 2019 10:15:26 AM

We've identified that the service is running on our server

We are still trying to identify why the interface is not working

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, December 27, 2019 9:35 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Subject: eOMIS down

Thad,

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Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections

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Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Spencer Scott
Cc: Charles Spannagel; Dean Allen; Aaron Bailey; Dwight Cloud; Holly Greene; Lisa Dee Meyerson Marshall
Subject: RE: eOMIS down
Date: Friday, December 27, 2019 9:45:47 AM

We are looking into it

Don't have an update yet

I will let you know as soon as we find the problem

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Spencer Scott <sscott3@azadc.gov>
Sent: Friday, December 27, 2019 9:35 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Charles Spannagel <charles.spannagel@bndna.com>; Dean Allen <dean.allen@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Subject: eOMIS down

Thad,

We contacted B&D through multiple channels this morning to alert you about the eOMIS interface being down. I know it's only been 15 minutes since we talked but I wanted to ask you to provide every half-hour updates. I'll call you directly at 9:45 to touch base this first time.

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Spencer Scott, PMP

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1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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AMERICAN OVERSIGHT

From:	Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To:	Holly Greene
Cc:	Joshua Connolly; Rajkumar Gopal; Wissem BenAissa; Michael Gomez; Hung Tran; Aaron Bailey; Thad Lowry
Subject:	RE: Failed query from SQL Server to "dbprodrr"
Date:	Friday, December 27, 2019 7:58:13 AM
Attachments:	image001.png

I would suggest looking at line 110 of the procedure to see what it is doing and please send that to me. Also, Google the error which looks to be coming from your OLE layer.

Is this a procedure on your SQL Server database?

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, December 27, 2019 7:32 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Aaron Bailey <abailey1@azadc.gov>
Subject: Re: Failed query from SQL Server to 'dbprodrr'

Hello Keith, Josh (et al)-

What are our next steps with this?

Respectfully,

Holly Greene
Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Dec 27, 2019 at 6:21 AM Keith Francen <keith.francen@bndna.com> wrote:

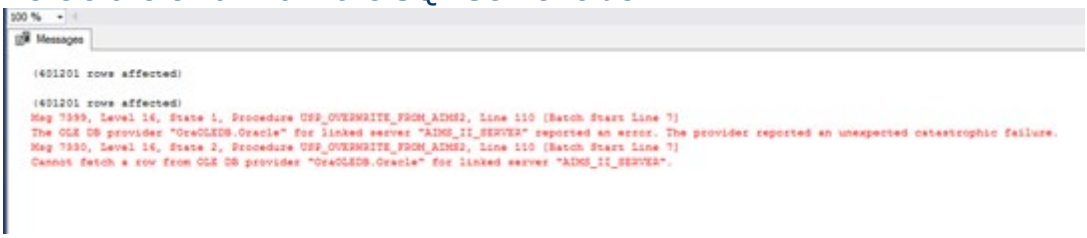
> This isn't an error from the database
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Thursday, December 26, 2019 5:35 PM
> **To:** Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>

AMERICAN OVERSIGHT

Cc: Michael Gomez <mgomez@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Aaron Bailey <abailey1@azadc.gov>
Subject: Failed query from SQL Server to 'dbprodrr'

Hello, Keith & Raj - I have a query that pulls 2M CU/IR classification rows over from Oracle and it has been running successfully for this whole month up until yesterday. I'm running against 'dbprodrr' and these codes are used in our public-facing Inmate Data Search tool on the web.

Here's the error from the SQL Server side:



Can you check into any possible causes of this? It runs at 6 a.m. every morning.

I'll work on getting the error as seen from a SQL*Plus command prompt tomorrow as that may be more useful on the Oracle side.

Thank you kindly,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

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From:	Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To:	Ken Sanchez; helmut.reisinger@orange.com
Cc:	David Shinn; Joseph Profiri; Edward Jimenez; JR Sloan; Michael Kearns; Dwight Cloud; BIAGGI Pierre-Louis OBS/DD; DE LATTRE Jerôme OBS/DD; Dean Allen
Subject:	RE: Response to your letter dated 12/25/19
Date:	Thursday, December 26, 2019 8:56:35 PM

Hello Mr Sanchez,

Thank you for your response.

Again your message is addressed to Mr Reisinger who is not familiar with the details of this issue.

As I pointed last time already, please involve Pierre-louis Biaggi & Jerome De Lattre (respectively CEO and CFO of Business & Decision Group – in copy of my mail) if you wish to escalate any issue. This will be more effective.

We will consult with our legal counsels and revert back to you on the various statements you make in your letter.

As for the payment you mention, can you tell us how much exactly will be wired to us tomorrow?

Thanks very much,

Benjamin Bussenault

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Thursday, December 26, 2019 7:08 PM
To: helmut.reisinger@orange.com; Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: David Shinn <dshinn@azadc.gov>; Joseph Profiri <jprofiri@azcorrections.gov>; Edward Jimenez <ed.jimenez@azdoa.gov>; JR Sloan <JR.Sloan@azdoa.gov>; Michael Kearns <mkearns@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Response to your letter dated 12/25/19

Hello Helmut and Benjamin,

Please see attached letter in response to your letter dated 12/25/19. Please let me know if you have any questions or concerns.

Thank you,

AMERICAN OVERSIGHT

Ken Sanchez

Chief Procurement Officer, Arizona Department of Corrections

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To:	Joshua Connolly; Keith Francen; Wissem BenAissa
Cc:	Michael Gomez; Holly Greene; Hung Tran; Aaron Bailey
Subject:	RE: Failed query from SQL Server to "dbprodrr"
Date:	Thursday, December 26, 2019 6:45:17 PM
Attachments:	image001.png

Hi Josh,

The message below doesn't ring a bell. Can you please share the actual query?

Thanks.

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Thursday, December 26, 2019 5:35 PM
To: Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Cc: Michael Gomez <mgomez@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Aaron Bailey <abailey1@azadc.gov>
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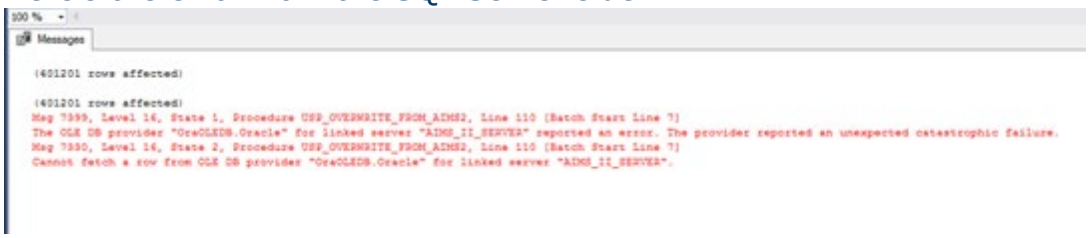
Here's the error from the SQL Server side:



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Thank you kindly,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Jacob Whitson; Marlene Coffey; George Martinez; Spencer Scott; Aaron Bailey; Lisa Dee Meyerson Marshall; Thad Lowry; Janet Duvall
Subject:	Friendly Reminder
Date:	Thursday, December 26, 2019 5:06:27 PM

Hello everyone-

Just a friendly reminder that Al and Eli are out of the office tomorrow (12/27). Janet will be assisting with bug entries into the system. So please work with her. She will be remote as she too had time off, but we asked that she cancel to support the team <thank you Janet>.

Let me know if you have any concerns.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Christopher Little on behalf of Christopher Little <Christopher.Little@bndna.com>
To:	Jey Whitson1
Cc:	Spencer Scott; Thad Lowry; Dean Allen; Chris Masson; Aaron Bailey; Charles Spannagel; Dwight Cloud; Holly Greene; Marlene Coffee; gmartinez1; Elizabeth Charif
Subject:	RE: Request UAT code be pushed to PROD 12/26
Date:	Thursday, December 26, 2019 2:22:18 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

We will make that happen.

Christopher Little
QA Director
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85258 US
M: [redacted]
E: christopher.little@businessdecision.com

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Thursday, December 26, 2019 2:21 PM
To: Christopher Little <Christopher.Little@bndna.com>
Cc: Spencer Scott <sscott3@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>
Subject: Re: Request UAT code be pushed to PROD 12/26

Chris that is correct, we want 5.1.217.5 pushed to PROD.

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

On Thu, Dec 26, 2019 at 2:18 PM Christopher Little <Christopher.Little@bndna.com> wrote:

AMERICAN OVERSIGHT

Just to confirm you want version 5.1.217.5 pushed to PROD tonight? I am in the process of getting an addition build ready for UAT tonight that contains an another 16 bug fixes. Do you not want that tonight and we can just push 5.1.217.5 to PROD?

Christopher Little
QA Director
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85258 US
M: [redacted]
E: christopher.little@businessdecision.com

From: Spencer Scott <sscott3@azadc.gov>
Sent: Thursday, December 26, 2019 2:14 PM
To: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Christopher Little <Christopher.Little@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>
Subject: Request UAT code be pushed to PROD 12/26

Per Jey Whitson and Marlene Coffey, please push the UAT code fixes to PROD tonight as previously discussed.

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, | Phoenix, AZ 85007
Cell: 480.392.0804 | SSCOTT3@azadc.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Spencer Scott; Thad Lowry; Dean Allen
Cc:	Chris Masson; Christopher Little; Aaron Bailey; Charles Spannagel; Dwight Cloud; Jacob Whitson; Marlene Coffey; George Martinez; Elizabeth Charif
Subject:	Re: Request UAT code be pushed to PROD 12/26
Date:	Thursday, December 26, 2019 2:15:46 PM

I support this request as well.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 26, 2019 at 2:14 PM Spencer Scott <sscott3@azadc.gov> wrote:

> Per Jey Whitson and Marlene Coffey, please push the UAT code fixes to PROD tonight as previously discussed.
>
> Warm Regards,
>
> Spencer Scott, PMP
>
> Project Manager (IT)
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, | Phoenix, AZ 85007
>
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
>
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distribute it and notify the sender immediately.

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From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Ken Sanchez; Michael Kearns; JR Sloan
Cc: Chris Masson; Christopher Little; Dwight Cloud; Lisa Dee Meyerson Marshall; Thad Lowry; Holly Greene; Dean Allen; Aaron Bailey
Subject: RE: ADC prioritized list of bugs
Date: Wednesday, December 25, 2019 8:34:18 AM
Importance: High

Hello Mike, Ken & JR,

I want to wish everyone a merry Christmas. I hope you are all spending some quality time with your family and friends.

Following on our conversation on Monday, and in anticipation of your decision on the sign-off, here are a few elements to take into consideration.

First, we acknowledge the list of Bugs to be resolved as priority from Aaron. We understand these are the most important ones from ADC.
Within that list, which differ a bit from the one we shared on Monday, we see the following:

- Some bugs we believe qualify as change. Namely:
  - 40707
  - 40078
  - 40846
  - 40822
  - 40929
  - 40748
- Some bugs have been added to our list by Aaron (a few coming from the parking lot actually):
  - 41055
  - 40707
  - 40748
  - 40674

In that respect, here is what BDNA can commit on, based on a sign off confirmation from ADC & M&O Kick Off (and related payments) before year end:

- BDNA commit to address and fix all bugs within Aaron's list. The only provision being that the bugs that would qualify as changes have to be reviewed and estimated properly as we don't know yet how long they would take. BDNA would offer graciously the first 2 weeks of DEV on them. But beyond that effort, it would have to be taken from the 10k hours of M&O DEV envelope.
- BDNA won't charge ADC for any change related work since Go Live.

I hope this proposition sounds fair and reasonable to ADC & ADOA.

Let us know tomorrow what you decision is,

Thanks very much for your consideration,

Benjamin Bussenault

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Monday, December 23, 2019 12:23 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Benjamin Bussenault <benjamin.bussenault@bndna.com>; Michael Kearns <mkearns@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Thad Lowry <thad.lowry@bndna.com>; JR Sloan <JR.Sloan@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: ADC prioritized list of bugs

Dear Dean:

Here is the stack-ranked prioritized list of ACIS bugs I made with Spencer Scott, Jey Whitson, and Marlene Coffey. It was made with feedback from our TAs in the command center. Priority 1 is the most urgent, Priority 27 is the least urgent on this list.

Priority	ID	Title
1	40696	*CRITICAL ~ Scheduling/vehicle gate count inmates can not be brought back in from previous day.
2	41055	Inmate search not functioning
3	35268	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - (Previous build: 1/4/19) - INTAKE: Personal Characteristics -- Missing SID#s
4	40876	Protective Custody files corrupted and unable to proceed
5	40960	Mandatory forfeiture duplicated the amount of OSB Admin approval
6	41037	Some minors do not show on the Queue after being permitted to visit.
7	40834	Visitors on verified "PENDING" status are able to receive phone calls from the inmate(s) they are applying to visit.
8	41039	Warrants- All Time Stop Date cannot be changed/deleted when saved/submitted
9	40707	Homeless Change Request

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10	40078	ARBITRATION!!!**UC-VI-8 Add New Visitor: Cannot submit a new application to another inmate for a visitor who is currently pending
11	40663	Protective Custody notifications: The notification emails are being sent to incorrect staff
12	40744	*CRITICAL ~ OMS: Cannot Transfer Cases from a CCO who is no longer active
13	40896	Warden cannot UPHOLD or OVERTURN a visitor after a Visitor's Appeal is received
14	40499	Deputy Warden cannot Approve or Deny a visitor after ACJIS completes an Annual Review
15	41040	Count- Tucson Rincon units count SID's for staff and supervisors are missing and or corrupt.
16	40886	Transportation Queue System Error when Scheduling an inmate for movement
17	41014	PROGRAMS: Unable to save/update Emergency Contact, therefore unable to finalize Corrections Plan
18	40846	PROGRAMS: “Assign Inmate” screen does not contain all of the inmates like the PRR does for Academic Education
19	40943	Detention entry with future date
20	40822	CC/CS inmate has new episode that needs to be deleted due to incorrect inmate traffic history
21	39239	UC-VI-9 Visitation Dashboard- Annual Reviews should not be listed on the Visitation Dashboard
22	40954	DNHW approved action still showing as pending
23	40739	Visitation: Cannot save application for an inmate incorrectly id'd as "in reception"
24	40929	Messages that failed due to the codes in the Z03, Z04, Z08, Z09, or Z11 need to be reprocessed
25	40965	Change Assigned PO Change Request
26	40748	Count Change Request
27	40674	Home plans not routing to correct office

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Holly Greene; Spencer Scott
Cc: Dean Allen; Chris Masson
Subject: FW: Bug Prioritization
Date: Tuesday, December 24, 2019 2:53:19 PM

Severity Definitions below

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Thad Lowry
Sent: Friday, December 13, 2019 3:39 PM
To: Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Cc: Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Christopher Little <Christopher.Little@bndna.com>
Subject: Bug Prioritization

We're noticing that the bug prioritization that is being reported in TFS is not adhering to the guidelines that were presented in the contract

Here are the definitions from the contract:

- **1 – Critical**. Critical business impact.
  - Indicates **Solution is unavailable for use** resulting in a critical impact on operations.
- **2 - High**. Serious business impact.
  - Indicates serious production issues where the Solution is usable but is severely limited, and **no workaround exists**.
- **3 - Medium**. Significant business impact.
  - Indicates moderate production issue where the Solution is usable and a **workaround is available** (not critical to operations).
- **4 - Low**. Minimal business impact.
  - Indicates the problem results in little impact on operations or there is reasonable circumvention of the problem

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We are going to review the entire list since go-live and identify those that don't adhere– we will then send the reclassification list based on these definitions

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Spencer Scott
Cc: Chris Masson; Thad Lowry; Aaron Bailey; Dwight Cloud
Subject: Re: Bug priorities defined
Date: Tuesday, December 24, 2019 2:03:34 PM

Hi Thad-

Who can provide this information from the B&D side?

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 24, 2019 at 1:09 PM Spencer Scott <sscott3@azadc.gov> wrote:

> No, not yet.
>
> Warm Regards,
>
> Spencer Scott, PMP
>
> Project Manager (IT)
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, | Phoenix, AZ 85007
> Cell: 480.392.0804 | SSCOTT3@azadc.gov
>
> On Tue, Dec 24, 2019 at 1:08 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Has this been provided?

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Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 23, 2019 at 3:45 PM Spencer Scott <sscott3@azadc.gov> wrote:

> Can I please get a status on when I can expect the contract verbiage you are using to justify adjusting the priority of TFS bugs?
>
> Warm Regards,
>
> Spencer Scott, PMP
>
> Project Manager (IT)
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, | Phoenix, AZ 85007
>
> Cell: 480.392.0804 | SSCOTT3@azadc.gov

On Fri, Dec 20, 2019 at 2:17 PM Spencer Scott <sscott3@azadc.gov> wrote:

> > Would you mind pointing me to the verbiage in the contract that specifies Bug Priority requirements? I'm trying to help our SME's to set the appropriate priorities but they have their own "opinions" that I need to re-allign.
> >
> > Warm Regards,

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Spencer Scott, PMP

Project Manager (IT)

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 W Jefferson St, | Phoenix, AZ 85007

Cell: 480.392.0804 | SSCOTT3@azadc.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Meador, William
Cc:	Gravier, Timothy; Mark Hart; Leona Angel; Edward Coday; Jeffrey Wrigley; Shannon Hilton; Mary Jo Robinson; Laurie Farrell; Barrett, Laurie; Parker, April; Vitale, John; Thad Lowry; Jacob Whitson; Marlene Coffey; Spencer Scott; Aaron Bailey; Dwight Cloud; Kristine Harkins; George Martinez; Lisa Dee Meyerson Marshall; Shieldes, Steve
Subject:	Re: Fw: Kingman Phone Time Issue
Date:	Tuesday, December 24, 2019 12:43:01 PM
Attachments:	image001.png image002.png image004.png image006.png

Thank you, Bill. There are also the other locations which are reporting issues: Perryville, Douglas, Lewis, Florence, Florence West, and Yuma.

Any way that we can check on those?

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 24, 2019 at 12:10 PM Meador, William <William.Meador@centurylink.com> wrote:

> Holly,
>
> I was on the phone with Steve Shieldes and the Keefe phone deposits for Kingman started coming in at 1:00am, this morning. We will process these phone deposits as we receive them from Keefe. We update their phone time amounts in under a minute, after we receive the data from Keefe.

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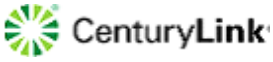
Bill Meador

CenturyLink Public Communications

Program Manager

cell: 480.650.1150

William.Meador@CenturyLink.com



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From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, December 24, 2019 11:33 AM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Mark Hart <mhart@geogroup.com>; Leona Angel <langel@geogroup.com>; Edward Coday <ecoday@geogroup.com>; Jeffrey Wrigley <jwrigley@geogroup.com>; Shannon Hilton <shilton@geogroup.com>; Mary Jo Robinson <mjrobinson@geogroup.com>; Laurie Farrell <lfarrell@geogroup.com>; Barrett, Laurie <lbarrett@keefegroup.com>; Parker, April <aparker@keefegroup.com>; Vitale, John <jvitale@keefegroup.com>; Thad Lowry <thad.lowry@bndna.com>; Jacob Whitson <jwhitson@azadc.gov>; Marlene Coffey <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Kristine Harkins <kharkins@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Meador, William <William.Meador@centurylink.com>; Lippert, Gary <Gary.Lippert@centurylink.com>; Shieldes, Steve <sshieldes@icsolutions.com>
Subject: Re: Fw: Kingman Phone Time Issue

Hello Tim-

Question - is this the normal processing time for Phone Time to display in the system? Will this be the final resolution to this issue because other locations are affected as well <see Jey's email>.

Respectfully,

AMERICAN OVERSIGHT

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 24, 2019 at 11:25 AM Gravier, Timothy <tgravier@keefegroup.com> wrote:

> Kingman's commissary orders were just processed yesterday. They are still in processing. Once they are completed processing, they will be exported overnight, and the phone time should be available tomorrow.

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, December 24, 2019 12:02 PM
To: Mark Hart <mhart@geogroup.com>; Leona Angel <langel@geogroup.com>; Edward Coday <ecoday@geogroup.com>; Jeffrey Wrigley <jwrigley@geogroup.com>; Shannon Hilton <shilton@geogroup.com>; Mary Jo Robinson <mjrobinson@geogroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Laurie Farrell <lfarrell@geogroup.com>; Barrett, Laurie <lbarrett@keefegroup.com>; Parker, April <aparker@keefegroup.com>; Vitale, John <jvitale@keefegroup.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Jacob Whitson <jwhitson@azadc.gov>; Marlene Coffey <mcoffey@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Kristine Harkins <kharkins@azadc.gov>; George Martinez <gmartinez1@azadc.gov>
Subject: Fwd: Fw: Kingman Phone Time Issue

Hello Keefe and B&D-

Please review the chain below. It appears that many inmates are not able to make phone calls in Kingman (Over 200). Keefe had indicated they fixed the issue, but the inmates still cannot call out. Attached is the list of inmates who reported an issue with the phones.

AMERICAN OVERSIGHT

Who is the appropriate person(s) to review, investigate and provide a status update for this issue? I would like to know when we can expect resolution as well.

Please respond to all on this message.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Kristine Harkins** <kharkins@azadc.gov>
Date: Tue, Dec 24, 2019 at 7:54 AM
Subject: Fwd: Fw: Kingman Phone Time Issue
To: Holly Greene <hgreene@azadc.gov>

---------- Forwarded message ---------
From: **Samuel Arredondo** <sarred@azadc.gov>
Date: Mon, Dec 23, 2019 at 8:22 PM
Subject: Fwd: Fw: Kingman Phone Time Issue
To: Kevin Curran <kcurran@azadc.gov>
CC: Kimberly Byrd <kbyrd@azadc.gov>, Ron Credio <rcredio@azadc.gov>, CARMAN, DEBRA <dcarman@azadc.gov>, Kristine Harkins <kharkins@azadc.gov>

Kingman/Cerbat Unit

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Please see the below information on the phone issues that started earlier today. Many inmates are not able to make phone calls in Kingman. (Over 200) Keefe said they fixed the issue but they still can't call out.

DW Hart had staff collect names of each inmate reporting issues with the phones. (The list is attached.) Supervisors walked and talked with inmates and right now there is no tension, just concern.

It appears that inmates funds for calls were stuck in "fulfillment" and when then hit "send," they said the issue should be resolved. But inmates still can't make calls (so far).

Keefe will continue working on the issue. We will follow up.

DW S. Arredondo

ASP-Kingman

Contract Beds Bureau

---------- Forwarded message ---------
From: **Kayla Jove-Julien** <kjovejulien@geogroup.com>
Date: Mon, Dec 23, 2019 at 7:58 PM
Subject: Fw: Kingman Phone Time Issue
To: Jeffrey Wrigley <jwrigley@geogroup.com>, Shannon Hilton <shilton@geogroup.com>, Mark Hart <mhart@geogroup.com>, Jason Gary <jagary@geogroup.com>, kbyrd@azadc.gov <kbyrd@azadc.gov>, ARREDONDO, SAMUEL <SARRED@azcorrections.gov>, hgreen@azadc.com <hgreen@azadc.com>, GMartinez@AZADC.com <GMartinez@azadc.com>

Keefe stated they resolved the phone issue. However Inmates at the Kingman-Cerbat Unit are still unable to make phone calls at this time. Please see attached.

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Lieutenant Jove,Kayla

GEO SECURE SERVICES
Arizona State Prison Complex Kingman – Cerbat

4626 West English Drive
Golden Valley, Arizona 86413

Tel: 928 565 2460 Ext. 2683

KJOVEJULIEN@GEOGROUP.COM
https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=www.geogroup.com&umid=8CE04E81-9A77-6305-8FC4-F117488AC4B5&auth=19120be9529b25014b618505cb01789c5433dae7-4262d7d68ca9dc8d5e388c0846bcb4e09f69bfde

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From: Mark Hart <mhart@geogroup.com>
Sent: Monday, December 23, 2019 6:57 PM
To: Kayla Jove-Julien <kjovejulien@geogroup.com>
Subject: Fwd: Kingman Phone Time Issue

This sounds promising. Check with the inmates and see if they can make calls. If so forward to the folks we sent the names and numbers to.

Get Outlook for Android

From: Parker, April <aparker@keefegroup.com>
Sent: Monday, December 23, 2019 4:53:52 PM
To: Laurie Farrell <lfarrell@geogroup.com>; Barrett, Laurie <lbarrett@keefegroup.com>
Cc: Mark Hart <mhart@geogroup.com>; Leona Angel <langel@geogroup.com>; Edward Coday <ecoday@geogroup.com>; Jeffrey Wrigley <jwrigley@geogroup.com>; Shannon Hilton <shilton@geogroup.com>; Mary Jo Robinson <mjrobinson@geogroup.com>; Gravier, Timothy <tgravier@keefegroup.com>
Subject: [EXTERNAL] RE: Kingman Phone Time Issue

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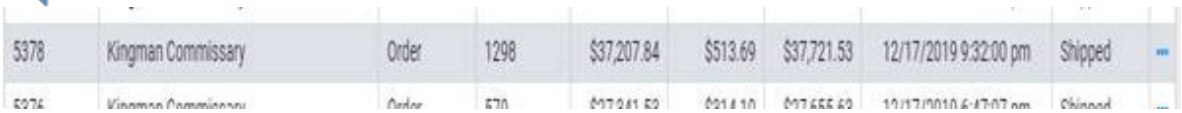
Laurie,
We have our developers working on it.
With the information you provided early we were able to identify the problem and get it resolved.
When we first looked at this morning the orders were in fulling status verse shipped.
The developers were able to resolve this and the orders have been moved to shipped status.
Please let me know in the morning if the inmates are still not able to utilize their phone time purchased on the 17th.



5378	Kingman Commissary	Order	1298	$37,207.84	$513.69	$37,721.53	12/17/2019 9:32:00 pm	Shipped

Batch #	Catalog Name	Batch Type	Count	Sub Total	Tax Total	Batch Total	Submit Date	Batch Status
6756	Kingman Commissary	Order	814	-	-	-	12/23/2019 4:49:04 am	Fulfilling
5378	Kingman Commissary	Order	1305	-	-	-	12/17/2019 9:32:00 pm	Fulfilling
6755	Kingman Commissary	Order	586	-	-	-	12/23/2019 3:02:21 am	Fulfilling
6764	Kingman Commissary	Refund	170	$1,178.58	$14.83	$1,193.41	12/23/2019 5:48:45 am	Sent

April Parker
District Manager
KCN Arizona
10000 N 31st Ave. D308
Phoenix AZ 85051
Direct: 602-598-7171
Cell: 602-802-4784
Office: 602-802-7170 option 1

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From: Laurie Farrell <lfarrell@geogroup.com>

AMERICAN OVERSIGHT

Sent: Monday, December 23, 2019 4:17 PM
To: Parker, April <aparker@keefegroup.com>; Barrett, Laurie <lbarrett@keefegroup.com>
Cc: Mark Hart <mhart@geogroup.com>; Leona Angel <langel@geogroup.com>; Edward Coday <ecoday@geogroup.com>; Jeffrey Wrigley <jwrigley@geogroup.com>; Shannon Hilton <shilton@geogroup.com>; Mary Jo Robinson <mjrobinson@geogroup.com>
Subject: Kingman Phone Time Issue

Good afternoon,

I know that you are aware of the phone time issue we have been having here at Kingman. Almost every inmate that has purchased phone time in the past 2-3 weeks has not received their time. This is becoming a huge issue and is causing the inmates to become restless. It is my understanding that our facility is the only facility that is having this issue. We need to resolve this ASAP.

Please let us know if there is anything we are doing (or not doing) on our end that is either causing or contributing to this issue.

DW Hart from Cerbat is compiling a list of inmate names who have ordered phone time but have not received it. Once I receive that list, I will forward it to you for your review.

We appreciate your help getting this resolved as soon as possible.

Thank you,

Laurie

Laurie A. Farrell

ACTING BUSINESS MANAGER, GEO SECURE SERVICES

The GEO Group, Inc. ®

AMERICAN OVERSIGHT

ASP Kingman

4626 W. English Dr.

Golden Valley, AZ 86413

Tel: 928 565 2460 ext. 2121 Fax: 928 565 7011

Mobile: 928 715 6947

lfarrell@geogroup.com

https://imss91-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=www.geogroup.com&umid=8CE04E81-9A77-6305-8FC4-F117488AC4B5&auth=19120be9529b25014b618505cb01789c5433dae7-4262d7d68ca9dc8d5e388c0846bcb4e09f69bfde

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--

Kristine Harkins

Deputy Bureau Administrator

Offender Services/Classification and Movement

Office: 602-542-4968 Work Cell: 602-361-5305

KHarkins@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Meador, William; Shieldes, Steve
Cc: Aaron Bailey; Dwight Cloud; George Martinez; Thad Lowry; Jacob Whitson; Marlene Coffey; Spencer Scott
Subject: Fwd: Fw: Kingman Phone Time Issue
Date: Tuesday, December 24, 2019 11:05:36 AM
Attachments: phone list.xlsx
image009.png
image006.png
image003.png

Hello Bill and Steve-

I failed to include you in the distro, but in all fairness, I'm not sure if this is a CenturyLink issue. Please take a moment to reach through the chain below. Essentially, inmates are raising issues regarding their ability to place phone calls (see the attached list).

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Holly Greene** <hgreene@azadc.gov>
Date: Tue, Dec 24, 2019 at 11:02 AM
Subject: Fwd: Fw: Kingman Phone Time Issue
To: Mark Hart <mhart@geogroup.com>, Leona Angel <langel@geogroup.com>, Edward Coday <ecoday@geogroup.com>, Jeffrey Wrigley <jwrigley@geogroup.com>, Shannon Hilton <shilton@geogroup.com>, Mary Jo Robinson <mjrobinson@geogroup.com>, Gravier, Timothy <tgravier@keefegroup.com>, Laurie Farrell <lfarrell@geogroup.com>, Laurie <lbarrett@keefegroup.com>, April <aparker@keefegroup.com>, Vitale, John <jvitale@keefegroup.com>, Thad Lowry <thad.lowry@bndna.com>
Cc: Jacob Whitson <jwhitson@azadc.gov>, Marlene Coffey <mcoffey@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Aaron Bailey <abailey1@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>, Kristine Harkins <kharkins@azadc.gov>, George Martinez <gmartinez1@azadc.gov>

AMERICAN OVERSIGHT

Hello Keefe and B&D-

Please review the chain below. It appears that many inmates are not able to make phone calls in Kingman (Over 200). Keefe had indicated they fixed the issue, but the inmates still cannot call out. Attached is the list of inmates who reported an issue with the phones.

Who is the appropriate person(s) to review, investigate and provide a status update for this issue? I would like to know when we can expect resolution as well.

Please respond to all on this message.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Kristine Harkins** <kharkins@azadc.gov>
Date: Tue, Dec 24, 2019 at 7:54 AM
Subject: Fwd: Fw: Kingman Phone Time Issue
To: Holly Greene <hgreene@azadc.gov>

---------- Forwarded message ---------
From: **Samuel Arredondo** <sarred@azadc.gov>
Date: Mon, Dec 23, 2019 at 8:22 PM
Subject: Fwd: Fw: Kingman Phone Time Issue
To: Kevin Curran <kcurran@azadc.gov>
CC: Kimberly Byrd <kbyrd@azadc.gov>, Ron Credio <rcredio@azadc.gov>, CARMAN, DEBRA <dcarman@azadc.gov>, Kristine Harkins <kharkins@azadc.gov>

Kingman/Cerbat Unit

Please see the below information on the phone issues that started earlier today. Many

AMERICAN OVERSIGHT

inmates are not able to make phone calls in Kingman. (Over 200) Keefe said they fixed the issue but they still can't call out.

DW Hart had staff collect names of each inmate reporting issues with the phones. (The list is attached.) Supervisors walked and talked with inmates and right now there is no tension, just concern.

It appears that inmates funds for calls were stuck in "fulfillment" and when then hit "send," they said the issue should be resolved. But inmates still can't make calls (so far).

Keefe will continue working on the issue. We will follow up.

DW S. Arredondo
ASP-Kingman
Contract Beds Bureau

---------- Forwarded message ---------
From: **Kayla Jove-Julien** <kjovejulien@geogroup.com>
Date: Mon, Dec 23, 2019 at 7:58 PM
Subject: Fw: Kingman Phone Time Issue
To: Jeffrey Wrigley <jwrigley@geogroup.com>, Shannon Hilton <shilton@geogroup.com>, Mark Hart <mhart@geogroup.com>, Jason Gary <jagary@geogroup.com>, kbyrd@azadc.gov <kbyrd@azadc.gov>, ARREDONDO, SAMUEL <SARRED@azcorrections.gov>, hgreen@azadc.com <hgreen@azadc.com>, GMartinez@AZADC.com <GMartinez@azadc.com>

Keefe stated they resolved the phone issue. However Inmates at the Kingman-Cerbat Unit are still unable to make phone calls at this time. Please see attached.

Lieutenant Jove,Kayla
GEO SECURE SERVICES
Arizona State Prison Complex Kingman – Cerbat

4626 West English Drive
Golden Valley, Arizona 86413

Tel: 928 565 2460 Ext. 2683

KJOVEJULIEN@GEOGROUP.COM
www.geogroup.com

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AMERICAN OVERSIGHT

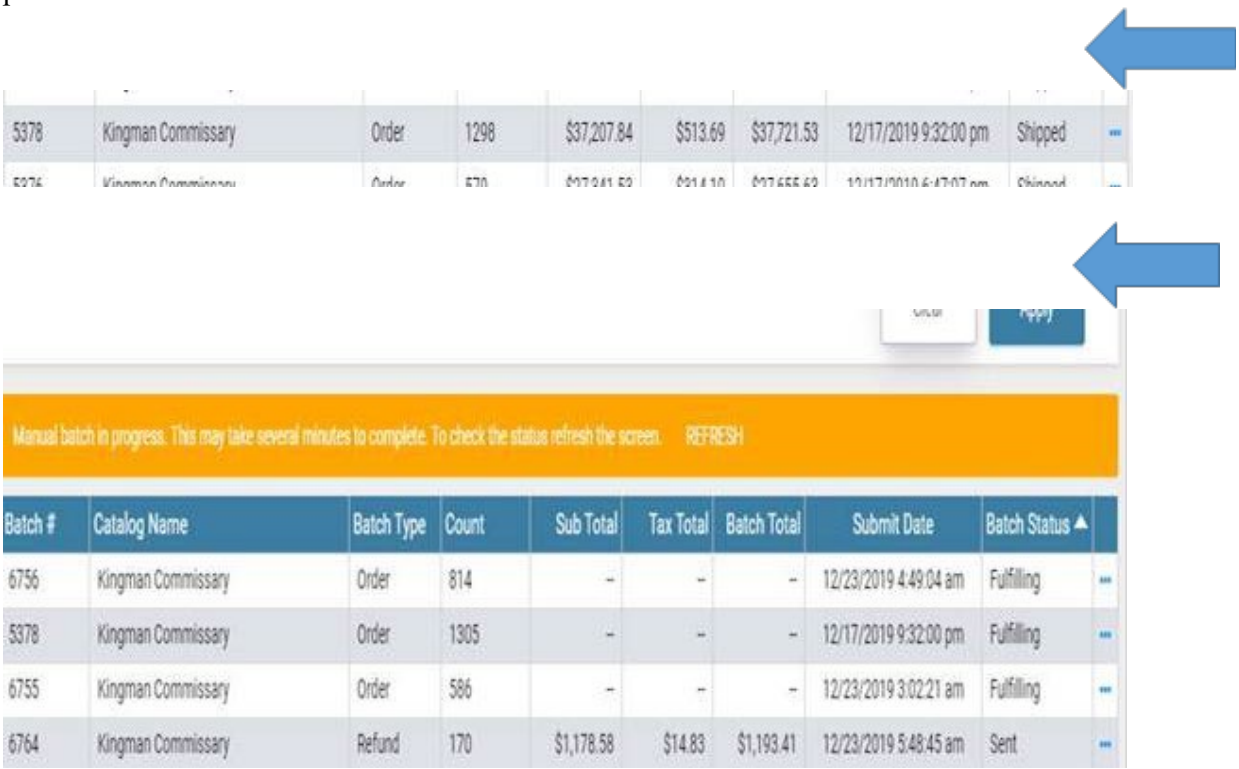
From: Mark Hart <mhart@geogroup.com>
Sent: Monday, December 23, 2019 6:57 PM
To: Kayla Jove-Julien <kjovejulien@geogroup.com>
Subject: Fwd: Kingman Phone Time Issue

This sounds promising. Check with the inmates and see if they can make calls. If so forward to the folks we sent the names and numbers to.

Get Outlook for Android

From: Parker, April <aparker@keefegroup.com>
Sent: Monday, December 23, 2019 4:53:52 PM
To: Laurie Farrell <lfarrell@geogroup.com>; Barrett, Laurie <lbarrett@keefegroup.com>
Cc: Mark Hart <mhart@geogroup.com>; Leona Angel <langel@geogroup.com>; Edward Coday <ecoday@geogroup.com>; Jeffrey Wrigley <jwrigley@geogroup.com>; Shannon Hilton <shilton@geogroup.com>; Mary Jo Robinson <mjrobinson@geogroup.com>; Gravier, Timothy <tgravier@keefegroup.com>
Subject: [EXTERNAL] RE: Kingman Phone Time Issue

Laurie,
We have our developers working on it.
With the information you provided early we were able to identify the problem and get it resolved.
When we first looked at this morning the orders were in fulling status verse shipped.
The developers were able to resolve this and the orders have been moved to shipped status.
Please let me know in the morning if the inmates are still not able to utilize their phone time purchased on the 17th.



5378	Kingman Commissary	Order	1298	$37,207.84	$513.69	$37,721.53	12/17/2019 9:32:00 pm	Shipped

Manual batch in progress. This may take several minutes to complete. To check the status refresh the screen. REFRESH

Batch #	Catalog Name	Batch Type	Count	Sub Total	Tax Total	Batch Total	Submit Date	Batch Status
6756	Kingman Commissary	Order	814	-	-	-	12/23/2019 4:49:04 am	Fulfilling
5378	Kingman Commissary	Order	1305	-	-	-	12/17/2019 9:32:00 pm	Fulfilling
6755	Kingman Commissary	Order	586	-	-	-	12/23/2019 3:02:21 am	Fulfilling
6764	Kingman Commissary	Refund	170	$1,178.58	$14.83	$1,193.41	12/23/2019 5:48:45 am	Sent

April Parker
District Manager

AMERICAN OVERSIGHT

KCN Arizona
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Phoenix AZ 85051
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Office: 602-802-7170 option 1

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From: Laurie Farrell <lfarrell@geogroup.com>
Sent: Monday, December 23, 2019 4:17 PM
To: Parker, April <aparker@keefegroup.com>; Barrett, Laurie <lbarrett@keefegroup.com>
Cc: Mark Hart <mhart@geogroup.com>; Leona Angel <langel@geogroup.com>; Edward Coday <ecoday@geogroup.com>; Jeffrey Wrigley <jwrigley@geogroup.com>; Shannon Hilton <shilton@geogroup.com>; Mary Jo Robinson <mjrobinson@geogroup.com>
Subject: Kingman Phone Time Issue

Good afternoon,

I know that you are aware of the phone time issue we have been having here at Kingman. Almost every inmate that has purchased phone time in the past 2-3 weeks has not received their time. This is becoming a huge issue and is causing the inmates to become restless. It is my understanding that our facility is the only facility that is having this issue. We need to resolve this ASAP.

Please let us know if there is anything we are doing (or not doing) on our end that is either causing or contributing to this issue.

DW Hart from Cerbat is compiling a list of inmate names who have ordered phone time but have not received it. Once I receive that list, I will forward it to you for your review.

We appreciate your help getting this resolved as soon as possible.

Thank you,

Laurie

Laurie A. Farrell
ACTING BUSINESS MANAGER, GEO SECURE SERVICES

The GEO Group, Inc. ®
ASP Kingman
4626 W. English Dr.
Golden Valley, AZ 86413
Tel: 928 565 2460 ext. 2121 Fax: 928 565 7011
Mobile: 928 715 6947

lfarrell@geogroup.com
www.geogroup.com

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Kristine Harkins

Deputy Bureau Administrator

Offender Services/Classification and Movement

Office: 602-542-4968 Work Cell: 602-361-5305

KHarkins@azadc.gov

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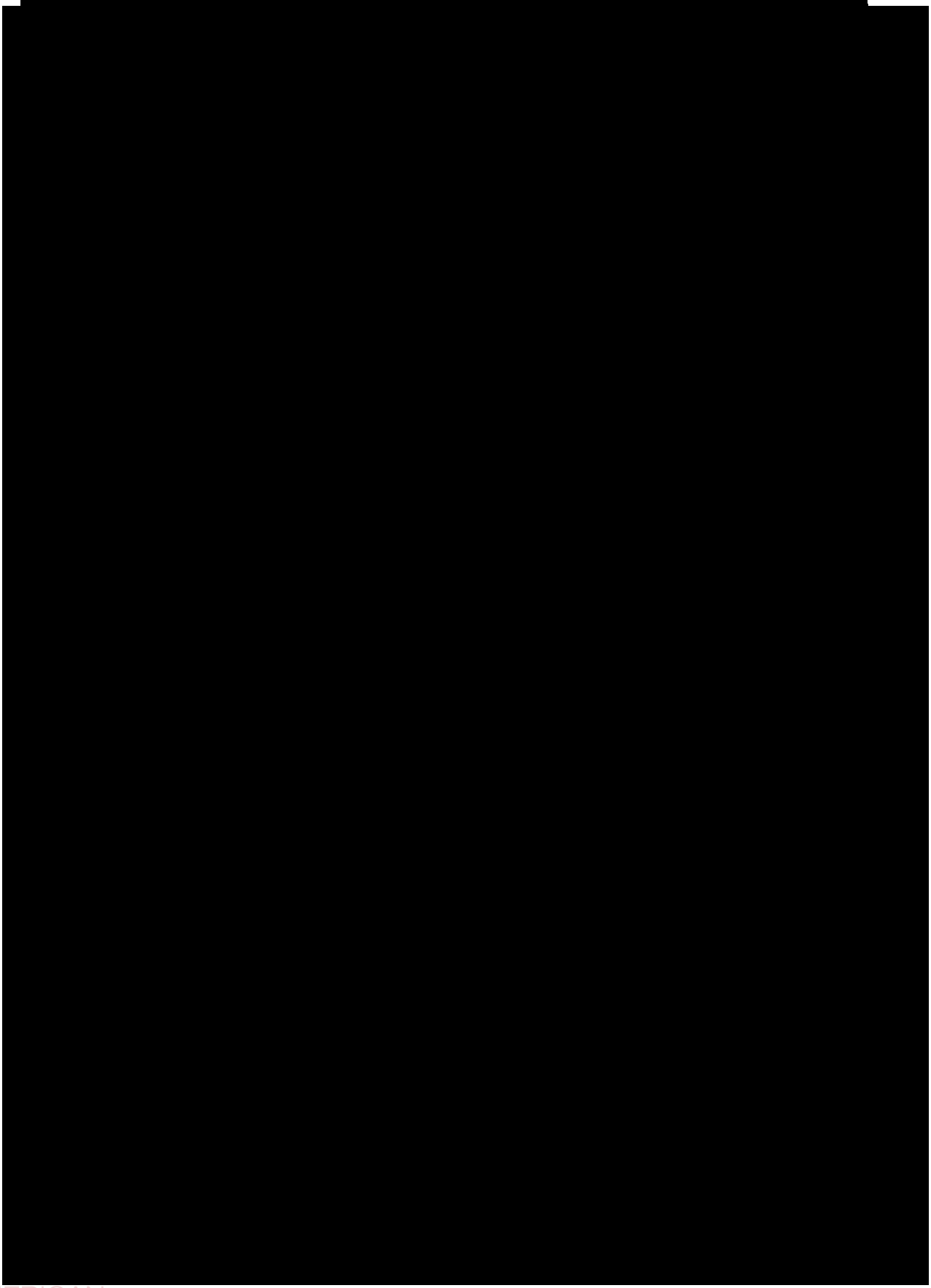
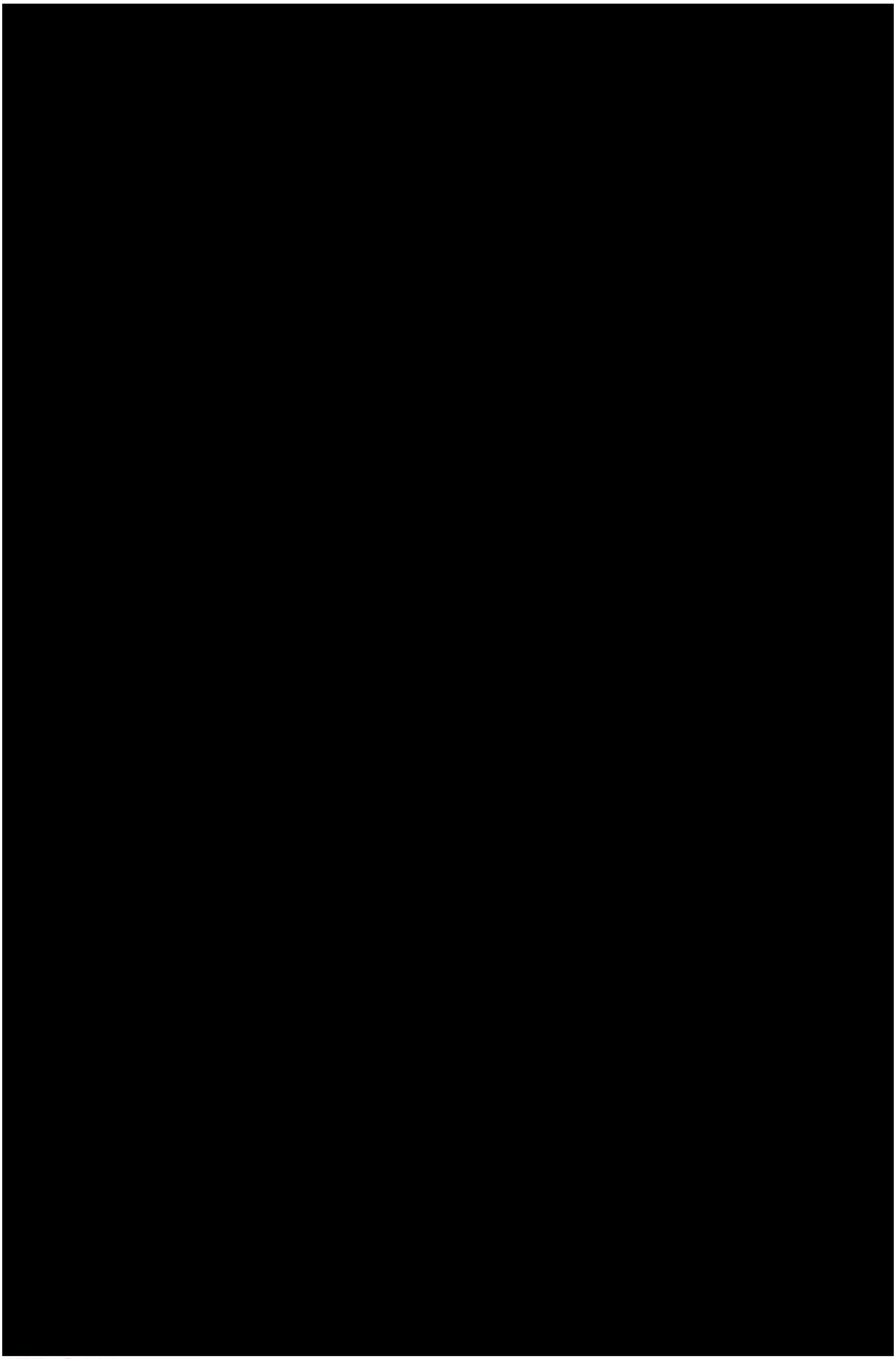
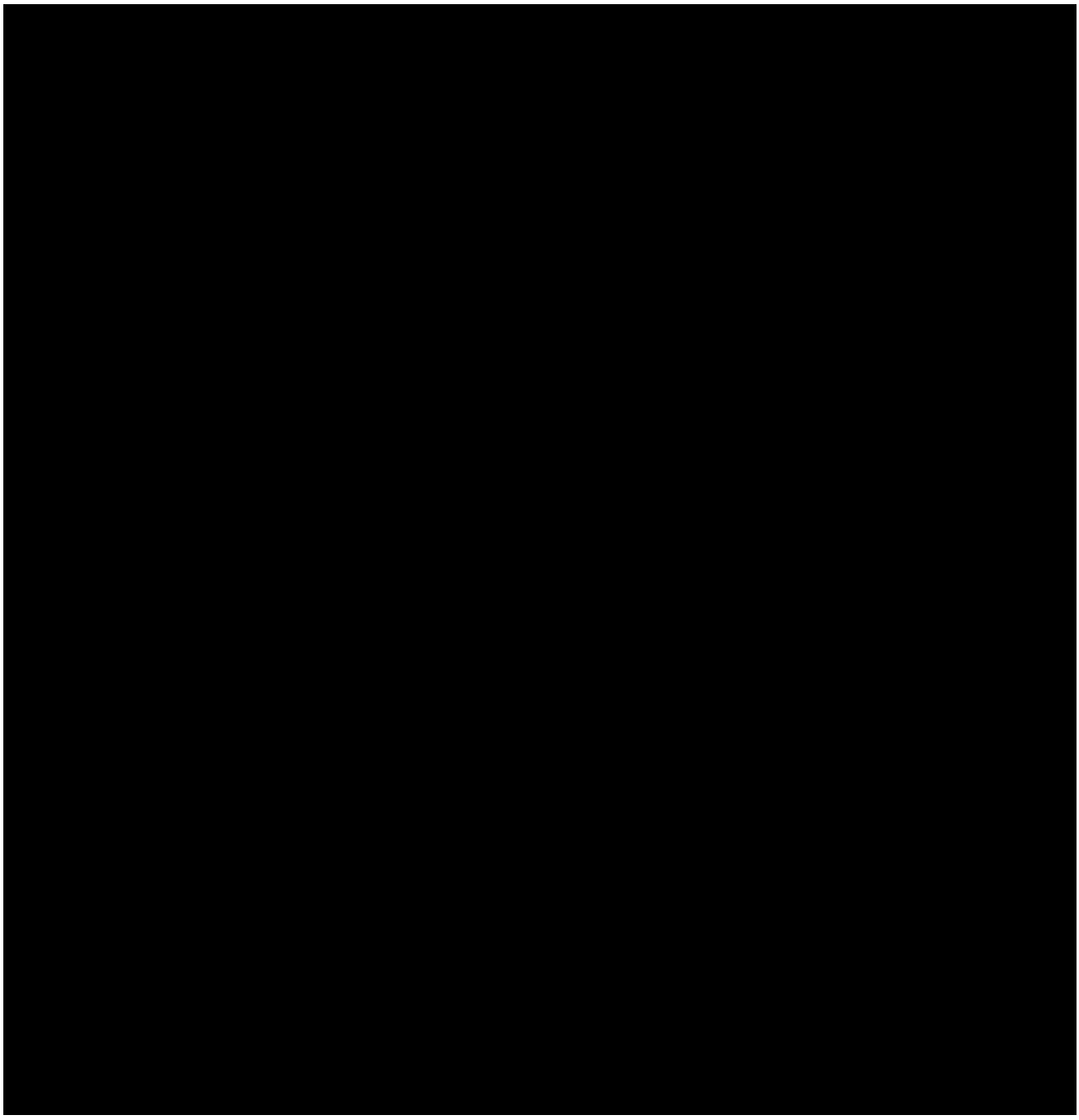
Dorm 1		Dorm 6
Name	ADC#	Name



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



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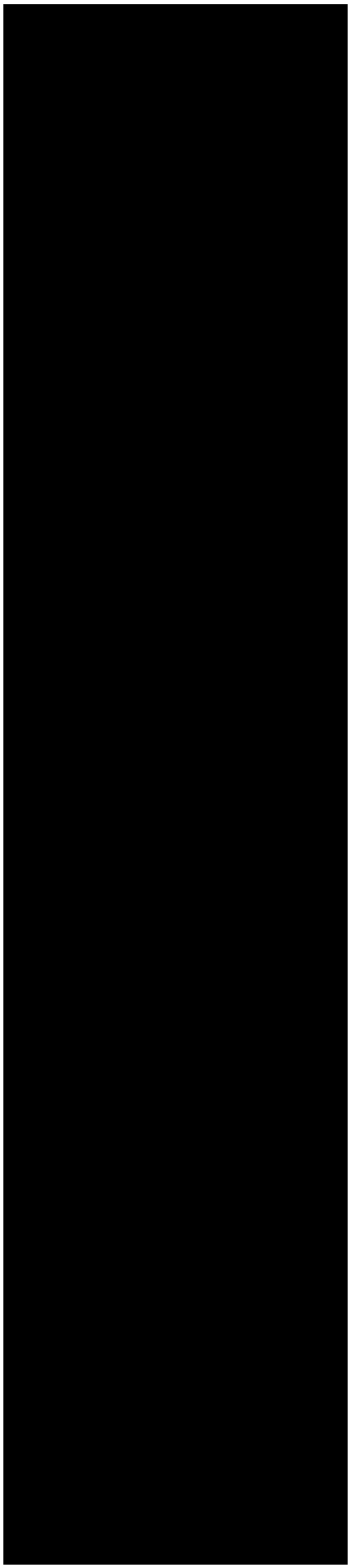
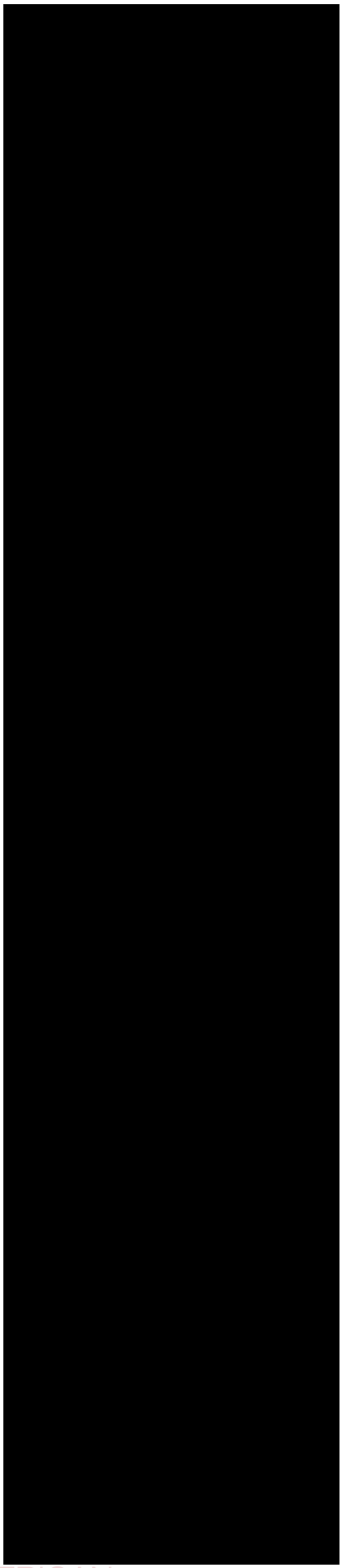
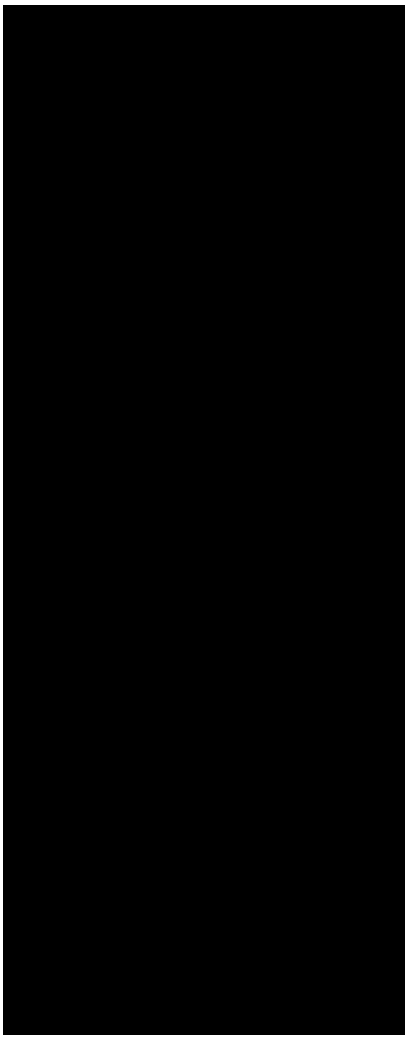


AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Mark Hart; Leona Angel; Edward Coday; Jeffrey Wrigley; Shannon Hilton; Mary Jo Robinson; Gravier, Timothy; Laurie Farrell; Laurie; April; Vitale, John; Thad Lowry
Cc:	Jacob Whitson; Marlene Coffey; Spencer Scott; Aaron Bailey; Dwight Cloud; Kristine Harkins; George Martinez
Subject:	Fwd: Fw: Kingman Phone Time Issue
Date:	Tuesday, December 24, 2019 11:02:29 AM
Attachments:	phone list.xlsx image009.png image006.png image003.png

---

Hello Keefe and B&D-

Please review the chain below. It appears that many inmates are not able to make phone calls in Kingman (Over 200). Keefe had indicated they fixed the issue, but the inmates still cannot call out. Attached is the list of inmates who reported an issue with the phones.

Who is the appropriate person(s) to review, investigate and provide a status update for this issue? I would like to know when we can expect resolution as well.

Please respond to all on this message.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Kristine Harkins** <kharkins@azadc.gov>
Date: Tue, Dec 24, 2019 at 7:54 AM
Subject: Fwd: Fw: Kingman Phone Time Issue
To: Holly Greene <hgreene@azadc.gov>

---------- Forwarded message ---------
From: **Samuel Arredondo** <sarred@azadc.gov>

AMERICAN OVERSIGHT

Date: Mon, Dec 23, 2019 at 8:22 PM
Subject: Fwd: Fw: Kingman Phone Time Issue
To: Kevin Curran <kcurran@azadc.gov>
CC: Kimberly Byrd <kbyrd@azadc.gov>, Ron Credio <rcredio@azadc.gov>, CARMAN, DEBRA <dcarman@azadc.gov>, Kristine Harkins <kharkins@azadc.gov>

Kingman/Cerbat Unit

Please see the below information on the phone issues that started earlier today. Many inmates are not able to make phone calls in Kingman. (Over 200) Keefe said they fixed the issue but they still can't call out.

DW Hart had staff collect names of each inmate reporting issues with the phones. (The list is attached.) Supervisors walked and talked with inmates and right now there is no tension, just concern.

It appears that inmates funds for calls were stuck in "fulfillment" and when then hit "send," they said the issue should be resolved. But inmates still can't make calls (so far).

Keefe will continue working on the issue. We will follow up.

DW S. Arredondo
ASP-Kingman
Contract Beds Bureau

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Subject: Fw: Kingman Phone Time Issue
To: Jeffrey Wrigley <jwrigley@geogroup.com>, Shannon Hilton <shilton@geogroup.com>, Mark Hart <mhart@geogroup.com>, Jason Gary <jagary@geogroup.com>, kbyrd@azadc.gov <kbyrd@azadc.gov>, ARREDONDO, SAMUEL <SARRED@azcorrections.gov>, hgreen@azadc.com <hgreen@azadc.com>, GMartinez@AZADC.com <GMartinez@azadc.com>

Keefe stated they resolved the phone issue. However Inmates at the Kingman-Cerbat Unit are still unable to make phone calls at this time. Please see attached.

Lieutenant Jove,Kayla
GEO SECURE SERVICES
Arizona State Prison Complex Kingman – Cerbat

4626 West English Drive
Golden Valley, Arizona 86413

Tel: 928 565 2460 Ext. 2683

AMERICAN OVERSIGHT

KJOVEJULIEN@GEOGROUP.COM
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Sent: Monday, December 23, 2019 4:53:52 PM
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Cc: Mark Hart <mhart@geogroup.com>; Leona Angel <langel@geogroup.com>; Edward Coday <ecoday@geogroup.com>; Jeffrey Wrigley <jwrigley@geogroup.com>; Shannon Hilton <shilton@geogroup.com>; Mary Jo Robinson <mjrobinson@geogroup.com>; Gravier, Timothy <tgravier@keefegroup.com>
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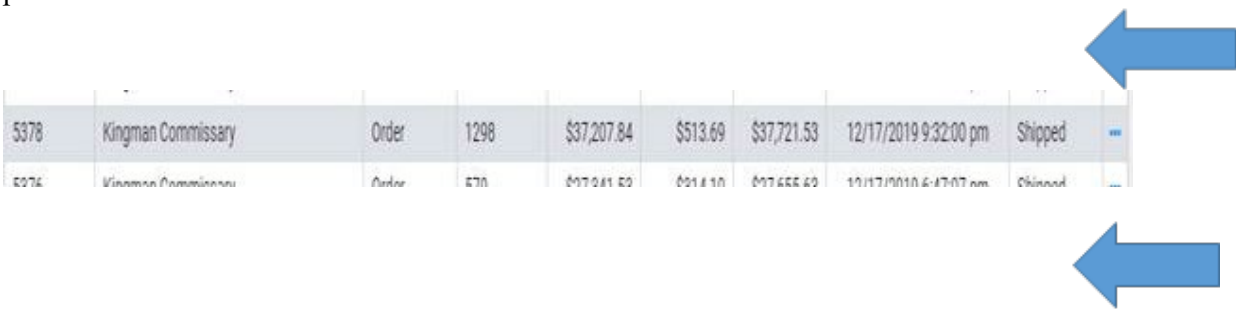

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AMERICAN OVERSIGHT

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Batch #	Catalog Name	Batch Type	Count	Sub Total	Tax Total	Batch Total	Submit Date	Batch Status ▲
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6755	Kingman Commissary	Order	586	-	-	-	12/23/2019 3:02:21 am	Fulfilling
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Sent: Monday, December 23, 2019 4:17 PM
To: Parker, April <aparker@keefegroup.com>; Barrett, Laurie <lbarrett@keefegroup.com>
Cc: Mark Hart <mhart@geogroup.com>; Leona Angel <langel@geogroup.com>; Edward Coday <ecoday@geogroup.com>; Jeffrey Wrigley <jwrigley@geogroup.com>; Shannon Hilton <shilton@geogroup.com>; Mary Jo Robinson <mjrobinson@geogroup.com>
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We appreciate your help getting this resolved as soon as possible.

Thank you,

Laurie

Laurie A. Farrell
ACTING BUSINESS MANAGER, GEO SECURE SERVICES

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Mobile: 928 715 6947

lfarrell@geogroup.com
www.geogroup.com

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--

Kristine Harkins

Deputy Bureau Administrator

Offender Services/Classification and Movement

Office: 602-542-4968 Work Cell: 602-361-5305

KHarkins@azadc.gov

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AMERICAN OVERSIGHT

Dorm 1		Dorm 6
Name	ADC#	Name

[redacted]

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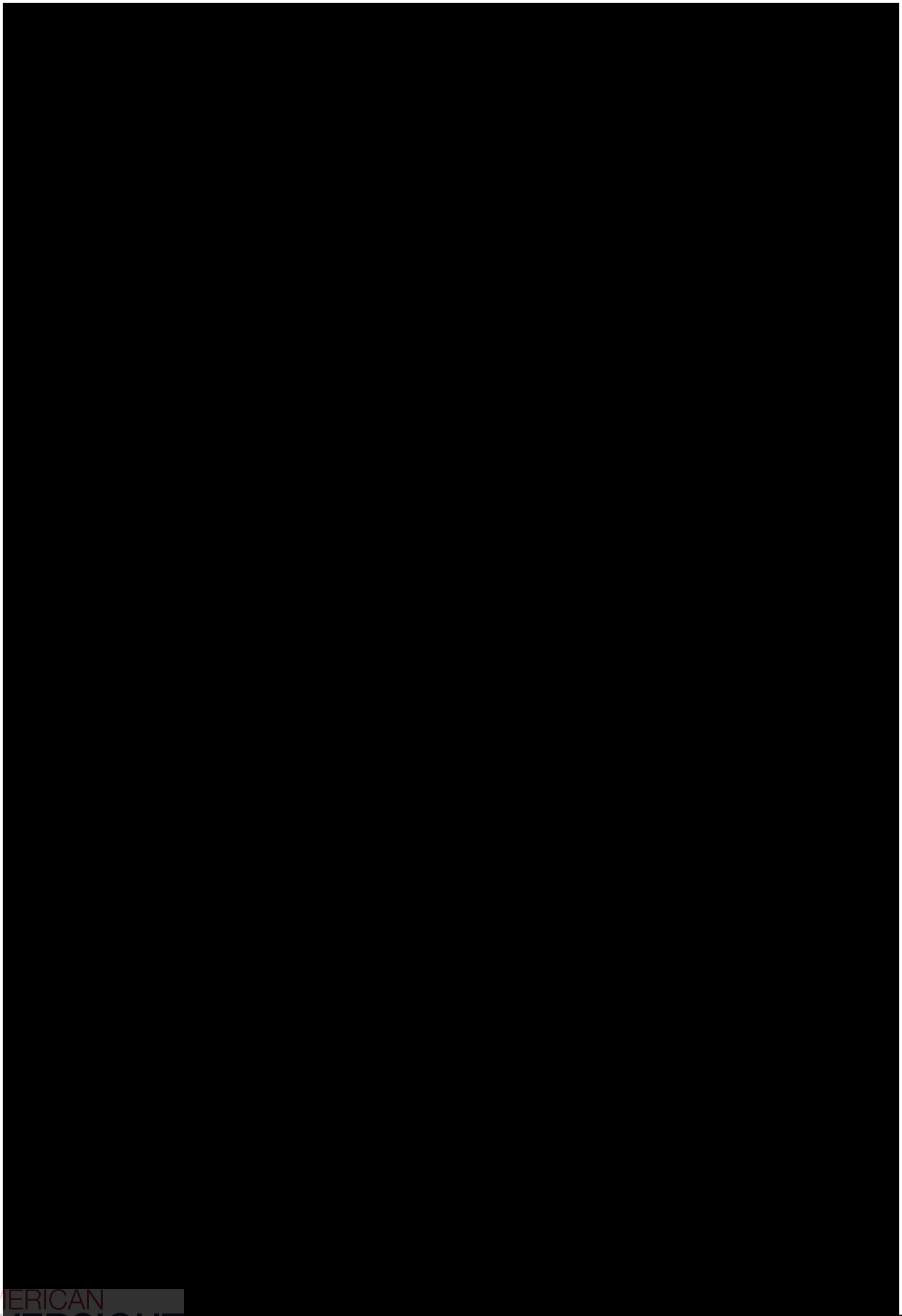
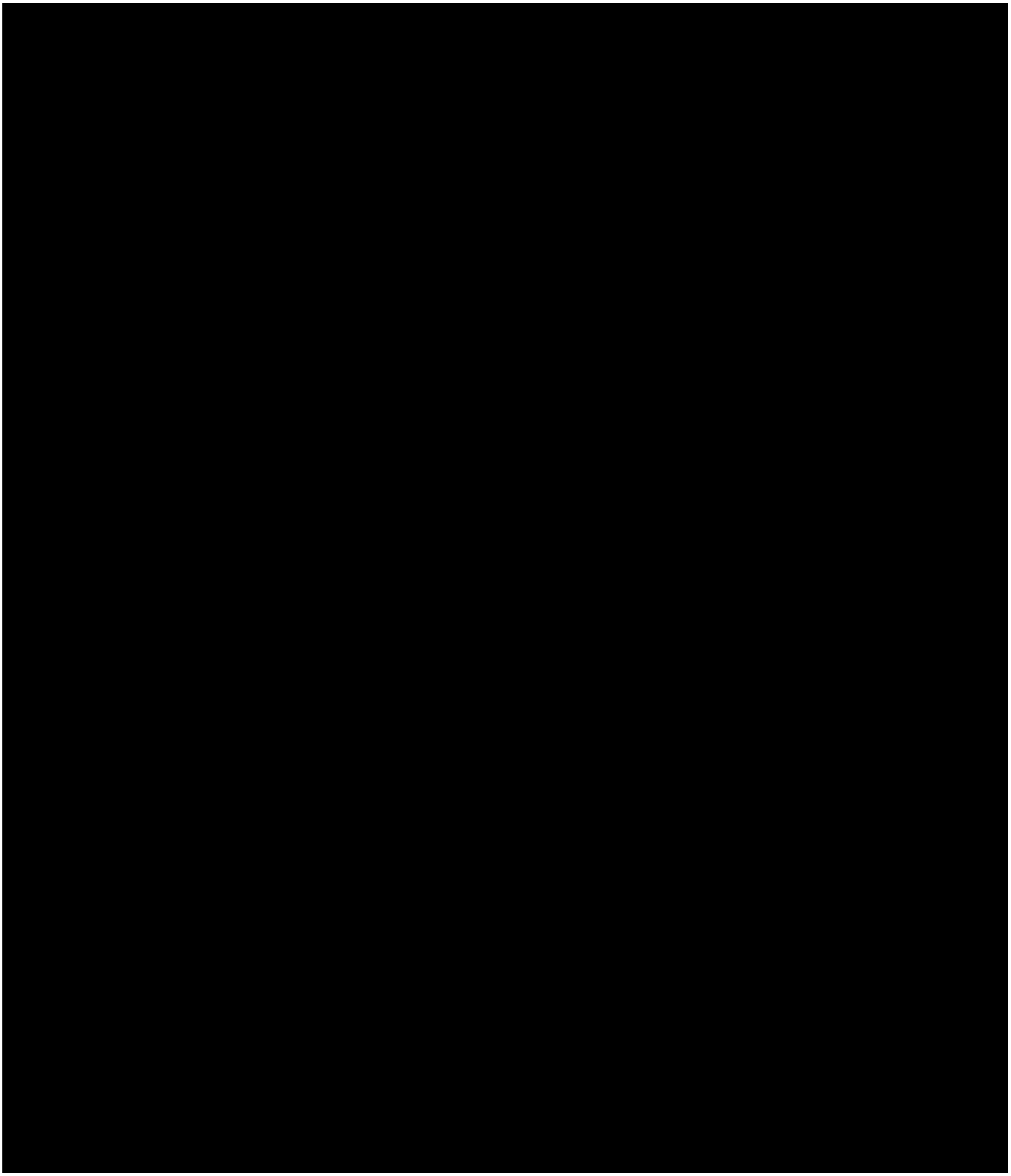
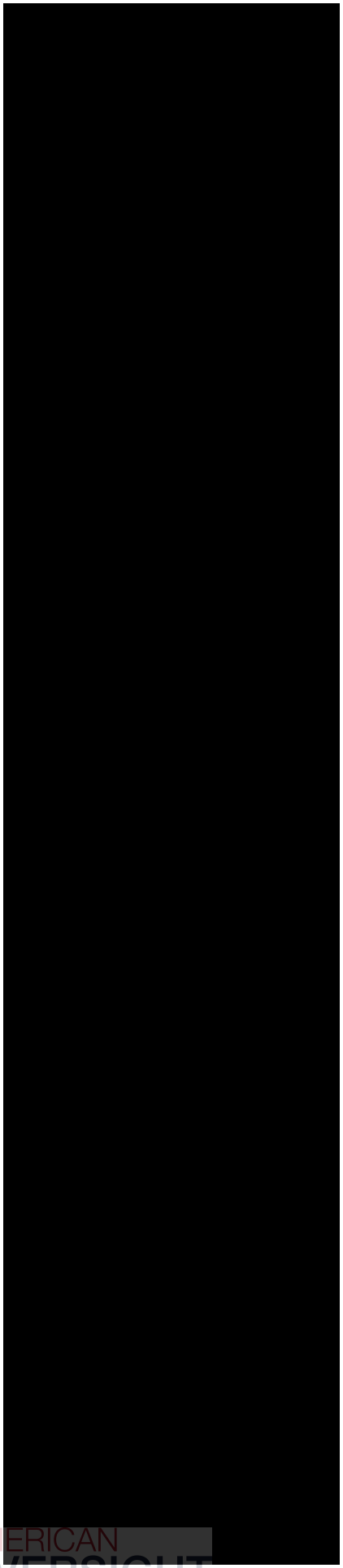


AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



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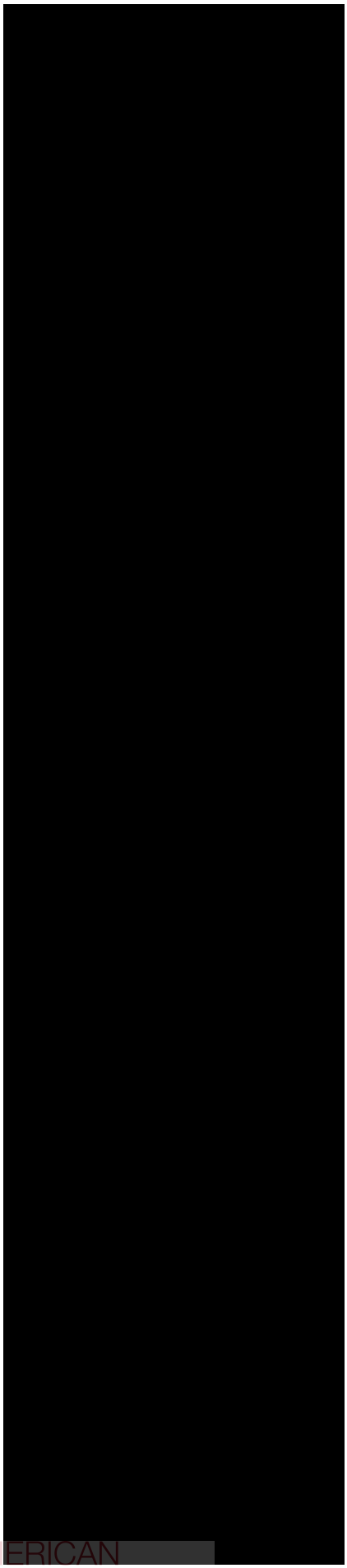
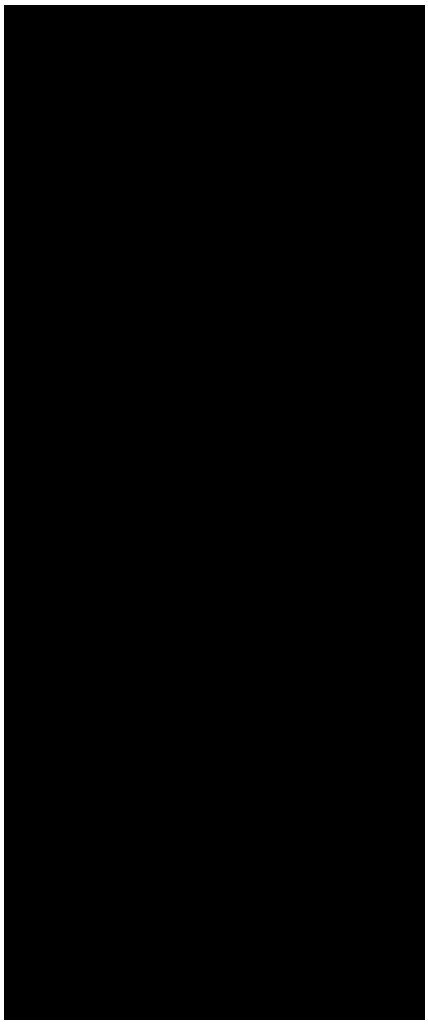


AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Aaron Bailey; Dean Allen
Cc: Michael Kearns; Chris Masson; Christopher Little; Stacey Crabtree; Marlene Coffee; Jey Whitson1; Dwight Cloud; Lisa Dee Meyerson Marshall; Thad Lowry; JR Sloan; Spencer Scott; Holly Greene
Subject: RE: ADC prioritized list of bugs
Date: Monday, December 23, 2019 5:33:17 PM

Hello Aaron,

Thanks for your feedback and the prioritization effort.

I see that 4 bugs have been added to the list we shared over the week-end, some belonging to the parking lot actually.

Let me review with the team. I am willing to accommodate this list, whatever the qualification of the bugs could be. But I need to make sure we can address them quickly enough.

I'll come back to you tomorrow on this,

Benjamin

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Monday, December 23, 2019 12:23 PM
To: Dean Allen <dean.allen@bndna.com>
Cc: Benjamin Bussenault <benjamin.bussenault@bndna.com>; Michael Kearns <mkearns@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Thad Lowry <thad.lowry@bndna.com>; JR Sloan <JR.Sloan@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: ADC prioritized list of bugs

Dear Dean:

Here is the stack-ranked prioritized list of ACIS bugs I made with Spencer Scott, Jey Whitson, and Marlene Coffey. It was made with feedback from our TAs in the command center. Priority 1 is the most urgent, Priority 27 is the least urgent on this list.

Priority	ID	Title
1	40696	*CRITICAL ~ Scheduling/vehicle gate count inmates can not be brought back in from previous day.
2	41055	Inmate search not functioning
3	35268	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - (Previous build: 1/4/19) - INTAKE: Personal Characteristics -- Missing SID#s
4	40876	Protective Custody files corrupted and unable to proceed
5	40960	Mandatory forfeiture duplicated the amount of OSB Admin approval
6	41037	Some minors do not show on the Queue after being permitted to visit.
7	40834	Visitors on verified "PENDING" status are able to receive phone calls from the inmate(s) they are applying to visit.
8	41039	Warrants- All Time Stop Date cannot be changed/deleted when saved/submitted
9	40707	Homeless Change Request
10	40078	ARBITRATION!!!**UC-VI-8 Add New Visitor: Cannot submit a new application to another inmate for a visitor who is currently pending
11	40663	Protective Custody notifications: The notification emails are being sent to incorrect staff
12	40744	*CRITICAL ~ OMS: Cannot Transfer Cases from a CCO who is no longer active
13	40896	Warden cannot UPHOLD or OVERTURN a visitor after a Visitor's Appeal is received
14	40499	Deputy Warden cannot Approve or Deny a visitor after ACJIS completes an Annual Review
15	41040	Count- Tucson Rincon units count SID's for staff and supervisors are missing and or corrupt.
16	40886	Transportation Queue System Error when Scheduling an inmate for movement
17	41014	PROGRAMS: Unable to save/update Emergency Contact, therefore unable to finalize Corrections Plan
18	40846	PROGRAMS: "Assign Inmate" screen does not contain all of the inmates like the PRR does for Academic Education
19	40943	Detention entry with future date
20	40822	CC/CS inmate has new episode that needs to be deleted due to incorrect inmate traffic history
21	39239	UC-VI-9 Visitation Dashboard- Annual Reviews should not be listed on the Visitation Dashboard
22	40954	DNHW approved action still showing as pending
23	40739	Visitation: Cannot save application for an inmate incorrectly id'd as "in reception"
24	40929	Messages that failed due to the codes in the Z03, Z04, Z08, Z09, or Z11 need to be reprocessed
25	40965	Change Assigned PO Change Request
26	40748	Count Change Request
27	40674	Home plans not routing to correct office

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--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Dwight Cloud
Cc: Lisa Dee Meyerson Marshall; Aaron Bailey; Spencer Scott; Marlene Coffey; Jacob Whitson; Thad Lowry
Subject: I forgot to hit record. I started it just now
Date: Monday, December 23, 2019 3:45:46 PM

My apologies.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Thad Lowry; Dean Allen
Cc: Lisa Dee Meyerson Marshall; Dwight Cloud; Aaron Bailey
Subject: Debrief Call
Date: Monday, December 23, 2019 3:37:14 PM

Hello Thad and Dean-

Will someone from B&D be joining the debrief call?

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Masson Chris
Cc:	George Martinez; Jacob Whitson; mvanarsdall@azdps.gov
Subject:	Fwd: ADOC status codes
Date:	Monday, December 23, 2019 1:08:03 PM

Hi Chris-

Please see below. Is this something you can help obtain?

-Holly

---------- Forwarded message ---------
From: **Melody Van Arsdall** <MVanArsdall@azdps.gov>
Date: Mon, Dec 23, 2019 at 10:58
Subject: RE: ADOC status codes
To: Jacob Whitson <jwhitson@azadc.gov>, Holly Greene <hgreene@azadc.gov>, George Martinez <gmartinez1@azadc.gov>

There were no communication regarding the status update by B&D. Please send us the all active status codes (valid movement codes?) to DPS.

Thank you,

Melody Van Arsdall

Applications Systems Analyst

Arizona Department of Public Safety

2310 N 20th Ave., Phoenix, AZ 85009

Phone: 602-223-2906 MD 2950

mvanarsdall@azdps.gov

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, December 23, 2019 10:30 AM
To: Melody Van Arsdall <MVanArsdall@AZDPS.GOV>; Holly Greene <hgreene@azadc.gov>; George Martinez <gmartinez1@azadc.gov>
Subject: Re: ADOC status codes

T4 is one of our movement codes, I don't recognize EN though. But this all should have been

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updated and given to you by B&D.

Sincerely,

Jacob “Jey” Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADC CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

On Mon, Dec 23, 2019 at 10:20 AM Melody Van Arsdall <MVanArsdall@azdps.gov> wrote:

> Hi Mr. Jacob Whitson,
>
> Has there been new status added to ACIS? Status ‘EN’ and ‘T4’ records are passed to AZDPS since December 9, 2019. Please see the attached reports.
>
> Thank you,
>
> **Melody Van Arsdall**
>
> Applications Systems Analyst
>
> Arizona Department of Public Safety
>
> 2310 N 20th Ave., Phoenix, AZ 85009
>
> Phone: 602-223-2906 MD 2950
>
> mvanarsdall@azdps.gov

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--

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Holly Greene; lisa.meyerson@azdoa.gov
Subject: FW: Bugs qualification review
Date: Monday, December 23, 2019 10:08:00 AM
Attachments: Current Critical High Bug Status.xlsx

From: Benjamin Bussenault
Sent: Friday, December 20, 2019 8:17 PM
To: Christopher Little <Christopher.Little@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; JR Sloan <jr.sloan@azdoa.gov>; Ken Sanchez <ksanchez@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>
Cc: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: Bugs qualification review

All,

Here is the material for our meeting on Monday.

As explained in my mail yesterday, the focus will be on the bugs that are in active, reconsider or proposed status.

The objective is to set clearly the scope of work of BDNA on bugs in order to get a formal solution sign off confirmation.

Have a nice week-end everyone,

Benjamin

-----Original Appointment-----
From: Benjamin Bussenault
Sent: Thursday, December 19, 2019 2:34 PM
To: Benjamin Bussenault; Christopher Little; Dean Allen; JR Sloan; Ken Sanchez; Dwight Cloud; Michael Kearns
Cc: Cindy Hyser-Crauwels
Subject: Bugs qualification review
When: Monday, December 23, 2019 10:00 AM-11:00 AM (UTC-07:00) Arizona.
Where: 175245

Dial 8772399611 and then 175245

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Please feel free to forward to anyone necessary for the call.

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ID	Title	Assigned To
35268	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - (Previous build: 1/4/19) - INTAKE: Personal Characteristics -- Missing SID#s	Shalini Makam
40960	Mandatory forfeiture duplicated the amount of OSB Admin approval	Samy Hammami
40696	*CRITICAL ~ Scheduling/vehicle gate count inmates can not be brought back in from previous day.	Youssef Boumaiza
41040	Count- Tucson Rincon units count SID's for staff and supervisors are missing and or corrupt.	Chris Masson
40943	Detention entry with future date	Chris Masson
40954	DNHW approved action still showing as pending	Youssef Boumaiza
40822	CC/CS inmate has new episode that needs to be deleted due to incorrect inmate traffic history	Dean Allen
40876	Protective Custody files corrupted and unable to proceed	Youssef Boumaiza
40663	Protective Custody notifications: The notification emails are being sent to incorrect staff	Youssef Boumaiza
40886	Transportation Queue System Error when Scheduling an inmate for movement	Youssef Boumaiza
41014	PROGRAMS: Unable to save/update Emergency Contact, therefore unable to finalize Corrections Plan	Shalini Makam
40846	PROGRAMS: “Assign Inmate” screen does not contain all of the inmates like the PRR does for Academic Education	Chris Masson
40834	Visitors on verified “PENDING" status are able to receive phone calls from the inmate(s) they are applying to visit.	Aaron Pratt
40739	Visitation: Cannot save application for an inmate incorrectly id'd as "in reception"	Alaeddine Bensalah
39239	UC-VI-9 Visitation Dashboard- Annual Reviews should not be listed on the Visitation Dashboard	Alaeddine Bensalah
40078	ARBITRATION!!!**UC-VI-8 Add New Visitor: Cannot submit a new application to another inmate for a visitor who is currently pending	Thad Lowry
40499	Deputy Warden cannot Approve or Deny a visitor after ACJIS completes an Annual Review	Alaeddine Bensalah
40896	Warden cannot UPHOLD or OVERTURN a visitor after a Visitor's Appeal is received	Alaeddine Bensalah
41037	Some minors do not show on the Queue after being permitted to visit.	Alaeddine Bensalah
40744	*CRITICAL ~ OMS: Cannot Transfer Cases from a CCO who is no longer active	Amira belhajyahiya

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41039	Warrants- All Time Stop Date cannot be changed/deleted when saved/submitted	Riadh Mkannez
40929	Messages that failed due to the codes in the Z03, Z04, Z08, Z09, or Z11 need to be reprocessed	Aaron Pratt

Bugs as 5PM on 12/20/2019

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State	Severity	Area Path	Created Date	Resolved Date
Active	2 - High	Aims2\Data Clean Up and Migration	1/29/2019 6:25	
Active	2 - High	Aims2\03-Sentence Calc	12/17/2019 9:24	
Active	2 - High	Aims2\06-Population Mgmt\Count	12/4/2019 10:59	
Proposed	2 - High	Aims2\06-Population Mgmt\Count	12/20/2019 14:41	
Active	2 - High	Aims2\06-Population Mgmt\Detention	12/16/2019 11:16	
Active	2 - High	Aims2\06-Population Mgmt\DNHW	12/16/2019 14:34	
Reconsider	2 - High	Aims2\06-Population Mgmt\Movement Holds	12/9/2019 14:06	
Active	2 - High	Aims2\06-Population Mgmt\Protective Custody	12/11/2019 14:06	
Active	2 - High	Aims2\06-Population Mgmt\Protective Custody	12/3/2019 10:42	
Active	2 - High	Aims2\06-Population Mgmt\Transportation	12/11/2019 16:13	
Active	2 - High	Aims2\07-Programs	12/19/2019 8:42	
Reconsider	2 - High	Aims2\07-Programs	12/10/2019 13:09	
Proposed	2 - High	Aims2\10-Visitation	12/10/2019 9:15	
Active	2 - High	Aims2\10-Visitation	12/5/2019 12:42	
Active	2 - High	Aims2\10-Visitation	9/19/2019 13:57	
Reconsider	2 - High	Aims2\10-Visitation	10/29/2019 23:31	
Active	2 - High	Aims2\10-Visitation	11/22/2019 14:00	
Proposed	2 - High	Aims2\10-Visitation	12/12/2019 10:53	
Proposed	2 - High	Aims2\10-Visitation	12/20/2019 13:13	
Active	2 - High	Aims2\11-Community Corrections\OMS	12/5/2019 13:57	

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Proposed	2 - High	Aims2\14-Warrants and Detainers\Warrants	12/20/2019 14:28	
Proposed	2 - High	Aims2\20-Interfaces	12/14/2019 1:01	

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B&D Notes
Valid bug and currently development is working to resolve.
Valid bug and currently development is working to resolve.
Multiple issues in the bug, this bug needs an RCA and to separated into the individual issues to determine which are CHANGES and which are bugs to be resolved.
Valid bug and currently development is working to resolve.
Received date back from ADC, so development is working to resolve.
Valid bug and currently development is working to resolve.
ADC is requesting that we manipulate PROD data that was entered in error
Central Office is handlng manaually, we will need either create process to close the reviews or a script to clean up and close ONLY MIGRATED DATA ISSUE
Valid bug. Moved bug to developer to work on resolution
Valid bug and currently development is working to resolve.
Valid bug. Moved bug to developer to work on resolution
CHANGE: Reviewing this for consideration to go to CCB
Valid bug and currently development is working to resolve.
Valid bug and currently development is working to resolve.
Valid bug and currently development is working to resolve.
PREVIOUS ARBITRATION ITEM - Already sent to JR 12/18 awaiting feedback
Valid bug and currently development is working to resolve. ONLY REPRODUCIBLE IN PROD
Valid bug and currently development is working to resolve. ONLY REPRODUCIBLE IN PROD
Valid bug and currently development is working to resolve.
Valid bug and currently development is working to resolve.

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Valid bug and currently development is working to resolve.
CHANGE: Codes were missing in the Ref Data mapping so the messages were not included at Migration

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Charles Spannagel
Cc:	Spencer Scott
Subject:	Re: Missing Reports
Date:	Monday, December 23, 2019 9:17:12 AM
Attachments:	image002.png

Sorry about that, Charles. :) Not sure B&D needs to be part of this per se.

Spencer- Can you run with this one? *(get in contact with the proper person(s) to help build the report)*

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 23, 2019 at 9:15 AM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> I believe Jey is referring to the ADC Ad Hoc team. I think our side is done. I can certainly look into this further on the BND side. If needed.
>
> Thanks Holly.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 23, 2019 8:19 AM
To: Spencer Scott <sscott3@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: Fwd: Missing Reports

Please keep me looped in on the status of these report creations.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Jacob Whitson** <jwhitson@azadc.gov>
Date: Mon, Dec 23, 2019 at 7:52 AM
Subject: Re: Missing Reports
To: Gregory Denning <gdenning@azadc.gov>, Holly Greene <hgreene@azadc.gov>

AMERICAN OVERSIGHT

Cc: Charles Manning <cmanning@azadc.gov>, Karen Hellman <khellman@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>

The Ad Hoc team will need to create them.

Holly - Could you see that these get added to the list please?

On Mon, Dec 23, 2019 at 7:47 AM Gregory Denning <gdenning@azadc.gov> wrote:

> There are several reports that were not produced in ACIS that were in AIMS and staff are asking for them.
>
> DA04 DU IIS
>
> H310I547-02
>
> How do I get them on the list to get done in the future?
>
> Greg Denning
>
> Programs Systems Specialist
>
> Division of Inmate Programs and Reentry
>
> Office Phone # (602) 542-3831
>
> ADC Cell # 602-663-7558
>
> ADC Mail Code 320
>
> gdenning@azadc.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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--

Sincerely,

Jacob “Jey” Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADC CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

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AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Holly Greene; Spencer Scott
Subject: RE: Missing Reports
Date: Monday, December 23, 2019 9:15:51 AM
Attachments: image002.png

I believe Jey is referring to the ADC Ad Hoc team. I think our side is done. I can certainly look into this further on the BND side. If needed.

Thanks Holly.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 23, 2019 8:19 AM
To: Spencer Scott <sscott3@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>
Subject: Fwd: Missing Reports

Please keep me looped in on the status of these report creations.

Respectfully,

Holly Greene
Deputy CIO
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Jacob Whitson** <jwhitson@azadc.gov>
Date: Mon, Dec 23, 2019 at 7:52 AM
Subject: Re: Missing Reports
To: Gregory Denning <gdenning@azadc.gov>, Holly Greene <hgreene@azadc.gov>

AMERICAN OVERSIGHT

Cc: Charles Manning <cmanning@azadc.gov>, Karen Hellman <khellman@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>

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Holly - Could you see that these get added to the list please?

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> Programs Systems Specialist
> Division of Inmate Programs and Reentry
> Office Phone # (602) 542-3831
> ADC Cell # 602-663-7558
> ADC Mail Code 320
> gdenning@azadc.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Spencer Scott; Charles Spannagel
Subject: Fwd: Missing Reports
Date: Monday, December 23, 2019 8:19:25 AM

Please keep me looped in on the status of these report creations.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Jacob Whitson** <jwhitson@azadc.gov>
Date: Mon, Dec 23, 2019 at 7:52 AM
Subject: Re: Missing Reports
To: Gregory Denning <gdenning@azadc.gov>, Holly Greene <hgreene@azadc.gov>
Cc: Charles Manning <cmanning@azadc.gov>, Karen Hellman <khellman@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>

The Ad Hoc team will need to create them.

Holly - Could you see that these get added to the list please?

On Mon, Dec 23, 2019 at 7:47 AM Gregory Denning <gdenning@azadc.gov> wrote:

> There are several reports that were not produced in ACIS that were in AIMS and staff are asking for them.
>
> DA04 DU IIS
>
> H310I547-02

AMERICAN OVERSIGHT

How do I get them on the list to get done in the future?

Greg Denning
Programs Systems Specialist
Division of Inmate Programs and Reentry
Office Phone # (602) 542-3831
ADC Cell # 602-663-7558
ADC Mail Code 320
gdenning@azadc.gov

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--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

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AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Michael Kearns
Cc: Holly Greene; CLOUD, DWIGHT; SANCHEZ, KEN
Subject: Re: Contract No. ADOC14-00003350/ADC14-025-23 Response to your email dated 12/16/2019
Date: Saturday, December 21, 2019 8:11:32 AM

Say 9:30 then. We will need more than 15mn. Ok with you?

Sent from my iPhone

> On Dec 21, 2019, at 8:35 AM, Michael Kearns <mkearns@azadc.gov> wrote:
>
> Dwight, Ken and I are all off Monday. We don't mind addressing these issues due to the urgency, but we do want to do it in an efficient manner. As I understand, you want
> - a Status of the project
> - discuss bug qualification based on your other email
>
> I would propose an initial call, say at 9:40 or 9:45am AZ time to give a quick project update; and then proceed at 10am to the longer call about the bug qualification.
>
> Sincerely,
> Michael P. Kearns
> Division Director, Administrative Services
>
> On Fri, Dec 20, 2019 at 7:35 PM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:
>
> > Hello Mike,
> >
> > There are 2 meetings.
> >
> > One at 8am AZ time on the project status
> >
> > One at 10am AZ time on the bugs qualification with ADOA.
> >
> > Thanks,
> >
> > Benjamin

AMERICAN OVERSIGHT

From: Michael Kearns <mkearns@azadc.gov>
Sent: Friday, December 20, 2019 7:01 AM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; CLOUD, DWIGHT <dcloud@azcorrections.gov>; SANCHEZ, KEN <ksanchez@azcorrections.gov>
Subject: Re: Contract No. ADOC14-00003350/ADC14-025-23 Response to your email dated 12/16/2019

Benjamin

Just so you are aware, the meeting invite we got is for 10am AZ time (Noon EST). that actually works better for us so that will be the time.

Sincerely,

Michael P. Kearns

Division Director, Administrative Services

On Thu, Dec 19, 2019 at 2:32 PM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Dear Mr Sanchez,
>
> Thank you for your response. We will go through it and revert back to ADC tomorrow with our position.
>
> One thing that is clearly apparent is that we disagree on the notion of bugs qualification. This needs to be addressed and arbitrated swiftly if we want to stand a chance to reach a final acceptance by year end.
>
> In order to reach an agreement on what BDNA is really accountable to fix for a sign-off confirmation, I am scheduling a call with ADC and ADOA on Monday.

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We will focus only on the High/Critical bugs that are either "active", "proposed" and "re-consider". That will considerably narrow down the work. The purpose will be to arbitrate on their criticality level (as per Nov. 18th amendment definitions) and on their nature (Defect or Change). We will send you some preparatory work tomorrow COB.

In the meantime, BDNA team is 7days/7 on deck to resolve bugs. We need ADC's team to be equally available on testing. We will do 2 release in UATs next week (one Monday, one Thursday) so as to maximize the testing on the resolved bugs and make it to the finish line.

Thanks very much,

Benjamin Bussenault

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Thursday, December 19, 2019 12:23 PM
To: Pierrelouis.Biaggi@orange.com; Jerome.deLattre@orange.com; Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: David Shinn <dshinn@azadc.gov>; Joseph Profiri <jprofiri@azcorrections.gov>; Edward Jimenez <ed.jimenez@azdoa.gov>; JR Sloan <JR.Sloan@azdoa.gov>; Michael Kearns <mkearns@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: Contract No. ADOC14-00003350/ADC14-025-23 Response to your email dated 12/16/2019

Hello Mr. Biaggi, Mr. Lattre, and Mr. Bussenault,

Please see the attached letter in response to your email dated 12/16/2019 regarding the AIMS2 implementation status and B&D's alternative proposals for moving forward. Please let me know if you would like to discuss further and we will make ourselves available.

AMERICAN OVERSIGHT

Thank you,

Ken Sanchez

Chief Procurement Officer, Arizona Department of Corrections

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

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From:	Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To:	Ken Sanchez
Cc:	David Shinn; Joseph Profiri; Edward Jimenez; JR Sloan; Michael Kearns; Dwight Cloud; Dean Allen; Pierrelouis.Biaggi@orange.com; Jerome.deLattre@orange.com
Subject:	RE: Contract No. ADOC14-00003350/ADC14-025-23 Response to your email dated 12/16/2019
Date:	Friday, December 20, 2019 7:43:12 PM
Attachments:	December 20 B. Bussenault Letter to K. Sanchez.pdf

Hello Mr Sanchez & ADC team,

Please find enclosed BDNA response to your letter dated yesterday.
Talk to you soon,

Have a nice week-end,

Benjamin Bussenault

From: Ken Sanchez <ksanchez@azadc.gov>
Sent: Thursday, December 19, 2019 12:23 PM
To: Pierrelouis.Biaggi@orange.com; Jerome.deLattre@orange.com; Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: David Shinn <dshinn@azadc.gov>; Joseph Profiri <jprofiri@azcorrections.gov>; Edward Jimenez <ed.jimenez@azdoa.gov>; JR Sloan <JR.Sloan@azdoa.gov>; Michael Kearns <mkearns@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: Contract No. ADOC14-00003350/ADC14-025-23 Response to your email dated 12/16/2019

Hello Mr. Biaggi, Mr. Lattre, and Mr. Bussenault,

Please see the attached letter in response to your email dated 12/16/2019 regarding the AIMS2 implementation status and B&D's alternative proposals for moving forward. Please let me know if you would like to discuss further and we will make ourselves available.

Thank you,

Ken Sanchez

Chief Procurement Officer, Arizona Department of Corrections

AMERICAN OVERSIGHT

Phone ADC: 602-364-3786

Email ADC: ksanchez@azcorrections.gov

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AMERICAN OVERSIGHT

December 20, 2019

Via E-mail

Ken Sanchez
Chief Procurement Officer
Arizona Department of Corrections
1601 West Jefferson
Phoenix, AZ 85007

Re: Contract No. ADOC14-00003350/ADC14-025-23

Dear Ken:

I write in response to your December 19, 2019 letter. While ADC and B&D appear to disagree on various issues, at this juncture, I want to focus on the areas that I believe will be most productive in promptly advancing a mutually acceptable Solution.

As a preliminary matter, the Solution is stable, live, being used by several users, and functioning properly. The Solution has had nearly 6,000 unique users, averaging over 430,000 system transactions or requests per business day, with over 3 million page loads. And, aside from one 30 minute outage on December 2, 2019, there have not been any system outages and the Solution is responding continually to requests.

While there are certain bugs, we believe many of them should be properly classified as change requests rather than true defects. As stated in the Best and Final Offer (the "BAFO"), the post-go live support period is "to ensure that the end users are fully supported during the rollout, to help triage issues and reinforce the training provided by the training program previously given"—it is not an opportunity to suggest changes that could have been requested at prior phases. For example, it appears that erroneous legacy data has existed in The Enforcer system for months if not years. While B&D defined, designed, and tested the new Enforcer API for technical bugs, ADC had the responsibility during UAT to test for this type of industry-specific issue. Further, after ADC overwrote Solution data in an effort to correct these legacy data related problems, B&D had to expend considerable resources correcting scripts to get The Enforcer back into a synchronized state with the Solution. B&D believes that this type of delayed request is properly classified as a change request.

In any event, disputes as to whether a change constitutes a bug or a change request requiring compensation must be resolved by ADOA-ASET. In light of our mutual obligation in Amendment 6 to resolve such issues "collaboratively and expeditiously," we are submitting

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the dispute to ADOA-ASET on Monday December 23rd so that we can proceed with contractual schedule, including the December 30, 2019 Go-Live acceptance.

With respect to your proposal, we cannot agree as stated. However, we are willing to agree to the following:

1. In accordance with the acceptance criteria in Amendments 6, 7, and 8, B&D will fix all valid high and critical bugs, with compensation being owed for any bugs that are determined to be change requests by the parties or ADOA-ASET;

2. Separate from the fixing of bugs and implementing change requests, B&D will maintain a post Go-Live team comprised of individuals that fulfill the requirements on pages 63 and 64 of the BAFO, and this team will ensure that the end users are fully supported during the rollout, help triage issues, and reinforce the training provided by the training program previously given[1];

3. ADC will pay B&D the full amounts owed for Perryville, Go-Live, and other Implementation Phase deliverables upon the acceptance of the Solution or the date on which the deliverable is submitted; and

4. ADC has always had full access to the TFS, but B&D will provide additional access to the list of items previously completed and moved to a different area path for efficiency purposes.

B&D will also work collaboratively with ADC to start the M&O Phase earlier than contemplated in Exhibit B to Amendment 8, including by submitting all Implementation Phase deliverables ahead of schedule.

We look forward to speaking on Monday.

Sincerely,

Benjamin Bussenault

[1] B&D believes that the Parking Lot items are change requests and intends to submit them to ADOA-ASET on December 23, 2019.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joshua Connolly
Cc: Chris Masson; Thad Lowry; Dwight Cloud; Aaron Bailey; Spencer Scott; gmartinez1
Subject: Re: last issue on bug 37732
Date: Friday, December 20, 2019 4:07:31 PM
Attachments: image001.png

Hello everyone-

What is the status of #40847?

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 18, 2019 at 3:05 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Thank you, Chris - These dates on the separately delivered file are looking good.
> I'll close out that DI17 issue now and then #40847 is the last item to check in.
> Take care,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

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On Tue, Dec 17, 2019 at 4:34 PM Chris Masson <chris.masson@bndna.com> wrote:

> The files are now on the SFTP in the UAT directory for validation.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, December 17, 2019 2:11 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Joshua Connolly <jconnolly@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Wonderful. Thank you, Chris. About how long will it take for the job to complete (est.)?
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Tue, Dec 17, 2019 at 1:58 PM Chris Masson <chris.masson@bndna.com> wrote:
>
> > Yes please wait. We have the job running now to extract – we will confirm when complete.
> >
> > **From:** Joshua Connolly <jconnolly@azadc.gov>
> > **Sent:** Tuesday, December 17, 2019 1:41 PM
> > **To:** Chris Masson <chris.masson@bndna.com>
> > **Cc:** Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott

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<sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: last issue on bug 37732

Hello, Chris - I have files that hit the folder yesterday but I was thinking I should wait until confirmation today. I've checked one inmate and it appears correct, I'll check the rest after I get the go ahead.

Many thanks,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 17, 2019 at 1:15 PM Chris Masson <chris.masson@bndna.com> wrote:

> Just confirming with the team – the job completed successfully from UAT – I just need someone on our side to confirm it dropped to the intended directory on the SFTP.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, December 17, 2019 12:24 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Joshua Connolly <jconnolly@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Hello Chris-
>
> Just following up on this. Do you have a status update?

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 6:25 PM Chris Masson <chris.masson@bndna.com> wrote:

> Thanks Josh,
>
> We will get this running first thing in the morning and confirm when ready for you to pick up
>
> Get Outlook for iOS
>
> ---
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Monday, December 16, 2019 4:10:24 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Hello, Chris - Let's put this UAT output in a subdirectory of the usual PC-AIMS data, which we've called UAT so the full address within the network is:
>
> \\co-sftp\SFTP\UAT

AMERICAN OVERSIGHT

Very much appreciated.

Take care,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 3:50 PM Chris Masson <chris.masson@bndna.com> wrote:

> Holly,
>
> We can run it out of the UAT environment for validation but need a place to drop it. Can you advise what FTP or directory this file should be sent from to ensure we don't have it mistaken for a Production extract?
>
> Thanks
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, December 16, 2019 1:59 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Chris-

AMERICAN OVERSIGHT

I would like B&D to take the necessary steps in order to ensure that this is pushed to production the proper way - whatever that may be internally. What I would like to see is a more expedited process in doing so rather than allowing a full week to pass. Is there something that can be done on the B&D side to move this forward more quickly?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 1:47 PM Chris Masson <chris.masson@bndna.com> wrote:

> Hi Holly,
>
> In discussion with the team the only place the PC AIMS export runs is in Prod. Are you wanting us to move this directly to Production to resolve this issue?
>
> Thanks
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, December 16, 2019 12:50 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>

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Cc: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Fwd: last issue on bug 37732

Hello Thad and Chris-

Please see below. Is there any way to escalate this push so we can test and (hopefully) clear/close this bug out?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

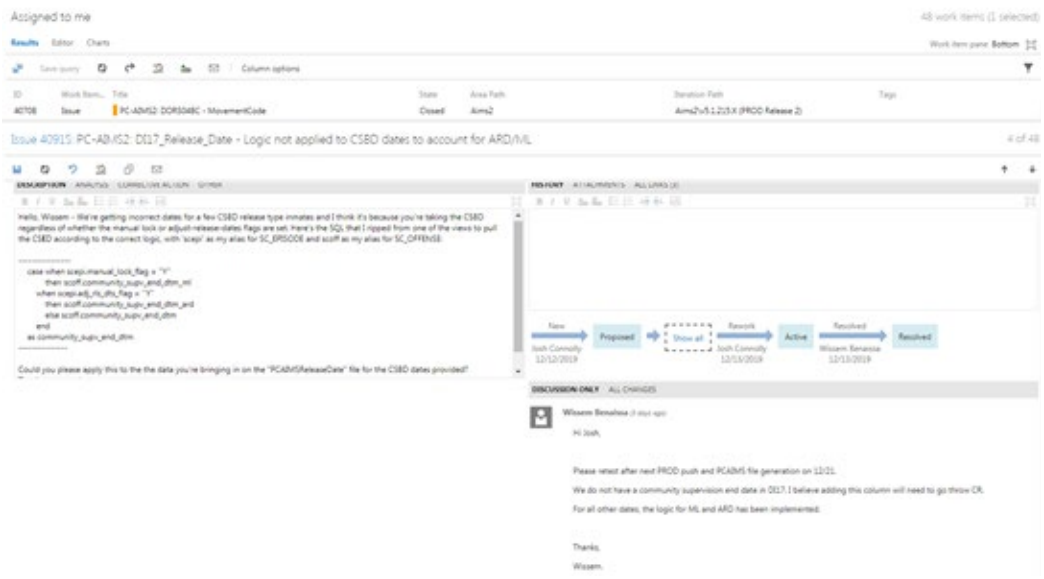
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Mon, Dec 16, 2019 at 12:12 PM
Subject: last issue on bug 37732
To: Holly Greene <hgreene@azadc.gov>

Hi, Holly - Here's the snip of the issue #40915:

AMERICAN OVERSIGHT



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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Aaron Bailey; Christine Osborne; Cindy Hyser-Crauwels; Edwin Gonzalez; Jaquel Moody; Michael Gomez; Michael Kearns; Elizabeth Charif
Cc:	Dwight Cloud; Stacey Crabtree; Marlene Coffey; Holly Greene; Jacob Whitson; Jan Upchurch; Shalini Makam; Herbert Haley; Linda Stanley
Subject:	Action Items: Inmate Release Notifications Follow-up Meeting 2
Date:	Wednesday, December 18, 2019 6:43:58 PM
Attachments:	Inmate Release Notifications_20191218.doc

Hello everyone-

Thank you so very much for meeting today.

Please take time to review the attached summary list of the action items.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

Monday, August 30, 2021

Meeting Minutes

Meeting:	ACIS Notification Emails Tech Meeting		
Date:	12/18/2019	**Time:**	14:30 – 15:00 AZ MT
Host:	Aaron Bailey – Host / Organizer Holly Greene – Co-host	**Location:**	Bldg: 1645 2nd floor - Dwight Cloud's office

Attendees		
Name	**Title/Functional Area**	**Present (Y/N)**
Jan Upchurch	Victim Services	**N (Optional)**
Christine Osborne	Victim Services	**Y**
Linda Stanley	Victim Services	**N**
Edwin Gonzalez	Victim Services	**Y**
Jaquel Moody	Victim Services	**Y**
Dwight Cloud	IT	**Y**
Eli Charif	IT BA	**Y**
Michael Gomez	IT (DBA)	**Y**
Holly Greene	IT	**Y**
Herb Haley	Ops (Time Comp)	**N**
Cindy Hyser-Crauwels	B&D	**Y**
Shalini Makam	B&D	**N**

Notes

Action Item 1:
Issue: Update Agency Inmate Release Notification email address from azvictims@azadc.gov to vicservices@azadc.gov.

- **Status:** Pending Victim Services validation
- **Owner:** B&D
- **Action:**
  - **Victim Services** to validate by receipt of message. Has the team received an email?

AMERICAN OVERSIGHT

Monday, August 30, 2021

Meeting Minutes

Notes

Action Item 2:

Issue: Review Release Notification email addresses

- **Status:** In Progress
- **Owners:** Jan Upchurch
- **Updates:**
  - Team reported that of 234 emails from the original list, 170 are duplicates. Of all 64 Agencies, 39 email addresses checked out, but 27 are no longer valid.
- **Actions:**
  - **Edwin** will determine if the 39 addresses will suffice for the Agencies.

UPDATED - Action Item 3:

- **Issue:** Temporarily suspend Agency Inmate Release Letter notifications from sending to county attorneys and judges until a solution is provided. ***NOTE: Arresting Agencies also need to be included in this list.***
- **Status:** Updated – In Progress
- **Owners:** Cindy Hyser (B&D) and Eli Charif (BA)
- **Updates:**
  - **Eli Charif** confirmed that email address for the judges and county attorneys was created (acisvicservices@azadc.gov) so the notifications will now start going to this email address.
- **Actions:**
  - **Jaquel Moody** will send Eli examples of the Arresting Agency email addresses. Eli will then check this information against those existing in the system.
  - **Eli** will have Christine, Linda and Jaquel added as owners of the email box
  - **Eli** will work with Victim Services to show them how to access the mailbox

Action Item 4:

Issue: Agency Inmate Release Letters are being delivered to incorrect addresses. The inmate profiles are no longer linked to their assigned judge/attorney; they are now assigned to the county only. Need to provide Victim Services a solution which continues to provide the proper automation for notification and to the correct email addresses vs. creating manual work.

- **Status:** In Progress
- **Owners:** B&D, Michael Gomez (DBA), Eli Charif (BA), Herb Haley and Marlene Coffey (Ops)
- **Updates:**
  - Meeting was held on 12/18 where we received updates concerning the email box creation; email address validation; and the request to add Arresting Agency addresses.

AMERICAN OVERSIGHT

Monday, August 30, 2021

Meeting Minutes

Notes

- **Actions:**
  - Next meeting scheduled for Friday, 12/20 at 9:00am to continue the discussion of technical next steps.

Action Item 5:

Issue: Compile the email address data in one location so teams can compare what existed previously in Victim Services application; what existed in ACIS prior to 11/29 Data Migration; and what was provided to Marlene Coffey for update in Reference Data for the 11/29 Data Migration.

- **Status:** In progress
- **Owners:** Aaron Bailey (IT Proj)
- **Update:**
  - Support teams need to determine next steps with this information.
- **Action:**
  - Aaron Bailey tasked with:
    - Pulling the mailing list data from Marlene Coffey's Ref Data sheet
    - Working with Michael Gomez to obtain the previous mailing information stored in PCAIMS (or another source)
    - Working with Marlene Coffey or B&D to pull the mailing information from ACIS prior to Go-Live
- **Additional Notes:**
  - All of this data is to be used as a means of comparing what existed yesterday vs. today; if any updated information was provided to Marlene; and of that information, did it maintain, expand or narrow the universe of recipients

Action Items		
Owner:	**Deliverable Date:**	**Action:**

Parking Lot			
Owner:	**Item:**	**Action:**	**Date:**

AMERICAN OVERSIGHT

Meeting Minutes

Meeting Log
12/18/19: ACIS Notification Emails Tech Meeting **|** 30m *<met for 1hr>*

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Thad Lowry
Cc:	Joshua Connolly; Dwight Cloud; Spencer Scott; Aaron Bailey; gmartinez1; Chris Masson; Wissem BenAissa
Subject:	Re: Expedite Request: Parent Bug 37732 - Child Bug 40847
Date:	Wednesday, December 18, 2019 2:29:44 PM
Attachments:	image002.png

Thank you, Thad. Josh reviewed Luis' feedback and is in the process of responding in another thread.

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 18, 2019 at 2:16 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Depending on Josh's feedback from the file that Luis sent him. Luis is prepared to take action if needed to provide the information that Josh needs
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Thad Lowry
Sent: Wednesday, December 18, 2019 2:10 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: RE: Expedite Request: Parent Bug 37732 - Child Bug 40847

Our understanding about this issue right now – is that the code is working as expected

Per developer (Luis):

Josh didn't understand why some offenses were missing the years, months and days and I explained it to him. He requested the results for a dozen of ADC# And I added those for him to check.

He should close it once he is satisfied checking those values.

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

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M: [redacted]

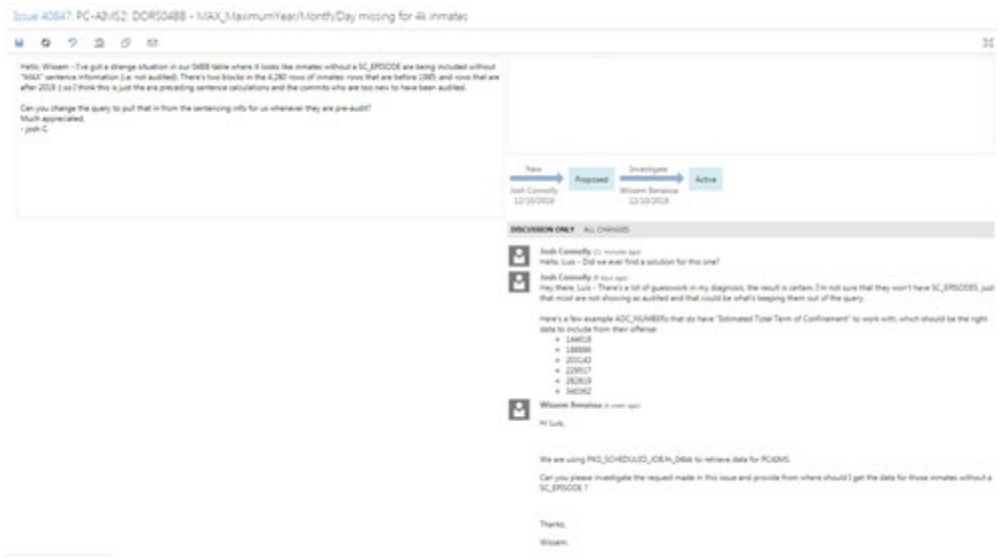
E: thad.lowry@bndna.com

Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, December 18, 2019 1:35 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Expedite Request: Parent Bug 37732 - Child Bug 40847

Hi Thad-

Is there any way to help expedite the resolution of bug 40847? This bug is related to high bug 37732. It's regarding a Prior Packets issue. There's about 4300 inmates without Max Dates. Please see the screenshots below:



Respectfully,

AMERICAN OVERSIGHT

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Thad Lowry
Subject: Re: Expedite Request: Parent Bug 37732 - Child Bug 40847
Date: Wednesday, December 18, 2019 1:52:04 PM
Attachments: image002.png

Thank you kindly Thad

Respectfully,

Holly Greene

Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 18, 2019 at 1:51 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Following up with the developers
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]

AMERICAN OVERSIGHT

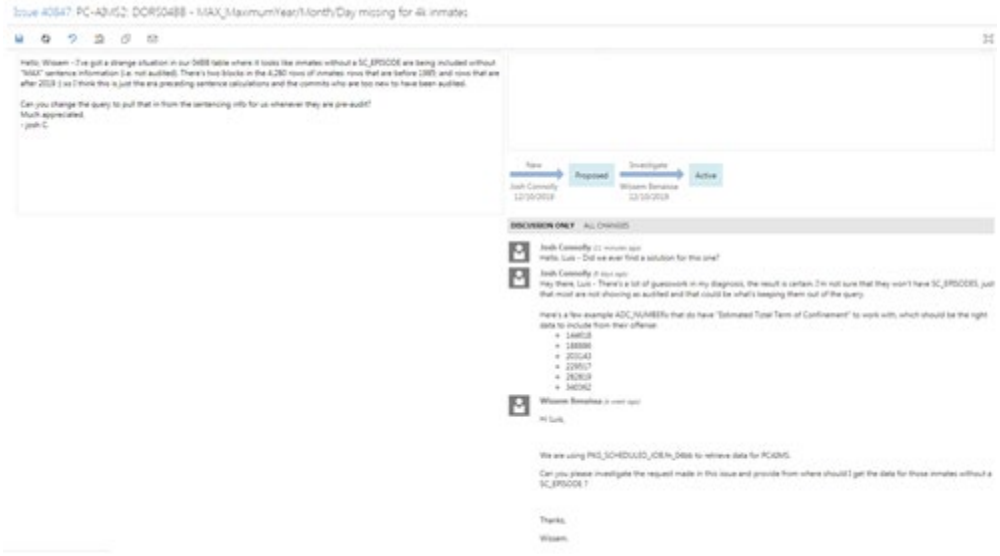
E: thad.lowry@bndna.com

Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, December 18, 2019 1:35 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Subject: Expedite Request: Parent Bug 37732 - Child Bug 40847

Hi Thad-

Is there any way to help expedite the resolution of bug 40847? This bug is related to high bug 37732. It's regarding a Prior Packets issue. There's about 4300 inmates without Max Dates. Please see the screenshots below:



Respectfully,

Holly Greene

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Deputy CIO

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Joshua Connolly
Cc: Chris Masson; Thad Lowry; Dwight Cloud; Aaron Bailey; Spencer Scott; gmartinez1
Subject: Re: last issue on bug 37732
Date: Wednesday, December 18, 2019 1:30:03 PM
Attachments: image001.png

Hello Josh-

Any updates on this?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | Deputy CIO

Arizona Department of Corrections
Administrative Services Division, Information Technology
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On Tue, Dec 17, 2019 at 4:34 PM Chris Masson <chris.masson@bndna.com> wrote:

> The files are now on the SFTP in the UAT directory for validation.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, December 17, 2019 2:11 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Joshua Connolly <jconnolly@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Wonderful. Thank you, Chris. About how long will it take for the job to complete (est.)?

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Respectfully,

Holly Greene

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 17, 2019 at 1:58 PM Chris Masson <chris.masson@bndna.com> wrote:

> Yes please wait. We have the job running now to extract – we will confirm when complete.
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Tuesday, December 17, 2019 1:41 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Hello, Chris - I have files that hit the folder yesterday but I was thinking I should wait until confirmation today. I've checked one inmate and it appears correct, I'll check the rest after I get the go ahead.
>
> Many thanks,
>
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst

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Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 17, 2019 at 1:15 PM Chris Masson <chris.masson@bndna.com> wrote:

> Just confirming with the team – the job completed successfully from UAT – I just need someone on our side to confirm it dropped to the intended directory on the SFTP.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, December 17, 2019 12:24 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Joshua Connolly <jconnolly@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Hello Chris-
>
> Just following up on this. Do you have a status update?
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Mon, Dec 16, 2019 at 6:25 PM Chris Masson <chris.masson@bndna.com> wrote:

> Thanks Josh,
>
> We will get this running first thing in the morning and confirm when ready for you to pick up
>
> Get Outlook for iOS
>
> ---
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Monday, December 16, 2019 4:10:24 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Hello, Chris - Let's put this UAT output in a subdirectory of the usual PC-AIMS data, which we've called UAT so the full address within the network is:
>
> \\co-sftp\SFTP\UAT
>
> Very much appreciated.
>
> Take care,
>
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 3:50 PM Chris Masson <chris.masson@bndna.com> wrote:

> Holly,
>
> We can run it out of the UAT environment for validation but need a place to drop it. Can you advise what FTP or directory this file should be sent from to ensure we don't have it mistaken for a Production extract?
>
> Thanks
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, December 16, 2019 1:59 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Chris-
>
> I would like B&D to take the necessary steps in order to ensure that this is pushed to production the proper way - whatever that may be internally. What I would like to see is a more expedited process in doing so rather than allowing a full week to pass. Is there something that can be done on the B&D side to move this forward more quickly?
>
> Respectfully,

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Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 1:47 PM Chris Masson <chris.masson@bndna.com> wrote:

> Hi Holly,
>
> In discussion with the team the only place the PC AIMS export runs is in Prod. Are you wanting us to move this directly to Production to resolve this issue?
>
> Thanks
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, December 16, 2019 12:50 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Cc:** Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> **Subject:** Fwd: last issue on bug 37732
>
> Hello Thad and Chris-
>
> Please see below. Is there any way to escalate this push so we can test and (hopefully) clear/close this bug out?

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Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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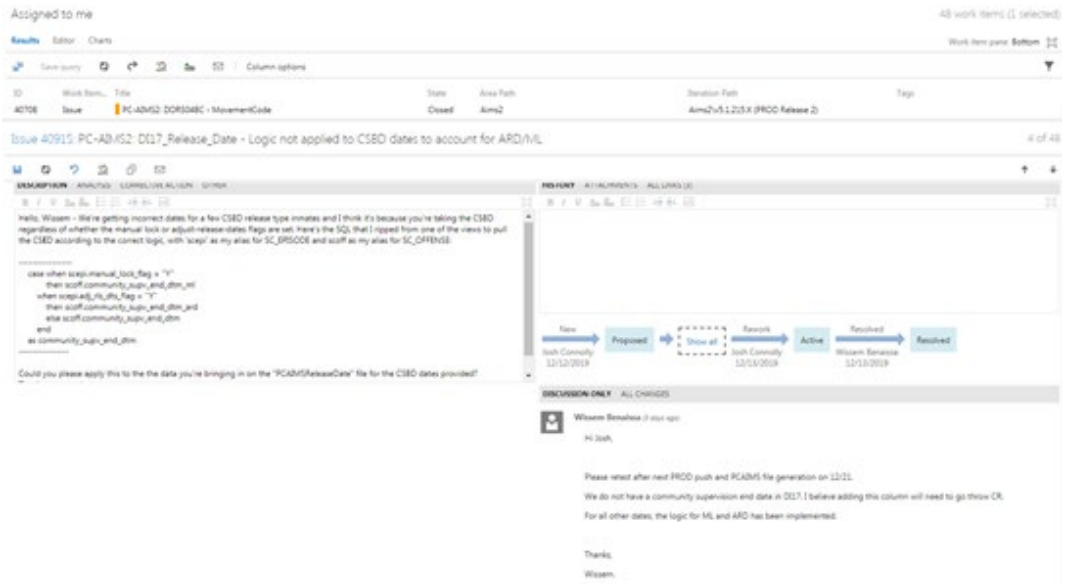
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Mon, Dec 16, 2019 at 12:12 PM
Subject: last issue on bug 37732
To: Holly Greene <hgreene@azadc.gov>

Hi, Holly - Here's the snip of the issue #40915:



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whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Aaron Bailey; Jan Upchurch; Edwin Gonzalez; Cindy Hyser-Crauwels; Michael Gomez; Linda Stanley; Chris Masson; Elizabeth Charif; Herbert Haley; Marlene Coffey
Subject:	Meeting Reschedule
Date:	Wednesday, December 18, 2019 12:23:04 PM

Hi everyone-

The 12/19 meeting titled *Agency Inmate Release Letters ACIS Technical Meeting* has been rescheduled to Friday, 12/20 at 9am. I personally apologize for the inconvenience as I am out of the office on 12/19 and would like to be part of this discussion.

The meeting today at 2:30 titled *ACIS Notification Emails Tech Meeting* will still be held at that time.

Thank you all so very much for your patience and flexibility. :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | Deputy CIO

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Holly Greene
Cc:	Rusty Johnson; Dwight Cloud; Meador, William; Vitale, John; Dean Allen; Chris Masson; Aaron Pratt
Subject:	RE: PAN List and Locator Code Issues
Date:	Wednesday, December 18, 2019 10:12:13 AM

PAN List

- Century Link
  - Bug 40750:ACIS and CenturyLlink doesn't show matching info. Inmate is unable to call approved visitors
    - Century Link was updated by a file that Jim T sent on Dec 3rd – causing CenturyLink and ACIS to be out of sync
    - Truing up the 2 systems is not part of the interface FSD – would require a change for B&D to develop a true up script

Locator Code

- Century Link
  - Working on Bug 40953:Interfaces - Inmate returned from court cannot make calls - API is not updating location
    - We have a resolution and it is in QA to fix the interface to send notice when assign new location through Cell Screening
    - We need to run a data fix to true up Locator Codes for inmates that moved between Dec 2 and when the fix is installed in PROD
- Keefe
  - Working on Bug 40981:Initial migrated data provided several ADC#s with "none" as its locator code in KeepTrak

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, December 18, 2019 9:32 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Meador, William <William.Meador@centurylink.com>; Vitale, John <jvitale@keefegroup.com>; Dean Allen <dean.allen@bndna.com>
Subject: PAN List and Locator Code Issues

AMERICAN OVERSIGHT

Hello Thad-

Thank you for the sidebar conversation. Please provide a comprehensive write-up of these two issues and what is needed from the ADC side to move forward. This is to allow us to work with you and other areas, to push the necessary fixes through in order to correct this in a timely fashion.

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Vitale, John
Cc: Rusty Johnson; Thad Lowry
Subject: Will you be able to join our call?
Date: Wednesday, December 18, 2019 8:51:15 AM

We've been on the line and really need Keefe representation. We have about 10 min left.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To:	Holly Greene
Cc:	Joshua Connolly; Thad Lowry; Dwight Cloud; Aaron Bailey; Spencer Scott; gmartinez1
Subject:	RE: last issue on bug 37732
Date:	Tuesday, December 17, 2019 2:59:04 PM
Attachments:	image001.png

It usually takes 1-2hrs on Prod, it might take a little longer on Non-Prod – but I would imagine it will be done for 4.30-5pm today.

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, December 17, 2019 2:11 PM
To: Chris Masson <chris.masson@bndna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: last issue on bug 37732

Wonderful. Thank you, Chris. About how long will it take for the job to complete (est.)?

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 17, 2019 at 1:58 PM Chris Masson <chris.masson@bndna.com> wrote:

> Yes please wait. We have the job running now to extract – we will confirm when complete.
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Tuesday, December 17, 2019 1:41 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Hello, Chris - I have files that hit the folder yesterday but I was thinking I

AMERICAN OVERSIGHT

should wait until confirmation today. I've checked one inmate and it appears correct, I'll check the rest after I get the go ahead.

Many thanks,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 17, 2019 at 1:15 PM Chris Masson <chris.masson@bndna.com> wrote:

> Just confirming with the team – the job completed successfully from UAT – I just need someone on our side to confirm it dropped to the intended directory on the SFTP.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Tuesday, December 17, 2019 12:24 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Joshua Connolly <jconnolly@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Hello Chris-
>
> Just following up on this. Do you have a status update?
>
> Respectfully,
>
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>

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On Mon, Dec 16, 2019 at 6:25 PM Chris Masson <chris.masson@bndna.com> wrote:

> Thanks Josh,
>
> We will get this running first thing in the morning and confirm when ready for you to pick up
>
> Get Outlook for iOS
>
> ---
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Monday, December 16, 2019 4:10:24 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: last issue on bug 37732
>
> Hello, Chris - Let's put this UAT output in a subdirectory of the usual PC-AIMS data, which we've called UAT so the full address within the network is:
> \\co-sftp\SFTP\UAT
>
> Very much appreciated.
>
> Take care,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
> On Mon, Dec 16, 2019 at 3:50 PM Chris Masson <chris.masson@bndna.com> wrote:
>
> > Holly,
> >
> > We can run it out of the UAT environment for validation but need a place to drop it. Can you advise what FTP or directory this file should be sent from to ensure we don't have it mistaken for a Production extract?

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Thanks

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 16, 2019 1:59 PM
To: Chris Masson <chris.masson@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: last issue on bug 37732

Chris-

I would like B&D to take the necessary steps in order to ensure that this is pushed to production the proper way - whatever that may be internally. What I would like to see is a more expedited process in doing so rather than allowing a full week to pass. Is there something that can be done on the B&D side to move this forward more quickly?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Mon, Dec 16, 2019 at 1:47 PM Chris Masson <chris.masson@bndna.com> wrote:

> Hi Holly,
>
> In discussion with the team the only place the PC AIMS export runs is in Prod. Are you wanting us to move this directly to Production to resolve this issue?
>
> Thanks
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, December 16, 2019 12:50 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
> **Cc:** Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> **Subject:** Fwd: last issue on bug 37732
>
> Hello Thad and Chris-
>
> Please see below. Is there any way to escalate this push so we can test and (hopefully) clear/close this bug out?
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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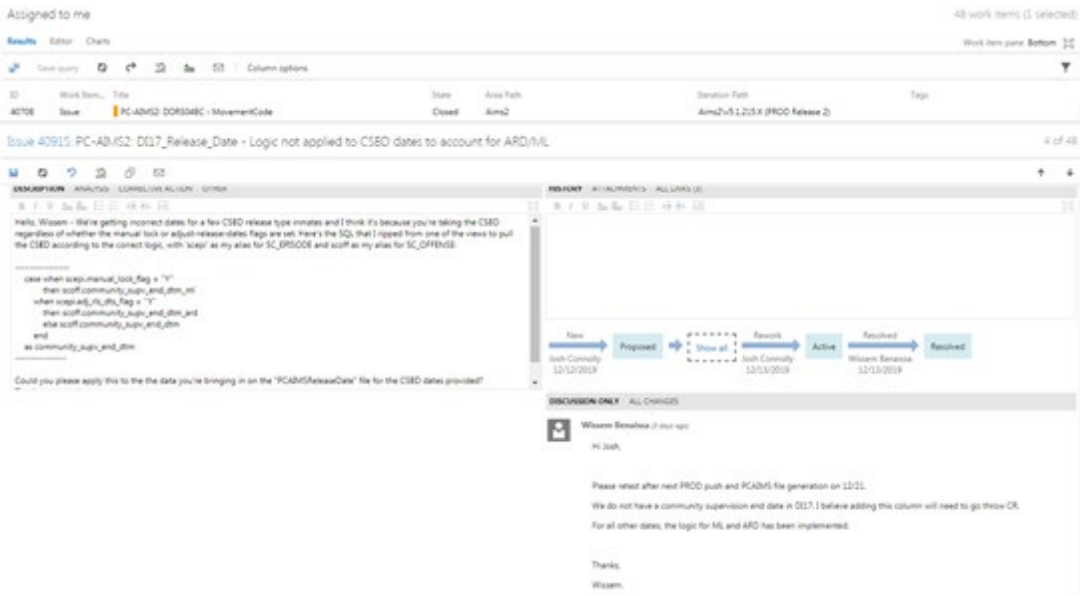
---------- Forwarded message ---------
From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Mon, Dec 16, 2019 at 12:12 PM
Subject: last issue on bug 37732
To: Holly Greene <hgreene@azadc.gov>

Hi, Holly - Here's the snip of the issue #40915:



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> > addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Aaron Bailey
Cc: Elizabeth Charif; Chris Masson; Cindy Hyser-Crauwels; Dwight Cloud; Herbert Haley; Jan Upchurch; Jaquel Moody
Subject: Re: Error when clicking the edit button to inactivate VS emails
Date: Tuesday, December 17, 2019 2:36:17 PM
Attachments: image008.png
image004.png
image005.png
image007.png
image006.png

Wonderful. Thank you for the thorough update Aaron. :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 17, 2019 at 2:27 PM Aaron Bailey <abailey1@azadc.gov> wrote:

> I spoke with IT Help Desk. They are working with ADOA today to create this email account. I think they are going to name it ACISVicServices@azadc.gov and give access to Jan Upchurch and Ed Gonzales. The ADC Cherwell Ticket Number for this request is:
>
> 299494
>
> On Tue, Dec 17, 2019 at 2:18 PM Elizabeth Charif <echarif@azadc.gov> wrote:
>
> > No, I don't have that information yet because I didn't specify in the ticket what email address I wanted created, only that it should be generic and available to Victim Services and that I would need to know the account name set up as well in order to update ACIS.
> >
> > Elizabeth Charif
> >
> > Business Analyst
> > Arizona Department of Corrections
> > 1645 W. Jefferson St. | Phoenix, AZ 85007
> > Office: 602-542-4885
> >
> > On Tue, Dec 17, 2019 at 2:14 PM Holly Greene <hgreene@azadc.gov> wrote:
> >
> > > Perfect, Eli. :) And just for my clarification, are our partners with Victim Services aware of what that email will be and how it will function?
> > >
> > > Respectfully,
> > >
> > > Holly Greene
> > >
> > > Sr. Apps, Data, Web Manager | ITIL V4 Certified
> > >
> > > Arizona Department of Corrections
> > > Administrative Services Division, Information Technology
> > > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> > >
> > > Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> > >
> > > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Tue, Dec 17, 2019 at 12:33 PM Elizabeth Charif <echarif@azadc.gov> wrote:

Hi Holly,

I opened a Cherwell ticket yesterday requesting a new email account be set up that we can send these emails to. Once that ticket is resolved I'll add that email address in ACIS.

Thanks,

Elizabeth Charif

Business Analyst
Arizona Department of Corrections
1645 W. Jefferson St. | Phoenix, AZ 85007
Office: 602-542-4885

On Tue, Dec 17, 2019 at 12:29 PM Holly Greene <hgreene@azadc.gov> wrote:

Hello Eli, Cindy and Chris-

Do you have a status update to provide to the group concerning this item?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 2:05 PM Elizabeth Charif <echarif@azadc.gov> wrote:

Yes, will do.

Elizabeth Charif

Business Analyst
Arizona Department of Corrections
1645 W. Jefferson St. | Phoenix, AZ 85007
Office: 602-542-4885

On Mon, Dec 16, 2019 at 2:01 PM Holly Greene <hgreene@azadc.gov> wrote:

Eli and Aaron-

Can you please work together with Victim Services to create a generic mailbox? This should not be a mailbox that is for permanent use nor something that will be monitored.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 1:54 PM Chris Masson <chris.masson@bndna.com> wrote:

> Yes, anyone with the Administrator access can update these screens
>
> *Administration > Data Management > Sentence Calculation > Manage Judges/Manage Attorneys*
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, December 16, 2019 1:52 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Herbert Haley <hhaley@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>
> **Subject:** Re: Error when clicking the edit button to inactivate VS emails
>
> Thank you, Chris. Do our folks (Eli) have access to do so? Regardless, we will converse internally on what email box we would like to use in the interim. I look to Eli and Aaron to work with Victim Services to determine the best box.
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Mon, Dec 16, 2019 at 1:43 PM Chris Masson <chris.masson@bndna.com> wrote:
>
> > Hi Holly,
> >
> > I just spoke with Cindy on this. If we're wanting to temporarily cease sending the release notification emails to Judges and County Attorneys, then the quickest way to achieve this is for ADC to update the email addresses on both the Judge and County Attorney admin screens to a generic mailbox.
> >
> > Hope that helps,
> >
> > Chris
> >
> > **From:** Holly Greene <hgreene@azadc.gov>
> > **Sent:** Monday, December 16, 2019 1:06 PM
> > **To:** Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Elizabeth Charif <echarif@azadc.gov>
> > **Cc:** Dwight Cloud <dcloud@azadc.gov>; Herbert Haley <hhaley@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>; Chris Masson

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<chris.masson@bndna.com>
Subject: Re: Error when clicking the edit button to inactivate VS emails

Good afternoon Cindy-

Do you have an update for us on the below item? *I've included Chris Masson on this communication.

Recap of the note:

I see each email can be made active or inactive but I'm not sure that this will inactivate the automated notices.

These are able to be modified by an Administrator or ACIS Coordinator. The current limitation is that each county can only contain 1 email address.

I will address this with Chris M. when he is back on Monday.

Any update is most helpful. :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Sat, Dec 14, 2019 at 12:16 AM Elizabeth Charif <echarif@azadc.gov> wrote:

> Ok, will do.
>
> Thanks,
>
> Elizabeth Charif
>
> Business Analyst
>
> Arizona Department of Corrections
>
> 1645 W. Jefferson St. | Phoenix, AZ 85007
>
> Office: 602-542-4885

On Fri, Dec 13, 2019 at 4:27 PM Holly Greene <hgreene@azadc.gov> wrote:

> Eli- I advise holding your actions for now until Cindy has an opportunity to speak with Chris Masson. I would like you to help champion this one (work with Cindy) to help bring us the updates on her findings

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and next steps (See my action item email) :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

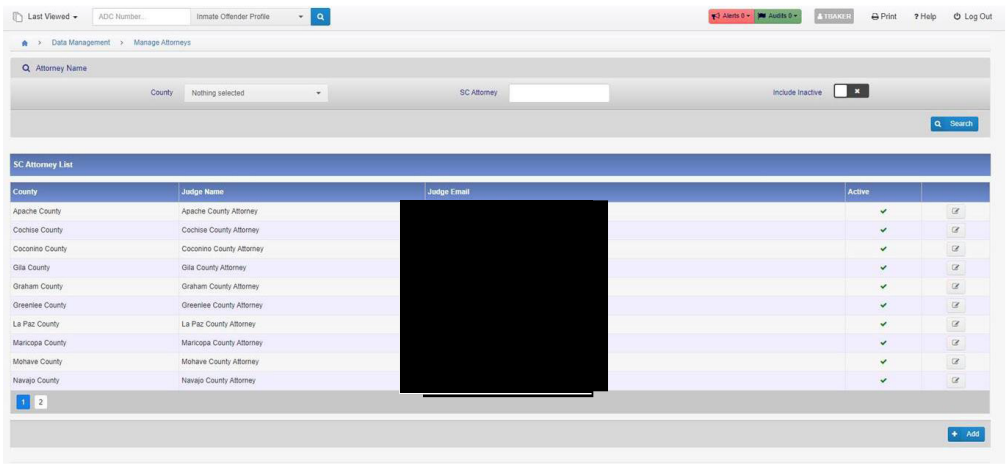
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

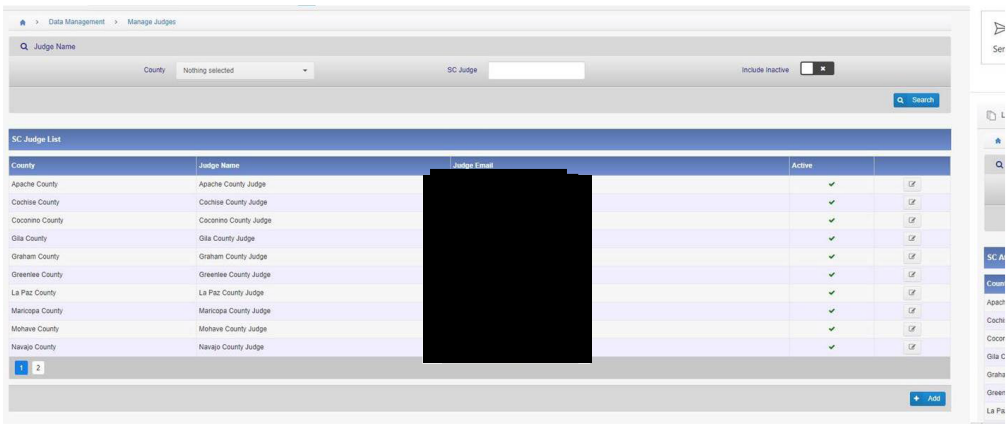
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Dec 13, 2019 at 3:19 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Okay, I was misunderstanding the difference between the Victim Release Notices and those for the Judges and County Attorneys.
>
> The automated letters use the email addresses shown below:





> I see each email can be made active or inactive but I'm not sure that this will inactivate the automated notices.
>
> These are able to be modified by an Administrator or ACIS Coordinator. The current limitation is that each

AMERICAN OVERSIGHT

county can only contain 1 email address.

I will address this with Chris M. when he is back on Monday.

Thank you,

Cindy Hyser-Crauwels

Sr. Business Analyst

Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com

m. [redacted]

o. 480-795-7220

Please consider the environment before printing this email.

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Friday, December 13, 2019 3:10 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Herbert Haley <hhaley@azadc.gov>; Shalini Makam <shalini.makam@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>
Subject: Re: Error when clicking the edit button to inactivate VS emails

This is the email template that Cindy was referring to that gets emailed out to the judges, county attorneys, and arresting agencies. Here's the bug number and how to access the templates in ACIS:

40925 Unable to inactive VS emails due to error received

Steps to Reproduce:

1. In the left hand navigation click Administration > Data Management > Victim Services > Victim Letters

2. Navigate to the 4th page of results.

3. For the "Agency Notification - Email" row click the Edit button. Then you will receive the error.

Thanks,

Elizabeth Charif

Business Analyst

Arizona Department of Corrections

1645 W. Jefferson St. | Phoenix, AZ 85007

Office: 602-542-4885

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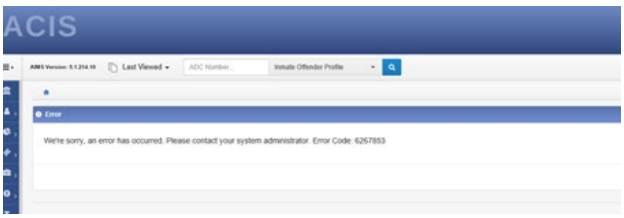
On Fri, Dec 13, 2019 at 3:04 PM Holly Greene <hgreene@azadc.gov> wrote:

> Are these the Agency Inmate Release forms? I don't know or understand enough to spot the difference between Agency Inmate Release and Victim Services.....?
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, Dec 13, 2019 at 3:01 PM Elizabeth Charif <echarif@azadc.gov> wrote:
>
> > Hi Dwight,
> >
> > I just tried to inactivate the VS emails in Admin but when I click the Edit button I receive an error. I'll log a bug but I'm unable to turn off the email notifications this way.
> >
> > 
> >
> >
> > Thanks,
> >
> > Elizabeth Charif
> >
> > Business Analyst
> >
> > Arizona Department of Corrections
> >
> > 1645 W. Jefferson St. | Phoenix, AZ 85007
> >
> > Office: 602-542-4885
> >
> > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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immediately.

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Aaron Bailey; Elizabeth Charif; Cindy Hyser-Crauwels; Shalini Makam; Jan Upchurch; Jaquel Moody; Linda Stanley; Edwin Gonzalez; Christine Osborne; Herbert Haley; Michael Gomez; Marlene Coffey; Jacob Whitson
Cc:	Dwight Cloud; Michael Kearns; Stacey Crabtree
Subject:	FOLLOW-UP: Action Items: Inmate Release Notifications Follow-up Meeting 1
Date:	Tuesday, December 17, 2019 2:32:42 PM

Hello Aaron, Jan and B&D-

I'm seeking a status update for the highlighted items below (1, 2, 4 & 5). Please respond directly to me with your update.

Action Item 1:
Issue: Update Agency Inmate Release Notification email address from **azvictims@azadc.gov** to **vicservices@azadc.gov**.

- **Status:** Pending push to production
- **Owner:** B&D
- **Action:**
  - **B&D** will push this adjustment to the production environment on the evening of Friday, 12/13.
- ***Additional Notes:***
  - ***Eli Charif*** *has checked the system and sees the adjusted email address*
  - *Victim Services will not notice the change until an email is received (approx. Monday, 12/16)*
  -

Action Item 2:
Issue: Review Release Notification email addresses

- **Status:** In Progress
- **Owners:** Jan Upchurch
- **Action:**
  - **Michael Gomez** provided Jan Upchurch and Edwin Gonzalez the email address list which was used previously. (Provided on 12/13 at 15:30)
  - **Victim Services** team has begun review and validation of the email addresses.

Action Item 3:
Issue: Temporarily suspend Agency Inmate Release Letter notifications until a solution is provided.

- **Status:** *Update as of 12/17:* Cindy met with Chris Masson on Monday, 12/16. Chris recommended that a generic email box would be the easiest route as a temporary solution. Eli has submitted a Cherwell ticket requesting the creation of a generic email account. Once created, Eli will update ACIS accordingly.
- **Owners:** Cindy Hyser (B&D) and Eli Charif (BA)
- **Actions:**
  - **Eli Charif** to send a notification to all on this list when the automated emails are suspended.

Action Item 4:
Issue: Agency Inmate Release Letters are being delivered to incorrect addresses. The inmate profiles are no longer linked to their assigned judge/attorney; they are now assigned to the county only. Need to provide Victim Services a solution which continues to provide the proper automation for notification and to the correct email addresses vs. creating manual work.

- **Status:** Pending scheduling of IT discussion with B&D and Operations (should be on 12/16 or

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12/17)
- **Owners:** B&D, Michael Gomez (DBA), Eli Charif (BA), Herb Haley and Marlene Coffey (Ops)
- **Action:**
    - **Aaron Bailey** will schedule an internal technical discussion next week (Mon 12/16 or Tue 12/17)

Action Item 5:
Issue: Compile the email address data in one location so teams can compare what existed previously in Victim Services application; what existed in ACIS prior to 11/29 Data Migration; and what was provided to Marlene Coffey for update in Reference Data for the 11/29 Data Migration.

- **Status:** In progress
- **Owners:** Aaron Bailey (IT Proj)
- **Action:**
    - Aaron Bailey tasked with:
        - Pulling the mailing list data from Marlene Coffey's Ref Data sheet
        - Work with Michael Gomez to obtain the previous mailing information stored in PCAIMS (or another source)
        - Work with Marlene Coffey or B&D to pull the mailing information from ACIS prior to Go-Live
- **Additional Notes:** All of this data is to be used as a means of comparing what existed yesterday vs. today; if any updated information was provided to Marlene; and of that information, did it maintain, expand or narrow the universe of recipients

Let me know if you have any questions.

Most respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Elizabeth Charif
Cc: Aaron Bailey; Cindy Hyser-Crauwels; Dwight Cloud; Herbert Haley; Jan Upchurch; Jaquel Moody; Chris Masson
Subject: Re: Error when clicking the edit button to inactivate VS emails
Date: Monday, December 16, 2019 2:22:40 PM
Attachments: image004.png
image005.png
image006.png
image007.png
image008.png

Thank you kindly :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 2:05 PM Elizabeth Charif <echarif@azadc.gov> wrote:

> Yes, will do.
>
> Elizabeth Charif
>
> Business Analyst
> Arizona Department of Corrections
> 1645 W. Jefferson St. | Phoenix, AZ 85007
> Office: 602-542-4885

On Mon, Dec 16, 2019 at 2:01 PM Holly Greene <hgreene@azadc.gov> wrote:

> Eli and Aaron-
>
> Can you please work together with Victim Services to create a generic mailbox? This should not be a mailbox that is for permanent use nor something that will be monitored.
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 1:54 PM Chris Masson <chris.masson@bndna.com> wrote:

> Yes, anyone with the Administrator access can update these screens
>
> *Administration > Data Management > Sentence Calculation > Manage Judges/Manage Attorneys*
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, December 16, 2019 1:52 PM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Elizabeth Charif <echarif@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Herbert Haley <hhaley@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>
> **Subject:** Re: Error when clicking the edit button to inactivate VS emails
>
> Thank you, Chris. Do our folks (Eli) have access to do so? Regardless, we will converse internally on what email box we would like to use in the interim. I look to Eli and Aaron to work with Victim Services to determine the best box.
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 16, 2019 at 1:43 PM Chris Masson <chris.masson@bndna.com> wrote:

> Hi Holly,
>
> I just spoke with Cindy on this. If we're wanting to temporarily cease sending the release notification emails to Judges and County Attorneys, then the quickest way to achieve this is for ADC to update the email addresses on both the Judge and County Attorney admin screens to a generic mailbox.
>
> Hope that helps,

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Chris

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, December 16, 2019 1:06 PM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Elizabeth Charif <echarif@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Herbert Haley <hhaley@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>; Chris Masson <chris.masson@bndna.com>
Subject: Re: Error when clicking the edit button to inactivate VS emails

Good afternoon Cindy-

Do you have an update for us on the below item? *I've included Chris Masson on this communication.

Recap of the note:

I see each email can be made active or inactive but I'm not sure that this will inactivate the automated notices.

These are able to be modified by an Administrator or ACIS Coordinator. The current limitation is that each county can only contain 1 email address.

I will address this with Chris M. when he is back on Monday.

Any update is most helpful. :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Sat, Dec 14, 2019 at 12:16 AM Elizabeth Charif <echarif@azadc.gov> wrote:

> Ok, will do.
>
> Thanks,
>
> Elizabeth Charif
>
> Business Analyst
>
> Arizona Department of Corrections
>
> 1645 W. Jefferson St. | Phoenix, AZ 85007
>
> Office: 602-542-4885

On Fri, Dec 13, 2019 at 4:27 PM Holly Greene <hgreene@azadc.gov> wrote:

> Eli- I advise holding your actions for now until Cindy has an opportunity to speak with Chris Masson. I would like you to help champion this one (work with Cindy) to help bring us the updates on her findings and next steps (See my action item email) :)
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Dec 13, 2019 at 3:19 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> > Okay, I was misunderstanding the difference between the Victim Release Notices and those for the Judges and County Attorneys.
> >
> > The automated letters use the email addresses shown below:

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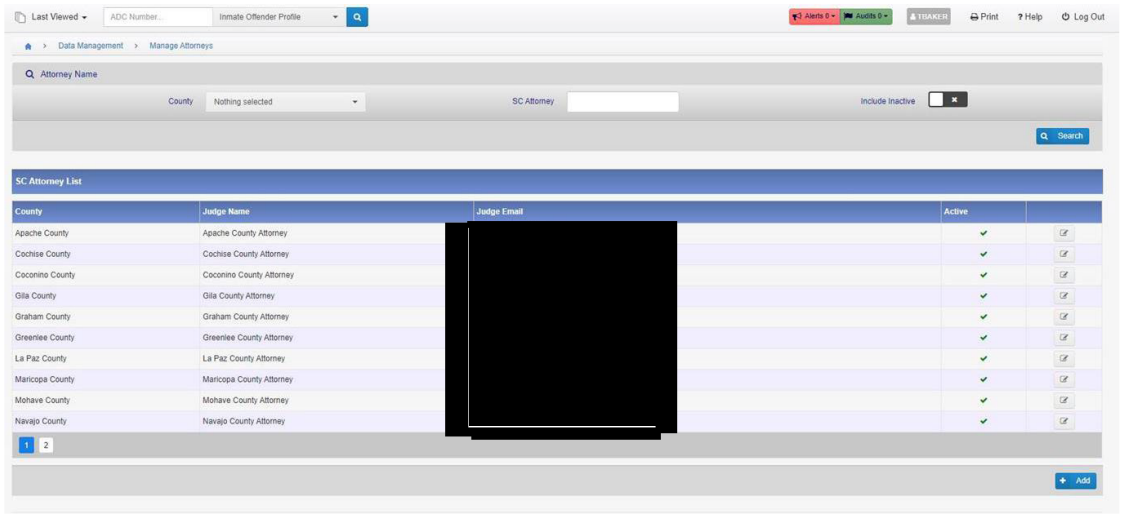

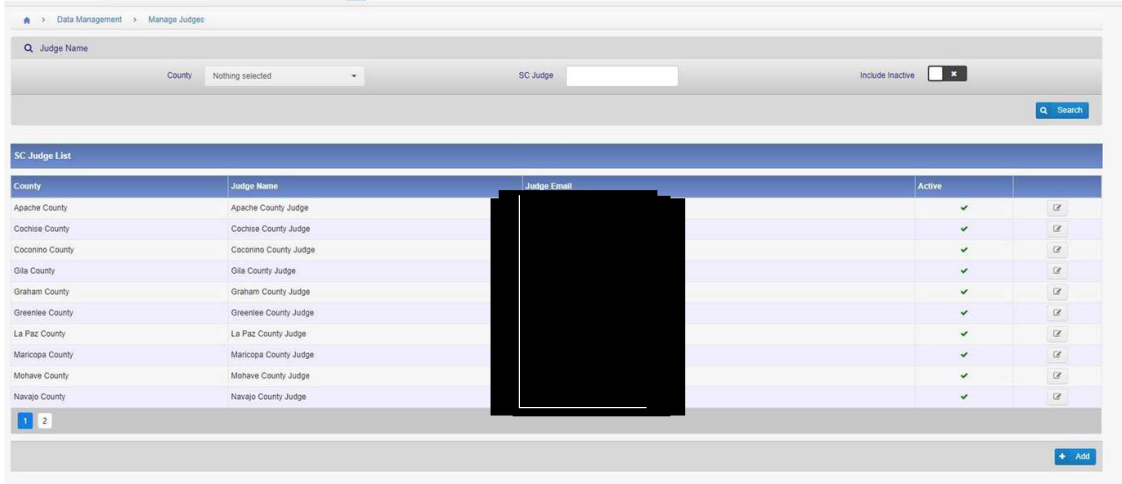

I see each email can be made active or inactive but I'm not sure that this will inactivate the automated notices.

These are able to be modified by an Administrator or ACIS Coordinator. The current limitation is that each county can only contain 1 email address.

I will address this with Chris M. when he is back on Monday.

Thank you,

Cindy Hyser-Crauwels

Sr. Business Analyst

Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com

m [redacted]

o. 480-795-7220

Business & Decision
Empowering Digital Business

Please consider the environment before printing this email.

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Friday, December 13, 2019 3:10 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Herbert Haley <hhaley@azadc.gov>; Shalini Makam <shalini.makam@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>
Subject: Re: Error when clicking the edit button to inactivate VS emails

This is the email template that Cindy was referring to that gets emailed out to the judges, county attorneys, and arresting agencies. Here's the bug number and how to access the templates in ACIS:

40925 Unable to inactive VS emails due to error received

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Steps to Reproduce:

1. In the left hand navigation click Administration > Data Management > Victim Services > Victim Letters

2. Navigate to the 4th page of results.

3. For the "Agency Notification - Email" row click the Edit button. Then you will receive the error.

Thanks,

Elizabeth Charif

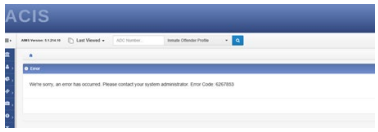
Business Analyst

Arizona Department of Corrections

1645 W. Jefferson St. | Phoenix, AZ 85007

Office: 602-542-4885

On Fri, Dec 13, 2019 at 3:04 PM Holly Greene <hgreene@azadc.gov> wrote:

> Are these the Agency Inmate Release forms? I don't know or understand enough to spot the difference between Agency Inmate Release and Victim Services.....?
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, Dec 13, 2019 at 3:01 PM Elizabeth Charif <echarif@azadc.gov> wrote:
>
> > Hi Dwight,
> >
> > I just tried to inactivate the VS emails in Admin but when I click the Edit button I receive an error. I'll log a bug but I'm unable to turn off the email notifications this way.
> >
> > 
> >
> >
> > Thanks,
> >
> > Elizabeth Charif
> >
> > Business Analyst
> >
> > Arizona Department of Corrections
> >
> > 1645 W. Jefferson St. | Phoenix, AZ 85007
> >
> > Office: 602-542-4885
> >
> > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Thad Lowry; Masson Chris
Cc:	Dwight Cloud; Aaron Bailey; Spencer Scott; George Martinez; Joshua Connolly
Subject:	Fwd: last issue on bug 37732
Date:	Monday, December 16, 2019 12:49:38 PM
Attachments:	image.png

Hello Thad and Chris-

Please see below. Is there any way to escalate this push so we can test and (hopefully) clear/close this bug out?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Mon, Dec 16, 2019 at 12:12 PM
Subject: last issue on bug 37732
To: Holly Greene <hgreene@azadc.gov>

Hi, Holly - Here's the snip of the issue #40915:

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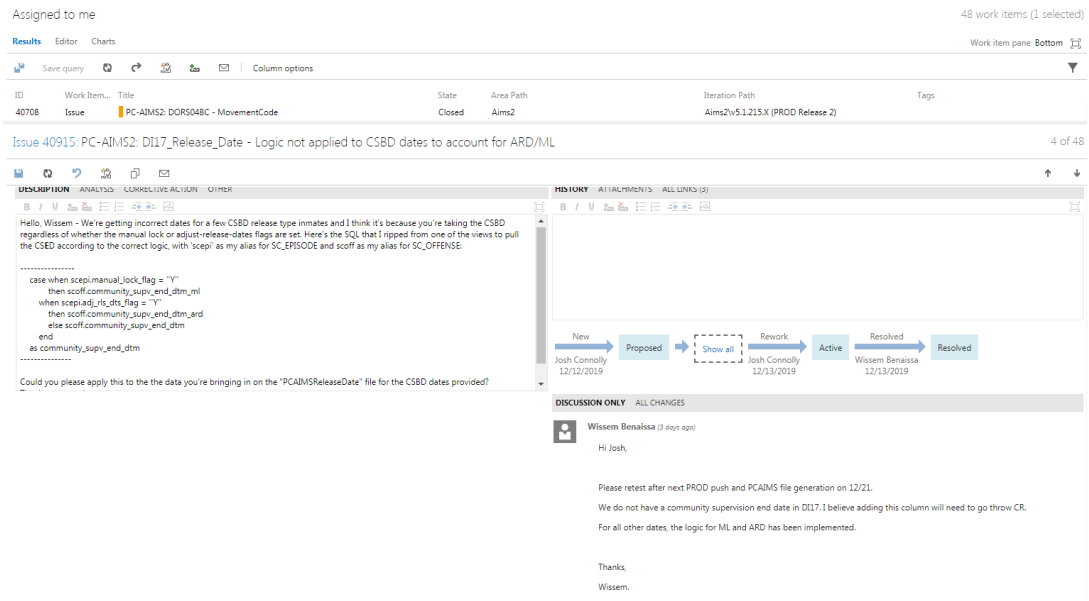

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AMERICAN OVERSIGHT

From: Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To: Meador, William; gmartinez1
Cc: Aaron Bailey; "Holly Greene"; "RUSTY JOHNSON (SJOHNSON@azadc.gov)"; Thad Lowry; Dean Allen; Aaron Pratt
Subject: RE: PAN numbers are missing for inmate [redacted]
Date: Monday, December 16, 2019 9:53:58 AM
Attachments: image001.png
image003.png

George, please work with Thad on this when he is back in the office on Tuesday.

From: Meador, William <William.Meador@centurylink.com>
Sent: Monday, December 16, 2019 9:50 AM
To: gmartinez1 <gmartinez1@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'RUSTY JOHNSON (SJOHNSON@azadc.gov)' <SJOHNSON@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: PAN numbers are missing for inmate [redacted]

George,

Correct all the PAN data needs to be pulled from the ACIS database to get current PAN lists for each inmate. We would then shut down the API and B&D would send us a file to run from the ACIS database with all current PAN numbers. Once this file is run in the Enforcer to correct the inmate PAN lists, the API would be turned back on to receive any inmate data that has changed going forward. This is just like the process we ran on 12/8/2019. Please let me know if you are having B&D send all PAN numbers using the API.

Bill Meador
CenturyLink Public Communications
Program Manager
cell: 480.650.1150
William.Meador@CenturyLink.com
CenturyLink

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From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, December 16, 2019 9:30 AM
To: Meador, William <William.Meador@centurylink.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; RUSTY JOHNSON (SJOHNSON@azadc.gov) <SJOHNSON@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; chris.masson@bndna.com
Subject: Re: PAN numbers are missing for inmate [redacted]

Bill, I thought the process had to go through ACIS and not directly through Enforcer. We are trying to work with B&D to trigger the API to update the PANs.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Dec 16, 2019 at 9:24 AM Meador, William <William.Meador@centurylink.com> wrote:

> George,
>
> Here is the email information that Steve sent you on the PAN issue on Friday:
>
> **From:** Shieldes, Steve
> **Sent:** Friday, December 13, 2019 3:21 PM

AMERICAN OVERSIGHT

To: George Martinez <gmartinez1@azadc.gov>
Subject: RE: ACIS and Enforcer

Here is the File format that we used to receive daily:

INMATE_ID,?,COUNTRY_CODE,PHONE_NUMBER,CONTACT_LASTNAM,CONTACT_FIRSTNAME,RERLATIONSHIP,DISPOSITION(Y=ACTIVE,N=IGNORE)

[redacted]

I would suggest to just SEND ACTIVE / VALID phone numbers, that last file we received had 274187 rows including ACTIVE and IGNORE

IF you send a complete file in that format, we will be able to perform a TRUE up on the PANS.

Bill Meador
CenturyLink Public Communications
Program Manager
cell: 480.650.1150
William.Meador@CenturyLink.com
CenturyLink

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From: Meador, William
Sent: Monday, December 16, 2019 9:19 AM
To: 'George Martinez' <gmartinez1@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; RUSTY JOHNSON (SJOHNSON@azadc.gov) <SJOHNSON@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: RE: PAN numbers are missing for inmate [redacted]

George,

I just got off the phone with Steve Shieldes and he said he discussed this with you on Friday. The last true up of PAN numbers was run on 12/3. The true up we did on 12/8 did not include PANS. Steve said he agreed that a true up run of PAN numbers would help synch up all the inmate data. His recommendation is pull the information from the ACIS database like we did on 12/8 , strictly for the Inmate PAN list . He has given you the format he needs the file to be sent to him, so he can run it and correct any PAN issues we are having. Let me know if we need to get on a phone call to discuss this.

Bill Meador
CenturyLink Public Communications
Program Manager
cell: 480.650.1150
William.Meador@CenturyLink.com
CenturyLink

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From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, December 16, 2019 8:36 AM
To: Meador, William <William.Meador@centurylink.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; RUSTY JOHNSON (SJOHNSON@azadc.gov) <SJOHNSON@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>

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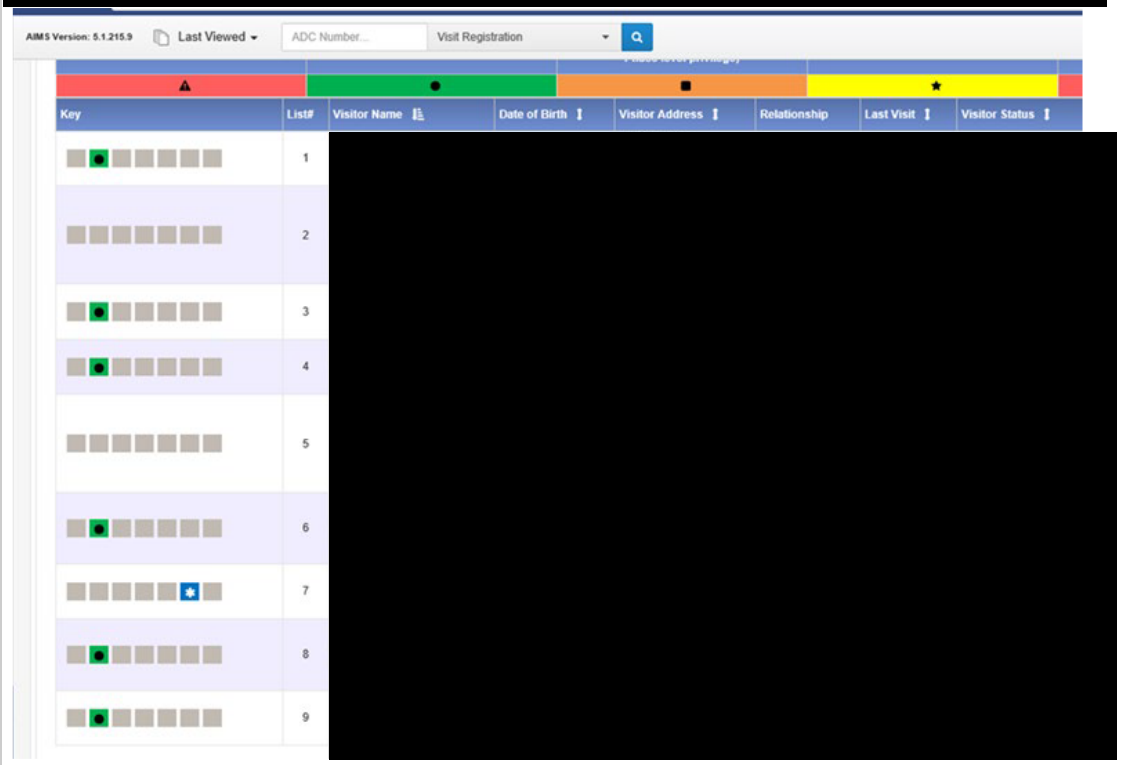
Subject: Re: PAN numbers are missing for inmate [redacted]

Bill, the inmate is showing all his visitors as Approved, where Enforcer has them all an Inactive. Can you tell when they changed to Inactive in Enforcer? When was the API turned back on from the last time it was turned off?

[redacted]



Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Dec 16, 2019 at 8:29 AM Meador, William <William.Meador@centurylink.com> wrote:

> ADC IT,
>
> Here is an issue with inmate PAN numbers. Please research this and have it resolved. Let me know when the PAN numbers are restored.
>
> We have gotten a report from an Officer Bolin about an inmate [redacted]), whose PANS list is no longer available. We show that the last PAN file received was on 12/3.
> Please investigate this issue at your earliest convenience.
>
> What email addresses do you want me to send these cur over issues to.
>
> **Bill Meador**
> CenturyLink Public Communications
> Program Manager
> cell: 480.650.1150
> William.Meador@CenturyLink.com

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CenturyLink

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Aaron Bailey; Elizabeth Charif; Cindy Hyser-Crauwels; Shalini Makam; Jan Upchurch; Jaquel Moody; Linda Stanley; Edwin Gonzalez; Christine Osborne; Herbert Haley; Michael Gomez; Marlene Coffey; Jacob Whitson
Cc:	Dwight Cloud; Michael Kearns; Stacey Crabtree
Subject:	Action Items: Inmate Release Notifications Follow-up Meeting 1
Date:	Friday, December 13, 2019 4:15:01 PM

Hello everyone-

Thank you for attending today's meeting.

Please take time to review the below summary of 5 action items / next steps as you may have an item assigned to you.

Action Item 1:
Issue: Update Agency Inmate Release Notification email address from **azvictims@azadc.gov** to **vicservices@azadc.gov**.

- **Status:** Pending push to production
- **Owner:** B&D
- **Action:**
  - **B&D** will push this adjustment to the production environment on the evening of Friday, 12/13.
- ***Additional Notes:***
  - ***Eli Charif*** *has checked the system and sees the adjusted email address*
  - *Victim Services will not notice the change until an email is received (approx. Monday, 12/16)*
  -

Action Item 2:
Issue: Review Release Notification email addresses

- **Status:** In Progress
- **Owners:** Jan Upchurch
- **Action:**
  - **Michael Gomez** provided Jan Upchurch and Edwin Gonzalez the email address list which was used previously. (Provided on 12/13 at 15:30)
  - **Victim Services** team has begun review and validation of the email addresses.

Action Item 3:
Issue: Temporarily suspend Agency Inmate Release Letter notifications until a solution is provided.

- **Status:** Pending Cindy's discussion with Chris Masson which is to take place on Monday, 12/16.
- **Owners:** Cindy Hyser (B&D) and Eli Charif (BA)
- **Actions:**
  - **Cindy Hyser** stated that she located the proper screens which house the incorrect email addresses in ACIS.
  - **Eli Charif and Cindy Hyser (and Chris Masson)** will be working together to disable the Agency Inmate Release Letter notifications which are automatically sent to the Judges and Attorneys (and others) upon an inmate's release.
  - **Eli Charif** to send a notification to all on this list when the automated emails are suspended.

Action Item 4:
Issue: Agency Inmate Release Letters are being delivered to incorrect addresses. The inmate profiles are no longer linked to their assigned judge/attorney; they are now assigned to the county only. Need to provide Victim Services a solution which continues to provide the proper automation for notification and to the correct email addresses vs.

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creating manual work.

- **Status:** Pending scheduling of IT discussion with B&D and Operations (should be on 12/16 or 12/17)
- **Owners:** B&D, Michael Gomez (DBA), Eli Charif (BA), Herb Haley and Marlene Coffey (Ops)
- **Action:**
    - **Aaron Bailey** will schedule an internal technical discussion next week (Mon 12/16 or Tue 12/17)

Action Item 5:
Issue: Compile the email address data in one location so teams can compare what existed previously in Victim Services application; what existed in ACIS prior to 11/29 Data Migration; and what was provided to Marlene Coffey for update in Reference Data for the 11/29 Data Migration.

- **Status:** In progress
- **Owners:** Aaron Bailey (IT Proj)
- **Action:**
    - Aaron Bailey tasked with:
        - Pulling the mailing list data from Marlene Coffey's Ref Data sheet
        - Work with Michael Gomez to obtain the previous mailing information stored in PCAIMS (or another source)
        - Work with Marlene Coffey or B&D to pull the mailing information from ACIS prior to Go-Live
- **Additional Notes:** All of this data is to be used as a means of comparing what existed yesterday vs. today; if any updated information was provided to Marlene; and of that information, did it maintain, expand or narrow the universe of recipients

Please let me, Dwight and Aaron know if there are any questions.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Cindy Hyser-Crauwels
Cc: Elizabeth Charif; Dwight Cloud; Herbert Haley; Aaron Bailey; Jan Upchurch; Jaquel Moody
Subject: Re: Error when clicking the edit button to inactivate VS emails
Date: Friday, December 13, 2019 3:30:59 PM
Attachments: image006.png
image007.png
image008.png
image009.png
image014.png

Thank you.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

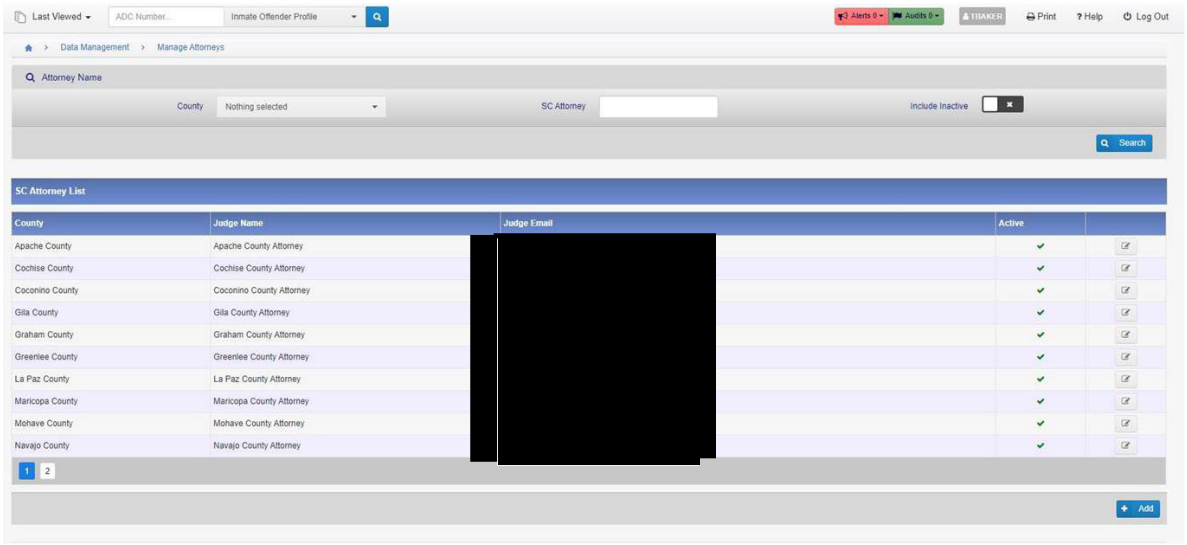
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

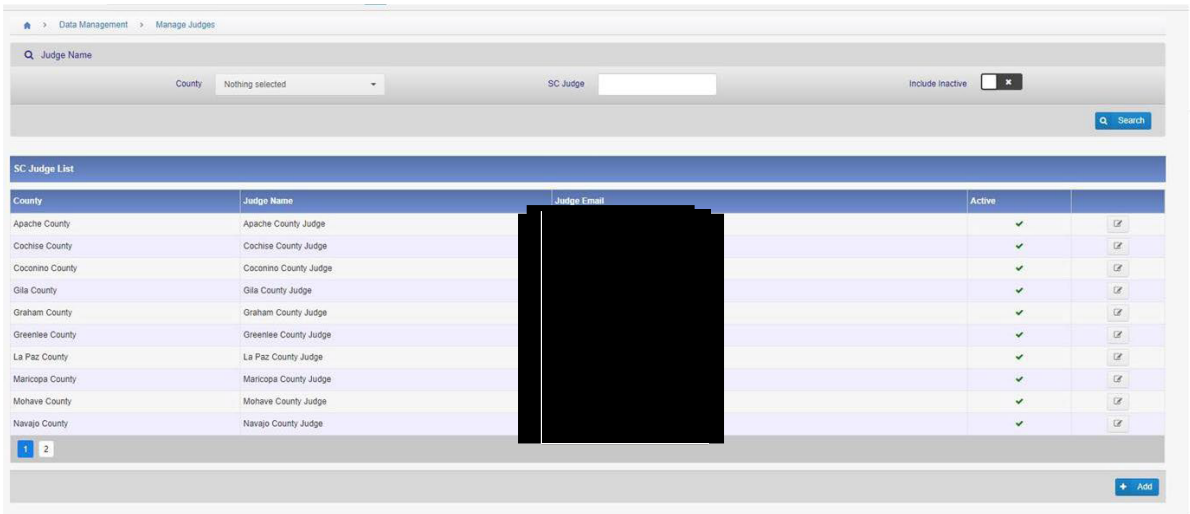
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Dec 13, 2019 at 3:19 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

> Okay, I was misunderstanding the difference between the Victim Release Notices and those for the Judges and County Attorneys.
>
> The automated letters use the email addresses shown below:





> I see each email can be made active or inactive but I'm not sure that this will inactivate the automated notices.
>
> These are able to be modified by an Administrator or ACIS Coordinator. The current limitation is that each county can only contain 1 email address.
>
> I will address this with Chris M. when he is back on Monday.

AMERICAN OVERSIGHT

Thank you,

Cindy Hyser-Crauwels

Sr. Business Analyst

Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com

m. [redacted]

o. 480-795-7220

Please consider the environment before printing this email.

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Friday, December 13, 2019 3:10 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Herbert Haley <hhaley@azadc.gov>; Shalini Makam <shalini.makam@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>
Subject: Re: Error when clicking the edit button to inactivate VS emails

This is the email template that Cindy was referring to that gets emailed out to the judges, county attorneys, and arresting agencies. Here's the bug number and how to access the templates in ACIS:

40925 Unable to inactive VS emails due to error received

Steps to Reproduce:

1. In the left hand navigation click Administration > Data Management > Victim Services > Victim Letters

2. Navigate to the 4th page of results.

3. For the "Agency Notification - Email" row click the Edit button. Then you will receive the error.

Thanks,

Elizabeth Charif

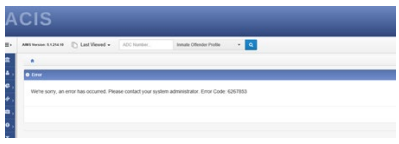
Business Analyst

Arizona Department of Corrections

1645 W. Jefferson St. | Phoenix, AZ 85007

Office: 602-542-4885

On Fri, Dec 13, 2019 at 3:04 PM Holly Greene <hgreene@azadc.gov> wrote:

> Are these the Agency Inmate Release forms? I don't know or understand enough to spot the difference between Agency Inmate Release and Victim Services.....?
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, Dec 13, 2019 at 3:01 PM Elizabeth Charif <echarif@azadc.gov> wrote:
>
> > Hi Dwight,
> >
> > I just tried to inactivate the VS emails in Admin but when I click the Edit button I receive an error. I'll log a bug but I'm unable to turn off the email notifications this way.
> >
> > 
> >

AMERICAN OVERSIGHT

Thanks,

Elizabeth Charif

Business Analyst

Arizona Department of Corrections

1645 W. Jefferson St. | Phoenix, AZ 85007

Office: 602-542-4885

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AMERICAN OVERSIGHT

From: Cindy Hyser-Crauwels on behalf of Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
To: Elizabeth Charif
Cc: Holly Greene; Dwight Cloud; Herbert Haley; Aaron Bailey; Jan Upchurch; Jaquel Moody
Subject: RE: Error when clicking the edit button to inactivate VS emails
Date: Friday, December 13, 2019 3:25:58 PM
Attachments: image002.png
image003.png
image004.png
image005.png
image008.png

Is there a generic az.gov email address?

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

Please consider the environment before printing this email.

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Friday, December 13, 2019 3:23 PM
To: Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Herbert Haley <hhaley@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>
Subject: Re: Error when clicking the edit button to inactivate VS emails

So the quickest solution is to just put a dummy email address in there for now, since the email address is required. Is that okay? If so, which email can I use?

Elizabeth Charif

Business Analyst
Arizona Department of Corrections
1645 W. Jefferson St. | Phoenix, AZ 85007
Office: 602-542-4885

On Fri, Dec 13, 2019 at 3:19 PM Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com> wrote:

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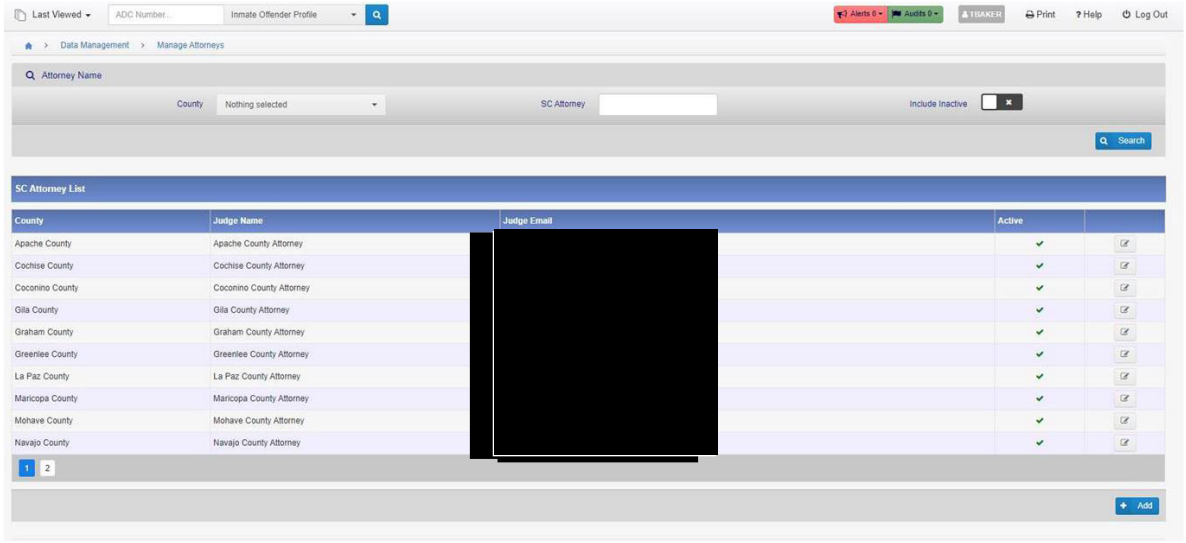
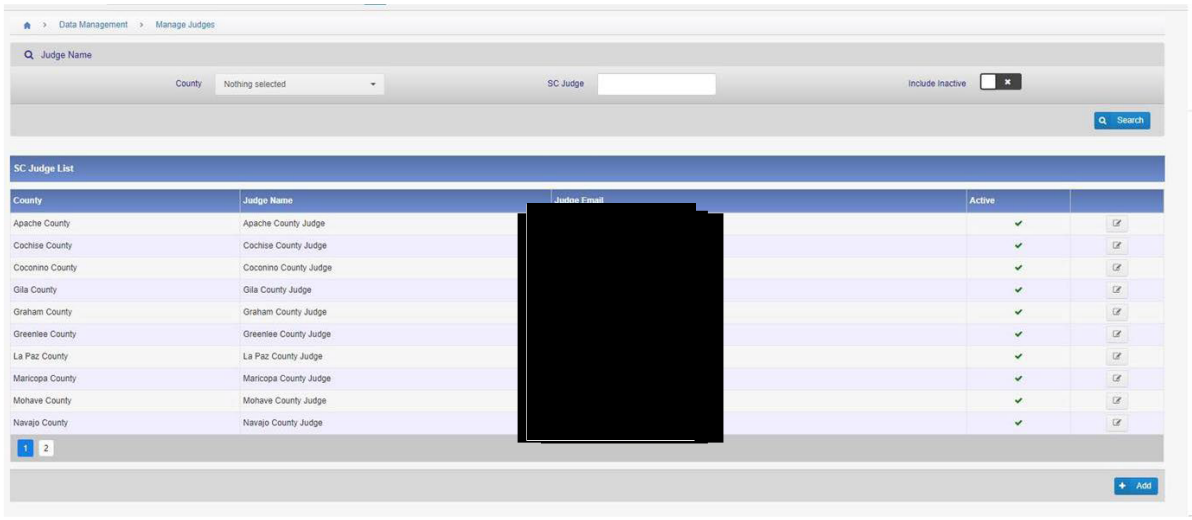


AMERICAN OVERSIGHT



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These are able to be modified by an Administrator or ACIS Coordinator. The current limitation is that each county can only contain 1 email address.
I will address this with Chris M. when he is back on Monday.

Thank you,

Cindy Hyser-Crauwels
Sr. Business Analyst
Business & Decision, North America
15333 N Pima Road, Suite 103, Scottsdale, AZ 85260 US
e: Cindy.Hyser-Crauwels@businessdecision.com
m. [redacted]
o. 480-795-7220

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Empowering Digital Business

Please consider the environment before printing this email.

From: Elizabeth Charif <echarif@azadc.gov>
Sent: Friday, December 13, 2019 3:10 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Herbert Haley <hhaley@azadc.gov>; Shalini Makam <shalini.makam@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Jaquel Moody <jmoody1@azadc.gov>
Subject: Re: Error when clicking the edit button to inactivate VS emails

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3. For the "Agency Notification - Email" row click the Edit button. Then you will receive the error.

Thanks,

Elizabeth Charif

Business Analyst
Arizona Department of Corrections
1645 W. Jefferson St. | Phoenix, AZ 85007
Office: 602-542-4885

On Fri, Dec 13, 2019 at 3:04 PM Holly Greene <hgreene@azadc.gov> wrote:

> Are these the Agency Inmate Release forms? I don't know or understand enough to spot the difference between Agency Inmate Release and Victim Services.....?
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, Dec 13, 2019 at 3:01 PM Elizabeth Charif <echarif@azadc.gov> wrote:
>
> > Hi Dwight,
> >
> > I just tried to inactivate the VS emails in Admin but when I click the Edit button I receive an error. I'll log a bug but I'm unable to turn off the email notifications this way.
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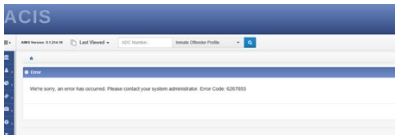
> 
>

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Thanks,

Elizabeth Charif

Business Analyst
Arizona Department of Corrections
1645 W. Jefferson St. | Phoenix, AZ 85007
Office: 602-542-4885

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AMERICAN OVERSIGHT

From:	Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To:	Dawn Gangl
Cc:	Michael Kearns; Joseph Profiri
Subject:	RE: Updated invitation with note: T/C Benjamin Bussenault | REPORTS @ Fri Dec 13, 2019 3pm - 3:30pm (MST) (benjamin.bussenault@bndna.com)
Date:	Friday, December 13, 2019 8:51:56 AM

10:15 on the 19th would work indeed.

Let's do that then, Thanks!

From: Dawn Gangl <dgangl1@azadc.gov>
Sent: Thursday, December 12, 2019 10:53 AM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Michael Kearns <mkearns@azadc.gov>; Joseph Profiri <jprofiri@azadc.gov>
Subject: Fwd: Updated invitation with note: T/C Benjamin Bussenault | REPORTS @ Fri Dec 13, 2019 3pm - 3:30pm (MST) (benjamin.bussenault@bndna.com)

Hello Mr. Bussenault,

Deputy Director Profiri is not available Monday morning on 12/16/19. The next available time slots are listed below. Please advise if one of these will fit your schedule.

12/18 - 9 AM
12/19 - available between 10:15 - 11:30 AM

Thank you,
Dawn Gangl
Executive Staff Assistant to Deputy Director Joe Profiri
HR Liaison for the Director's Office
Arizona Department of Corrections
602-542-5225 – MAIN
602-542-2318 - DIRECT

---------- Forwarded message ---------
From: **Joseph Profiri** <jprofiri@azadc.gov>
Date: Thu, Dec 12, 2019 at 10:30 AM
Subject: Fwd: Updated invitation with note: T/C Benjamin Bussenault | REPORTS @ Fri Dec 13, 2019 3pm - 3:30pm (MST) (benjamin.bussenault@bndna.com)
To: Dawn Gangl <dgangl1@azadc.gov>

---------- Forwarded message ---------

AMERICAN OVERSIGHT

From: **Benjamin Bussenault** <benjamin.bussenault@bndna.com>
Date: Thu, Dec 12, 2019 at 10:04 AM
Subject: RE: Updated invitation with note: T/C Benjamin Bussenault | REPORTS @ Fri Dec 13, 2019 3pm - 3:30pm (MST) (benjamin.bussenault@bndna.com)
To: jprofiri@azadc.gov <jprofiri@azadc.gov>, mkearns@azadc.gov <mkearns@azadc.gov>

Hello Joe and Mike,

I can't attend this call on Friday as I leave for France tonight.

I can talk on Monday, preferably in the morning for you / afternoon for me. We will have a 8h time difference.

Let me know if that is doable.

Thanks,

Benjamin

-----Original Appointment-----
From: jprofiri@azadc.gov <jprofiri@azadc.gov>
Sent: Thursday, October 17, 2019 1:48 PM
To: jprofiri@azadc.gov; mkearns@azadc.gov; Benjamin Bussenault
Subject: Updated invitation with note: T/C Benjamin Bussenault | REPORTS @ Fri Dec 13, 2019 3pm - 3:30pm (MST) (benjamin.bussenault@bndna.com)
When: Friday, December 13, 2019 3:00 PM-3:30 PM America/Phoenix.
Where: WebX # 1-415-655-0003 | Attendee Code: 34976404

This event has been changed with this note:
"Due to a conflict, this meeting is being rescheduled to 3PM AZ Time. Thank you."

T/C Benjamin Bussenault | REPORTS

When	**Changed:** Fri Dec 13, 2019 3pm – 3:30pm Mountain Standard Time - Phoenix
Where	WebX # 1-415-655-0003 | Attendee Code: 34976404 (map)
Calendar	benjamin.bussenault@bndna.com
Who	• jprofiri@azadc.gov - organizer • dgangl1@azadc.gov - creator • mkearns@azadc.gov • benjamin.bussenault@bndna.com

more details »

Calendared by Dawn on 10/17/19.
Going (benjamin.bussenault@bndna.com)? **Yes** - **Maybe** - **No** more options »

AMERICAN OVERSIGHT

Invitation from Google Calendar

You are receiving this courtesy email at the account benjamin.bussenault@bndna.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: IE Contacts
Date: Monday, December 9, 2019 11:42:22 AM

- Rusty Johnson <sjohnson@azadc.gov>- Sr. Mgr of Field Services (covering for Joe N. 12/9)
- Joseph Nicoletti <jnicole@azadc.gov> - Sr. Mgr Network Support and Service Desk
- Scott Schnyer <sschnyer@azadc.gov> - Manager of Service Desk
- Mary Suhre <msuhre@azadc.gov> - Manager of Network Support

Service Desk provisions certain types of access; possess admin roles for certain tools; etc. Network support also has elevated permissions for support of certain services.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Aaron Bailey
Cc: George Martinez; Michael Gomez; Zoraida Weiss; Thad Lowry; Marissa Boice; Chris Masson
Subject: Re: Missing photos in ACIS - 7 TOTAL
Date: Monday, December 9, 2019 11:10:32 AM

That's correct. Micheal passed this information on to George.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 9, 2019 at 9:35 AM Aaron Bailey <abailey1@azadc.gov> wrote:

> I checked in with Michael. There seems to be no issue; I think the mug photos are run on a weekly cadence and so the "missing" photos are due to that latency (Michael, don't hesitate to correct me). They should be updated within the week.
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	dcloud@azcorrections.gov; Chris Masson; Dean Allen; Holly Greene; Johnson, Rusty; Joseph Nicoletti
Subject:	RE: CRITICAL BUG - PHONES
Date:	Monday, December 9, 2019 11:10:00 AM
Attachments:	Visitors on pending status are able to receive phone calls.doc

Has a bug been entered for this

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Sunday, December 8, 2019 5:12 PM
To: Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Johnson, Rusty <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Fwd: CRITICAL BUG - PHONES

FYI - this is the only one that we received.

---------- Forwarded message ---------
From: **Elizabeth Oros** <eoros@azadc.gov>
Date: Sun, Dec 8, 2019 at 2:21 PM
Subject: CRITICAL BUG - PHONES
To: Stacey Crabtree <scrabtre@azadc.gov>, Alexandria Bailey-Gurule <agurule@azadc.gov>
CC: Dwight Cloud <dcloud@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>

Hello

I received a call from Captain Brewer of Eyman Complex about 30 minutes ago. She reported that a visitor contacted the Rynning Visitation staff to find out when they would be telling her she was approved.
Visitor advised that the inmate placed a call to her and

AMERICAN OVERSIGHT

told her she was approved because he could make calls.

Staff researched the application and found that it was a pending application. Staff also verified the phone call through Centurylink.

Jay Whitson advised and requested the bug and notifications to be made.

Attached: (1) Bug and supporting information.

Regards,

Elizabeth Oros | Administrative Services Officer II
Community Corrections Division
801 S. 16th Street
Phoenix, Arizona 85034
Office: 602-771-5704 | **Cell:** 602-616-1035

Professionalism **R**espect **I**ntegrity **C**ourage **E**fficiency

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--

Dwight Cloud
Arizona Department of Corrections
Chief Information Officer

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Module:

Visitation

Title:

VISITATON/PHONES

AIMS2 Version:

5.1.214.10

Bug:

Visitors on verified “pending status,” are able to receive phone calls from the inmate(s) they are applying to visiting.

Expected Results:

Visitors should not be able to receive phone calls until approved for visitation

Steps to Reproduce:

1. Bring inmate visitor registration screen into context ADC [redacted]
2. Identify visitor [redacted]
3. Verify visitation status
4. Verify with Centurylink

Severity: **CRITICAL**

SEE BELOW

--------- Forwarded message ---------
From: **Giuseppe Longo** <glongo@azadc.gov>
Date: Sun, Dec 8, 2019 at 10:28 AM
Subject: I/M Phone Call
To: Michael Perron <mperron@azadc.gov>

We received a phone call from a visitor by the name of [redacted] asking about her visitation status for [redacted] She was advised that her application is currently pending at which point she advised myself and COII Manzano that she got a phone call from the I/M on 12/6/19 stating she was approved. We verified in ACIS that her visitation application is still pending, and we also verified in century link that a 60 second phone call did in fact go through.

We have several other applications pending but have not verified if those calls have gone through yet
--

Respectfully,

COII G. Longo #12373

ASPC-Eyman/Rynning Unit

Visitation

520-868-0201 Ext. 83000

AMERICAN OVERSIGHT

Visitation › Visitor Information

Visitor Information

Workflow Status Pending ACJIS

Visit Description

Visit Type * Phone/Visit

Name(s) of Inmates Associated with the Visitor

Inmate Name	ADC #	Location	View
[redacted]	[redacted]	EYMAN	

Log of Visitor's Most Recent (last 5) Visits

Date/Time	Location	Inmate Name	ADC #
No Record Found			

Visitor Information

First Name * [redacted]

Last Name * [redacted]

Relationship * No Relation

Sex * Female

Visitation Policy Provided * No

Search Policy Provided * No

Date Information Added

Date Information Added

Race * Caucasian

Date of Birth * [redacted]

ID Type * State Issued I.D. card

ID # * [redacted]

Visitor Type * Adult

Ethnicity Nothing selected

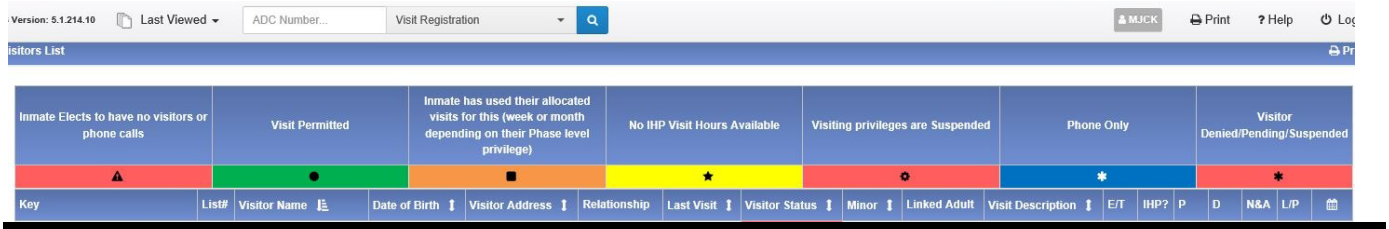
Visitor exist in inmate's 20 list

Visitor Contact Address

AMERICAN OVERSIGHT

[redacted]

[redacted]



[redacted]

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Dwight Cloud; Stacey Crabtree; Lisa Dee Meyerson Marshall; Jacob Whitson; Marlene Coffey; Spencer Scott; Aaron Bailey; Rusty Johnson; Joseph Nicoletti; Chasity Byrd; Charles Spannagel; Thad Lowry; George Martinez
Subject:	Holly - Out office (12/11)
Date:	Monday, December 9, 2019 9:25:51 AM

Friendly reminder that I will be OOO all day on Wednesday, 12/11

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: dcloud@azcorrections.gov; Stacey Crabtree
Cc: Aaron Bailey; Chris Masson; Dean Allen; gmartinez1; Holly Greene; Jey Whitson1; Johnson, Rusty; Marlene Coffey; Michael Kearns; Michele Simmons
Subject: RE: Close Custody Inmate Phone Issue
Date: Saturday, December 7, 2019 7:03:01 PM

Here are the inmates that have account balance problems

[redacted] [redacted] [redacted] L29

[redacted] [redacted] [redacted] C11

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Thad Lowry
Sent: Saturday, December 7, 2019 3:57 PM
To: dcloud@azcorrections.gov; Stacey Crabtree <scrabtre@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Johnson, Rusty <sjohnson@azadc.gov>; Marlene Coffey <mcoffey@azcorrections.gov>; Michael Kearns <mkearns@azadc.gov>; Michele Simmons <msimmons@azadc.gov>
Subject: RE: Close Custody Inmate Phone Issue

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

AMERICAN OVERSIGHT

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Saturday, December 7, 2019 3:54 PM
To: Stacey Crabtree <scrabtre@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azcorrections.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Johnson, Rusty <sjohnson@azadc.gov>; Marlene Coffey <mcoffey@azcorrections.gov>; Michael Kearns <mkearns@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Close Custody Inmate Phone Issue

Just got off a call with Dean and Thad. Rusty is contacting Liz to get the inmate names and then contacting CenturyLink. We are going to try to get everyone on a call.l to try to get an understanding of what is happening and where. More to come once Rusty does his piece.

On Sat, Dec 7, 2019 at 3:35 PM Stacey Crabtree <scrabtre@azadc.gov> wrote:

> Looks like this maybe related to inmates who are close custody overridden from max. Spot checked a few. It is also all close custody units.
>
> On Sat, Dec 7, 2019, 3:28 PM Dwight Cloud <dcloud@azadc.gov> wrote:
>
> > This known problem wit bug number 40791 is raising a stink out in the complexes!!! Inmates not able to make calls can escalate real security problems. What are we doing about this issue? I need a quick update.
> >
> > Thanks,
> > Dwight
> > --
> > Dwight Cloud
> > Arizona Department of Corrections
> > Chief Information Officer
> >
> > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Dwight Cloud
Arizona Department of Corrections
Chief Information Officer

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AMERICAN OVERSIGHT

and notify the sender immediately.

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: dcloud@azcorrections.gov; Stacey Crabtree
Cc: Aaron Bailey; Chris Masson; Dean Allen; gmartinez1; Holly Greene; Jey Whitson1; Johnson, Rusty; Marlene Coffey; Michael Kearns; Michele Simmons
Subject: RE: Close Custody Inmate Phone Issue
Date: Saturday, December 7, 2019 3:57:23 PM

[redacted] [redacted] [redacted] L29

[redacted] [redacted] [redacted] C11

[redacted] [redacted] [redacted] Y03

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Saturday, December 7, 2019 3:54 PM
To: Stacey Crabtree <scrabtre@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azcorrections.gov>; gmartinez1 <gmartinez1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Johnson, Rusty <sjohnson@azadc.gov>; Marlene Coffey <mcoffey@azcorrections.gov>; Michael Kearns <mkearns@azadc.gov>; Michele Simmons <msimmons@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Close Custody Inmate Phone Issue

Just got off a call with Dean and Thad. Rusty is contacting Liz to get the inmate names and then contacting CenturyLink. We are going to try to get everyone on a call.l to try to get an understanding of what is happening and where. More to come once Rusty does his piece.

On Sat, Dec 7, 2019 at 3:35 PM Stacey Crabtree <scrabtre@azadc.gov> wrote:

> Looks like this maybe related to inmates who are close custody overridden from max. Spot checked a few. It is also all close custody units.
>
> On Sat, Dec 7, 2019, 3:28 PM Dwight Cloud <dcloud@azadc.gov> wrote:

AMERICAN OVERSIGHT

> This known problem wit bug number 40791 is raising a stink out in the complexes!!! Inmates not able to make calls can escalate real security problems. What are we doing about this issue? I need a quick update.
>
> Thanks,
> Dwight
> --
> Dwight Cloud
> Arizona Department of Corrections
> Chief Information Officer
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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--
Dwight Cloud
Arizona Department of Corrections
Chief Information Officer

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AMERICAN OVERSIGHT

From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	dcloud@azcorrections.gov; gmartinez1; Gergana Kovatcheva; Linda Finchum; Lynda Wade; Jey Whitson1; Marlene Coffee; Stacey Crabtree
Cc:	Michael Kearns; Holly Greene; Dean Allen; Chris Masson; Trevor Baker; Cindy Hyser-Crauwels
Subject:	RE: Inmate [redacted]
Date:	Friday, December 6, 2019 9:16:47 PM

I see in a later email that George has identified that there is going to be a bug entered for allowing the Religious Diet to be updated

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Thad Lowry
Sent: Friday, December 6, 2019 9:06 PM
To: dcloud@azcorrections.gov; gmartinez1 <gmartinez1@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Cc: Michael Kearns <mkearns@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>
Subject: RE: Inmate [redacted]

Hi all

Here's our understanding

- We did not migrate any property items into ACIS
- We only imported a list of inmates that needed to be charged an appliance utility fee
- All property needs to be hand entered by the staff using the manual records as the source

We believe that the Central Office Command staff know this which points out that this item was incorrectly escalated

- It should have gone from the prison facility to the Central Office command center or the IT service desk and not the Public Information Officer/Legislative Liaison

In the property module for this inmate all that is there is the migrated appliance for utility fee

AMERICAN OVERSIGHT

- Staff will need to use the add property functionality to update this inmates property

For the Religious Diet Card
If you navigate to Religious Services > Religious Summary in context of the inmate you can see the current diet.

- This person is on a Kosher Diet

Can someone go to AIMS 1 and see what was recorded there for the Religious Diet for this inmate? If they are not the same then please enter a bug and we will investigate what happened in the migration
If they are the same – staff will need To update the Kosher Diet in the Religious Services Module to whatever the inmate requests

Let us know if my understanding is incorrect or if you need us to do anything more

Thanks,

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Friday, December 6, 2019 5:38 PM
To: gmartinez1 <gmartinez1@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Michael Kearns <mkearns@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Fwd: Inmate [redacted]

I'm not sure who to send this to with Marissa gone, but can someone look into this and get back to me on what is happening and how to resolve please.

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

---------- Forwarded message ---------
From: **Joseph Profiri** <jprofiri@azadc.gov>
Date: Fri, Dec 6, 2019 at 5:20 PM
Subject: Fwd: Inmate [redacted]
To: Dwight Cloud <dcloud@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>
Cc: Gerald Thompson <gthompson@azadc.gov>, Tara Diaz <tdiaz@azadc.gov>

Dwight and Stacey,

Please forward to the most appropriate person on your respective teams that will be of resource in resolution.

Thank you,

Joe

---------- Forwarded message ---------
From: **Molly Edwards** <medwards@azcjc.gov>
Date: Fri, Dec 6, 2019 at 3:35 PM
Subject: Fwd: Inmate [redacted]
To: <jprofiri@azadc.gov>

Good afternoon Joe,

Can you help me with this? Not sure why it came to our agency, but maybe I need to direct this somewhere else.

Molly Edwards
Public Information Officer
Arizona Criminal Justice Commission

---------- Forwarded message ---------
From: **Joshua Cutler** <jcutler@azcjc.gov>
Date: Fri, Dec 6, 2019 at 3:28 PM
Subject: Fwd: Inmate [redacted]
To: Molly Edwards <medwards@azcjc.gov>

---------- Forwarded message ---------

AMERICAN OVERSIGHT

From: **Luis De La O** <ldelao@azadc.gov>
Date: Fri, Dec 6, 2019 at 12:05 PM
Subject: Inmate [redacted]
To: Joshua Cutler <jcutler@azcjc.gov>

Good Afternoon,
I was wondering if you would help me out with an issue. Inmate Lowery approached me today in regards to his store. He is missing approximately $100 worth of store items. 3 years ago he was got off of a religious kosher diet and now believes that ACIS still reflects that he is possible still under the kosher diet not allowing him to purchase non kosher items. Can you please look into this matter and respond with an answer for him. If it is true, can you fix the ACIS entries that he is no longer a kosher diet.

Please and thank you

--
Correctional Officer III De La O, Luis #3867
ASPC-LEWIS/STINER UNIT & MDU
INMATE PROGRAMS/DISCIPLINARY HEARING COORDINATOR
623-386-6160 Ext.*54102
LDELAO@AZADC.COM

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--

Molly E. Edwards
Public Information Officer/Legislative Liaison
Arizona Criminal Justice Commission
1110 W Washington, Suite 230, Phoenix, AZ 85007
Office: (602) 364-1151 | Fax: (602) 364-1175
Cell: (602) 377-4859
medwards@azcjc.gov
www.azcjc.gov

AMERICAN OVERSIGHT

Our mission is to continuously address, improve, sustain and enhance public safety in the State of Arizona through the coordination, cohesiveness, and effectiveness of the Criminal Justice System.

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AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Thad Lowry; gmartinez1
Cc: Lynda Wade; Holly Greene; Burkhart, Justin; CPCI-COPS; jvitale@keefegroup.com; Gravier, Timothy; Hannah Wickers; Gergana Kovatcheva; Linda Finchum; Stacey Crabtree; Marlene Coffee; Dwight Cloud; Aaron Bailey; Spencer Scott; Dean Allen; Chris Masson; Aaron Pratt
Subject: RE: Banking phone time from Piestewa Unit - Perryville
Date: Friday, December 6, 2019 4:50:20 PM

Yes, 40746, and confirmed this has been closed by George.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Thad Lowry
Sent: Friday, December 6, 2019 4:48 PM
To: gmartinez1 <gmartinez1@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Lynda Wade <lwade@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Burkhart, Justin <jburkhart@keefegroup.com>; CPCI-COPS <CPCI-COPS@centurylink.com>; jvitale@keefegroup.com; Gravier, Timothy <tgravier@keefegroup.com>; Hannah Wickers <hwickers@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: RE: Banking phone time from Piestewa Unit - Perryville

Does this close a bug – which number

Has this information been reported in the TFS bug

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com
Business & Decision

From: George Martinez <gmartinez1@azadc.gov>
Sent: Friday, December 6, 2019 5:54 AM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Lynda Wade <lwade@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Burkhart, Justin <jburkhart@keefegroup.com>; CPCI-COPS <CPCI-COPS@centurylink.com>; jvitale@keefegroup.com; Gravier, Timothy <tgravier@keefegroup.com>; Hannah Wickers <hwickers@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: Re: Banking phone time from Piestewa Unit - Perryville

Marissa, I'm happy to report that all inmates and amounts listed are showing in their respective CenturyLink accounts.
Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

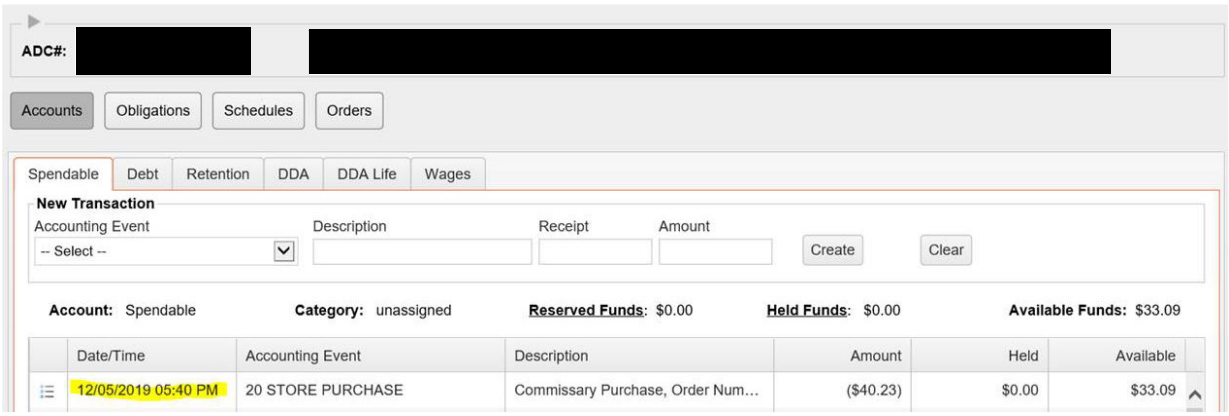
Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

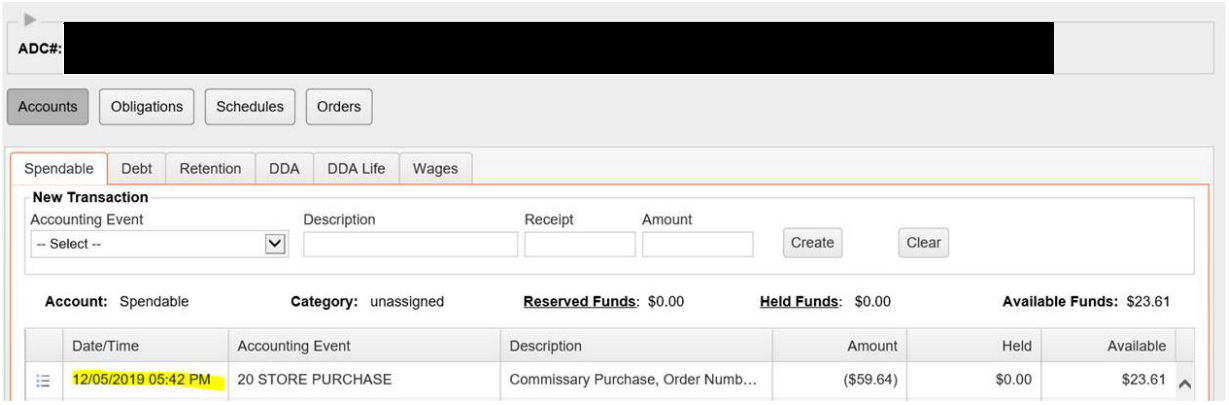
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Dec 5, 2019 at 8:49 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Lynda:
>
> We have reviewed this issue in detail, and this is not an issue and from what reviewing the records in KeepTrak I believe it was reported to you inaccurately. You reported below "Here is a list of inmates from Perryville who are complaining they have had money taken from their accounts but are not able to make calls" which at 5pm when we were reviewing this the Inmate we looked at KeepTrak together and they did not have any charges on their account. The good news is that the phone time charges and commissary purchases were debited from the Inmate's accounts at around 5:30pm as Keefe was processing Commissary as per the process. Phone time charges are treated like any other commissary item and they don't process any quicker than the physical items. My understanding is once Keefe Commissary indicates the approval and charges in KeepTrak for the phone time charge then the money should be loaded into the Century Link database tomorrow as that process runs overnight. Going forward if you could please review the KeepTrak account in detail with who reported it to confirm the issue it would help decrease confusion and streamline the process for identifying if this is an issue or not.
>
> @George: can you please check the Century Link accounts in the morning and report back if the charges were loaded?
>
> Per the screenshots from KeepTrak did not have any debits for Store Purchase taken from their accounts until 5:30pm this evening, but this was reported today at 1pm.

AMERICAN OVERSIGHT





Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Thursday, December 5, 2019 1:05 PM
To: Burkhart, Justin <jburkhart@keefegroup.com>; CPCI-COPS <CPCI-COPS@centurylink.com>; jvitale@keefegroup.com; Gravier, Timothy <tgravier@keefegroup.com>; Hannah Wickers <hwickers@keefegroup.com>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>
Subject: Re: Banking phone time from Piestewa Unit - Perryville

+B&D and ADC members. Please use this to respond to all.

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 5, 2019 at 12:57 PM Lynda Wade <lwade@azadc.gov> wrote:

> Please read email feed below... this issue needs to be resolved as soon as possible please.
>
> Here is a list of inmates from Perryville who are complaining they have had money taken from their accounts but are not able to make calls.

[redacted]

AMERICAN OVERSIGHT

[redacted]

Regards,

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

On Thu, Dec 5, 2019 at 12:52 PM Lynda Wade <lwade@azadc.gov> wrote:

> All phone time is purchased through commissary. Keefe and Century Link need to look at this.
>
> Regards,
>
> Lynda Wade
> Accounting Specialist Manager
> Inmate Trust Accounts
> 602 364-3412
> LWADE@AZADC.GOV
>
> On Thu, Dec 5, 2019 at 12:42 PM Marlene Coffey <mcoffey@azadc.gov> wrote:
>
> > Here are a list of inmates from Perryville who are complaining they have had money taken from their accounts but are not able to make calls.
> >
> > Respectfully,
> >
> > Marlene Coffey, ADW
> >
> > Protective Custody Unit
> >
> > AIMS2 Testing/Training Administrator
> >
> > 602-542-0126
> >
> > ---------- Forwarded message ---------
> > From: **Bertha Willis** <bwillis@azadc.gov>
> > Date: Thu, Dec 5, 2019 at 12:37 PM
> > Subject: Fwd: Banking phone time from Piestewa Unit - Perryville
> > To: Marlene Coffey <mcoffey@azadc.gov>
> >
> > As Requested
> >
> > *Bertha Willis DW*
> >
> > ASPC Perryville - Santa Rosa/Piestewa
> >
> > 623-853-0304 X 24800/24700
> >
> > bwillis@azadc.gov
> >
> > Cell: 602-350-0440
> >
> > "Together we make a difference"
> >
> > ---------- Forwarded message ---------
> > From: **Enes Munikoza** <emunikoza@azadc.gov>
> > Date: Thu, Dec 5, 2019 at 12:10 PM
> > Subject: Re: Banking phone time
> > To: Bertha Willis <bwillis@azadc.gov>
> >
> > This is what I have so far.
> >
> > [redacted]

AMERICAN OVERSIGHT

[redacted]

Respectfully,
COIII Munikoza E.
ASPC-Perryville Piestewa
(623)853-0304 ext:24821
emunikoza@azadc.gov

On Thu, Dec 5, 2019 at 10:10 AM Bertha Willis <bwillis@azadc.gov> wrote:

> It was reported that the store purchased phone time is not available. If you have an inmate claiming that their phone time is not available please complete a list send them to me so I can elevate to Central Office.
>
> Bertha Willis DW
> bwillis@azadc.gov
> 602-350-0440
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From:	Chris Masson on behalf of Chris Masson <cmasson1@azadc.gov>
To:	Holly Greene
Cc:	Marissa Boice; Aaron Pratt; gmartinez1; Aaron Bailey; Shieldes, Steve; Rusty Johnson; Joseph Nicoletti; Stacey Crabtree; Marlene Coffee; Jey Whitson1; Edwin Lao; Spencer Scott; Dwight Cloud; ABAILEY; Thad Lowry; Larkin, Geoffrey; Meador, William; Lynda Wade; Dean Allen; Masson Chris
Subject:	Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
Date:	Friday, December 6, 2019 4:09:02 PM

Hi Holly,

B&D worked with Steve Shieldes at IC Solutions earlier today to understand the issue with Inmate Locations being out of sync due to the file being ran into the Centurylink Enforcer system on Tuesday 12/3. We compared numerous inmates and confirmed that the updates that ACIS had sent out on 12/2 and 12/3 had been overwritten by the flat file sent on 12/3.

We have since worked on producing an export of data from ACIS for all Active inmates that we have worked with Steve to get imported into the Enforcer system. We believe this has now corrected any erroneous locations.

What we cannot isolate is issues with any PAN's that were added/updated during that time frame. There is a solution via ACIS that if staff notice that an approved phone visitor is not being allowed calls to a number, staff in ACIS can update the visitors phone number and update, then update back to the correct number. This will trigger updates to the Enforcer application that will get both systems in sync. As we are unable to identify the exact discrepancies between systems for this issue, we do not want to add any risk and perform a wholesale update of these visitor PAN records.

Hope that provides a good update for everyone - thanks to Steve for help on his side.

Thanks
Chris

On Fri, Dec 6, 2019 at 3:17 PM Holly Greene <hgreene@azadc.gov> wrote:

> +Aaron Pratt and +Chris Masson
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, Dec 6, 2019 at 2:35 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hello everyone-
> >
> > Will someone please provide me an update to the below items in this thread. I've heard that significant progress was made, but rather than piece it together, I'd appreciate the update in one message. :)
> >
> > Many thanks to everyone :)
> >
> > Respectfully,
> >
> > Holly Greene
> >
> > Sr. Apps, Data, Web Manager | ITIL V4 Certified

AMERICAN OVERSIGHT

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 5, 2019 at 9:04 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> I wanted to provide an update on the following bugs:
>
> Bug 40750:ACIS and CenturyLink doesn't show matching info. Inmate is unable to call approved visitors- we are actively working this bug.
>
> Bug 40752:Interfaces - Inmate location codes are not updating in CenturyLink- we are actively working this bug.
>
> Bug 40746:Interfaces - KeepTrak and CenturyLink are not synched - Banking phone time not being recognized by CenturyLink – This is not a bug nor is there any issue. The issue was reported by Lynda Wade today from someone if the field that Inmates purchased phone time, their accounts records were reported as debited, but we found they were not debited until 5:30pm tonight when Keefe Commissary was processing orders. I put this bug back to George with this note and request to close.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** George Martinez [mailto:gmartinez1@azadc.gov]
> **Sent:** Thursday, December 5, 2019 6:12 PM
> **To:** Holly Greene <hgreene@azadc.gov>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Shieldes, Steve <sshieldes@icsolutions.com>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Edwin Lao <elao@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; ABAILEY <ABAILEY@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Larkin, Geoffrey <glarkin@icsolutions.com>; Meador, William <William.Meador@centurylink.com>; Marissa Boice <marissa.boice@bndna.com>
> **Subject:** Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
>
> Holly, here are the bugs created:
>
> Bug 40746:Interfaces - KeepTrak and CenturyLink are not synched - Banking phone time not being recognized by CenturyLink
>
> Bug 40750:ACIS and CenturyLlink doesn't show matching info. Inmate is unable to call approved visitors

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Bug 40752:Interfaces - Inmate location codes are not updating in CenturyLink

All three are assigned to B&D and being actively worked on.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Dec 5, 2019 at 3:17 PM Holly Greene <hgreene@azadc.gov> wrote:

> George, Aaron or others-
>
> Please submit a bug for this ASAP and log those inmates who have been noted in this chain (not all are captured below in this one email).
>
> Marissa-
>
> The bug will be submitted, but we need folks to look into this sooner rather than later because these inmates need to have their info updated ASAP (manual or not). Any way to help move this along before bug submission is greatly appreciated.
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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On Thu, Dec 5, 2019 at 2:24 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Holly:
>
> We need a bug submitted with examples of the ADC #'s so we can investigate. Unfortunately, It is too hard to determine without having a developer look at the code and log files.
>
> Thank you
>
> Marissa Boice
>
> Sent from my iPhone
>
> > On Dec 5, 2019, at 1:49 PM, Holly Greene <hgreene@azadc.gov> wrote:
> >
> > Hi Marissa-
> >
> > Any weigh in on Steve's note below?
> >
> > Respectfully,
> >
> > Holly Greene
> >
> > Sr. Apps, Data, Web Manager | ITIL V4 Certified
> >
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology
> > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> >
> > Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> >
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > On Thu, Dec 5, 2019 at 1:45 PM Shieldes, Steve <sshieldes@icsolutions.com> wrote:
> >
> > > Greetings,
> > >
> > > My only thought is …
> > >
> > > PAN update via a FTP file (that file no longer being processed)
> > >
> > > The new method is using API
> > >
> > > I would assume the received PAN update File and the API updates come from the same

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authoritative data source .. if they do not then I would expect that to be where the issue is at.

Kind Regards,

Steve Shieldes

Director IT

IC Solutions

e. sshieldes@icsolutions.com

o. 210.477.7333

m. 210.392.7273

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, December 05, 2019 2:36 PM
To: Shieldes, Steve <sshieldes@icsolutions.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffey <mcoffey@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Edwin Lao <elao@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Alexandria Bailey <ABAILEY@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Larkin, Geoffrey <glarkin@icsolutions.com>; Meador, William <William.Meador@centurylink.com>
Subject: Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.

Just following up: **Steve - Any thoughts?**

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 5, 2019 at 12:38 PM Meador, William <William.Meador@centurylink.com> wrote:

> Holly,

AMERICAN OVERSIGHT

This is an issue we discussed on our conference call yesterday. The Personal Approved Numbers (PAN telephone numbers) are part of the information that is not being updated properly. My concern is did we have accurate information between the cutover from the old system to the new system. My understanding is instead of all the inmate files that we received from the old FTP files everyday which included all information for an inmate; this included all old information plus any changes that occurred for each inmate. In the new API model we are only receiving changes that have occurred for an inmate. Did we have all accurate data sent in the last FTP file, so all the information for an inmate was populated prior to the cutover to the new system; which only sends us data that needs to be changed.

In all future emails please include the following individuals from IC Solutions that are our key members to resolve any Centurylink issues and need to be part of the resolution process.

NAME	TITLE	EMAIL ADDRESS	OFFICE NUMBER	CELL NUMBER
Steve Shields	Director IT	sshieldes@icsolutions.com	(210) 477-7333	[redacted]
Geoffrey Larkin	Project Manager	glarkin@icsolutions.com	210-477-7355	

Steve has been responsible for all test models and the transition to the new ACIS system. He is the one that can assist you in investigating any issues we are having. Please add these 2 individuals and myself to any emails pertaining to the new ACIS system and any issues you need Centurylinks help in resolving. I have included these 2 individuals in my email response.

Bill Meador

CenturyLink Public Communications

Program Manager

cell: 480.650.1150

William.Meador@CenturyLink.com

<image001.png>

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From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, December 05, 2019 12:02 PM
To: Meador, William <William.Meador@centurylink.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffey <mcoffey@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Edwin Lao <elao@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Alexandria Bailey <ABAILEY@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Marissa Boice <marissa.boice@bndna.com>
Subject: Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.

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+Thad and Marissa from B&D

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 5, 2019 at 12:00 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Bill-
>
> Jason Conn has reported that ACIS and Century Link don't show matching inforomation. Century Link is showing approved and ACIS is showing that no one is approved. I'm not familiar with this system nor the functionality, so we need you and others to help investigate because the inmate is unable to call approved visitor.
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Alexandria Bailey** <ABAILEY@azadc.gov>
> Date: Thu, Dec 5, 2019 at 11:30 AM
> Subject: Fwd: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
> To: Holly Greene <hgreene@azadc.gov>, Jason Conn <jconn@azadc.gov>

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Jason,

I am referring this to Holly Greene who can assist you with this matter.

Respectfully,

Alexandria Bailey

Arizona Department of Corrections

AIMS2 Test & Training Administrator

1645 W Jefferson St. | Phoenix, AZ 85007

abailey@azadc.gov

---------- Forwarded message ---------
From: **Jason Conn** <jconn@azadc.gov>
Date: Thu, Dec 5, 2019 at 11:13 AM
Subject: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
To: Alexandria Bailey <ABAILEY@azadc.gov>

<image002.png>

<image003.png>

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Wickers, Hannah; Gravier, Timothy; Vitale, John
Cc: Lynda Wade; Gergana Kovatcheva; Marissa.Boice@bndna.com; George Martinez; Aaron Bailey; Spencer Scott; Dwight Cloud; Rusty Johnson; Joseph Nicoletti
Subject: Re: History records and Obligations files
Date: Friday, December 6, 2019 1:53:00 PM

Hello Hannah, Tim and John-

Any updates on this request?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Dec 6, 2019 at 12:41 PM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:

> John,
>
> Can you please grant Lynda access to the Sharefile/
>
> Thank you,
>
> Gergana Kovatcheva, CPA, CGFM, CPM
> Chief Financial Officer/ Bureau Administrator
> Arizona Department of Corrections
> 1645 W. Jefferson St, Phoenix, AZ 85007
> Office :602-364-3418
> gkovatcheva@azadc.gov

On Fri, Dec 6, 2019 at 10:28 AM Lynda Wade <lwade@azadc.gov> wrote:

> I still do not have access to the Sharefile site to verify the history files.
>
> Lynda Wade
> Accounting Specialist Manager
> Inmate Trust Accounts
> 602 364-3412
> LWADE@AZADC.GOV

On Thu, Dec 5, 2019 at 3:37 PM Lynda Wade <lwade@azadc.gov> wrote:

> How do I access the Sharefile site?
>
> Lynda Wade
> Accounting Specialist Manager
> Inmate Trust Accounts
> 602 364-3412
> LWADE@AZADC.GOV

On Thu, Dec 5, 2019 at 3:21 PM Vitale, John <jvitale@keefegroup.com> wrote:

> Please review the Sharefile site where I have been depositing the history files. As per our discussions we will provide these for review and distribution outside of banking until ADC approves upload of them in this format. We want to avoid any change requests after they have been imported to banking.
>
> John
>
> **From:** Lynda Wade <lwade@azadc.gov>
> **Sent:** Thursday, December 5, 2019 4:13 PM
> **To:** Holly Greene <hgreene@azadc.gov>
> **Cc:** Gergana Kovatcheva <gkovatcheva@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Wickers, Hannah <hwickers@keefegroup.com>; Marissa.Boice@bndna.com; George Martinez <gmartinez1@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
> **Subject:** Re: History records and Obligations files
>
> We need this quickly since bankers in the field do not have access to history in the old banking system like we were told they would have.
>
> Your assistance is much appreciated.
>
> Lynda Wade
>
> Accounting Specialist Manager

AMERICAN OVERSIGHT

Inmate Trust Accounts

602 364-3412

LWADE@AZADC.GOV

On Thu, Dec 5, 2019 at 1:47 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi John and Tim-
>
> See below. Any updates you can provide as to when the historical data is expected to be loaded?
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Thu, Dec 5, 2019 at 10:33 AM Gergana Kovatcheva <gkovatcheva@azadc.gov> wrote:
>
> > Good morning,
> >
> > How is the uploading of these files going ? Do we have an estimated completion date of the process?
> >
> > Thank you,
> >
> > Gergana Kovatcheva, CPA, CGFM, CPM
> >
> > Chief Financial Officer/ Bureau Administrator
> >
> > Arizona Department of Corrections
> >
> > 1645 W. Jefferson St, Phoenix, AZ 85007
> >
> > Office :602-364-3418
> >
> > gkovatcheva@azadc.gov
> >
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From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Holly Greene
Subject: Re: My last day
Date: Friday, December 6, 2019 1:39:37 PM

Haha...done

Marissa Boice
Sent from my iPhone

> On Dec 6, 2019, at 12:46 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> Congratulations!!!!! *Again, take me with you. :)
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Fri, Dec 6, 2019 at 12:21 PM Marissa Boice <marissa.boice@bndna.com> wrote:
>> I am going to be the new PMO Director at Barrett-Jackson.
>>
>> Marissa Boice
>> Sent from my iPhone
>>
>> > On Dec 6, 2019, at 10:36 AM, Holly Greene <hgreene@azadc.gov> wrote:

AMERICAN OVERSIGHT

WOW!!!!

Where are you going? And can I join you?

On Fri, Dec 6, 2019 at 10:34 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hello ADC:
>
> I wanted to let you know that today is my last day with B&D as I have taken an incredible new position. I have completed my knowledge transfer to the B&D team. I will also be at ADC this afternoon at around 2:30pm today and I can review and questions or provide any information you need. Getting this system live is an incredible accomplishment and I am glad I have been a part of it.
>
> Thank you
>
> Marissa Boice
> Sent from my iPhone

--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
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AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Vitale, John
Cc: Holly Greene; gmartinez1; Gravier, Timothy; Russell, Eric; Spencer Scott; Dwight Cloud; Thad Lowry; James Tarantino; Aaron Bailey
Subject: Re: The "Keefe" file that JPAY is now using was also critical for Keefe SecurePak
Date: Friday, December 6, 2019 8:22:17 AM

John:

Is this the active inmate file we send to JPAY and GTL everyday? If so the easiest way to get this file is have Andrew Dorre possibly build a service to grab it off the FTP before it is processed and FTP it to you. Then you can have time to determine a more permanent solution while the need is fulfilled.

Thank you.

Marissa Boice
Sent from my iPhone

> On Dec 5, 2019, at 1:17 PM, Vitale, John <jvitale@keefegroup.com> wrote:
>
> Holly:
>
> Thanks!
>
> Marissa:
>
> How do we initiate this type of request?
>
> John
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Thursday, December 5, 2019 1:09 PM
> **To:** James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>
> **Cc:** Vitale, John <jvitale@keefegroup.com>; George Martinez <gmartinez1@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Russell, Eric <erussell@keefegroup.com>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: The 'Keefe' file that JPAY is now using was also critical for Keefe SecurePak
>
> Hello John-
>
> Jim is correct. To resend files or reinstate any previous file transfers, this will need to go through the project's Change Management process so as not to create any disruption or corruption to the existing ACIS data. B&D

AMERICAN OVERSIGHT

will also need to approve if it is OK for us (ADC) to resend.

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 5, 2019 at 10:12 AM James Tarantino <jtaranti@azadc.gov> wrote:

> John,
>
> Those files were sent on November 29, 2019 to Keefe. AIMS schedule is now turned off since there is no further updates to AIMS.
>
> On Thu, Dec 5, 2019 at 9:57 AM Vitale, John <jvitale@keefegroup.com> wrote:
>
> > Holly/Jim:
> >
> > We discovered that the Keefe file that is now going to JPAY was also used by Keefe SecurePak to display to family members which inmates were eligible for the package program. Is there a chance you could reinstate the delivery of a copy of that file to the FTP site that we had setup for that?
> >
> > John
>
> --
>
> ***James Tarantino***
>
> **Applications Development Manager**
> **Arizona Department of Corrections**
> **Administrative Services Division, Information Technology**
> **1645 West Jefferson St, Suite 2115, MC310 | Phoenix AZ 85007**
>
> **Office: 602.542.4872 I Fax: 602.542.5036 I JTARANTI@AZCORRECTIONS.GOV**
> **IT Service Desk : 602.542.AZDC I ITTECHSUPPRT@AZCORRECTIONS.GOV**
>
> This email contains information that is intended only for the person(s) to

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> whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	gmartinez1; Holly Greene
Cc:	Aaron Bailey; Shieldes, Steve; Rusty Johnson; Joseph Nicoletti; Stacey Crabtree; Marlene Coffee; Jey Whitson1; Edwin Lao; Spencer Scott; Dwight Cloud; ABAILEY; Thad Lowry; Larkin, Geoffrey; Meador, William; Lynda Wade
Subject:	RE: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
Date:	Thursday, December 5, 2019 9:04:49 PM

Hi Holly:

I wanted to provide an update on the following bugs:

Bug 40750:ACIS and CenturyLink doesn't show matching info. Inmate is unable to call approved visitors- we are actively working this bug.
Bug 40752:Interfaces - Inmate location codes are not updating in CenturyLink- we are actively working this bug.
Bug 40746:Interfaces - KeepTrak and CenturyLink are not synched - Banking phone time not being recognized by CenturyLink – This is not a bug nor is there any issue. The issue was reported by Lynda Wade today from someone if the field that Inmates purchased phone time, their accounts records were reported as debited, but we found they were not debited until 5:30pm tonight when Keefe Commissary was processing orders. I put this bug back to George with this note and request to close.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: George Martinez [mailto:gmartinez1@azadc.gov]
Sent: Thursday, December 5, 2019 6:12 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Shieldes, Steve <sshieldes@icsolutions.com>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Edwin Lao <elao@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; ABAILEY <ABAILEY@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Larkin, Geoffrey <glarkin@icsolutions.com>; Meador, William <William.Meador@centurylink.com>; Marissa Boice <marissa.boice@bndna.com>
Subject: Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.

Holly, here are the bugs created:

Bug 40746:Interfaces - KeepTrak and CenturyLink are not synched - Banking phone time not being recognized by CenturyLink
Bug 40750:ACIS and CenturyLLink doesn't show matching info. Inmate is unable to call approved visitors
Bug 40752:Interfaces - Inmate location codes are not updating in CenturyLink

All three are assigned to B&D and being actively worked on.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Dec 5, 2019 at 3:17 PM Holly Greene <hgreene@azadc.gov> wrote:

> George, Aaron or others-
>
> Please submit a bug for this ASAP and log those inmates who have been noted in this chain (not all are captured below in this one email).
>
> Marissa-
>
> The bug will be submitted, but we need folks to look into this sooner rather than later because these inmates need to have their info updated ASAP (manual or not). Any way to help move this along before bug submission is greatly appreciated.
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Thu, Dec 5, 2019 at 2:24 PM Marissa Boice <marissa.boice@bndna.com> wrote:
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> > Holly:
> >
> > We need a bug submitted with examples of the ADC #'s so we can investigate. Unfortunately, It is too hard to determine without having a developer look at the code and log files.
> >
> > Thank you
> >
> > Marissa Boice
> > Sent from my iPhone
> >
> > On Dec 5, 2019, at 1:49 PM, Holly Greene <hgreene@azadc.gov> wrote:
> >
> > Hi Marissa-
> >
> > Any weigh in on Steve's note below?
> >
> > Respectfully,
> >
> > Holly Greene
> > Sr. Apps, Data, Web Manager | ITIL V4 Certified
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 5, 2019 at 1:45 PM Shieldes, Steve <sshieldes@icsolutions.com> wrote:

> Greetings,
>
> My only thought is …
> PAN update via a FTP file (that file no longer being processed)
> The new method is using API
>
> I would assume the received PAN update File and the API updates come from the same authoritative data source .. if they do not then I would expect that to be where the issue is at.
>
> Kind Regards,
> Steve Shieldes
> Director IT
> IC Solutions
> e. sshieldes@icsolutions.com
> o. 210.477.7333
> m. 210.392.7273
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Thursday, December 05, 2019 2:36 PM
> **To:** Shieldes, Steve <sshieldes@icsolutions.com>
> **Cc:** Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffey <mcoffey@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Edwin Lao <elao@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Alexandria Bailey <ABAILEY@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Larkin, Geoffrey <glarkin@icsolutions.com>; Meador, William <William.Meador@centurylink.com>
> **Subject:** Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
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> Just following up: **Steve - Any thoughts?**
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
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> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Thu, Dec 5, 2019 at 12:38 PM Meador, William <William.Meador@centurylink.com> wrote:

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Holly,

This is an issue we discussed on our conference call yesterday. The Personal Approved Numbers (PAN telephone numbers) are part of the information that is not being updated properly. My concern is did we have accurate information between the cutover from the old system to the new system. My understanding is instead of all the inmate files that we received from the old FTP files everyday which included all information for an inmate; this included all old information plus any changes that occurred for each inmate. In the new API model we are only receiving changes that have occurred for an inmate. Did we have all accurate data sent in the last FTP file, so all the information for an inmate was populated prior to the cutover to the new system; which only sends us data that needs to be changed.

In all future emails please include the following individuals from IC Solutions that are our key members to resolve any Centurylink issues and need to be part of the resolution process.

NAME	TITLE	EMAIL ADDRESS	OFFICE NUMBER	CELL NUMBER
Steve Shields	Director IT	sshieldes@icsolutions.com	(210) 477-7333	[redacted]
Geoffrey Larkin	Project Manager	glarkin@icsolutions.com	210-477-7355	

Steve has been responsible for all test models and the transition to the new ACIS system. He is the one that can assist you in investigating any issues we are having. Please add these 2 individuals and myself to any emails pertaining to the new ACIS system and any issues you need Centurylinks help in resolving. I have included these 2 individuals in my email response.

Bill Meador
CenturyLink Public Communications
Program Manager
cell: 480.650.1150
William.Meador@CenturyLink.com
<image001.png>

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From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, December 05, 2019 12:02 PM
To: Meador, William <William.Meador@centurylink.com>
Cc: Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffey <mcoffey@azadc.gov>; Jacob Whitson <jwhitson@azadc.gov>; Edwin Lao <elao@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Alexandria Bailey <ABAILEY@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Marissa Boice <marissa.boice@bndna.com>
Subject: Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.

+Thad and Marissa from B&D

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 5, 2019 at 12:00 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Bill-
>
> Jason Conn has reported that ACIS and Century Link don't show matching information. Century Link is showing approved and ACIS is showing that no one is approved. I'm not familiar with this system nor the functionality, so we need you and others to help investigate because the inmate is unable to call approved visitor.
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Alexandria Bailey** <ABAILEY@azadc.gov>
> Date: Thu, Dec 5, 2019 at 11:30 AM
> Subject: Fwd: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
> To: Holly Greene <hgreene@azadc.gov>, Jason Conn <jconn@azadc.gov>
>
> Jason,
>
> I am referring this to Holly Greene who can assist you with this matter.
>
> Respectfully,
> Alexandria Bailey
> Arizona Department of Corrections
> AIMS2 Test & Training Administrator
> 1645 W Jefferson St. | Phoenix, AZ 85007
> abailey@azadc.gov
>
> ---------- Forwarded message ---------
> From: **Jason Conn** <jconn@azadc.gov>
> Date: Thu, Dec 5, 2019 at 11:13 AM
> Subject: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.

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To: Alexandria Bailey <ABAILEY@azadc.gov>

<image002.png>
<image003.png>

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From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	Lynda Wade; Burkhart, Justin; Gravier, Timothy; Hannah Wickers; jvitale@keefegroup.com
Cc:	gmartinez1; Gergana Kovatcheva; Holly Greene; Linda Finchum
Subject:	RE: Commissary Purchase & Refund files
Date:	Thursday, December 5, 2019 5:49:17 PM

Hi Everyone:

Please standby in looking at this issue. I am actively working on it and will report back shortly. I think we have identified the issue. I will get back shortly.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Lynda Wade [mailto:lwade@azadc.gov]
Sent: Thursday, December 5, 2019 5:48 PM
To: Burkhart, Justin <jburkhart@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Hannah Wickers <hwickers@keefegroup.com>; jvitale@keefegroup.com
Cc: gmartinez1 <gmartinez1@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Subject: Commissary Purchase & Refund files

Good evening! Have any Commissary files been pushed into Keep Trak this week? I didn't see any. Today is my 1st day back.

Also...we noticed that there is no

20 Commissary Purchase accounting event or
19 Commissary Refund accounting event
In Keep Trak

Since the inmates were not charged for Commissary this week... I'm worried that many will have NSF when the files do come into Keep Trak.

Rules for Commissary purchases: (Debit)
* Deduct from Spendable
* Must have sufficient funds

Like I said... I don't know what balance file was used for Commissary this week... Bankers have been in Keep Trak moving funds for 4 days... NSF might be an issue

Rules for Commissary Refunds: (Credit)

AMERICAN OVERSIGHT

*Credit to Spendable
*No deductions can be taken
*Holds/Debt can be taken

Please advise as soon as possible..

Thanks,
Lynda Wade
ITA Manager
--

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Alexandria Bailey
Cc:	Marissa Boice; Shieldes, Steve; Rusty Johnson; Joseph Nicoletti; Stacey Crabtree; Marlene Coffee; Jey Whitson1; Edwin Lao; Spencer Scott; Aaron Bailey; Dwight Cloud; gmartinez1; Thad Lowry; Larkin, Geoffrey; Meador, William
Subject:	Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
Date:	Thursday, December 5, 2019 3:09:39 PM

I think this is a good lot of people to check against.

Marissa- Should they continue to capture?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Dec 5, 2019 at 2:36 PM Alexandria Bailey <ABAILEY@azadc.gov> wrote:

> [redacted] - Need to send a ticket to the ACIS team
> [redacted] - Need to send a ticket to the ACIS team
>
> [redacted]
>
> Respectfully,
>
> Alexandria Bailey
>
> Arizona Department of Corrections
>
> AIMS2 Test & Training Administrator
>
> 1645 W Jefferson St. | Phoenix, AZ 85007
>
> abailey@azadc.gov
>
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>
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> >
> > Thank you
> >
> > Marissa Boice
> > Sent from my iPhone

AMERICAN OVERSIGHT

On Dec 5, 2019, at 1:49 PM, Holly Greene <hgreene@azadc.gov> wrote:

Hi Marissa-

Any weigh in on Steve's note below?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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> Kind Regards,
>
> Steve Shieldes
>
> Director IT
>
> IC Solutions
>
> e. sshieldes@icsolutions.com
>
> o. 210.477.7333
>
> m. 210.392.7273

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Subject: Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.

Just following up: **Steve - Any thoughts?**

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

members to resolve any Centurylink issues and need to be part of the resolution process.

NAME	TITLE	EMAIL ADDRESS	OFFICE NUMBER	CELL NUMBER
Steve Shields	Director IT	sshieldes@icsolutions.com	(210) 477-7333	[redacted]
Geoffrey Larkin	Project Manager	glarkin@icsolutions.com	210-477-7355	

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Bill Meador

CenturyLink Public Communications

Program Manager

cell: 480.650.1150

William.Meador@CenturyLink.com

<image001.png>

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Subject: Re: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.

+Thad and Marissa from B&D

Respectfully,

Holly Greene

AMERICAN OVERSIGHT

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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> Sr. Apps, Data, Web Manager | ITIL V4 Certified
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> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> ---------- Forwarded message ---------
> From: **Alexandria Bailey** <ABAILEY@azadc.gov>
> Date: Thu, Dec 5, 2019 at 11:30 AM
> Subject: Fwd: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
> To: Holly Greene <hgreene@azadc.gov>, Jason Conn <jconn@azadc.gov>
>
> Jason,
>
> I am referring this to Holly Greene who can assist you with this matter.

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Respectfully,

Alexandria Bailey

Arizona Department of Corrections

AIMS2 Test & Training Administrator

1645 W Jefferson St. | Phoenix, AZ 85007

abailey@azadc.gov

---------- Forwarded message ---------
From: **Jason Conn** <jconn@azadc.gov>
Date: Thu, Dec 5, 2019 at 11:13 AM
Subject: ACIS and century link dont show matching info. Inmate is unable to call approved visitor.Having issues with century link showing approved and ACIS showing no one approved.
To: Alexandria Bailey <ABAILEY@azadc.gov>

<image002.png>

<image003.png>

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immediately.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Joseph Mellilo
Cc:	George Martinez; Hema Chennojwala; Alexandria Bailey; Stacey Crabtree; Aaron Bailey; Spencer Scott; Dwight Cloud; Marissa Boice; Thad Lowry
Subject:	Visitation: Missing Historical Info
Date:	Thursday, December 5, 2019 2:30:53 PM

Hello Joseph-

It was so great to speak with you today. Thank you so very much for your patience as ACIS is being stood up.

One of the issues you brought to my attention with visitation is that it does not show the full history of the inmates visitors for both inactive and denied status (and possibly others).

Can you provide some screenshots of what you're seeing (or not seeing)?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice; Larkin, Geoffrey; Meador, William; Shieldes, Steve
Cc: Dwight Cloud; Rusty Johnson; Marlene Coffee; gmartinez1; Aaron Bailey; Dean Allen; Thad Lowry; Aaron Pratt; Chris Masson; Lippert, Gary
Subject: Re: Inmate location codes are not updating
Date: Thursday, December 5, 2019 1:29:55 PM

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www.virtru.com

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From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	Holly Greene; GEORGE MARTINEZ
Cc:	Burkhart, Justin; CPCI-COPS; jvitale@keefegroup.com; Gravier, Timothy; Hannah Wickers; Gergana Kovatcheva; Linda Finchum; gmartinez1; Stacey Crabtree; Marlene Coffee; Lynda Wade; Dwight Cloud; Thad Lowry; Aaron Bailey; Spencer Scott
Subject:	Re: Banking phone time from Piestewa Unit - Perryville
Date:	Thursday, December 5, 2019 1:18:45 PM

George:

Can you please submit a bug? Please include the list below in the bug.

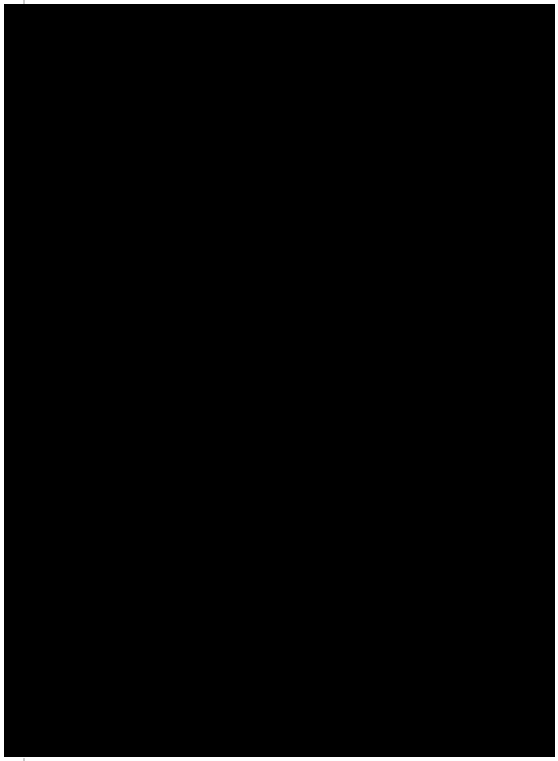
Thank you.

Marissa Boice
Sent from my iPhone

> On Dec 5, 2019, at 1:05 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> +B&D and ADC members. Please use this to respond to all.
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
>
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Thu, Dec 5, 2019 at 12:57 PM Lynda Wade <lwade@azadc.gov> wrote:
>
> > Please read email feed below... this issue needs to be resolved as soon as possible please.
> >
> > Here is a list of inmates from Perryville who are complaining they have had money taken from their

AMERICAN OVERSIGHT

accounts but are not able to make calls.



Regards,

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

On Thu, Dec 5, 2019 at 12:52 PM Lynda Wade <lwade@azadc.gov> wrote:

> All phone time is purchased through commissary. Keefe and Century Link need to look at this.
>
> Regards,
>
> Lynda Wade
> Accounting Specialist Manager
> Inmate Trust Accounts
> 602 364-3412
> LWADE@AZADC.GOV
>
> On Thu, Dec 5, 2019 at 12:42 PM Marlene Coffey <mcoffey@azadc.gov>

AMERICAN OVERSIGHT

wrote:

> Here are a list of inmates from Perryville who are complaining they have had money taken from their accounts but are not able to make calls.
>
> Respectfully,
>
> Marlene Coffey, ADW
>
> Protective Custody Unit
>
> AIMS2 Testing/Training Administrator
>
> 602-542-0126
>
> ---------- Forwarded message ---------
> From: **Bertha Willis** <bwillis@azadc.gov>
> Date: Thu, Dec 5, 2019 at 12:37 PM
> Subject: Fwd: Banking phone time from Piestewa Unit - Perryville
> To: Marlene Coffey <mcoffey@azadc.gov>
>
> As Requested
>
> *Bertha Willis DW*
>
> ASPC Perryville - Santa Rosa/Piestewa
>
> 623-853-0304 X 24800/24700
>
> bwillis@azadc.gov
>
> Cell: 602-350-0440
>
> "Together we make a difference"
>
> ---------- Forwarded message ---------
> From: **Enes Munikoza** <emunikoza@azadc.gov>
> Date: Thu, Dec 5, 2019 at 12:10 PM
> Subject: Re: Banking phone time
> To: Bertha Willis <bwillis@azadc.gov>
>
> This is what I have so far.

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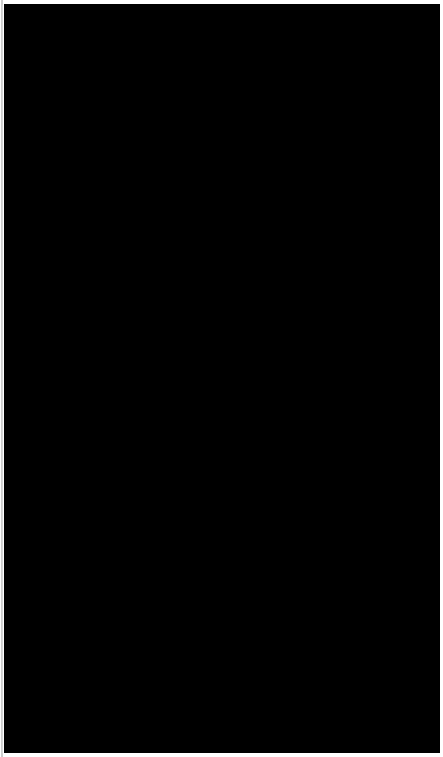

Respectfully,

COIII Munikoza E.

ASPC-Perryville Piestewa

(623)853-0304 ext:24821

emunikoza@azadc.gov

On Thu, Dec 5, 2019 at 10:10 AM Bertha Willis <bwillis@azadc.gov> wrote:

> It was reported that the store purchased phone time is not available. If you have an inmate claiming that their phone time is not available please complete a list send them to me so I can elevate to Central Office.
>
> Bertha Willis DW
> bwillis@azadc.gov
> 602-350-0440
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this

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> > > communication in error, please do not retain it or distribute it and notify the sender immediately.
>
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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Lippert, Gary; Dwight Cloud; Larkin, Geoffrey; Marissa Boice; Meador, William; Rusty Johnson; Marlene Coffee; gmartinez1; Shieldes, Steve; Aaron Bailey; Dean Allen; Thad Lowry; Aaron Pratt; Chris Masson
Subject: Re: Inmate location codes are not updating
Date: Thursday, December 5, 2019 1:14:58 PM

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www.virtru.com

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice
Cc:	Aaron Bailey; Aaron Pratt; Chris Masson; Dean Allen; Dwight Cloud; James Tarantino; Joseph Nicoletti; Rusty Johnson; Stacey Crabtree; Thad Lowry; gmartinez1; jduvall; Spencer Scott; Lisa Dee Meyerson Marshall
Subject:	Re: Century Link File
Date:	Thursday, December 5, 2019 12:22:35 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

Hello Marissa-

I chatted with Dwight, Aaron and others yesterday concerning this issue. My team will no longer resend/retransmit past data unless approved through the project which would include B&D's review and approval.

Aaron and others will be working to draft a change process for ADC IT support to use. In the meantime, if we receive any requests, we will provide this direction and await instruction from ADC and B&D on how to proceed.

As a side note, please include me on any data related emails and phone calls.

I do hope that B&D and CenturyLink were able to work together to resolve this issue.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 4, 2019 at 7:41 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> Per the interface switchover schedule the last file that was supposed to be ran from AIMS was on Sunday night. The ACIS to CenturyLink interface was turned on Sunday night and

AMERICAN OVERSIGHT

data has been flowing ever since. The new ACIS to CenturyLink interface is a webservice interface that operates off of real time triggers (new inmate, released inmate, phase change, etc). When Jim loaded the file directly into Century Link yesterday he wiped out all the changes ACIS had sent over for the past 2 days essentially putting ACIS and CenturyLink 2 days out of sync and subsequently KeepTrak Inmate Trust as well, and we can't see in CenturyLink DB anymore what data was missing because the AIMS data overrode it so it makes it harder for us to pinpoint the issue. This is about respect of the new system and I understand Jim had the best of intentions, but we need to ensure people are going through the proper channels and reporting this information to B&D through TFS so that B&D can manage the new systems and quickly and efficiently get to the root cause of the issue. There should no longer be any AIMS interface processes.

CenturyLinkEngine	**53 hrs**	**Wed 11/27/19 5:00 PM**	**Mon 12/2/19 6:00 PM**	
Keefe to send credentials to CL for access to KeepTrak for spendable and indigent info	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	John Vitale
CL to turn off DLL file	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Steve Shields
CL to turn off current Phone Time refund process (anytime prior to 12/5/19)	1 hr	Mon 12/2/19 5:00 PM	Mon 12/2/19 6:00 PM	Steve Shields
AIMS will send the All Inmate and All Approved Visitor files to CL on Fri, Sat, and Sunday and then turn off files	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D to connect ACIS Enforcer API to production CenturyLink	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Aaron Pratt

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Wednesday, December 4, 2019 6:02 AM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Joseph Nicoletti

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<jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; jduvall <jduvall@azadc.gov>
Subject: Re: Century Link File

Hi Marissa-

The understanding was we were to close month end reports. These are reports to be used with the data through the month of November (we have nothing new for December). This was discussed and announced many times.

Can you provide more details as to what type of conflicts occurred?

-Holly

On Tue, Dec 3, 2019 at 10:11 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Jim:
>
> I understand that you re-ran the AIMS Century Link file today into the API enforcer to fix an issue that was reported by the users. I ask that you please do not run AIMS files into any of the interfaces anymore as the new interfaces need to run using the data from ACIS not AIMS. The result of this fix temporarily put a Band-Aid on the issue, but it further masked our ability to determine the root cause of this issue because we can't see the ACIS generated records in Century Link anymore and it puts Century Link out of sync with ACIS as you loaded a file from 11/29/19. Century Link interface is now run off of webservices and real-time triggers and not daily files anymore.
>
> I appreciate your cooperation in this matter.
>
> Thank you.

AMERICAN OVERSIGHT

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

Scottsdale, AZ 85260 US

M: [redacted]
E: marissa.boice@businessdecision.com

--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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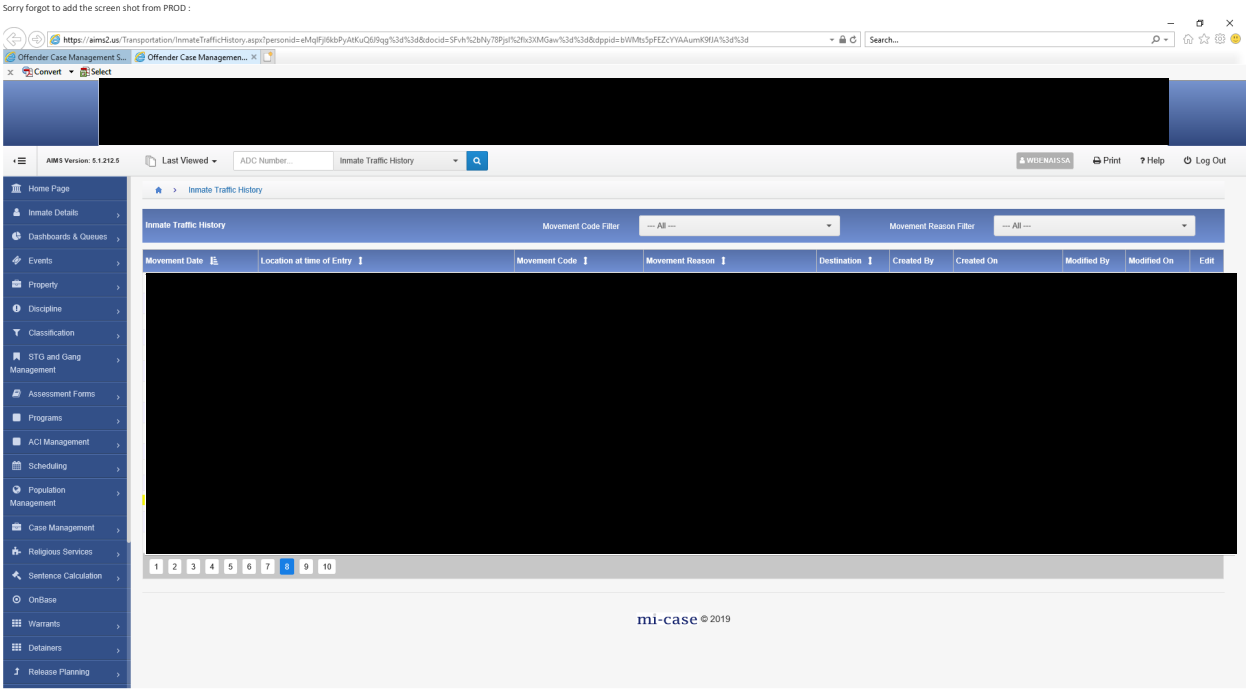
From: Wissem BenAissa on behalf of Wissem BenAissa <Wissem.BenAissa@bridna.com>
To: Holly Greene
Cc: Joshua Connolly; Stacey Crabtree; Dwight Cloud
Subject: RE: Testing Prior Packets on PC-AIMS2 Data
Date: Wednesday, December 4, 2019 4:42:52 PM
Attachments: image001.png

Sorry forgot to add the screen shot from PROD :



Best Regards,
Wissem ben Aissa.
Business & Decision, North America

From: Wissem BenAissa
Sent: Wednesday, December 4, 2019 4:41 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: RE: Testing Prior Packets on PC-AIMS2 Data

Hi Holly,

The missing sentences should be available after next production push V5.1.214.
I checked also the missing movement codes and they should also be there now.
With regards to the movement reason, this is not a required field so it may be empty.

Best Regards,
Wissem ben Aissa.
Business & Decision, North America

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, December 3, 2019 2:25 PM
To: Wissem BenAissa <Wissem.BenAissa@bridna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Fwd: Testing Prior Packets on PC-AIMS2 Data

Hello Wissem-

Please see below. Appears movement is displaying blank fields and the out of state packet is missing sent calculation info..

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Colleen Chee James** <ccjames@azadc.gov>
Date: Tue, Dec 3, 2019 at 1:51 PM
Subject: Re: Testing Prior Packets on PC-AIMS2 Data
To: Holly Greene <hgreene@azadc.gov>
Cc: Jennifer Abbotts <jabbotts@azadc.gov>, Joshua Connolly <jconnolly@azadc.gov>, Hema Chennojwala <hchennoj@azadc.gov>, Zoya Fishman <zfishman@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Amber Wiley <awiley@azadc.gov>, Randi Gillihan <rgillihan@azadc.gov>

Good afternoon,
Please see attached both (in-state) and (out of state) packets that we generated on the new system. One has some blank fields in the movement portion and the out of state packet is still missing sentence calculation information.....3

On Tue, Dec 3, 2019 at 1:19 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello Jennifer-
>
> Please have Colleen do so. Josh is out of the office today, but he did indicate that a sentence fix is on its way from B&D.
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Tue, Dec 3, 2019 at 12:23 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:
>
> > Hello Josh,
> >
> > I am just following up on this ticket to check status. Are we good to go to start printing packets? We just came across one that had some blank fields in the movement portion. Do you want me to have Colleen scan the sample to you for review?
> >
> > Jennifer Abbotts, ASO III

AMERICAN OVERSIGHT

Records & Identification Administrator
Arizona Department of Corrections
1601 W. Jefferson (Mail code:225)
Phoenix, Arizona 85007
602-364-0594 phone
602-542-5548 fax

On Mon, Dec 2, 2019 at 12:33 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

Hello, Jennifer - After reviewing the data I see that this is caused by an issue in one of our nightly data tables from B&D. No interstate corrections compact inmates have come through with sentence info.

I've put in an issue ticket to TFS and we should hear back promptly.

Speak with you again soon,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Mon, Dec 2, 2019 at 10:31 AM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

Zoya/Josh,

See below prior packet generated from the new system this morning that is missing sentence calculation information.

Jennifer Abbotts, ASO III
Records & Identification Administrator
Arizona Department of Corrections
1601 W. Jefferson (Mail code:225)
Phoenix, Arizona 85007
602-364-0594 phone
602-542-5548 fax

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--

Colleen Chee James
Correctional Records Clerk II
Arizona Department of Corrections
1601 W. Jefferson Street
Phoenix, AZ 85007
(602) 542-4948

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From: Wissem BenAissa on behalf of Wissem BenAissa <Wissem.BenAissa@bndna.com>
To: Holly Greene
Cc: Joshua Connolly; Stacey Crabtree; Dwight Cloud
Subject: RE: Testing Prior Packets on PC-AIMS2 Data
Date: Wednesday, December 4, 2019 4:41:13 PM

Hi Holly,

The missing sentences should be available after next production push V5.1.214.
I checked also the missing movement codes and they should also be there now.
With regards to the movement reason, this is not a required field so it may be empty.

Best Regards,
Wissem ben Aissa.
Business & Decision, North America

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, December 3, 2019 2:25 PM
To: Wissem BenAissa <Wissem.BenAissa@bndna.com>
Cc: Joshua Connolly <jconnolly@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Fwd: Testing Prior Packets on PC-AIMS2 Data

Hello Wissem-

Please see below. Appears movement is displaying blank fields and the out of state packet is missing sent calculation info..

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Colleen Chee James** <ccjames@azadc.gov>
Date: Tue, Dec 3, 2019 at 1:51 PM
Subject: Re: Testing Prior Packets on PC-AIMS2 Data
To: Holly Greene <hgreene@azadc.gov>
Cc: Jennifer Abbotts <jabbotts@azadc.gov>, Joshua Connolly <jconnolly@azadc.gov>, Hema

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Chennojwala <hchennoj@azadc.gov>, Zoya Fishman <zfishman@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Amber Wiley <awiley@azadc.gov>, Randi Gillihan <rgillihan@azadc.gov>

Good afternoon,
Please see attached both (in-state) and (out of state) packets that we generated on the new system. One has some blank fields in the movement portion and the out of state packet is still missing sentence calculation information.....3

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> Holly Greene
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> > Hello Josh,
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> >
> > Jennifer Abbotts, ASO III
> > Records & Identification Administrator
> > Arizona Department of Corrections
> > 1601 W. Jefferson (Mail code:225)
> > Phoenix, Arizona 85007

AMERICAN OVERSIGHT

602-364-0594 phone
602-542-5548 fax

On Mon, Dec 2, 2019 at 12:33 PM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Jennifer - After reviewing the data I see that this is caused by an issue in one of our nightly data tables from B&D. No interstate corrections compact inmates have come through with sentence info.
>
> I've put in an issue ticket to TFS and we should hear back promptly.
>
> Speak with you again soon,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
> On Mon, Dec 2, 2019 at 10:31 AM Jennifer Abbotts <jabbotts@azadc.gov> wrote:
>
> > Zoya/Josh,
> >
> > See below prior packet generated from the new system this morning that is missing sentence calculation information.
> >
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> > Arizona Department of Corrections
> > 1601 W. Jefferson (Mail code:225)
> > Phoenix, Arizona 85007
> > 602-364-0594 phone
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AMERICAN OVERSIGHT

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--

Colleen Chee James
Correctional Records Clerk II
Arizona Department of Corrections
1601 W. Jefferson Street
Phoenix, AZ 85007
(602) 542-4948

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From: David Wrbelis on behalf of David Wrbelis <David.Wrbelis@bndna.com>
To: Holly Greene; Aaron Bailey
Cc: James Tarantino; amoreno2
Subject: RE: AIMS1 BOEC Mapping to ACIS question
Date: Wednesday, December 4, 2019 2:54:50 PM
Attachments: image001.png

The new attachment Anthony sent looks to be what I need to get the remaining BOEC location fields populated. I'll reach out to this email thread if I run into any issues tonight.

From: Holly Greene <hgreene@azadc.gov>
Sent: Wednesday, December 4, 2019 11:28 AM
To: Aaron Bailey <abailey1@azadc.gov>
Cc: James Tarantino <jtaranti@azadc.gov>; amoreno2 <amoreno2@azadc.gov>; David Wrbelis <David.Wrbelis@bndna.com>
Subject: Re: AIMS1 BOEC Mapping to ACIS question

Thank you.

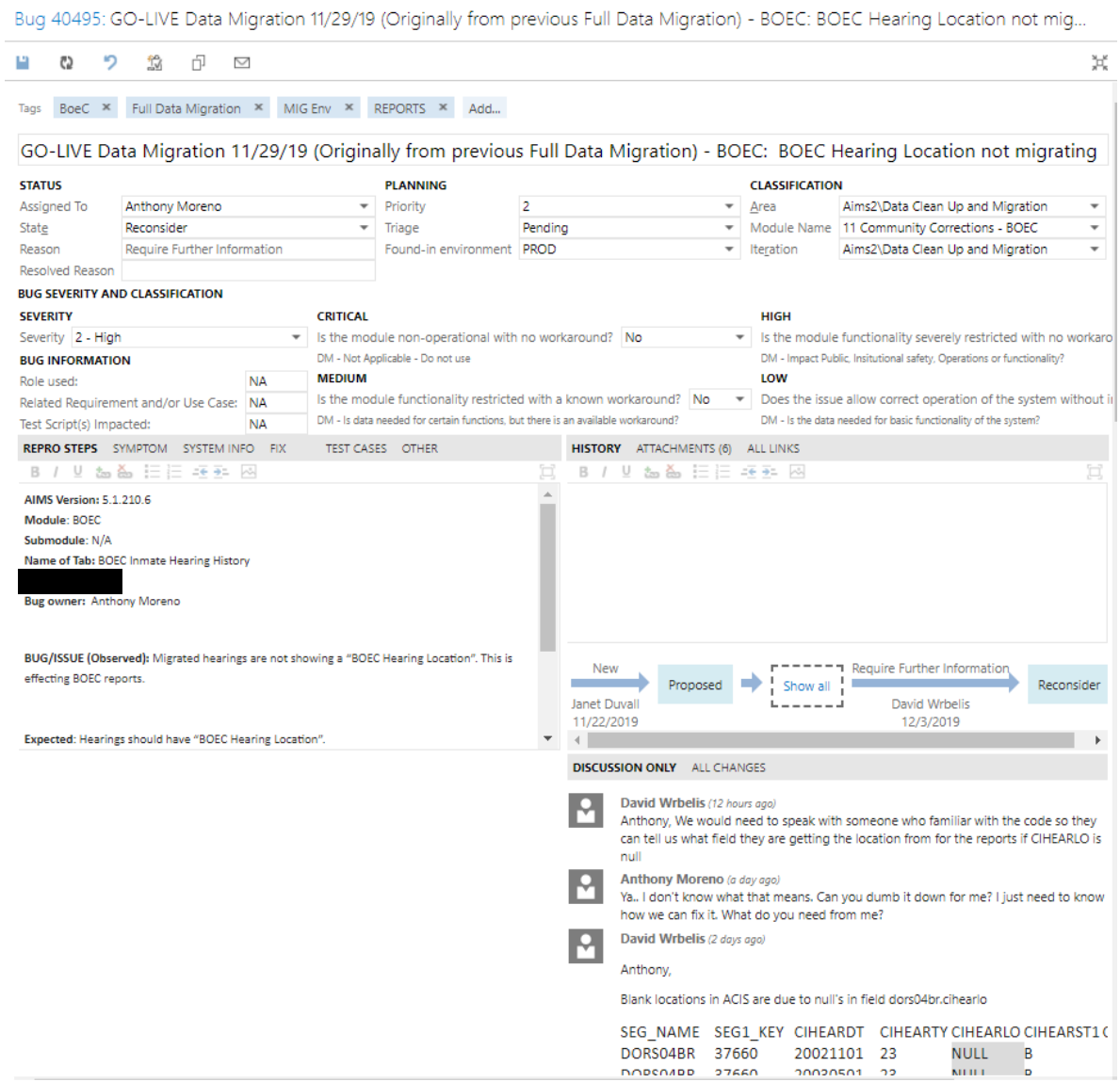
Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Dec 4, 2019 at 10:54 AM Aaron Bailey <abailey1@azadc.gov> wrote:

> Anthony just added additional screenshots to 40495 that provides the information David asked for. The bug is now back in B&D's court. I'll postpone scheduling this RCA until David indicates he still has questions.. Thanks to everyone for engaging with this.
>
> On Wed, Dec 4, 2019 at 10:37 AM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hi Aaron-
> >
> > From my side, Jim is the correct person. Please include me as well.
> >
> > Respectfully,
> >
> > Holly Greene
> > Sr. Apps, Data, Web Manager | ITIL V4 Certified
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology
> > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> > Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> > IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
> >
> > On Wed, Dec 4, 2019 at 10:12 AM Aaron Bailey <abailey1@azadc.gov> wrote:
> >
> > > Hi Holly, Jim, Anthony, and David,
> > >
> > > B&D seems to be requesting information about how to correctly map AIMS1 BOEC hearing location data into ACIS. I'm thinking an RCA with appropriate SMEs is our next move. I suppose we'll need an SME for BOEC (Anthony?), AIMS1 data migration (Jim?), and B&D (David). Does that sound right to you? Once I know who to invite, I'll get this scheduled.

AMERICAN OVERSIGHT



--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	James Tarantino
Cc:	hgreene@azadc.gov; Thad Lowry; gmartinez1; Dean Allen; Aaron Bailey; jduvall; Aaron Pratt; Chris Masson
Subject:	Century Link File
Date:	Tuesday, December 3, 2019 10:11:46 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

Hi Jim:

I understand that you re-ran the AIMS Century Link file today into the API enforcer to fix an issue that was reported by the users. I ask that you please do not run AIMS files into any of the interfaces anymore as the new interfaces need to run using the data from ACIS not AIMS. The result of this fix temporarily put a Band-Aid on the issue, but it further masked our ability to determine the root cause of this issue because we can't see the ACIS generated records in Century Link anymore and it puts Century Link out of sync with ACIS as you loaded a file from 11/29/19. Century Link interface is now run off of webservices and real-time triggers and not daily files anymore.

I appreciate your cooperation in this matter.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Wissem BenAissa
Cc:	Joshua Connolly; Stacey Crabtree; Dwight Cloud
Subject:	Fwd: Testing Prior Packets on PC-AIMS2 Data
Date:	Tuesday, December 3, 2019 2:25:12 PM
Attachments:	IN STATE PENPACK.pdf OUT OF STATE- PENPACK.pdf

Hello Wissem-

Please see below. Appears movement is displaying blank fields and the out of state packet is missing sent calculation info..

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Colleen Chee James** <ccjames@azadc.gov>
Date: Tue, Dec 3, 2019 at 1:51 PM
Subject: Re: Testing Prior Packets on PC-AIMS2 Data
To: Holly Greene <hgreene@azadc.gov>
Cc: Jennifer Abbotts <jabbotts@azadc.gov>, Joshua Connolly <jconnolly@azadc.gov>, Hema Chennojwala <hchennoj@azadc.gov>, Zoya Fishman <zfishman@azadc.gov>, Stacey Crabtree <scrabtre@azadc.gov>, Amber Wiley <awiley@azadc.gov>, Randi Gillihan <rgillihan@azadc.gov>

Good afternoon,
Please see attached both (in-state) and (out of state) packets that we generated on the new system. One has some blank fields in the movement portion and the out of state packet is still missing sentence calculation information.....3

On Tue, Dec 3, 2019 at 1:19 PM Holly Greene <hgreene@azadc.gov> wrote:
> Hello Jennifer-

AMERICAN OVERSIGHT

Please have Colleen do so. Josh is out of the office today, but he did indicate that a sentence fix is on its way from B&D.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Dec 3, 2019 at 12:23 PM Jennifer Abbotts <jabbotts@azadc.gov> wrote:

> Hello Josh,
>
> I am just following up on this ticket to check status. Are we good to go to start printing packets? We just came across one that had some blank fields in the movement portion. Do you want me to have Colleen scan the sample to you for review?
>
> Jennifer Abbotts, ASO III
> Records & Identification Administrator
> Arizona Department of Corrections
> 1601 W. Jefferson (Mail code:225)
> Phoenix, Arizona 85007
> 602-364-0594 phone
> 602-542-5548 fax
>
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>
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> >
> > I've put in an issue ticket to TFS and we should hear back promptly.
> >
> > Speak with you again soon,

AMERICAN OVERSIGHT

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

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--

Colleen Chee James

AMERICAN OVERSIGHT

Correctional Records Clerk II
Arizona Department of Corrections
1601 W. Jefferson Street
Phoenix, AZ 85007
(602) 542-4948

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AMERICAN OVERSIGHT

Out of State

Arizona Department of Corrections

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
(602)542-5497
https://corrections.az.gov

DOUGLAS A. DUCEY
GOVERNOR

DAVID SHINN
DIRECTOR

12/3/2019

To whom it may concern:

This is to certify that the Master Record File pertaining to the below listed inmate has been researched and is found to be in compliance with Arizona Revised Statute 31-221. The attached certified Automated Summary Record reflects the true conviction and history of the inmate's term of incarceration with the ARIZONA DEPARTMENT of CORRECTIONS.

AUTOMATED SUMMARY REPORT

ADCNo#:	[redacted]	**NAME:**	[redacted]	**STATUS:**	INACTIVE
LEGAL NAME:	[redacted]				
KNOWN ALIAS:					
MAIDEN NAME:				**SHOE:**	9.5
DOB:	[redacted]	**SEX:**	MALE	**RACE:**	MEX.AMER.
HEIGHT:	65	**WEIGHT:**	154	**COMPLEXION:**	MEDIUM
HAIR:	BROWN	**EYES:**	BROWN	**BODY BUILD:**	THIN
SCARS,MARKS,TATTOOS:					

County	COM	Attorney Represent	Years	Months	Days	Offense Description	STATUS

MOVEMENT	DATE & TYPE	DESTINATION	REASON FOR	ORIGIN
3/2/2005	NEW COMMITMENT	ASPC-PHX RECEPTION	NEW FELONY CONV	MARICOPA
3/4/2005	TRANSFERRED TO	ASPC-PHX RECEPTION	GEN. BY DI49	ASPC-D GILA UNIT
3/4/2005	RECEIVED FROM	ASPC-D GILA UNIT	GEN. BY DI49	ASPC-PHX RECEPTION
8/24/2005	COM SUPERV RLSE	ASPC-D GILA UNIT	T.I.S RELEASE	MARICOPA
1/23/2006	COMM SUP END DT	ADC PAROLE DIVISION	T.I.S RELEASE	MARICOPA
1/10/2012	RECOMMITMENT	ASPC-PHX RECEPTION	NEW FELONY CONV	MARICOPA
1/13/2012	TRANSFERRED TO	ASPC-PHX RECEPTION	GEN. BY DI49	ASPC-D MOHAVE UNIT
1/13/2012	RECEIVED FROM	ASPC-D MOHAVE UNIT	GEN. BY DI49	ASPC-PHX RECEPTION
7/27/2012	TRANSFERRED TO	ASPC-D MOHAVE UNIT	GEN. BY DI49	ASPC-D GILA UNIT
7/27/2012	RECEIVED FROM	ASPC-D GILA UNIT	GEN. BY DI49	ASPC-D MOHAVE UNIT
10/21/2013	COM SUPERV RLSE	ASPC-D GILA UNIT	IN STATE	MARICOPA
3/7/2014	TIS REL RETURN	ASPC-PHX RECEPTION	TECHNICAL VIOL.	COMM.CORREC.CENTERS

AMERICAN OVERSIGHT

3/12/2014	TRANSFERRED TO	ASPC-PHX RECEPTION	GEN. BY DI49	ASP-FLORENCE WEST #
3/12/2014	RECEIVED FROM	ASP-FLORENCE WEST #	GEN. BY DI49	ASPC-PHX RECEPTION
5/21/2014	COMM SUP END DT	ASP-FLORENCE WEST #	IN STATE	MARICOPA

AMERICAN OVERSIGHT

THIS IS A TRUE AND CORRECT COPY TAKEN FROM THE OFFICIAL RECORDS OF THE DEPARTMENT OF CORRECTIONS, ISSUED IN ACCORDANCE WITH THE PROVISIONS OF ARS 31-221.

COLLEEN CHEE JAMES
PRINTED NAME

SIGNATURE - CORRECTIONAL RECORDS CLERK II

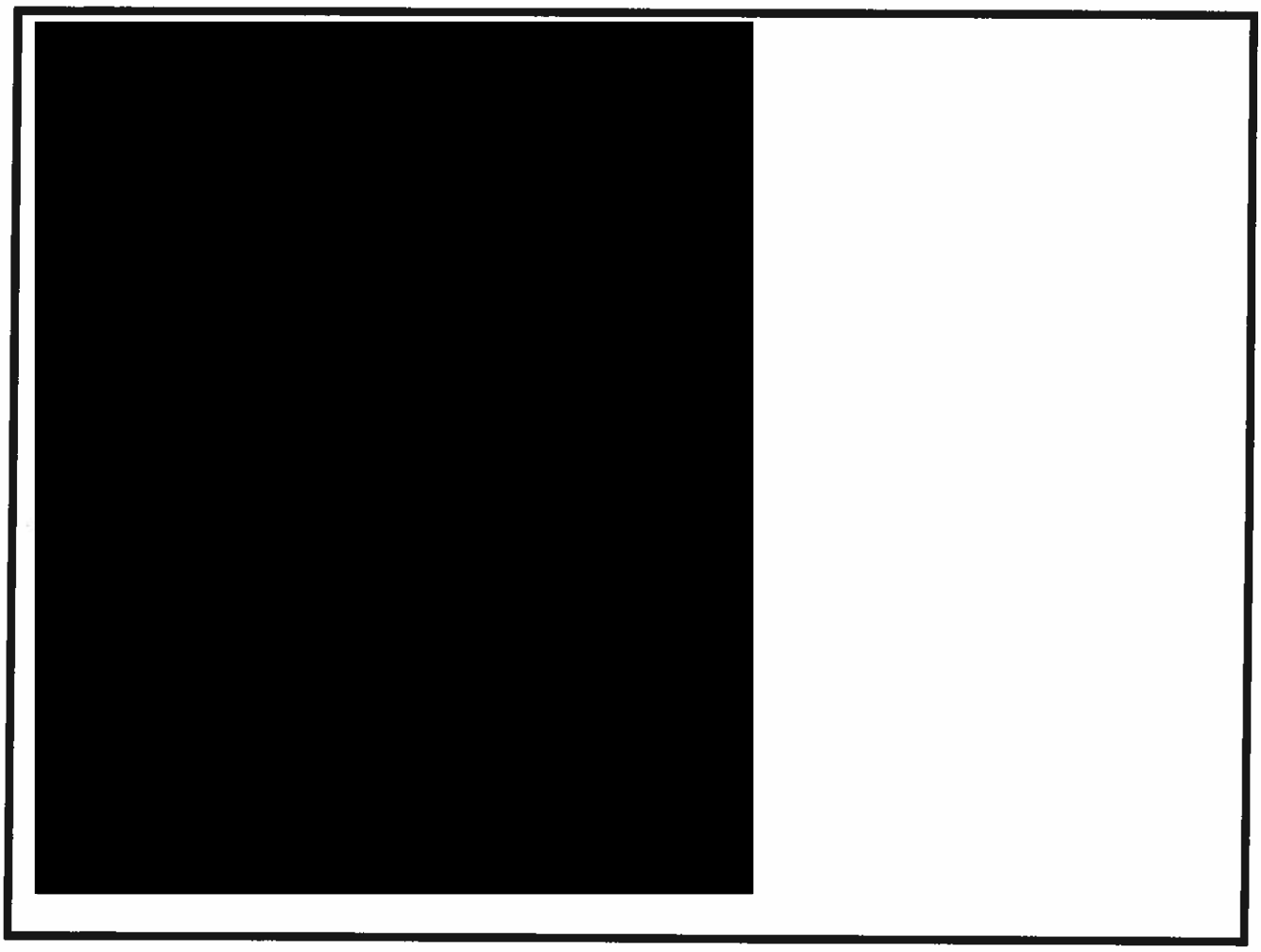
SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ DAY OF _____ 2019.

NOTARY PUBLIC
MY COMMISSION EXPIRES:

AMERICAN OVERSIGHT

ADC #	ARIZONA DEPARTMENT OF CORRECTIONS			SID #
[redacted]				[redacted]

Last Name, First Name, Middle Name	Sex	Race	DOB	FBI #:
[redacted]	MALE	MEX.AMER.	[redacted]	[redacted]



AMERICAN OVERSIGHT

DOUGLAS A. DUCEY
GOVERNOR

Arizona Department of Corrections

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
(602)542-5497
https://corrections.az.gov

DAVID SHINN
DIRECTOR

OUT-OF-STATE EXEMPLIFICATION

STATE OF ARIZONA

COUNTY OF MARICOPA

I, STACEY CRABTREE, (NAME) OSB ADMINISTRATOR, (TITLE) HEREBY CERTIFY THAT

[redacted] (INMATE NAME) WAS COMMITED TO THE ADC#

ARIZONA DEPARTMENT OF CORRECTIONS AND HAS SERVED, OR IS NOW SERVING A SENTENCE OF IMPRISONMENT THEREIN. THE DIRECTOR OF THE ARIZONA DEPARTMENT OF CORRECTIONS MAINTAINS A MASTER RECORD FILE ON EACH PERSON SO COMMITTED, CONTAINING ALL INFORMATION FROM THE COMMITTING COURT, INCLUDING A COPY OF THE AUTOMATED INMATE MANAGEMENT SYSTEM REPORT AND OTHER PERTINENT DATA CONCERNING THE PERSON'S LIFE HISTORY, PURSUANT TO THE ARIZONA REVISED STATUTE 31-221.

THE ATTACHED COMMITMENT ORDER, AUTOMATED INMATE MANAGEMENT SYSTEM (AIMS) REPORT, FINGERPRINT RECORD, PHOTOGRAPH AND OTHER PERTINENT DOCUMENTS ARE TRUE AND CORRECT COPIES OF ORIGINALS AND/OR ORIGINAL CERTIFIED DOCUMENTS NOW CONTAINED IN THE MASTER RECORD FILE OF THE ARIZONA DEPARTMENT OF CORRECTIONS; AND I SO ATTEST.

IN WITNESS WHEREOF, I HAVE HERE SUBSCRIBED MY NAME ON THIS 03, DAY OF DECEMBER 2019.

Signature

OSB ADMINISTRATOR

Title

AMERICAN OVERSIGHT

TO: SARAH SEIBERT

FROM: PRIORS UNIT

DATE: 12/3/2019

RE: PRIOR PACKET

THIS IS TO VERIFY THAT THE PRIORS UNIT HAS SENT THE FOLLOWING PRIOR PACKET LISTED BELOW TO THE ABOVE NAMED INDIVIDUAL.

[redacted]
ADC#

[redacted]
INMATE'S NAME

PLEASE SIGN AND DATE THIS MEMO AND RETURN TO:
DEPARTMENT OF CORRECTIONS
ATTENTION: PRIORS UNIT
1601 W. JEFFERSON, MAIL CODE #225
PHOENIX, AZ 85007
OR
FAX TO 602-542-5548

THANK YOU FOR YOUR COOPERATION IN THIS MATTER.

SINCERELY,

COLLEEN CHEE JAMES
CORRECTIONAL RECORDS CLERK II

RECEIVED BY: _____

DATE RECEIVED: _____

FOR FUTURE REQUESTS PLEASE EMAIL US AT:

ADCPENPACKS@AZADC.GOV

OUR OFFICE NUMBER IS: 602-542-4948

AMERICAN OVERSIGHT

DOUGLAS A. DUCEY
GOVERNOR

Arizona Department of Corrections

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
(602)542-5497
https://corrections.az.gov

DAVID SHINN
DIRECTOR

RE: [redacted]

ADC #: [redacted]

TO WHOM IT MAY CONCERN:

THE ATTACHED CERTIFIED DOCUMENTS, WHICH ARE MAINTAINED BY THE ARIZONA DEPARTMENT OF CORRECTIONS, IN ACCORDANCE WITH THE PROVISIONS OF ARIZONA REVISED STATUTE 31-221, REFLECT THE DATE OF SUBJECT'S ARRIVAL AND CURRENT STATUS WITH THE DEPARTMENT OF CORRECTIONS.

THE DATES LISTED BELOW ARE REFLECTED IN THE ENCLOSED AUTOMATED FILE.

INACTIVE-RELEASE DATES		ACTIVE-PROJECTED RELEASE DATES	
ARRIVAL DATE:	03/02/2005	ARRIVAL DATE:	
RELEASE DATE:	05/21/2014	RELEASE DATE:	
DISCHARGE DATE:	05/21/2014	DISCHARGE DATE:	

SINCERELY,

COLLEEN CHEE JAMES
CORRECTIONAL RECORDS CLERK II

AMERICAN OVERSIGHT

In State

Arizona Department of Corrections

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
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DOUGLAS A. DUCEY
GOVERNOR

DAVID SHINN
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12/3/2019

To whom it may concern:

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AUTOMATED SUMMARY REPORT

ADCNo#:	[redacted]	**NAME:**	[redacted]	**STATUS:**	INACTIVE
LEGAL NAME:	[redacted]				
KNOWN ALIAS:					
MAIDEN NAME:				**SHOE:**	9
DOB:	[redacted]	**SEX:**	MALE	**RACE:**	CAUC.
HEIGHT:	72	**WEIGHT:**	177	**COMPLEXION:**	LIGHT
HAIR:	BROWN	**EYES:**	BLUE	**BODY BUILD:**	MEDIUM
SCARS,MARKS,TATTOOS:					

County	COM	Attorney Represent	Years	Months	Days	Offense Description	STATUS
PINAL	A		1	6	0	BURGLARY TOOLS POSSESSION	IMPOSED
CNT	1		**Cause**	[redacted]		**VERIFY EXPIRED**	YES
SENTENCE DATE			7/16/2009			**OFFENSE DATE**	7/30/2008
PINAL	B		3	0	0	THEFT	IMPOSED
CNT	4		**Cause**	[redacted]		**VERIFY EXPIRED**	YES
SENTENCE DATE			7/16/2009			**OFFENSE DATE**	12/14/2008
PINAL	C		3	6	0	BURGLARY 2ND DEGREE	IMPOSED
CNT	1		**Cause**	[redacted]		**VERIFY EXPIRED**	YES
SENTENCE DATE			6/6/2013			**OFFENSE DATE**	1/26/2009
PINAL	D		3	0	0	DANGEROUS DRUG VIOLATION	IMPOSED
CNT	1		**Cause**	[redacted]		**VERIFY EXPIRED**	YES
SENTENCE DATE			3/27/2017			**OFFENSE DATE**	3/9/2016

MOVEMENT	DATE & TYPE	DESTINATION	REASON FOR	ORIGIN
7/23/2009	NEW COMMITMENT	ASPC-PHX RECEPTION	NEW FELONY CONV	PINAL
7/28/2009	TRANSFERRED TO	ASPC-PHX RECEPTION	POP. ADJUSTMENT	ASPC-L BACHMAN TRNST

AMERICAN OVERSIGHT

7/28/2009	RECEIVED FROM	ASPC-L BACHMAN TRNST	POP. ADJUSTMENT	ASPC-PHX RECEPTION
7/30/2009	TRANSFERRED TO	ASPC-L BACHMAN TRNST	GEN. BY DI49	KINGMAN HUALAPAI #
7/30/2009	RECEIVED FROM	KINGMAN HUALAPAI #	GEN. BY DI49	ASPC-L BACHMAN TRNST
4/19/2010	TRANSFERRED TO	KINGMAN HUALAPAI #	LATERAL TRANSFR	ASP-KINGMAN CERBAT
4/19/2010	RECEIVED FROM	ASP-KINGMAN CERBAT	LATERAL TRANSFR	KINGMAN HUALAPAI #
6/7/2010	TRANSFERRED TO	ASP-KINGMAN CERBAT	LATERAL TRANSFR	KINGMAN HUALAPAI #
6/7/2010	RECEIVED FROM	KINGMAN HUALAPAI #	LATERAL TRANSFR	ASP-KINGMAN CERBAT
7/14/2010	TRANSFERRED TO	KINGMAN HUALAPAI #	LATERAL TRANSFR	ASP-KINGMAN CERBAT
7/14/2010	RECEIVED FROM	ASP-KINGMAN CERBAT	LATERAL TRANSFR	KINGMAN HUALAPAI #
10/23/2012	ABS. DISCHARGE	ASP-KINGMAN CERBAT	COMM SUPV WAIVD	MARICOPA
6/12/2013	RECOMMITMENT	ASPC-PHX RECEPTION	NEW FELONY CONV	PINAL
6/19/2013	TRANSFERRED TO	ASPC-PHX RECEPTION	LATERAL TRANSFR	ASPC-L EAGLE POINT #
6/19/2013	RECEIVED FROM	ASPC-L EAGLE POINT #	LATERAL TRANSFR	ASPC-PHX RECEPTION
10/15/2013	TRANSFERRED TO	ASPC-L EAGLE POINT #	LATERAL TRANSFR	ASPC-L SUNRISE UNIT
10/15/2013	RECEIVED FROM	ASPC-L SUNRISE UNIT	LATERAL TRANSFR	ASPC-L EAGLE POINT #
6/23/2014	TRANSFERRED TO	ASPC-L SUNRISE UNIT	MEDICAL NEEDS	ASPC-L EAGLE POINT #
6/23/2014	RECEIVED FROM	TEMPE ST.LUKES HOSP#	MEDICAL NEEDS	ASPC-L SUNRISE UNIT
6/25/2014	TRANSFERRED TO	TEMPE ST.LUKES HOSP#	MEDICAL NEEDS	ASPC-L SUNRISE UNIT
6/25/2014	RECEIVED FROM	ASPC-L SUNRISE UNIT	MEDICAL NEEDS	TEMPE ST.LUKES HOSP#
9/2/2014	TRANSFERRED TO	ASPC-L SUNRISE UNIT	LATERAL TRANSFR	ASPC-L EAGLE POINT #
9/2/2014	RECEIVED FROM	ASPC-L EAGLE POINT #	LATERAL TRANSFR	ASPC-L SUNRISE UNIT
6/15/2015	TRANSFERRED TO	ASPC-L EAGLE POINT #	POP. ADJUSTMENT	ASPC-T CIM ICE TRNST
6/15/2015	RECEIVED FROM	ASPC-T CIM ICE TRNST	POP. ADJUSTMENT	ASPC-L EAGLE POINT #
6/16/2015	TRANSFERRED TO	ASPC-T CIM ICE TRNST	POP. ADJUSTMENT	ASPC-D GILA UNIT
6/16/2015	RECEIVED FROM	ASPC-D GILA UNIT	POP. ADJUSTMENT	ASPC-T CIM ICE TRNST
6/25/2015	TRANSFERRED TO	ASPC-D GILA UNIT	GEN. BY DI49	ASPC-D PAPAGO #
6/25/2015	RECEIVED FROM	ASPC-D PAPAGO #	GEN. BY DI49	ASPC-D GILA UNIT
3/4/2016	COM SUPERV RLSE	ASPC-D PAPAGO #	IN STATE	MARICOPA

AMERICAN OVERSIGHT

6/29/2016	TEMP. PLACEMENT	ASPC-T CIMARRON I	COMM SUPER RELS	PIMA
6/29/2016	TIS REL RETURN	ASPC-T CIMARRON I	TECHNICAL VIOL.	PIMA
7/1/2016	TRANSFERRED TO	ASPC-T CIMARRON I	LATERAL TRANSFR	ASPC-T CIM ICE TRNST
7/1/2016	RECEIVED FROM	ASPC-T CIM ICE TRNST	LATERAL TRANSFR	ASPC-T CIMARRON I
7/7/2016	TRANSFERRED TO	ASPC-T CIM ICE TRNST	LATERAL TRANSFR	ASPC-T WHETSTONE
7/7/2016	RECEIVED FROM	ASPC-T WHETSTONE	LATERAL TRANSFR	ASPC-T CIM ICE TRNST
12/1/2016	COMM SUP END DT	ASPC-T WHETSTONE	IN STATE	PIMA
4/5/2017	RECOMMITMENT	ASPC-PHX RECEPTION	NEW FELONY CONV	PINAL
4/12/2017	TRANSFERRED TO	ASPC-PHX RECEPTION	GEN. BY DI49	ASPC-L STINER UNIT I
4/12/2017	RECEIVED FROM	ASPC-L STINER UNIT I	GEN. BY DI49	ASPC-PHX RECEPTION
1/5/2018	TRANSFERRED TO	ASPC-L STINER UNIT I	GEN. BY DI49	ASPC-L EAGLE POINT #
1/5/2018	RECEIVED FROM	ASPC-L EAGLE POINT #	GEN. BY DI49	ASPC-L STINER UNIT I
1/30/2018	TRANSFERRED TO	ASPC-L EAGLE POINT #	LATERAL TRANSFR	ASPC-L BACHMAN UNIT
1/30/2018	RECEIVED FROM	ASPC-L BACHMAN UNIT	LATERAL TRANSFR	ASPC-L EAGLE POINT #
10/26/2018		ASPC-L BACHMAN UNIT	REVERT TO C/SUP	MARICOPA
10/26/2018	RELEASEE ABSCND	ADC PAROLE DIVISION	ABSCOND SUPERV	UNKNOWN
12/3/2018	RET.FM.ABSCOND	ADC PAROLE DIVISION	ABSCOND SUPERV	UNKNOWN
12/3/2018	IN CUSTDY-OTHER	ADC PAROLE DIVISION	PENDING RECEIPT	PINAL
12/7/2018		ASPC-F CB-KASSON CD#		UNKNOWN
12/7/2018	TRANSFERRED TO	ASPC-F CB-KASSON CD#	GEN. BY DI49	ASPC-F NORTH UNIT
12/7/2018	RECEIVED FROM	ASPC-F NORTH UNIT	GEN. BY DI49	ASPC-F CB-KASSON CD#
3/1/2019	COM SUPERV RLSE	ASPC-F NORTH UNIT	IN STATE	PINAL
3/1/2019	RELEASEE ABSCND	ADC PAROLE DIVISION	ABSCOND SUPERV	UNKNOWN
4/4/2019	RET.FM.ABSCOND	ADC PAROLE DIVISION	ABSCOND SUPERV	UNKNOWN
4/4/2019	IN CUSTDY-OTHER	ADC PAROLE DIVISION	PENDING RECEIPT	PINAL
4/5/2019	TIS REL RETURN	PINAL	TECHNICAL VIOL.	ASPC-E SMU I CDU
4/5/2019	TRANSFERRED TO	PINAL	LATERAL TRANSFR	ASPC-E SMU I CDU
4/5/2019	RECEIVED FROM	ASPC-E SMU I CDU	LATERAL TRANSFR	PINAL
5/10/2019	TRANSFERRED TO	ASPC-E SMU I CDU	GEN. BY DI49	ASPC-F NORTH UNIT
5/10/2019	RECEIVED FROM	ASPC-F NORTH UNIT	GEN. BY DI49	ASPC-E SMU I CDU

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9/4/2019	COMM SUP END DT	ASPC-F NORTH UNIT	IN STATE	MARICOPA

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THIS IS A TRUE AND CORRECT COPY TAKEN FROM THE OFFICIAL RECORDS OF THE DEPARTMENT OF CORRECTIONS, ISSUED IN ACCORDANCE WITH THE PROVISIONS OF ARS 31-221.

COLLEEN CHEE JAMES

PRINTED NAME

SIGNATURE - CORRECTIONAL RECORDS CLERK II

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ DAY OF _____ 2019.

NOTARY PUBLIC
MY COMMISSION EXPIRES:

AMERICAN OVERSIGHT

ADC #	ARIZONA DEPARTMENT OF CORRECTIONS			SID #
[redacted]				[redacted]
Last Name, First Name, Middle Name	**Sex**	**Race**	**DOB**	**FBI #:**
[redacted]	MALE	CAUC.	[redacted]	[redacted]

[redacted]

AMERICAN OVERSIGHT

DOUGLAS A. DUCEY
GOVERNOR

Arizona Department of Corrections

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
(602)542-5497
https://corrections.az.gov

DAVID SHINN
DIRECTOR

IN-STATE EXEMPLIFICATION

STATE OF ARIZONA

COUNTY OF MARICOPA

I, STACEY CRABTREE, (NAME) OSB ADMINISTRATOR, (TITLE) HEREBY CERTIFY THAT

[redacted] (INMATE NAME) [redacted] (ADC#) WAS COMMITED TO THE

ARIZONA DEPARTMENT OF CORRECTIONS AND HAS SERVED, OR IS NOW SERVING A SENTENCE OF IMPRISONMENT THEREIN. THE DIRECTOR OF THE ARIZONA DEPARTMENT OF CORRECTIONS MAINTAINS A MASTER RECORD FILE ON EACH PERSON SO COMMITTED, CONTAINING ALL INFORMATION FROM THE COMMITTING COURT, INCLUDING A COPY OF THE AUTOMATED INMATE MANAGEMENT SYSTEM REPORT AND OTHER PERTINENT DATA CONCERNING THE PERSON'S LIFE HISTORY, PURSUANT TO THE ARIZONA REVISED STATUTE 31-221.

THE ATTACHED COPY OF THE AUTOMATED INMATE MANAGEMENT SYSTEM (AIMS) REPORT, FINGERPRINT CARD, AND PHOTOGRAPH ARE TRUE AND CORRECT; AND I SO ATTEST.

IN WITNESS WHEREOF, I HAVE HERE SUBSCRIBED MY NAME ON THIS 03, DAY OF DECEMBER 2019.

OSB ADMINISTRATOR

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ DAY OF _____ 2019.

NOTARY PUBLIC
MY COMMISSION EXPIRES:

AMERICAN OVERSIGHT

TO: TARI A. PARISH

FROM: PRIORS UNIT

DATE: 12/3/2019

RE: PRIOR PACKET

THIS IS TO VERIFY THAT THE PRIORS UNIT HAS SENT THE FOLLOWING PRIOR PACKET LISTED BELOW TO THE ABOVE NAMED INDIVIDUAL.

[redacted]
ADC#

[redacted]
INMATE NAME

PLEASE SIGN AND DATE THIS MEMO AND RETURN TO:
DEPARTMENT OF CORRECTIONS
ATTENTION: PRIORS UNIT
1601 W. JEFFERSON, MAIL CODE #225
PHOENIX, AZ 85007
OR
FAX TO 602-542-5548

THANK YOU FOR YOUR COOPERATION IN THIS MATTER.

SINCERELY,

COLLEEN CHEE JAMES
CORRECTIONAL RECORDS CLERK II

RECEIVED BY: _____

DATE RECEIVED: _____

FOR FUTURE REQUESTS PLEASE EMAIL US AT:

ADCPENPACKS@AZADC.GOV

OUR OFFICE NUMBER IS: 602-542-4948

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Jacob Whitson
Cc: HEMA; Thad Lowry; Zoya Fishman; Chris Masson; David Wrbelis; Dean Allen; John Hall; Marlene Coffee; Rajkumar Gopal; Stacey Crabtree; Tiffany Muller; Trevor Baker; Vishal Mehta; Wissem BenAissa; shernandez2
Subject: Re: Bug 40593:*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: Transition Program is showing "Pending Approval" for inmates that have transition
Date: Monday, December 2, 2019 4:19:39 PM
Attachments: image002.png

Hello all-

Here are the codes which are in RMS. Please note that they do not match those from AIMS1. The AIMS1 codes are the codes that should be used.

```
<asp:ListItem Value="0">31-233 Early Parole</asp:ListItem>
  <asp:ListItem Value="1">31-412A Parole Regular</asp:ListItem>
  <asp:ListItem Value="2">31-412B Parole To Detainer</asp:ListItem>
  <asp:ListItem Value="3">31-236 Home Arrest</asp:ListItem>
  <asp:ListItem Value="4">Work Furlough</asp:ListItem>
  <asp:ListItem Value="5">31-414 Absolute Discharge</asp:ListItem>
  <asp:ListItem Value="6">Discretionary Release</asp:ListItem>
  <asp:ListItem Value="7">Provisional Release</asp:ListItem>
  <asp:ListItem Value="8">Earned Release Credit(NEW CODE -IRE Required)</asp:ListItem>
  <asp:ListItem Value="9">1/2 To Deport</asp:ListItem>
  <asp:ListItem Value="10">1053-Absolute Discharge To Probation</asp:ListItem>
  <asp:ListItem Value ="11">Transition</asp:ListItem>
  <asp:ListItem Value ="12">Transition/1053</asp:ListItem>
  <asp:ListItem Value="13">Expiration of Sentence(new code)</asp:ListItem>
  <asp:ListItem Value="14">Earned Release Credit(TIS)</asp:ListItem>
  <asp:ListItem Value="15">Sentence Expiration(TIS)</asp:ListItem>
  <asp:ListItem Value="16">Comm Superv. Begin Date(TIS)</asp:ListItem>
  <asp:ListItem Value="17">Comm. Superv. End Date(TIS)</asp:ListItem>
  <asp:ListItem Value="18">Absolute Discharge(13-603K)</asp:ListItem>
  <asp:ListItem Value="19">Mandatory Release</asp:ListItem>
  <asp:ListItem Value ="20">Temporary Release</asp:ListItem>
  <asp:ListItem Value ="21" >Commutation</asp:ListItem>
  <asp:ListItem Value = "22">DC To Probation</asp:ListItem>
  <asp:ListItem Value="23">Reinstate ON/After</asp:ListItem>
  <asp:ListItem Value = "24">Release Effective</asp:ListItem>
  <asp:ListItem Value = "25">Drug Possession Transition</asp:ListItem>
   <asp:ListItem Value = "26">Drug Possession Transition/ABS</asp:ListItem>
  <asp:ListItem Value = "27">Drug Release Earned Credit Date</asp:ListItem>
  <asp:ListItem Value = "28">Drug TR To Earn Release</asp:ListItem>
  <asp:ListItem Value = "29">Drug Release Absolute</asp:ListItem>
  <asp:ListItem Value = "30">Drug TR To Absolute</asp:ListItem>
```

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Sun, Dec 1, 2019 at 8:37 PM Jacob Whitson <jwhitson@azadc.gov> wrote:

> Looping in Zoya and Hema.
>
> On Sun, Dec 1, 2019 at 7:31 PM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > Sorry,
> >
> > wrong Samantha last time – let's try again
> >
> > Thad
> >
> > ---
> > **Thad Lowry**
> > Director of Development / Principal Consultant
> > Business & Decision, North America
> >
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> >
> > M: [redacted]
> >
> > E: thad.lowry@bndna.com
> >
> > Business & Decision
> >
> > ---
> >
> > **From:** Thad Lowry
> > **Sent:** Sunday, December 1, 2019 7:21 PM
> > **To:** 'Samantha De Hamel' <Samantha.DeHamel@businessdecision.com>; Stacey Crabtree <scrabtre@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>
> > **Cc:** Dean Allen <dean.allen@bndna.com>; John Hall <john.hall@bndna.com>; Vishal Mehta <vishal.mehta@bndna.com>; Chris Masson <chris.masson@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Tiffany Muller <tiffany.muller@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>
> > **Subject:** RE: Bug 40593:*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: Transition Program is showing "Pending Approval" for inmates that have transition
> >
> > We can't work on this critical bug until someone gives us the numeric codes that AIMS1 uses for the release types highlighted below
> >
> > We have looked everywhere we could think of to see if those were documented and can't find it
> >
> > Thad
> >
> > ---
> > **Thad Lowry**
> > Director of Development / Principal Consultant
> > Business & Decision, North America
> >
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> >
> > M: [redacted]

AMERICAN OVERSIGHT

E: thad.lowry@bndna.com

Business & Decision

From: David Wrbelis <David.Wrbelis@bndna.com>
Sent: Sunday, December 1, 2019 6:29 PM
To: Trevor Baker <trevor.baker@bndna.com>; Tiffany Muller <tiffany.muller@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; John Hall <john.hall@bndna.com>; Vishal Mehta <vishal.mehta@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: Bug 40593:*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: Transition Program is showing "Pending Approval" for inmates that have transition

RELEASE_TYPE

DESCRIPTION	CODE	OTHER	RMS legacy code
ADD	A	Absolute Discharge Date	6
CSBD	CSB	Community Supervision Begin Date	17
CSED	CSE	Community Supervision End Date	18
DEATH	D	Death	
DISCRETIONARY	DR	Discretionary Release	
ERCD	E	Earned Release Credit Date	
ESED	ES	Earned Sentence End Date	29
HOME ARREST	HA	Home Arrest	
HTD	HTD	Half-to-Deport	
ICC	ICC	Other Agency Release Date	
LIFE	L	Life	
MANDATORY	M	Mandatory Release	
PAROLE	PE	Parole Eligibility Date	
PROVISIONAL	PR	Provisional Release	
SENTENCE EXPIRATION	S	Sentence Expiration Date	
TEMPORARY RELEASE	TR	Temporary Release	
TPR	T	Transition Program Release	
TR to ADD	TRADD	TR To Absolute Discharge Date	
WORK FURLOUGH	W	Work Furlough Date	
INTERSTATE COMPACT PROBATION	ISCPR	Interstate Compact Probation	
INTERSTATE COMPACT	ISC	Interstate Compact	
SHOCK INCARCERATION	SR	Shock Incarceration	

From: Trevor Baker <trevor.baker@bndna.com>
Sent: Sunday, December 1, 2019 6:16 PM
To: David Wrbelis <David.Wrbelis@bndna.com>; Tiffany Muller <tiffany.muller@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; John Hall <john.hall@bndna.com>; Vishal Mehta <vishal.mehta@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: Bug 40593:*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: Transition Program is showing "Pending Approval" for inmates that have transition

Hi Dave,

Do you have any kind of AIMS1 description with those highlighted code #s?

Trevor Baker
Business Analyst
Business & Decision, North America
O: 480-795-7220 | M: [redacted]
E: Trevor.Baker@businessdecision.com

Business & Decision
Empowering Digital Business

From: David Wrbelis <David.Wrbelis@bndna.com>
Sent: Sunday, December 1, 2019 6:10 PM
To: Tiffany Muller <tiffany.muller@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Trevor Baker <trevor.baker@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; John Hall <john.hall@bndna.com>; Vishal Mehta <vishal.mehta@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: Bug 40593:*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: Transition Program is showing "Pending Approval" for inmates that have transition

Bug has been reassigned to Samantha Hernandez so we can get the releasetype's mapped.

Trevor will also be taking a look at the release type code from our side.

From: David Wrbelis
Sent: Sunday, December 1, 2019 5:47 PM
To: Tiffany Muller <tiffany.muller@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; John Hall <john.hall@bndna.com>; Vishal Mehta <vishal.mehta@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: Bug 40593:*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: Transition Program is showing "Pending Approval" for inmates that have transition

Thad,

I need a contact at ADC to get the blue highlighted codes mapped before I can resolve this bug. Is there someone available at ADC tonight that can help me with this?

Bug 40593:*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: Transition Program is showing "Pending Approval" for inmates that have transition

There are legacy RMS records that weren't brought into ACIS for AZ_DOC_TRANSITION_ELIGIBILITY and AZ_DOC_TRANSITION_PRG_REVIEW as they didn't have a mapped RMS_RELEASEINFO.releasetype value

The Scheduled Job did insert a record into AZ_DOC_TRANSITION_PRG_ELIG at 9:24:21PM Saturday night

ADC_NUMBER	DOC_ID	ELIG_STATUS	Need Mapping RELEASE_TYPE_ID	REVIEW_STATUS
[redacted]	[redacted]	Eligible	12	Approved

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with the status of ELIGIBLE *but there isn't a record for az_doc_transition_prg_review as I assume in ACIS the next action would be to get the approval.*

To fix this issue I would need to get RMS_RELEASEINFO.RELEASETYPE's mapping from ADC for
the list of values that aren't in lookup RELEASE_TYPE
RMS_RELEASEINFO.RELEASE_TYPE
IN(0,1,3,9,10,11,12,13,15,16,19,22,23,24,25,26,27,28,30,99)

Then I would need to insert the missing records into AZ_DOC_TRANSITION_PRG_ELIG making sure not to
insert duplicate records that were created by the nightly scheduled job.

After that I would need to insert a record into AZ_DOC_TRANSITION_PRG_REVIEW for all records that have
an approved/denied flag in RMS_TRANSITION.PROGRAMAPPROVED

```
select      d.adc_number          as adc_number,
            d.doc_id              as doc_id,
            tran_elig.description  as elig_status,

            r.releasetype         as release_type_id,
            tc_review.description  as review_status

 from rms_releaseinfo r
inner join tmp_doc_episode_all d

  on d.adc_number = r.adcno
 and date_conv(r.dateofentry, 'Mon DD YYYY HH:MIAM')
 between trunc(d.admission_date)  and d.next_admission_date - 1

inner join rms_transition t
  on t.releaseid = r.id
inner join lookups tran_elig
  on tran_elig.code = decode(r.transitionprogram, '1', '1', '0', '2', null)
 and lookup_category = 'TRANSITION_PRG_ELIGIBILITY'
inner join lookups tc_review
  on tc_review.lookup_category = 'TRANSITION_PRG_TC_REVIEW'
 and tc_review.code =  decode(t.PROGRAMAPPROVED, '1', 'APPR',
                              '0', 'DEN')
where d.adc_number = [redacted]
```

From: David Wrbelis
Sent: Sunday, December 1, 2019 4:03 PM
To: Tiffany Muller <tiffany.muller@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; John Hall <john.hall@bndna.com>; Vishal Mehta <vishal.mehta@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: GO-LIVE Bug status - start of Shift 2

Team

Bug 40590:*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: RMS Bug Critical Unable to "Assign CCO" Home plan functionary

When a user attempts to assign an inmate to a CCO the Community Corrections AQ page takes the user to the Home Plan Details page. I see that Ons won't be online till the third shift is there someone else I can assign this to so they can look into the page redirect?

From: Tiffany Muller <tiffany.muller@bndna.com>
Sent: Sunday, December 1, 2019 2:53 PM
To: Wissem BenAissa <Wissem.BenAissa@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Justin Turner <Justin.Turner@azdoa.gov>; Hagay Hazan <hagay.Hazan@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Youssef Boumaiza <Youssef.Boumaiza@businessdecision.com>; David Wrbelis <David.Wrbelis@bndna.com>; Masooma Masooma <masoomam@bndna.com>; Hassen Bengamra <hassen.bengamra@businessdecision.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>; John Hall <john.hall@bndna.com>; Vishal Mehta <vishal.mehta@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: GO-LIVE Bug status - start of Shift 2

Happy Sunday everyone,

We have 22 open bugs.

7 Critical

12 High

3 Medium

I will be reaching out around 6pm for a status on where you are on each of these bugs. Please let me know if you are hitting any roadblocks or need some assistance in any way.

I will again reach out around 9:30p for an end of shift status on each of your bugs and for those bugs that are still being worked on, please advise on who in Shift 3 can take it over for you so we do not lose any momentum in getting them resolved.

Here is the breakdown of those bugs and who they are assigned to.

Amira:

40595	\11-Community Corrections\RMS	RMS: RMS Home plan unable to return to COIII	Amira belhajyahiya	Proposed	2 - High
40594	\11-Community Corrections\RMS	RMS: RMS Home Plan Migration not assigned to correct CCO	Amira belhajyahiya	Proposed	3 - Medium

Chris Campion:

40599	\02-Classification	GO-LIVE Data Migration 11/29/19 - CLASSIFICATION: Max Step Committee Members Incorrect	Chris Campion	Active	2 - High
40597	\07-Programs	GO-LIVE Data Migration 11/29/19 - PROGRAMS: 330574 Programs Module, Inmate Pay History (Missing entry from 10/31/18 for GED)	Chris Campion	Active	2 - High
40575	\12-EIP	GO-LIVE Data Migration 11/29/19 - EIP: For Inmate 330574, there are no privileges displayed for close custody	Chris Campion	Active	2 - High
40576	\12-EIP	GO-LIVE Data Migration 11/29/19 - EIP: Privilege levels are duplicated for inmate 326048	Chris Campion	Active	2 - High

David Wrbelis:

40590	\11-Community Corrections\RMS	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: RMS Bug Critical Unable to "Assign CCO" Home plan functionary	David Wrbelis	Active	1 - Critical
40593	\11-Community Corrections\RMS	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - RMS: Transition Program is showing "Pending Approval" for inmates that have transition program "Approved"	David Wrbelis	Active	1 - Critical
40600	\11-Community Corrections\OMS	GO-LIVE Data Migration 11/29/19 - OMS: Offender Addresses did not migrate to ACIS	David Wrbelis	Active	2 - High
40585	\11-Community Corrections\BOEC	GO-LIVE Data Migration 11/29/19 - BOEC: Commutation BOEC Hearing History disposition not migrating	David Wrbelis	Active	2 - High

Raj Gopal:

40577	\11-Community Corrections\OMS	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - OMS: OMS Current Community Correction offender is displaying inmate banner	Raj Gopal	Active	1 - Critical

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40578	\11-Community Corrections\OMS	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - OMS: OMS Offender currently assigned to Community Corrections not able to locate	Raj Gopal	Active	1 - Critical
40574	\11-Community Corrections\OMS	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - OMS: OMS Bug Case Summary CCO Cases did not carry over correctly.	Raj Gopal	Active	1 - Critical
40589	\11-Community Corrections\OMS	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - OMS: Not all offenders migrated over	Raj Gopal	Active	1 - Critical
40592	\01 Intake	*CRITICAL ~ GO-LIVE Data Migration 11/29/19 - INTAKE: Inmate status is incorrect. Displaying inmate is on Community Supervision instead of inactive Inactive despite movement code A2 being in place.	Raj Gopal	Active	1 - Critical
40596	\00 Global	GO-LIVE Data Migration 11/29/19 - GLOBAL: Migrated inactive inmate who has never been in DOC custody is showing two episodes, one closed from 01/01/1900 and an open episode starting tomorrow. The inmate should have no episodes.	Raj Gopal	Active	2 - High
40581	\02-Classification	GO-LIVE Data Migration 11/29/19 - CLASSIFICATION: Classification actions displaying twice : When they were initiated and when the were finalized in Classification history search	Raj Gopal	Active	2 - High

Scott Brauer:

40583	\07-Programs	GO-LIVE Data Migration 11/29/19 - PROGRAMS: There is a duplicate on report 1440 Life Planning Report	Scott Brauer		

--

Sincerely,
Jacob "Jey" Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	Dwight Cloud; Aaron Bailey; gmartinez1; Stacey Crabtree; Jey Whitson1; Marlene Coffee
Cc:	Dean Allen; Thad Lowry; Chris Masson; hgreene@azadc.gov; jnicoletti@azcorrections.gov; Rusty Johnson
Subject:	UAT URL Change
Date:	Monday, December 2, 2019 4:08:54 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

Dwight:

Per our conversation you reported that staff is still confusing UAT and PROD. We have updated the URL so that this URL can be shared with only the resources that need access to UAT and understand the difference between UAT and PROD.

The new URL is [redacted]

If any issues please let us know.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From:	Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To:	Michael Kearns
Cc:	Joseph Profiri; SANCHEZ, KEN; CLOUD, DWIGHT; JR Sloan; Edward Jimenez
Subject:	RE: FW: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
Date:	Monday, December 2, 2019 1:16:41 PM

Understood. I know we have performance issues as of now. We are on it

From: Michael Kearns <mkearns@azadc.gov>
Sent: Monday, December 2, 2019 1:13 PM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Joseph Profiri <jprofiri@azcorrections.gov>; SANCHEZ, KEN <ksanchez@azcorrections.gov>; CLOUD, DWIGHT <dcloud@azcorrections.gov>; JR Sloan <jr.sloan@azdoa.gov>; Edward Jimenez <ed.jimenez@azdoa.gov>
Subject: Re: FW: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)

Benjamin,
We need a few days to work this out. We are quite frankly dealing with a number or urgent system issues - those come first. We will be in touch.

Sincerely,
Michael P. Kearns
Division Director, Administrative Services

On Mon, Dec 2, 2019 at 8:10 AM Michael Kearns <mkearns@azadc.gov> wrote:

> Benjamin
> We need to clarify what this means. Yes, we want M&O, but, as Joe and I discussed with you, we are not to be charged for fixing defects as part of the 10k hours. We also promised to get JR part of this clarification and he is prepared to do so. We will set a meeting.
> Mike
>
> On Mon, Dec 2, 2019, 7:55 AM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:
>
> > Hi Mike,
> >
> > I hope you're doing good. So far the Go live looks good.
> >
> > Regarding M&O, Joe seems favorable to start it today. What is your view on this? I will temporize till I get your GO to proceed.
> >
> > Let me know,
> >
> > Cheers,

AMERICAN OVERSIGHT

Benjamin

From: Joseph Profiri <jprofiri@azadc.gov>
Sent: Sunday, December 1, 2019 8:13 PM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: David Shinn <dshinn@azadc.gov>; JR Sloan <jr.sloan@azdoa.gov>; Ken Sanchez <ksanchez@azadc.gov>; mkearns@azadc.gov
Subject: Re: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)

There's a robust list of issues requiring B&D's attention which I find no reason to delay action toward resolution.

On Sun, Dec 1, 2019 at 7:39 PM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Ok clear. Thanks very much.
>
> Joe, Mike, regarding M&O, do I have your confirmation that we start tomorrow or should I hold on it?
>
> Let me know,
>
> Thanks
>
> Benjamin
>
> **From:** Joseph Profiri <jprofiri@azadc.gov>
> **Sent:** Sunday, December 1, 2019 7:33 PM
> **To:** Benjamin Bussenault <benjamin.bussenault@bndna.com>
> **Cc:** David Shinn <dshinn@azadc.gov>; JR Sloan <jr.sloan@azdoa.gov>; Ken Sanchez <ksanchez@azadc.gov>; mkearns@azadc.gov
> **Subject:** Re: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
>
> Benjamin,
>
> ADC will coordinate a call/meeting with DOA regarding any arbitration process necessary and appropriate with respect to maintenance and operation of the product, specific to your expressed concerns about inferior testing that you believe may create dispute as to what constitutes M&O and a material change to what was specified in the contract.
>
> Joe
>
> On Sun, Dec 1, 2019 at 6:51 PM Benjamin Bussenault <benjamin.bussenault@bndna.com>

AMERICAN OVERSIGHT

wrote:

> Hello Joe & Mike,
>
> So far the Go Live is proceeding as planned.
>
> Following the discussion on Friday about M&O Governance, will you organize a call with ADOA on that?
>
> Let me know how you wish to proceed.
>
> Thanks
>
> Benjamin
>
> -----Original Appointment-----
> **From:** jprofiri@azadc.gov <jprofiri@azadc.gov>
> **Sent:** Thursday, October 17, 2019 1:48 PM
> **To:** jprofiri@azadc.gov; mkearns@azadc.gov; Benjamin Bussenault
> **Subject:** Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
> **When:** Friday, November 29, 2019 2:00 PM-2:30 PM (UTC-07:00) Arizona.
> **Where:** WebX # 1-415-655-0003 | Attendee Code: 34976404
>
> **You have been invited to the following event.**
>
> **more details »**
>
> **T/C Benjamin Bussenault | REPORTS**
>
> | | |
> |---|---|
> | When | Weekly from 2pm to 2:30pm on Friday Mountain Standard Time - Phoenix |
> | Where | WebX # 1-415-655-0003 \| Attendee Code: 34976404 (map) |
> | Calendar | benjamin.bussenault@bndna.com |
> | Who | • jprofiri@azadc.gov - organizer
• dgangl1@azadc.gov - creator
• mkearns@azadc.gov
• benjamin.bussenault@bndna.com |
>
> Calendared by Dawn on 10/17/19.
>
> Going (benjamin.bussenault@bndna.com)? All events in this series: **Yes** - **Maybe** - **No** more options »
>
> Invitation from Google Calendar
>
> You are receiving this courtesy email at the account benjamin.bussenault@bndna.com because you are an

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attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

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Cc:	Joseph Profiri; SANCHEZ, KEN; CLOUD, DWIGHT; JR Sloan; Edward Jimenez
Subject:	RE: FW: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
Date:	Monday, December 2, 2019 8:05:02 AM

Ok clear. I'll wait for the meeting then. Thanks.

From: Michael Kearns <mkearns@azadc.gov>
Sent: Monday, December 2, 2019 8:10 AM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Joseph Profiri <jprofiri@azcorrections.gov>; SANCHEZ, KEN <ksanchez@azcorrections.gov>; CLOUD, DWIGHT <dcloud@azcorrections.gov>; JR Sloan <jr.sloan@azdoa.gov>; Edward Jimenez <ed.jimenez@azdoa.gov>
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> **Sent:** Sunday, December 1, 2019 8:13 PM
> **To:** Benjamin Bussenault <benjamin.bussenault@bndna.com>
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> **Subject:** Re: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
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Benjamin

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Subject: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
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Where: WebX # 1-415-655-0003 | Attendee Code: 34976404

You have been invited to the following event.

more details »

T/C Benjamin Bussenault | REPORTS

When	Weekly from 2pm to 2:30pm on Friday Mountain Standard Time - Phoenix
Where	WebX # 1-415-655-0003 | Attendee Code: 34976404 (map)
Calendar	benjamin.bussenault@bndna.com
Who	• jprofiri@azadc.gov - organizer • dgangl1@azadc.gov - creator • mkearns@azadc.gov • benjamin.bussenault@bndna.com

Calendared by Dawn on 10/17/19.

Going (benjamin.bussenault@bndna.com)? All events in this series: **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account benjamin.bussenault@bndna.com because you are an attendee of this event.

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AMERICAN OVERSIGHT

From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	gmartinez1; Aaron Bailey; hgreene@azadc.gov; Mary Suhre; Andrew Dorre; Aaron Pratt; Dean Allen; Thad Lowry; jtaranti@azadc.gov; Vitale, John; Phil Wussow; Christopher Little; Charles Spannagel; Chris Masson; Cindy Hyser-Crauwels; Trevor Baker; Lisa Dee Meyerson Marshall; Stacey Crabtree; Jey Whitson1; Marlene Coffee; Amal Houass; Keith Francen; Gravier, Timothy; sam.sheffield@marquisware.com; Javier Pico; Lisa Winstead
Subject:	RE: Go Live Weekend Interface Switchover Plan
Date:	Sunday, December 1, 2019 7:35:42 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

Items in green have been completed. A few more tasks for tonight remaining in yellow.

If you are assigned any task in yellow, please confirm when these tasks are completed.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Sunday, December 1, 2019 5:53 PM
To: gmartinez1@azadc.gov; Aaron Bailey <abailey1@azadc.gov>; hgreene@azadc.gov; Mary Suhre <msuhre@azadc.gov>; Andrew Dorre <adorre@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; jtaranti@azadc.gov; Vitale, John <jvitale@keefegroup.com>; Phil Wussow <phil.wussow@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Cindy Hyser-Crauwels <cindy.hyser-crauwels@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; James Tarantino <jtaranti@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; sam.sheffield@marquisware.com; Javier Pico <jpico@JPay.com>; Lisa Winstead <lwinstead@gtl.net>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>
Subject: Go Live Weekend Interface Switchover Plan

Hello All:

A communication that will be sending out shortly with the green light for Go Live, which means all remaining task below scheduled for tonight need to be completed. Please turn on Interfaces

Please move forward with your tasks, and please reply all to this email upon completion of your assigned tasks. I have highlighted the items in yellow that have active tasks to be completed for

AMERICAN OVERSIGHT

12/1/19. There are also tasks that will need to be completed throughout the week, please take note of your

Task Name	Work	Start	Finish	Resource Names
Interface Switch Over	**224 hrs**	**Wed 11/27/19 5:00 PM**	**Wed 12/5/20 6:00 PM**	
DES File Creation and FTP Transfer (7 days at 9:45PM)	**50 hrs**	**Sat 11/30/19 9:45 PM**	**Mon 12/2/19 10:45 PM**	
AIMS run file Saturday and Sunday	48 hrs	Sat 11/30/19 9:45 PM	Mon 12/2/19 9:45 PM	Jim Tarantino
Switchover over to PROD FTP	1 hr	Mon 12/2/19 10:00 AM	Mon 12/2/19 11:00 AM	Andrew Dorre
Confirm File runs Monday 12/2/19 at 9:45pm	1 hr	Mon 12/2/19 9:45 PM	Mon 12/2/19 10:45 PM	Phil Wussow
DPS I_8 Interface (Mondays at 5:00AM)	**4 hrs**	**Sat 11/30/19 5:00 PM**	**Sun 12/8/19 7:00 PM**	
Run DB job to populate records	1 hr	Sat 11/30/19 5:00 PM	Sun 12/8/19 5:00 PM	Keith Francen
AIMS run DPS file Monday morning (ACIS will start on 12/9/18)	1 hr	Mon 12/2/19 5:00 AM	Mon 12/2/19 6:00 AM	Jim Tarantino
Update File Name - remove "Test"	1 hr	Sun 12/8/19 5:00 PM	Sun 12/8/19 6:00 PM	Aaron Pratt
Update file script to no longer read "test" in the file name	1 hr	Sun 12/8/19 6:00 PM	Sun 12/8/19 7:00 PM	Andrew Dorre
Inmate Testing Import	**1 hr**	**Sun 12/1/19 5:00 PM**	**Sun 12/1/19 6:00 PM**	
Delete the files - put in service to delete the files (currently AIMS does this)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Andrew Dorre
AHCCCS LESS THAN 12/SMI_C INBOUND/SIM_C OUTBOUND (7 Days at 4pm - Export and 5am - Import)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 7:00 PM**	
AIMS run export files Friday, Saturday, and Sunday. AHCCCS will return file Monday 5am. Last AIMS file will be sent on Sunday 12/1/19	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D Turn on service so that ACIS will kick off first file Monday at 4pm	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Switchover to production FTP	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Andrew Dorre
KeepTrak Deposit Providers File Upload (Everday file)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	

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AIMS runs files over the weekend (Saturday & Sunday) -GTL, JPAY, and Keefe	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
Switchover to send to production FTP (GTL)	1 hr	Sun 12/1/19 7:00 PM	Sun 12/1/19 8:00 PM	Andrew Dorre
Switchover to send to production FTP (JPAY)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Andrew Dorre
CoPlan (Mini/COPLAN1/POFF/VIOP) - (All Files run on 1st except COPLAN1 run on 3rd)	**3 hrs**	**Sun 12/1/19 10:00 AM**	**Thu 12/5/19 6:00 PM**	
Move from INT to PROD and change cadence back to monthly (1st and 3rd)	1 hr	Sun 12/1/19 10:00 AM	Sun 12/1/19 11:00 AM	Aaron Pratt
AIMS run MINI/POFF/VIOP/COPLAN1 file on Thursday 12/5/19 (No FTP changes needed)	1 hr	Thu 12/5/19 5:00 PM	Thu 12/5/19 6:00 PM	Jim Tarantino
ACIS run MINI, COPLAN1, POFF, VIOP on 12/5/19	1 hr	Thu 12/5/19 11:00 AM	Thu 12/5/19 12:00 PM	Aaron Pratt
CenturyLinkEngine	**53 hrs**	**Wed 11/27/19 5:00 PM**	**Mon 12/2/19 6:00 PM**	
Keefe to send credentials to CL for access to KeepTrak for spendable and indigent info	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	John Vitale
CL to turn off DLL file	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Steve Shields
CL to turn off current Phone Time refund process (anytime prior to 12/5/19)	1 hr	Mon 12/2/19 5:00 PM	Mon 12/2/19 6:00 PM	Steve Shields
AIMS will send the All Inmate and All Approved Visitor files to CL on Fri, Sat, and Sunday and then turn off files	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D to connect ACIS Enforcer API to production CenturyLink	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Aaron Pratt
Keefe to confirm communication to CL Enforcer API to request phone time refunds upon Inmate release (CL Enforcer is enabled)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	John Vitale
MQMessageService.Centurion (eOMIS-Medical)	**7 hrs**	**Wed 11/27/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
Turn off AIMS2 input PROD service - clean out all queues and DB triggers	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	Sam Marquis
B&D clean out queues	1 hr	Fri 11/29/19 10:00 AM	Fri 11/29/19 11:00 AM	Aaron Pratt
AIMS will send final file to eOMIS (no more inbound or outbound from AIMS)	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino
		Fri 11/29/19	Fri 11/29/19	

AMERICAN OVERSIGHT

eOMIS will turn off all services to AIMS	1 hr	5:00 PM	6:00 PM	Sam Marquis
eOMIS will enable the services to AIMS2	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
Switch over MQ outbound file from ACIS to production eOMIS and turn on input service from eOMIS - reactivate	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Manually kick off report	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Aaron Pratt
Email Sending	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
Turn on task to send emails from applications (attys, judges, etc. - Release notifier)	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
JPAY ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
JPAY kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Javier Pico
GTL ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
GTL kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Lisa Winstead
I-6 Interface (AFIS)	**1 hr**	**Fri 11/29/19 5:00 PM**	**Fri 11/29/19 6:00 PM**	
Connection staying in place. Will queue up over the weekend. Need to confirm once everything is connected that all queued up fingerprints are sent into ACIS on Monday morning	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Aaron Pratt
I19 Monthly and I19 Weekly	**2 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS run both month and weekly MH files into the AIMS folder per regular process	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino
Manually run (Monthly and weekly)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Dean Allen
PC AIMS2 (ADC ACIS)	**0 hrs**	**Fri 11/29/19 5:00 PM**	**Sat 11/30/19 5:00 PM**	
No action needed – make sure it is enabled	0 hrs	Fri 11/29/19 5:00 PM	Sat 11/30/19 5:00 PM	

Thank you.

Marissa Boice, PMP

AMERICAN OVERSIGHT

Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
[redacted]
E: marissa.boice@businessdecision.com

AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: gmartinez1; Aaron Bailey; hgreene@azadc.gov; Mary Suhre; Andrew Dorre; Aaron Pratt; Dean Allen; Thad Lowry; jtaranti@azadc.gov; Vitale, John; Phil Wussow; Christopher Little; Charles Spannagel; Chris Masson; Cindy Hyser-Crauwels; Trevor Baker; Lisa Dee Meyerson Marshall; Stacey Crabtree; Jey Whitson1; Marlene Coffee; Amal Houass; Keith Francen; Gravier, Timothy; sam.sheffield@marquisware.com; Javier Pico; Lisa Winstead
Subject: Go Live Weekend Interface Switchover Plan
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Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

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Task Name	Work	Start	Finish	Resource Names
Interface Switch Over	**224 hrs**	**Wed 11/27/19 5:00 PM**	**Wed 12/5/20 6:00 PM**	
DES File Creation and FTP Transfer (7 days at 9:45PM)	**50 hrs**	**Sat 11/30/19 9:45 PM**	**Mon 12/2/19 10:45 PM**	
AIMS run file Saturday and Sunday	48 hrs	Sat 11/30/19 9:45 PM	Mon 12/2/19 9:45 PM	Jim Tarantino
Switchover over to PROD FTP	1 hr	Mon 12/2/19 10:00 AM	Mon 12/2/19 11:00 AM	Andrew Dorre
Confirm File runs Monday 12/2/19 at 9:45pm	1 hr	Mon 12/2/19 9:45 PM	Mon 12/2/19 10:45 PM	Phil Wussow
DPS I_8 Interface (Mondays at 5:00AM)	**4 hrs**	**Sat 11/30/19 5:00 PM**	**Sun 12/8/19 7:00 PM**	
Run DB job to populate records	1 hr	Sat 11/30/19 5:00 PM	Sun 12/8/19 5:00 PM	Keith Francen
AIMS run DPS file Monday morning (ACIS will start on 12/9/18)	1 hr	Mon 12/2/19 5:00 AM	Mon 12/2/19 6:00 AM	Jim Tarantino
Update File Name - remove "Test"	1 hr	Sun 12/8/19 5:00 PM	Sun 12/8/19 6:00 PM	Aaron Pratt
Update file script to no longer read "test" in the file name	1 hr	Sun 12/8/19 6:00 PM	Sun 12/8/19 7:00 PM	Andrew Dorre

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Inmate Testing Import	**1 hr**	**Sun 12/1/19 5:00 PM**	**Sun 12/1/19 6:00 PM**	
Delete the files - put in service to delete the files (currently AIMS does this)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Andrew Dorre
AHCCCS LESS THAN 12/SMI_C INBOUND/SIM_C OUTBOUND (7 Days at 4pm - Export and 5am - Import)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 7:00 PM**	
AIMS run export files Friday, Saturday, and Sunday. AHCCCS will return file Monday 5am. Last AIMS file will be sent on Sunday 12/1/19	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D Turn on service so that ACIS will kick off first file Monday at 4pm	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Switchover to production FTP	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Andrew Dorre
KeepTrak Deposit Providers File Upload (Everday file)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS runs files over the weekend (Saturday & Sunday) -GTL, JPAY, and Keefe	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
Switchover to send to production FTP (GTL)	1 hr	Sun 12/1/19 7:00 PM	Sun 12/1/19 8:00 PM	Andrew Dorre
Switchover to send to production FTP (JPAY)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Andrew Dorre
CoPlan (Mini/COPLAN1/POFF/VIOP) - (All Files run on 1st except COPLAN1 run on 3rd)	**3 hrs**	**Sun 12/1/19 10:00 AM**	**Thu 12/5/19 6:00 PM**	
Move from INT to PROD and change cadence back to monthly (1st and 3rd)	1 hr	Sun 12/1/19 10:00 AM	Sun 12/1/19 11:00 AM	Aaron Pratt
AIMS run MINI/POFF/VIOP/COPLAN1 file on Thursday 12/5/19 (No FTP changes needed)	1 hr	Thu 12/5/19 5:00 PM	Thu 12/5/19 6:00 PM	Jim Tarantino
ACIS run MINI, COPLAN1, POFF, VIOP on 12/5/19	1 hr	Thu 12/5/19 11:00 AM	Thu 12/5/19 12:00 PM	Aaron Pratt
CenturyLinkEngine	**53 hrs**	**Wed 11/27/19 5:00 PM**	**Mon 12/2/19 6:00 PM**	
Keefe to send credentials to CL for access to KeepTrak for spendable and indigent info	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	John Vitale
CL to turn off DLL file	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Steve Shields
CL to turn off current Phone Time refund process (anytime prior to 12/5/19)	1 hr	Mon 12/2/19 5:00 PM	Mon 12/2/19 6:00 PM	Steve Shields
AIMS will send the All Inmate and All Approved Visitor files to CL on Fri, Sat, and Sunday and then turn off files	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino

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B&D to connect ACIS Enforcer API to production CenturyLink	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Aaron Pratt
Keefe to confirm communication to CL Enforcer API to request phone time refunds upon Inmate release (CL Enforcer is enabled)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	John Vitale
MQMessageService.Centurion (eOMIS-Medical)	**7 hrs**	**Wed 11/27/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
Turn off AIMS2 input PROD service - clean out all queues and DB triggers	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	Sam Marquis
B&D clean out queues	1 hr	Fri 11/29/19 10:00 AM	Fri 11/29/19 11:00 AM	Aaron Pratt
AIMS will send final file to eOMIS (no more inbound or outbound from AIMS)	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino
eOMIS will turn off all services to AIMS	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
eOMIS will enable the services to AIMS2	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
Switch over MQ outbound file from ACIS to production eOMIS and turn on input service from eOMIS - reactivate	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Manually kick off report	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Aaron Pratt
Email Sending	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
Turn on task to send emails from applications (attys, judges, etc. - Release notifier)	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
JPAY ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
JPAY kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Javier Pico
GTL ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
GTL kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Lisa Winstead
I-6 Interface (AFIS)	**1 hr**	**Fri 11/29/19 5:00 PM**	**Fri 11/29/19 6:00 PM**	
Connection staying in place. Will queue up over the weekend. Need to confirm once everything is connected that all queued up fingerprints are sent into ACIS on Monday	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Aaron Pratt

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morning				
I19 Monthly and I19 Weekly	**2 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS run both month and weekly MH files into the AIMS folder per regular process	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino
Manually run (Monthly and weekly)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Dean Allen
PC AIMS2 (ADC ACIS)	**0 hrs**	**Fri 11/29/19 5:00 PM**	**Sat 11/30/19 5:00 PM**	
No action needed – make sure it is enabled	0 hrs	Fri 11/29/19 5:00 PM	Sat 11/30/19 5:00 PM	

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

Business & Decision
Empowering Digital Business

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: Charles Spannagel - Writing
Date: Sunday, December 1, 2019 12:31:04 PM
Attachments: image001.png

[redacted]

On Sun, Dec 1, 2019 at 12:23 PM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> Heya,
>
> [redacted]
>
> [redacted]
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com
>
> Business & Decision
> Empowering Digital Business

--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Personal info
Date: Sunday, December 1, 2019 12:22:34 PM

My cell is [redacted]

I'll send you the writers info if you're interested
--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	Gravier, Timothy; dcloud@azcorrections.gov; Dean Allen
Cc:	Aaron Bailey; Aaron Pratt; Amal Houass; Charles Spannagel; Chris Campion; Chris Masson; Christopher Little; David Krakow; David Wrbelis; Gergana Kovatcheva; Holly Greene; JOHNSON, RUSTY; James Tarantino; Jey Whitson1; Jung, Steven; Keith Francen; Lisa Dee Meyerson Marshall; Marlene Coffee; Matt DeClue; Phil Wussow; Rajkumar Gopal; Stacey Crabtree; Thad Lowry; Trevor Baker; Vitale, John; Wissem BenAissa; Wissem Souissi; jnicoletti@azcorrections.gov; mkearns@azadc.gov
Subject:	RE: ACIS State Wide Go Live Weekend Data Migration
Date:	Sunday, December 1, 2019 10:37:15 AM

For a quick clarification….Tim is looking for confirmation from accounting and Offender management groups at the conclusion of their verification testing today so that he can put some final production systems in place. KeepTrak Inmate and KeepTrak Offender Fee systems are available for ADC verification testing.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Gravier, Timothy [mailto:tgravier@keefegroup.com]
Sent: Sunday, December 1, 2019 10:25 AM
To: dcloud@azcorrections.gov; Dean Allen <dean.allen@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Amal Houass <amal.houass@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Campion <chris.campion@bndna.com>; Chris Masson <chris.masson@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; David Krakow <david.krakow@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Holly Greene <hgreene@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; James Tarantino <jtaranti@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Jung, Steven <sjung@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; jnicoletti@azcorrections.gov; mkearns@azadc.gov
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

Please let Keefe know when the accounting is approved for handover as well. We need confirmation so that we can engage our production backups systems and begin our support services program.

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Sunday, December 1, 2019 11:01 AM
To: Dean Allen <dean.allen@bndna.com>

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Cc: Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Amal Houass <amal.houass@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Campion <chris.campion@bndna.com>; Chris Masson <chris.masson@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; David Krakow <david.krakow@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Holly Greene <hgreene@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; James Tarantino <jtaranti@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Jung, Steven <sjung@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; jnicoletti@azcorrections.gov; mkearns@azadc.gov
Subject: Re: ACIS State Wide Go Live Weekend Data Migration

We acknowledge handover! Thank you!

On Sun, Dec 1, 2019 at 10:00 AM Dean Allen <dean.allen@bndna.com> wrote:

> This is the official handover of ACIS to ADC from B&D. It marks the conclusion of the data migration activities for this weekend.
>
> I would like to thank all ADC, Keefe and B&D team members involved in this extremely complex migration process, a seamless weekend of activities. Congratulations to all for making it this far, now go get some sleep!
>
> ADC testing on ACIS will continue during today.
>
> Good luck to everyone involved with the next phase of the ACIS Go Live!
>
> Thanks
>
> Dean
>
> ---
>
> **From:** Dean Allen
> **Sent:** Sunday, December 1, 2019 9:00 AM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey

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<abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

B&D Update - Smoke testing is continuing.

Still on target for a 10am handover to ADC.

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Sunday, December 1, 2019 7:15 AM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: ACIS State Wide Go Live Weekend Data Migration

Good Morning:

B&D update - all post migration database tasks are complete. Moving to QA smoke test of the application.

We remain on target for a 10am handover to ADC.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 10:28 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>;

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Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Transition Program Eligibility Job and Keefe Loader have been completed.

The following tasks are in progress:

Database Cleanup (including additional DPS DB job)
Export PROD for backup and to load to other environments

QA Smoke Test

0%	B&D Migration	38.08 hrs	Sat 11/30/19 2:25 AM	Sun 12/1/19 10:00 AM	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
100%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
100%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
100%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
100%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
100%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
100%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt

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100%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
100%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
100%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
100%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
100%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith
0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19 8:55 AM	Sun 12/1/19 9:45 AM	QA Team
0%	Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Aaron Pratt
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 9:49 PM
To: Dean Allen <dean.allen@bndna.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'Vitale, John' <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; 'Jung, Steven' <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

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Hello All:

Program Ranking Update is done.

Transition Program Eligibility job is running now.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 7:49 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Classification workflow completed at 7:15.

Programs Engine Console App. has commenced. Estimated to run about 1 hour.

We will update upon completion.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice

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Sent: Saturday, November 30, 2019 6:34 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Sentence Calculation Workflow was completed at 5:45pm.

Classification Workflow has been started. This should take about 1.5 Hours.

We will provide another update upon completion of the classification workflow.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Dean Allen
Sent: Saturday, November 30, 2019 2:04 PM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John

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<jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: Re: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

B&D update - data migration has completed loading transactional data.

Next steps is to execute the workflow runner for sentence calculation.

So far we continue to be on track and making great progress.

Thanks

Dean

> On Nov 30, 2019, at 1:16 PM, Gravier, Timothy <tgravier@keefegroup.com> wrote:
>
> Hello, All;
>
> It's been not nearly enough time since my last update, but I have good news. AZ31855P has completed its import. There were 2 errors in the obligations that need to be addressed, and I will be doing that a little later today. ADCCOPS is still churning. I'll be stepping away from the computer for a little while, but I'll be re-engaged a little later today. I'll send another update when I return.
>
> ---
>
> **From:** Gravier, Timothy
> **Sent:** Saturday, November 30, 2019 1:59 PM
> **To:** 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little'

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<Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello, All;

It's been a while since my last update, and I was hoping to send out more news than "we're still importing data", but we're still importing data. Everything has gone very well. AZ31855P is nearly finished; there are about 3000 obligations are still crunching. Once that's done, AZ31855P will be completed. ADCCOPS is also nearly finished. It has a few thousand balances to import, but that's also just a number-crunching waiting game.

Once these numbers are sufficiently crunched, and we check the results for errors, AZ31855P and ADCCOPS will be complete. This will probably take an hour or so. I'll send another status update when this is finished.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 11:43 AM
To: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

KeepTrak Banking is still importing inmate data into AZ31855P on schedule. I've gotten all the offenders loaded into ADCCOPS, and I'm gonna start working on their balances now.

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From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:54 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

I've successfully converted all the AIMS data into files that KeepTrak can use. I need to do some hand-pruning in the files, but everything is going well so far.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:01 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>;

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Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Good morning, everyone! It's stormy and raining here in St. Louis, MO! Just letting you all know that I'm kicking off the Keefe portion of the migration now. At various milestones throughout the migration, I'll check in and report my progress. This process expected to take between 6 and 8 hours. If you have any questions, certainly don't hesitate to ask.

Timothy Gravier, Jr. | Implementation Analyst | Direct: 314-963-8764 | 1-800-864-5986 | tgravier@keefegroup.com | 10880 Lin Page Place Saint Louis, MO 63132
<image001.png>

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Saturday, November 30, 2019 3:49 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

Hello Everyone:

All files have been transferred from the ADC to B&D and Keefe as of 1:56am AZ.

AMERICAN OVERSIGHT

Keefe has acknowledged receipt of the files at 2:20am

Reference Data has been loaded, checked and now validated.

AIMS1 to ACIS Data Migration process has started. The current phase will take approximately 13hrs.

Next update will be at the completion of the current milestone, unless issues are encountered.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Friday, November 29, 2019 4:39 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <

--
Dwight Cloud
Arizona Department of Corrections
Chief Information Officer

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To:	dcloud@azcorrections.gov; Dean Allen
Cc:	Aaron Bailey; Aaron Pratt; Amal Houass; Charles Spannagel; Chris Campion; Christopher Little; David Krakow; David Wrbelis; Gergana Kovatcheva; Gravier, Timothy; Holly Greene; JOHNSON, RUSTY; James Tarantino; Jey Whitson1; Jung, Steven; Keith Francen; Lisa Dee Meyerson Marshall; Marissa Boice; Marlene Coffee; Matt DeClue; Phil Wussow; Rajkumar Gopal; Stacey Crabtree; Thad Lowry; Trevor Baker; Vitale, John; Wissem BenAissa; Wissem Souissi; jnicoletti@azcorrections.gov; mkearns@azadc.gov
Subject:	RE: ACIS State Wide Go Live Weekend Data Migration
Date:	Sunday, December 1, 2019 10:09:18 AM

The B&D team are on-site in Scottsdale (and Charles at ADC) to provide support during ADC validation of ACIS.

Please contact me with any major issues during validation.

Thanks
Chris

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Sunday, December 1, 2019 10:01 AM
To: Dean Allen <dean.allen@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>; Amal Houass <amal.houass@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Campion <chris.campion@bndna.com>; Chris Masson <chris.masson@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; David Krakow <david.krakow@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Holly Greene <hgreene@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; James Tarantino <jtaranti@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Jung, Steven <sjung@keefegroup.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; jnicoletti@azcorrections.gov; mkearns@azadc.gov
Subject: Re: ACIS State Wide Go Live Weekend Data Migration

We acknowledge handover! Thank you!

On Sun, Dec 1, 2019 at 10:00 AM Dean Allen <dean.allen@bndna.com> wrote:

> This is the official handover of ACIS to ADC from B&D. It marks the conclusion of the data migration activities for this weekend.
>
> I would like to thank all ADC, Keefe and B&D team members involved in this extremely complex migration process, a seamless weekend of activities. Congratulations to all for making it this far, now go get some sleep!

AMERICAN OVERSIGHT

ADC testing on ACIS will continue during today.

Good luck to everyone involved with the next phase of the ACIS Go Live!

Thanks

Dean

From: Dean Allen
Sent: Sunday, December 1, 2019 9:00 AM
To: Marissa Boice <marissa.boice@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

B&D Update - Smoke testing is continuing.

Still on target for a 10am handover to ADC.

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Sunday, December 1, 2019 7:15 AM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey

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<abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: ACIS State Wide Go Live Weekend Data Migration

Good Morning:

B&D update - all post migration database tasks are complete. Moving to QA smoke test of the application.

We remain on target for a 10am handover to ADC.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 10:28 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Transition Program Eligibility Job and Keefe Loader have been completed.

The following tasks are in progress:

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Database Cleanup (including additional DPS DB job)
Export PROD for backup and to load to other environments

QA Smoke Test

0%	B&D Migration	38.08 hrs	Sat 11/30/19 2:25 AM	Sun 12/1/19 10:00 AM	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
100%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
100%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
100%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
100%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
100%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
100%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
100%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
100%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
100%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
100%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
100%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith
0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19 8:55 AM	Sun 12/1/19 9:45 AM	QA Team
0%	Turn on Services and Interfaces in	0.25 hrs	Sun 12/1/19	Sun 12/1/19	Aaron Pratt

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	PROD		9:45 AM	10:00 AM	
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 9:49 PM
To: Dean Allen <dean.allen@bndna.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'Vitale, John' <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; 'Jung, Steven' <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Program Ranking Update is done.

Transition Program Eligibility job is running now.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 7:49 PM

AMERICAN OVERSIGHT

To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Classification workflow completed at 7:15.

Programs Engine Console App. has commenced. Estimated to run about 1 hour.

We will update upon completion.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 6:34 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>;

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jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Sentence Calculation Workflow was completed at 5:45pm.

Classification Workflow has been started. This should take about 1.5 Hours.

We will provide another update upon completion of the classification workflow.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Dean Allen
Sent: Saturday, November 30, 2019 2:04 PM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: Re: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

B&D update - data migration has completed loading transactional data.

Next steps is to execute the workflow runner for sentence calculation.

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So far we continue to be on track and making great progress.

Thanks

Dean

> On Nov 30, 2019, at 1:16 PM, Gravier, Timothy <tgravier@keefegroup.com> wrote:
>
> Hello, All;
>
> It's been not nearly enough time since my last update, but I have good news. AZ31855P has completed its import. There were 2 errors in the obligations that need to be addressed, and I will be doing that a little later today. ADCCOPS is still churning. I'll be stepping away from the computer for a little while, but I'll be re-engaged a little later today. I'll send another update when I return.
>
> ---
>
> **From:** Gravier, Timothy
> **Sent:** Saturday, November 30, 2019 1:59 PM
> **To:** 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
> **Subject:** RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak
>
> Hello, All;
>
> It's been a while since my last update, and I was hoping to send out more news than "we're still importing data", but we're still importing data. Everything has gone very

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well. AZ31855P is nearly finished; there are about 3000 obligations are still crunching. Once that's done, AZ31855P will be completed. ADCCOPS is also nearly finished. It has a few thousand balances to import, but that's also just a number-crunching waiting game.

Once these numbers are sufficiently crunched, and we check the results for errors, AZ31855P and ADCCOPS will be complete. This will probably take an hour or so. I'll send another status update when this is finished.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 11:43 AM
To: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

KeepTrak Banking is still importing inmate data into AZ31855P on schedule. I've gotten all the offenders loaded into ADCCOPS, and I'm gonna start working on their balances now.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:54 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene

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Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

I've successfully converted all the AIMS data into files that KeepTrak can use. I need to do some hand-pruning in the files, but everything is going well so far.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:01 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Good morning, everyone! It's stormy and raining here in St. Louis, MO! Just letting you all know that I'm kicking off the Keefe portion of the migration now. At various milestones throughout the migration, I'll check in and report my progress. This process expected to take between 6 and 8 hours. If you have any questions, certainly don't hesitate to ask.

Timothy Gravier, Jr. | Implementation Analyst | Direct: 314-963-8764 | 1-800-864-5986 | tgravier@keefegroup.com | 10880 Lin Page Place Saint Louis, MO 63132

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From: Marissa Boice <marissa.boice@bndna.com>
Sent: Saturday, November 30, 2019 3:49 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

Hello Everyone:

All files have been transferred from the ADC to B&D and Keefe as of 1:56am AZ.

Keefe has acknowledged receipt of the files at 2:20am

Reference Data has been loaded, checked and now validated.

AIMS1 to ACIS Data Migration process has started. The current phase will take approximately 13hrs.

Next update will be at the completion of the current milestone, unless issues are encountered.

Thank you.

Marissa Boice, PMP
Sr. Program Manager

AMERICAN OVERSIGHT

Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Friday, November 29, 2019 4:39 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <

--
Dwight Cloud
Arizona Department of Corrections
Chief Information Officer

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To: Marissa Boice; Gravier, Timothy; Rajkumar Gopal; Thad Lowry; Amal Houass; Matt DeClue; Keith Francen; David Krakow; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Stacey Crabtree; Jey Whitson1; Marlene Coffee; mkearns@azadc.gov; Dwight Cloud; Lisa Dee Meyerson Marshall; Holly Greene; James Tarantino; Aaron Bailey; JOHNSON, RUSTY; jnicoletti@azcorrections.gov; Vitale, John; Christopher Little; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow; Jung, Steven; Gergana Kovatcheva
Subject: RE: ACIS State Wide Go Live Weekend Data Migration
Date: Sunday, December 1, 2019 10:00:25 AM

This is the official handover of ACIS to ADC from B&D. It marks the conclusion of the data migration activities for this weekend.

I would like to thank all ADC, Keefe and B&D team members involved in this extremely complex migration process, a seamless weekend of activities. Congratulations to all for making it this far, now go get some sleep!

ADC testing on ACIS will continue during today.

Good luck to everyone involved with the next phase of the ACIS Go Live!

Thanks

Dean

From: Dean Allen
Sent: Sunday, December 1, 2019 9:00 AM
To: Marissa Boice <marissa.boice@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

B&D Update - Smoke testing is continuing.

Still on target for a 10am handover to ADC.

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Sunday, December 1, 2019 7:15 AM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: ACIS State Wide Go Live Weekend Data Migration

Good Morning:

B&D update - all post migration database tasks are complete. Moving to QA smoke test of the application.

We remain on target for a 10am handover to ADC.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America

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M[redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 10:28 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Transition Program Eligibility Job and Keefe Loader have been completed.

The following tasks are in progress:

Database Cleanup (including additional DPS DB job)
Export PROD for backup and to load to other environments

QA Smoke Test

0%	B&D Migration	38.08 hrs	Sat 11/30/19 2:25 AM	Sun 12/1/19 10:00 AM	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
100%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
100%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
100%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
100%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
100%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
100%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
100%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
100%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
100%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
100%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
100%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith

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0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19 8:55 AM	Sun 12/1/19 9:45 AM	QA Team
0%	Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Aaron Pratt
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 9:49 PM
To: Dean Allen <dean.allen@bndna.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'Vitale, John' <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; 'Jung, Steven' <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Program Ranking Update is done.

Transition Program Eligibility job is running now.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 7:49 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Classification workflow completed at 7:15.

Programs Engine Console App. has commenced. Estimated to run about 1 hour.

We will update upon completion.

AMERICAN OVERSIGHT

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 6:34 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Sentence Calculation Workflow was completed at 5:45pm.

Classification Workflow has been started. This should take about 1.5 Hours.

We will provide another update upon completion of the classification workflow.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Dean Allen
Sent: Saturday, November 30, 2019 2:04 PM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: Re: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

B&D update - data migration has completed loading transactional data.

Next steps is to execute the workflow runner for sentence calculation.

So far we continue to be on track and making great progress.

Thanks

Dean

On Nov 30, 2019, at 1:16 PM, Gravier, Timothy <tgravier@keefegroup.com> wrote:

AMERICAN OVERSIGHT

Hello, All;

It's been not nearly enough time since my last update, but I have good news. AZ31855P has completed its import. There were 2 errors in the obligations that need to be addressed, and I will be doing that a little later today. ADCCOPS is still churning. I'll be stepping away from the computer for a little while, but I'll be re-engaged a little later today. I'll send another update when I return.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 1:59 PM
To: 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello, All;

It's been a while since my last update, and I was hoping to send out more news than "we're still importing data", but we're still importing data. Everything has gone very well. AZ31855P is nearly finished; there are about 3000 obligations are still crunching. Once that's done, AZ31855P will be completed. ADCCOPS is also nearly finished. It has a few thousand balances to import, but that's also just a number-crunching waiting game.

Once these numbers are sufficiently crunched, and we check the results for errors, AZ31855P and ADCCOPS will be complete. This will probably take an hour or so. I'll send another status update when this is finished.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 11:43 AM
To: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

KeepTrak Banking is still importing inmate data into AZ31855P on schedule. I've gotten all the offenders loaded into ADCCOPS, and I'm gonna start working on their balances now.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:54 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall'

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<lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

I've successfully converted all the AIMS data into files that KeepTrak can use. I need to do some hand-pruning in the files, but everything is going well so far.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:01 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Good morning, everyone! It's stormy and raining here in St. Louis, MO! Just letting you all know that I'm kicking off the Keefe portion of the migration now. At various milestones throughout the migration, I'll check in and report my progress. This process expected to take between 6 and 8 hours. If you have any questions, certainly don't hesitate to ask.

Timothy Gravier, Jr. | Implementation Analyst | Direct: 314-963-8764 | 1-800-864-5986 | tgravier@keefegroup.com | 10880 Lin Page Place Saint Louis, MO 63132
<image001.png>

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Saturday, November 30, 2019 3:49 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

Hello Everyone:

All files have been transferred from the ADC to B&D and Keefe as of 1:56am AZ.

Keefe has acknowledged receipt of the files at 2:20am

Reference Data has been loaded, checked and now validated.

AIMS1 to ACIS Data Migration process has started. The current phase will take approximately 13hrs.

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Next update will be at the completion of the current milestone, unless issues are encountered.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Friday, November 29, 2019 4:39 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'rdorsey@azadc.gov' <rdorsey@azadc.gov>; 'Vitale, John' <jvitale@keefegroup.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration

Hello All:

At 5:00pm we will be kicking off the ACIS State Wide Go Live Weekend Data Migration activities. This is the official email chain that will provide updates throughout the weekend. If you are responsible for providing an update please reply all to the email group so that everyone stays informed.

Overview of Activities:

- The schedule of the weekend activities and contact information for everyone on this distro list is below.
- ADC will kick off the migration activities at 5:00pm today Friday 11/29/19 with a handover to B&D at the completion of their activities.
- Holly Greene (or a designated person from her team) will provide the communication from kickoff to completion and handover of ADC migration activities to B&D.
- B&D will then commence their portion of the migration and members of the team will provide updates as milestone tasks are completed (updates will come from the individual task owners). If there is an issue B&D will provide hourly updates until the issue is resolved.
- This email chain is to be used for milestone migration updates only. If sidebar more technical conversations are needed please send out a different email (ADC requests Holly Green, Jim Tarantino, and Dwight Cloud be your ADC technical escalates).

% Complete	Task Name	Work	Start	Finish	Resource Names
0%	**Go Live Migration**	**96.13 hrs**	**Fri 11/29/19 4:00 PM**	**Sun 12/1/19 10:00 AM**	
0%	**ADC Migration**	**16 hrs**	**Fri 11/29/19 4:00 PM**	**Sat 11/30/19 2:25 AM**	
100%	Month End	1 hr	Fri 11/29/19 4:00 PM	Fri 11/29/19 5:00 PM	Jim Tarantino
100%	Bring down AIMS1/Run Daily Backup/Bring AIMS1 back online	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Bill James; Jim Tarantino
100%	Begin extraction process by submitting four batch jobs	0.67 hrs	Fri 11/29/19 6:00 PM	Fri 11/29/19 6:40 PM	Bill James
100%	Extract data by submitting batch jobs to create flat files	0.25 hrs	Fri 11/29/19 6:40 PM	Fri 11/29/19 6:55 PM	Jim Tarantino
100%	Run JCL jobs to download data from IMS segments; clean and deliver data	5.5 hrs	Fri 11/29/19 6:55 PM	Sat 11/30/19 12:25 AM	Robert Maneer
100%	Close Phase 1 ASI tables	0.08 hrs	Sat 11/30/19 12:25 AM	Sat 11/30/19 12:30 AM	Bill James

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100%	Create data transfer files, send text and delta PDFs to M Gomez	1 hr	Fri 11/29/19 6:55 PM	Fri 11/29/19 7:55 PM	Hung Tran
100%	Transmit all files (mainframe, TXT, and PDF) via SFTP	6.5 hrs	Fri 11/29/19 7:55 PM	Sat 11/30/19 2:25 AM	Michael Gomez
100%	Transmit Mike Gomez Files to Keefe	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Michael Gomez
100%	ADC Complete - Handover to B&D	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Holly Greene
100%	**Keefe Activities**	**31.05 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 9:28 AM**	
0%	**B&D Migration**	**38.08 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 10:00 AM**	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
100%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
100%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
100%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
100%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
100%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
100%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
100%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
100%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
100%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
100%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
100%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith
0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19 8:55 AM	Sun 12/1/19 9:45 AM	QA Team
0%	Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Aaron Pratt
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue
0%	Handover to ADC	0 hrs	Sun 12/1/19 10:00 AM	Sun 12/1/19 10:00 AM	Dean

PHONE CONTACTS:

B&D:

Team Member	Location	Role	Email	Mobile #
Aaron Pratt	Scottsdale	.NET - Tech lead	Aaron.Pratt@bndna.com	[redacted]
Charles Spannagel	Scottsdale	Reporting - PM	charles.spannagel@bndna.com	
Chris Campion	Scottsdale	Data Migration	chris.campion@bndna.com	

AMERICAN OVERSIGHT

Chris Little	Scottsdale	QA Manager	Christopher.Little@bndna.com	[redacted]
Chris Masson	Scottsdale	BA Manager	Chris.Masson@bndna.com	
David Wrbelis	Scottsdale	Data Migration	David.Wrbelis@bndna.com	
Dean Allen	Scottsdale	Product Owner	Dean.Allen@bndna.com	
Keith Francen	Scottsdale	DBA	keith.francen@bndna.com	
Marissa Boice	Scottsdale	Project Manager	Marissa.Boice@bndna.com	
Raj Gopal	Scottsdale	Data Migration	Rajkumar.Gopal@bndna.com	
Thad Lowry	Scottsdale	Program Manager	Thad.Lowry@bndna.com	
Trevor Baker	Scottsdale	BA	Trevor.Baker@bndna.com	
Wissem BenAissa	MD	.NET - Tech lead	wissem.benaissa@businessdecision.com	
Wissem Souissi	Tunisia	Workflow	wissem.souissi@businessdecision.com	
Amal Houass	Scottsdale	Dev Ops	Amal.Houass@bndna.com	
Phil Wussow	Scottsdale	.NET - Developer	Phil.Wussow@bndna.com	
Matt DeClue	Scottsdale	Dev Ops	Matt.DeClue@bndna.com	

ADC:

ADC Contacts			
Name	**Cell**	**Email**	**Support Area**
Stacey Crabtree	[redacted]	scrabtre@azadc.gov	Ops CIO
Jey Whitson		jwhitson@azadc.gov	Ops
Marlene Coffey		mcoffey@azadc.gov	Ops
Michael Kearns		mkearns@azadc.gov	Div Dir
Dwight Cloud		dcloud@azadc.gov	IT CIO
Lisa Dee Meyerson Marshall		lisa.meyerson@azdoa.gov	ADOA Oversight
Holly Greene <Technical Escalate>		hgreene@azadc.gov	Sr. Manager App Dev / Data / Mainframe
Jim Tarantino <Technical Escalate>		jtaranti@azadc.gov	Mainframe
Aaron Bailey		abailey1@azadc.gov	Program Mgr
Rusty Johnson		sjohnson@azadc.gov	Sr. Mgr Field Ops
Joe Nicoletti		jnicole@azadc.gov	Sr. Mgr Network
Warden Regina Dorsey		rdorsey@azadc.gov	PV Warden

Keefe:

Keefe Contacts			
Name	**Cell**	**Email**	**Support Area**
John Vitale	[redacted]	jvitale@keefegroup.com	KeepTrak Product Owner
Tim Gravier		tgravier@keefegroup.com	KeepTrak Developer

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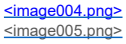
Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com



AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Dean Allen; Gravier, Timothy; Rajkumar Gopal; Thad Lowry; Amal Houass; Matt DeClue; Keith Francen; David Krakow; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Stacey Crabtree; Jey Whitson1; Marlene Coffee; mkearns@azadc.gov; Dwight Cloud; Lisa Dee Meyerson Marshall; Holly Greene; James Tarantino; Aaron Bailey; JOHNSON, RUSTY; jnicoletti@azcorrections.gov; Vitale, John; Christopher Little; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow; Jung, Steven; Gergana Kovatcheva
Subject: ACIS State Wide Go Live Weekend Data Migration
Date: Sunday, December 1, 2019 7:15:02 AM

Good Morning:

B&D update - all post migration database tasks are complete. Moving to QA smoke test of the application.

We remain on target for a 10am handover to ADC.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 10:28 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Transition Program Eligibility Job and Keefe Loader have been completed.

The following tasks are in progress:

Database Cleanup (including additional DPS DB job)
Export PROD for backup and to load to other environments

QA Smoke Test

0%	B&D Migration	38.08 hrs	Sat 11/30/19 2:25 AM	Sun 12/1/19 10:00 AM	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
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100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
100%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
100%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
100%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt

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100%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
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Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 9:49 PM
To: Dean Allen <dean.allen@bndna.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'Vitale, John' <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; 'Jung, Steven' <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Program Ranking Update is done.

Transition Program Eligibility job is running now.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 7:49 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee

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<mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Classification workflow completed at 7:15.

Programs Engine Console App. has commenced. Estimated to run about 1 hour.

We will update upon completion.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 6:34 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Sentence Calculation Workflow was completed at 5:45pm.

Classification Workflow has been started. This should take about 1.5 Hours.

We will provide another update upon completion of the classification workflow.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Dean Allen
Sent: Saturday, November 30, 2019 2:04 PM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis

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<David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: Re: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

B&D update - data migration has completed loading transactional data.

Next steps is to execute the workflow runner for sentence calculation.

So far we continue to be on track and making great progress.

Thanks

Dean

> On Nov 30, 2019, at 1:16 PM, Gravier, Timothy <tgravier@keefegroup.com> wrote:
>
> Hello, All;
>
> It's been not nearly enough time since my last update, but I have good news. AZ31855P has completed its import. There were 2 errors in the obligations that need to be addressed, and I will be doing that a little later today. ADCCOPS is still churning. I'll be stepping away from the computer for a little while, but I'll be re-engaged a little later today. I'll send another update when I return.
>
> ---
>
> **From:** Gravier, Timothy
> **Sent:** Saturday, November 30, 2019 1:59 PM
> **To:** 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
> **Subject:** RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak
>
> Hello, All;
>
> It's been a while since my last update, and I was hoping to send out more news than "we're still importing data", but we're still importing data. Everything has gone very well. AZ31855P is nearly finished; there are about 3000 obligations are still crunching. Once that's done, AZ31855P will be completed. ADCCOPS is also nearly finished. It has a few thousand balances to import, but that's also just a number-crunching waiting game.
>
> Once these numbers are sufficiently crunched, and we check the results for errors, AZ31855P and ADCCOPS will be complete. This will probably take an hour or so. I'll send another status update when this is finished.
>
> ---
>
> **From:** Gravier, Timothy
> **Sent:** Saturday, November 30, 2019 11:43 AM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa

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<Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

KeepTrak Banking is still importing inmate data into AZ31855P on schedule. I've gotten all the offenders loaded into ADCCOPS, and I'm gonna start working on their balances now.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:54 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

I've successfully converted all the AIMS data into files that KeepTrak can use. I need to do some hand-pruning in the files, but everything is going well so far.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:01 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Good morning, everyone! It's stormy and raining here in St. Louis, MO! Just letting you all know that I'm kicking off the Keefe portion of the migration now. At various milestones throughout the migration, I'll check in and report my progress. This process expected to take between 6 and 8 hours. If you have any questions, certainly don't hesitate to ask.

Timothy Gravier, Jr. | Implementation Analyst | Direct: 314-963-8764 | 1-800-864-5986 | tgravier@keefegroup.com | 10880 Lin Page Place Saint Louis, MO 63132
<image001.png>

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Saturday, November 30, 2019 3:49 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>;

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Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

Hello Everyone:

All files have been transferred from the ADC to B&D and Keefe as of 1:56am AZ.

Keefe has acknowledged receipt of the files at 2:20am

Reference Data has been loaded, checked and now validated.

AIMS1 to ACIS Data Migration process has started. The current phase will take approximately 13hrs.

Next update will be at the completion of the current milestone, unless issues are encountered.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Friday, November 29, 2019 4:39 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'rdorsey@azadc.gov' <rdorsey@azadc.gov>; 'Vitale, John' <jvitale@keefegroup.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration

Hello All:

At 5:00pm we will be kicking off the ACIS State Wide Go Live Weekend Data Migration activities. This is the official email chain that will provide updates throughout the weekend. If you are responsible for providing an update please reply all to the email group so that everyone stays informed.

Overview of Activities:

- The schedule of the weekend activities and contact information for everyone on this distro list is below.
- ADC will kick off the migration activities at 5:00pm today Friday 11/29/19 with a handover to B&D at the completion of their activities.
- Holly Greene (or a designated person from her team) will provide the communication from kickoff to completion and handover of ADC migration activities to B&D.
- B&D will then commence their portion of the migration and members of the team will provide updates as milestone tasks are completed (updates will come from the individual task owners). If there is an issue B&D will provide hourly updates until the issue is resolved.
- This email chain is to be used for milestone migration updates only. If sidebar more technical conversations are needed please send out a different email (ADC requests Holly Green, Jim Tarantino, and Dwight Cloud be your ADC technical escalates).

% Complete	Task Name	Work	Start	Finish	Resource Names
			Fri 11/29/19	**Sun 12/1/19**	

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0%	**Go Live Migration**	**96.13 hrs**	**4:00 PM**	**10:00 AM**	
0%	**ADC Migration**	**16 hrs**	**Fri 11/29/19 4:00 PM**	**Sat 11/30/19 2:25 AM**	
100%	Month End	1 hr	Fri 11/29/19 4:00 PM	Fri 11/29/19 5:00 PM	Jim Tarantino
100%	Bring down AIMS1/Run Daily Backup/Bring AIMS1 back online	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Bill James; Jim Tarantino
100%	Begin extraction process by submitting four batch jobs	0.67 hrs	Fri 11/29/19 6:00 PM	Fri 11/29/19 6:40 PM	Bill James
100%	Extract data by submitting batch jobs to create flat files	0.25 hrs	Fri 11/29/19 6:40 PM	Fri 11/29/19 6:55 PM	Jim Tarantino
100%	Run JCL jobs to download data from IMS segments; clean and deliver data	5.5 hrs	Fri 11/29/19 6:55 PM	Sat 11/30/19 12:25 AM	Robert Maneer
100%	Close Phase 1 ASI tables	0.08 hrs	Sat 11/30/19 12:25 AM	Sat 11/30/19 12:30 AM	Bill James
100%	Create data transfer files, send text and delta PDFs to M Gomez	1 hr	Fri 11/29/19 6:55 PM	Fri 11/29/19 7:55 PM	Hung Tran
100%	Transmit all files (mainframe, TXT, and PDF) via SFTP	6.5 hrs	Fri 11/29/19 7:55 PM	Sat 11/30/19 2:25 AM	Michael Gomez
100%	Transmit Mike Gomez Files to Keefe	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Michael Gomez
100%	ADC Complete - Handover to B&D	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Holly Greene
100%	**Keefe Activities**	**31.05 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 9:28 AM**	
0%	**B&D Migration**	**38.08 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 10:00 AM**	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
100%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
100%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
100%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
100%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
100%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
100%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
100%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
100%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
100%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
100%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
100%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith
0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19	Sun 12/1/19 9:45	QA Team

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			8:55 AM	AM	
0%	Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Aaron Pratt
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue
0%	Handover to ADC	0 hrs	Sun 12/1/19 10:00 AM	Sun 12/1/19 10:00 AM	Dean

PHONE CONTACTS:

B&D:

Team Member	Location	Role	Email	Mobile #
Aaron Pratt	Scottsdale	.NET - Tech lead	Aaron.Pratt@bndna.com	[redacted]
Charles Spannagel	Scottsdale	Reporting - PM	charles.spannagel@bndna.com	
Chris Campion	Scottsdale	Data Migration	chris.campion@bndna.com	
Chris Little	Scottsdale	QA Manager	Christopher.Little@bndna.com	
Chris Masson	Scottsdale	BA Manager	Chris.Masson@bndna.com	
David Wrbelis	Scottsdale	Data Migration	David.Wrbelis@bndna.com	
Dean Allen	Scottsdale	Product Owner	Dean.Allen@bndna.com	
Keith Francen	Scottsdale	DBA	keith.francen@bndna.com	
Marissa Boice	Scottsdale	Project Manager	Marissa.Boice@bndna.com	
Raj Gopal	Scottsdale	Data Migration	Rajkumar.Gopal@bndna.com	
Thad Lowry	Scottsdale	Program Manager	Thad.Lowry@bndna.com	
Trevor Baker	Scottsdale	BA	Trevor.Baker@bndna.com	
Wissem BenAissa	MD	.NET - Tech lead	wissem.benaissa@businessdecision.com	
Wissem Souissi	Tunisia	Workflow	wissem.souissi@businessdecision.com	
Amal Houass	Scottsdale	Dev Ops	Amal.Houass@bndna.com	
Phil Wussow	Scottsdale	.NET - Developer	Phil.Wussow@bndna.com	
Matt DeClue	Scottsdale	Dev Ops	Matt.DeClue@bndna.com	

ADC:

ADC Contacts			
Name	**Cell**	**Email**	**Support Area**
Stacey Crabtree	[redacted]	scrabtre@azadc.gov	Ops CIO
Jey Whitson		jwhitson@azadc.gov	Ops
Marlene Coffey		mcoffey@azadc.gov	Ops
Michael Kearns		mkearns@azadc.gov	Div Dir
Dwight Cloud		dcloud@azadc.gov	IT CIO
Lisa Dee Meyerson Marshall		lisa.meyerson@azdoa.gov	ADOA Oversight
Holly Greene <Technical Escalate>		hgreene@azadc.gov	Sr. Manager App Dev / Data / Mainframe
Jim Tarantino <Technical Escalate>		jtaranti@azadc.gov	Mainframe
Aaron Bailey		abailey1@azadc.gov	Program Mgr
Rusty Johnson		sjohnson@azadc.gov	Sr. Mgr Field Ops
Joe Nicoletti		jnicole@azadc.gov	Sr. Mgr Network
Warden Regina Dorsey		rdorsey@azadc.gov	PV Warden

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Keefe:

Keefe Contacts			
Name	**Cell**	**Email**	**Support Area**
John Vitale	[redacted]	jvitale@keefegroup.com	KeepTrak Product Owner
Tim Gravier		tgravier@keefegroup.com	KeepTrak Developer

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

AMERICAN OVERSIGHT

From: Keith Francen on behalf of Keith Francen <keith.francen@bndna.com>
To: Marissa Boice; Dean Allen; Gravier, Timothy; Rajkumar Gopal; Thad Lowry; Amal Houass; Matt DeClue; David Krakow; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Stacey Crabtree; Jey Whitson1; Marlene Coffee; mkearns@azadc.gov; Dwight Cloud; Lisa Dee Meyerson Marshall; Holly Greene; James Tarantino; Aaron Bailey; JOHNSON, RUSTY; jnicoletti@azcorrections.gov; Vitale, John; Christopher Little; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow; Jung, Steven; Gergana Kovatcheva
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak
Date: Sunday, December 1, 2019 2:32:13 AM

The database post migration clean processes and export steps are complete.

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Saturday, November 30, 2019 10:31 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Additional Note:

Upon completion of the database cleanup and export PROD the following items will be completed tomorrow morning in preparation for the 10:00am handover. We will provide updates upon their completion:

QA Smoke Verification Test/Jmeter Activity
Turn on Services and Interfaces in PROD
Reenable Access Web Application for ADC Users
Official Handover to ADC

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 10:28 PM
To: Dean Allen <dean.allen@bndna.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'Vitale, John' <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; 'Jung, Steven' <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Transition Program Eligibility Job and Keefe Loader have been completed.

The following tasks are in progress:

Database Cleanup (including additional DPS DB job)
Export PROD for backup and to load to other environments

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QA Smoke Test

0%	B&D Migration	38.08 hrs	Sat 11/30/19 2:25 AM	Sun 12/1/19 10:00 AM	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
100%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
100%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
100%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
100%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
100%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
100%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
100%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
100%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
100%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
100%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
100%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith
0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19 8:55 AM	Sun 12/1/19 9:45 AM	QA Team
0%	Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Aaron Pratt
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 9:49 PM
To: Dean Allen <dean.allen@bndna.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'Vitale, John' <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; 'Jung, Steven' <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>

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Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Program Ranking Update is done.

Transition Program Eligibility job is running now.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 7:49 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Classification workflow completed at 7:15.

Programs Engine Console App. has commenced. Estimated to run about 1 hour.

We will update upon completion.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Saturday, November 30, 2019 6:34 PM
To: Dean Allen <dean.allen@bndna.com>; Gravier, Timothy <tgravier@keefegroup.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello All:

Sentence Calculation Workflow was completed at 5:45pm.

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Classification Workflow has been started. This should take about 1.5 Hours.

We will provide another update upon completion of the classification workflow.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Dean Allen
Sent: Saturday, November 30, 2019 2:04 PM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: Re: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

B&D update - data migration has completed loading transactional data.

Next steps is to execute the workflow runner for sentence calculation.

So far we continue to be on track and making great progress.

Thanks

Dean

> On Nov 30, 2019, at 1:16 PM, Gravier, Timothy <tgravier@keefegroup.com> wrote:
>
> Hello, All;
>
> It's been not nearly enough time since my last update, but I have good news. AZ31855P has completed its import. There were 2 errors in the obligations that need to be addressed, and I will be doing that a little later today. ADCCOPS is still churning. I'll be stepping away from the computer for a little while, but I'll be re-engaged a little later today. I'll send another update when I return.
>
> ---
>
> **From:** Gravier, Timothy
> **Sent:** Saturday, November 30, 2019 1:59 PM
> **To:** 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
> **Subject:** RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak
>
> Hello, All;

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It's been a while since my last update, and I was hoping to send out more news than "we're still importing data", but we're still importing data. Everything has gone very well. AZ31855P is nearly finished; there are about 3000 obligations are still crunching. Once that's done, AZ31855P will be completed. ADCCOPS is also nearly finished. It has a few thousand balances to import, but that's also just a number-crunching waiting game.

Once these numbers are sufficiently crunched, and we check the results for errors, AZ31855P and ADCCOPS will be complete. This will probably take an hour or so. I'll send another status update when this is finished.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 11:43 AM
To: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

KeepTrak Banking is still importing inmate data into AZ31855P on schedule. I've gotten all the offenders loaded into ADCCOPS, and I'm gonna start working on their balances now.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:54 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

I've successfully converted all the AIMS data into files that KeepTrak can use. I need to do some hand-pruning in the files, but everything is going well so far.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:01 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

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Good morning, everyone! It's stormy and raining here in St. Louis, MO! Just letting you all know that I'm kicking off the Keefe portion of the migration now. At various milestones throughout the migration, I'll check in and report my progress. This process expected to take between 6 and 8 hours. If you have any questions, certainly don't hesitate to ask.

Timothy Gravier, Jr. | Implementation Analyst | Direct: 314-963-8764 | 1-800-864-5986 | tgravier@keefegroup.com | 10880 Lin Page Place Saint Louis, MO 63132

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Saturday, November 30, 2019 3:49 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

Hello Everyone:

All files have been transferred from the ADC to B&D and Keefe as of 1:56am AZ.

Keefe has acknowledged receipt of the files at 2:20am

Reference Data has been loaded, checked and now validated.

AIMS1 to ACIS Data Migration process has started. The current phase will take approximately 13hrs.

Next update will be at the completion of the current milestone, unless issues are encountered.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Friday, November 29, 2019 4:39 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'rdorsey@azadc.gov' <rdorsey@azadc.gov>; 'Vitale, John' <jvitale@keefegroup.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration

AMERICAN OVERSIGHT

Hello All:

At 5:00pm we will be kicking off the ACIS State Wide Go Live Weekend Data Migration activities. This is the official email chain that will provide updates throughout the weekend. If you are responsible for providing an update please reply all to the email group so that everyone stays informed.

Overview of Activities:

- The schedule of the weekend activities and contact information for everyone on this distro list is below.
- ADC will kick off the migration activities at 5:00pm today Friday 11/29/19 with a handover to B&D at the completion of their activities.
- Holly Greene (or a designated person from her team) will provide the communication from kickoff to completion and handover of ADC migration activities to B&D.
- B&D will then commence their portion of the migration and members of the team will provide updates as milestone tasks are completed (updates will come from the individual task owners). If there is an issue B&D will provide hourly updates until the issue is resolved.
- This email chain is to be used for milestone migration updates only. If sidebar more technical conversations are needed please send out a different email (ADC requests Holly Green, Jim Tarantino, and Dwight Cloud be your ADC technical escalates).

% Complete	Task Name	Work	Start	Finish	Resource Names
0%	**Go Live Migration**	**96.13 hrs**	**Fri 11/29/19 4:00 PM**	**Sun 12/1/19 10:00 AM**	
0%	**ADC Migration**	**16 hrs**	**Fri 11/29/19 4:00 PM**	**Sat 11/30/19 2:25 AM**	
100%	Month End	1 hr	Fri 11/29/19 4:00 PM	Fri 11/29/19 5:00 PM	Jim Tarantino
100%	Bring down AIMS1/Run Daily Backup/Bring AIMS1 back online	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Bill James; Jim Tarantino
100%	Begin extraction process by submitting four batch jobs	0.67 hrs	Fri 11/29/19 6:00 PM	Fri 11/29/19 6:40 PM	Bill James
100%	Extract data by submitting batch jobs to create flat files	0.25 hrs	Fri 11/29/19 6:40 PM	Fri 11/29/19 6:55 PM	Jim Tarantino
100%	Run JCL jobs to download data from IMS segments; clean and deliver data	5.5 hrs	Fri 11/29/19 6:55 PM	Sat 11/30/19 12:25 AM	Robert Maneer
100%	Close Phase 1 ASI tables	0.08 hrs	Sat 11/30/19 12:25 AM	Sat 11/30/19 12:30 AM	Bill James
100%	Create data transfer files, send text and delta PDFs to M Gomez	1 hr	Fri 11/29/19 6:55 PM	Fri 11/29/19 7:55 PM	Hung Tran
100%	Transmit all files (mainframe, TXT, and PDF) via SFTP	6.5 hrs	Fri 11/29/19 7:55 PM	Sat 11/30/19 2:25 AM	Michael Gomez
100%	Transmit Mike Gomez Files to Keefe	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Michael Gomez
100%	ADC Complete - Handover to B&D	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Holly Greene
100%	**Keefe Activities**	**31.05 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 9:28 AM**	
0%	**B&D Migration**	**38.08 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 10:00 AM**	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
100%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
100%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
100%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj

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100%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
100%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
100%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
100%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
100%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
100%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
100%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
100%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith
0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19 8:55 AM	Sun 12/1/19 9:45 AM	QA Team
0%	Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Aaron Pratt
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue
0%	Handover to ADC	0 hrs	Sun 12/1/19 10:00 AM	Sun 12/1/19 10:00 AM	Dean

PHONE CONTACTS:

B&D:

Team Member	Location	Role	Email	Mobile #
Aaron Pratt	Scottsdale	.NET - Tech lead	Aaron.Pratt@bndna.com	[redacted]
Charles Spannagel	Scottsdale	Reporting - PM	charles.spannagel@bndna.com	
Chris Campion	Scottsdale	Data Migration	chris.campion@bndna.com	
Chris Little	Scottsdale	QA Manager	Christopher.Little@bndna.com	
Chris Masson	Scottsdale	BA Manager	Chris.Masson@bndna.com	
David Wrbelis	Scottsdale	Data Migration	David.Wrbelis@bndna.com	
Dean Allen	Scottsdale	Product Owner	Dean.Allen@bndna.com	
Keith Francen	Scottsdale	DBA	keith.francen@bndna.com	
Marissa Boice	Scottsdale	Project Manager	Marissa.Boice@bndna.com	
Raj Gopal	Scottsdale	Data Migration	Rajkumar.Gopal@bndna.com	
Thad Lowry	Scottsdale	Program Manager	Thad.Lowry@bndna.com	
Trevor Baker	Scottsdale	BA	Trevor.Baker@bndna.com	
Wissem BenAissa	MD	.NET - Tech lead	wissem.benaissa@businessdecision.com	
Wissem Souissi	Tunisia	Workflow	wissem.souissi@businessdecision.com	
Amal Houass	Scottsdale	Dev Ops	Amal.Houass@bndna.com	
Phil Wussow	Scottsdale	.NET - Developer	Phil.Wussow@bndna.com	
Matt DeClue	Scottsdale	Dev Ops	Matt.DeClue@bndna.com	

ADC:

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ADC Contacts			
Name	**Cell**	**Email**	**Support Area**
Stacey Crabtree	[redacted]	scrabtre@azadc.gov	Ops CIO
Jey Whitson		jwhitson@azadc.gov	Ops
Marlene Coffey		mcoffey@azadc.gov	Ops
Michael Kearns		mkearns@azadc.gov	Div Dir
Dwight Cloud		dcloud@azadc.gov	IT CIO
Lisa Dee Meyerson Marshall		lisa.meyerson@azdoa.gov	ADOA Oversight
Holly Greene <Technical Escalate>		hgreene@azadc.gov	Sr. Manager App Dev / Data / Mainframe
Jim Tarantino <Technical Escalate>		jtaranti@azadc.gov	Mainframe
Aaron Bailey		abailey1@azadc.gov	Program Mgr
Rusty Johnson		sjohnson@azadc.gov	Sr. Mgr Field Ops
Joe Nicoletti		jnicole@azadc.gov	Sr. Mgr Network
Warden Regina Dorsey		rdorsey@azadc.gov	PV Warden

Keefe:

Keefe Contacts			
Name	**Cell**	**Email**	**Support Area**
John Vitale	[redacted]	jvitale@keefegroup.com	KeepTrak Product Owner
Tim Gravier		tgravier@keefegroup.com	KeepTrak Developer

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

<image002.png>

<image003.png>
<image004.png>
<image005.png>

<image006.png>

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From: Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To: Holly Greene; Hung Tran
Cc: Amal Houass; Marissa Boice; Michael Gomez
Subject: Re: 0200 Completed: ACIS ADC Data Migration (11/30)
Date: Saturday, November 30, 2019 10:07:22 PM

I removed the 126 files from our list. We're good for now.

Thanks.

From: Holly Greene <hgreene@azadc.gov>
Sent: Sunday, 1 December 2019, 09:54
To: Hung Tran
Cc: Amal Houass; Marissa Boice; Michael Gomez; Rajkumar Gopal
Subject: Re: 0200 Completed: ACIS ADC Data Migration (11/30)

Thank you for your diligence Hung.

At this point, I'm not sure what more can be done.

Raj-

Your thoughts?

-Holly

On Sat, Nov 30, 2019 at 9:20 PM Hung Tran <htran@azadc.gov> wrote:

> Raj,
> The last 126 files are not in any folders and found nowhere. I'm very careful when typing those numbers to search, hope no mistake. Not sure where you have those names from. We sent you the latest and up-to-date file names yesterday 11/29 (Go-live).
>
> Regards,
> HT
>
> On Sat, Nov 30, 2019 at 8:37 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:
>
> > Holly,
> >
> > We're still trying to identify the files that are available to load and exclude the others from the list.
> >
> > It does look like most of them aren't available, but need confirmation.
> >
> > Thanks.

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On Dec 1, 2019 8:47 AM, Holly Greene <hgreene@azadc.gov> wrote:

Raj and Hung -

Based on the below email, do you each have what you need to get through this together?

On Sat, Nov 30, 2019 at 7:51 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

I know it's laborious, sorry!

If you have the full list with folders and filenames, please share and we'll take it from there.

Thanks.

On Dec 1, 2019 8:17 AM, Hung Tran <htran@azadc.gov> wrote:
That means i have to search every single one of them. It'll take a while -- hour(s) -- but will do....

On Sat, Nov 30, 2019 at 7:25 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

Thanks Hung. Can you please identify the folders for the ones that are available?

From: Hung Tran <htran@azadc.gov>
Sent: Saturday, November 30, 2019 7:19 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>
Subject: Re: 0200 Completed: ACIS ADC Data Migration (11/30)

Here is the update for the top 4 files.....I'll wait for an update from B&D before to continue....

On Sat, Nov 30, 2019 at 7:09 PM Holly Greene <hgreene@azadc.gov> wrote:

Hi Raj-

Use this attachment instead.

-Holly

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---------- Forwarded message ---------
From: **Hung Tran** <htran@azadc.gov>
Date: Sat, Nov 30, 2019 at 7:08 PM
Subject: Re: 0200 Completed: ACIS ADC Data Migration (11/30)
To: Holly Greene <hgreene@azadc.gov>

Please sent this one

On Sat, Nov 30, 2019 at 7:07 PM Holly Greene <hgreene@azadc.gov> wrote:

> Thank you! I'm going to forward this on to Raj and copy both you and Michael.
>
> -Holly
>
> On Sat, Nov 30, 2019 at 7:04 PM Hung Tran <htran@azadc.gov> wrote:
>
> > Hi Holly,
> >
> > I have the results for the top 2 files (Please see the attached file). I'll keep working for few more.....
> >
> > Regards,
> >
> > HT
> >
> > On Sat, Nov 30, 2019 at 6:37 PM Holly Greene <hgreene@azadc.gov> wrote:
> >
> > > Thank you so very much :)
> > >
> > > On Sat, Nov 30, 2019 at 6:36 PM Hung Tran <htran@azadc.gov> wrote:

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I'm looking at this issue right now.....

On Sat, Nov 30, 2019 at 6:05 PM Holly Greene <hgreene@azadc.gov> wrote:

> Here is the email with the attachment
>
> ---------- Forwarded message ---------
> From: **Rajkumar Gopal** <rajkumar.gopal@bndna.com>
> Date: Sat, Nov 30, 2019 at 4:44 PM
> Subject: RE: 0200 Completed: ACIS ADC Data Migration (11/30)
> To: Holly Greene <hgreene@azadc.gov>, Marissa Boice <marissa.boice@bndna.com>, Amal Houass <amal.houass@bndna.com>, Keith Francen <keith.francen@bndna.com>, Dean Allen <dean.allen@bndna.com>, Thad Lowry <thad.lowry@bndna.com>, Matt DeClue <matt.declue@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>, Trevor Baker <trevor.baker@bndna.com>, Charles Spannagel <charles.spannagel@bndna.com>, Chris Masson <chris.masson@bndna.com>, Chris Campion <chris.campion@bndna.com>, Vitale, John <jvitale@keefegroup.com>, Gravier, Timothy <tgravier@keefegroup.com>, David Wrbelis <David.Wrbelis@bndna.com>, Wissem BenAissa <Wissem.BenAissa@bndna.com>, Wissem Souissi <wissem.souissi@businessdecision.com>, Phil Wussow <phil.wussow@bndna.com>
> CC: James Tarantino <jtaranti@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Scott Schnyer <sschnyer@azadc.gov>, Mary Suhre <msuhre@azadc.gov>
>
> Holly,
>
> Here is the update on the Attachment File migration:
>
> - 1,263,284 attachments files are migrated.
> - There are 127 files (see attached list) that are referenced in inmate OMS/RMS records, but are not found in any of the 27

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folders received (Full or Delta).

Can you please check if these are available and if yes, send them as soon as possible?

Thanks.

From: Holly Greene <hgreene@azadc.gov>
Sent: Saturday, November 30, 2019 2:00 AM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: 0200 Completed: ACIS ADC Data Migration (11/30)

Hello-

All files have been transferred from the ADC to B&D and KEEFE as of 0156 AZ MT. No further updates will be sent to this mailing list by the ADC IT group.

Mainframe

- All 112 mainframe files were received by the ADC database team.

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- The only issue experienced was at 2000 when the 12BD segment abended. This issue was promptly resolved. All other jobs ran smoothly.

Database

The team transmitted:

- 112 mainframe files to B&D
- 67 PCAIMS text files to B&D
- 27 PCAIMS attachments to B&D
- 9 (fullset) KeepTrak files to Keefe
-
    - John or Tim - Please validate receipt.

KEEFE Files
1_Active_Inmates.CSV
2_iBank.csv
3_One_Day_of_AIMs_Transactions.csv
4_COS_Account_Status_Detailed.csv
5_Transaction_Detail.csv
6_Outstanding_Checks.csv
7_41_Discipline_Restitution
8_33_Escapee_Apprehension
9_34_Tax_Risk_Management

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image.png

B&D

- At 2230, B&D confirmed receipt of all ADC files and began their piece of the migration process.

Please contact Holly Greene with any questions or issues regarding the data transmitted.

Thank you for all of your hard work! Have an amazing weekend everyone!

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036
| hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036
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Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
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--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections

AMERICAN OVERSIGHT

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Rajkumar Gopal
Cc:	Hung Tran; Marissa Boice; Michael Gomez
Subject:	Fwd: 0200 Completed: ACIS ADC Data Migration (11/30)
Date:	Saturday, November 30, 2019 7:09:43 PM
Attachments:	Missing_Attachments2.xlsx image001.png

Hi Raj-

Use this attachment instead.

-Holly

---------- Forwarded message ---------
From: **Hung Tran** <htran@azadc.gov>
Date: Sat, Nov 30, 2019 at 7:08 PM
Subject: Re: 0200 Completed: ACIS ADC Data Migration (11/30)
To: Holly Greene <hgreene@azadc.gov>

Please sent this one

On Sat, Nov 30, 2019 at 7:07 PM Holly Greene <hgreene@azadc.gov> wrote:
> Thank you! I'm going to forward this on to Raj and copy both you and Michael.
>
> -Holly
>
>
> On Sat, Nov 30, 2019 at 7:04 PM Hung Tran <htran@azadc.gov> wrote:
> > Hi Holly,
> > I have the results for the top 2 files (Please see the attached file). I'll keep working for few more.....
> >
> > Regards,
> > HT
> >
> > On Sat, Nov 30, 2019 at 6:37 PM Holly Greene <hgreene@azadc.gov> wrote:
> > > Thank you so very much :)
> > >
> > > On Sat, Nov 30, 2019 at 6:36 PM Hung Tran <htran@azadc.gov> wrote:
> > > > I'm looking at this issue right now.....
> > > >
> > > > On Sat, Nov 30, 2019 at 6:05 PM Holly Greene <hgreene@azadc.gov> wrote:
> > > > > Here is the email with the attachment
> > > > >
> > > > > ---------- Forwarded message ---------
> > > > > From: **Rajkumar Gopal** <rajkumar.gopal@bndna.com>
> > > > > Date: Sat, Nov 30, 2019 at 4:44 PM
> > > > > Subject: RE: 0200 Completed: ACIS ADC Data Migration (11/30)

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To: Holly Greene <hgreene@azadc.gov>, Marissa Boice <marissa.boice@bndna.com>, Amal Houass <amal.houass@bndna.com>, Keith Francen <keith.francen@bndna.com>, Dean Allen <dean.allen@bndna.com>, Thad Lowry <thad.lowry@bndna.com>, Matt DeClue <matt.declue@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>, Trevor Baker <trevor.baker@bndna.com>, Charles Spannagel <charles.spannagel@bndna.com>, Chris Masson <chris.masson@bndna.com>, Chris Campion <chris.campion@bndna.com>, Vitale, John <jvitale@keefegroup.com>, Gravier, Timothy <tgravier@keefegroup.com>, David Wrbelis <David.Wrbelis@bndna.com>, Wissem BenAissa <Wissem.BenAissa@bndna.com>, Wissem Souissi <wissem.souissi@businessdecision.com>, Phil Wussow <phil.wussow@bndna.com>
CC: James Tarantino <jtaranti@azadc.gov>, Joseph Nicoletti <jnicole@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Scott Schnyer <sschnyer@azadc.gov>, Mary Suhre <msuhre@azadc.gov>

Holly,

Here is the update on the Attachment File migration:

- 1,263,284 attachments files are migrated.

- There are 127 files (see attached list) that are referenced in inmate OMS/RMS records, but are not found in any of the 27 folders received (Full or Delta).

Can you please check if these are available and if yes, send them as soon as possible?

Thanks.

From: Holly Greene <hgreene@azadc.gov>
Sent: Saturday, November 30, 2019 2:00 AM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>;

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Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: 0200 Completed: ACIS ADC Data Migration (11/30)

Hello-

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- 27 PCAIMS attachments to B&D
- 9 (fullset) KeepTrak files to Keefe
    - John or Tim - Please validate receipt.

KEEFE Files
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2_iBank.csv
3_One_Day_of_AIMs_Transactions.csv
4_COS_Account_Status_Detailed.csv
5_Transaction_Detail.csv
6_Outstanding_Checks.csv

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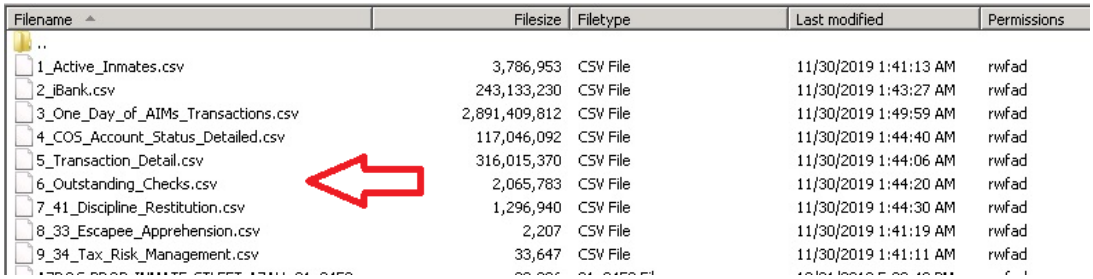
7_41_Discipline_Restitution
8_33_Escapee_Apprehension
9_34_Tax_Risk_Management



Filename	Filesize	Filetype	Last modified	Permissions
..				
1_Active_Inmates.csv	3,786,953	CSV File	11/30/2019 1:41:13 AM	rwfad
2_iBank.csv	243,133,230	CSV File	11/30/2019 1:43:27 AM	rwfad
3_One_Day_of_AIMs_Transactions.csv	2,891,409,812	CSV File	11/30/2019 1:49:59 AM	rwfad
4_COS_Account_Status_Detailed.csv	117,046,092	CSV File	11/30/2019 1:44:40 AM	rwfad
5_Transaction_Detail.csv	316,015,370	CSV File	11/30/2019 1:44:06 AM	rwfad
6_Outstanding_Checks.csv	2,065,783	CSV File	11/30/2019 1:44:20 AM	rwfad
7_41_Discipline_Restitution.csv	1,296,940	CSV File	11/30/2019 1:44:30 AM	rwfad
8_33_Escapee_Apprehension.csv	2,207	CSV File	11/30/2019 1:41:19 AM	rwfad
9_34_Tax_Risk_Management.csv	33,647	CSV File	11/30/2019 1:41:11 AM	rwfad

B&D

- At 2230, B&D confirmed receipt of all ADC files and began their piece of the migration process.

Please contact Holly Greene with any questions or issues regarding the data transmitted.

Thank you for all of your hard work! Have an amazing weekend everyone!

Respectfully,

Holly Greene

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Attachment File Name

[redacted]

f

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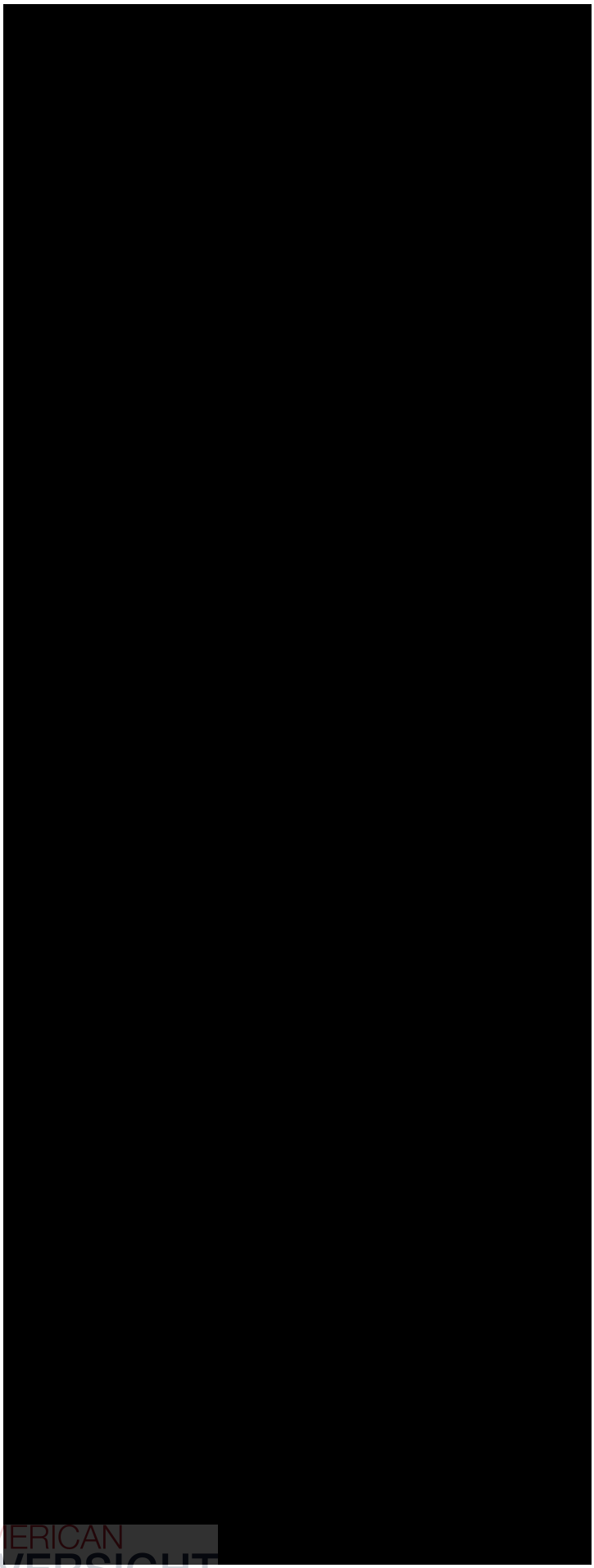

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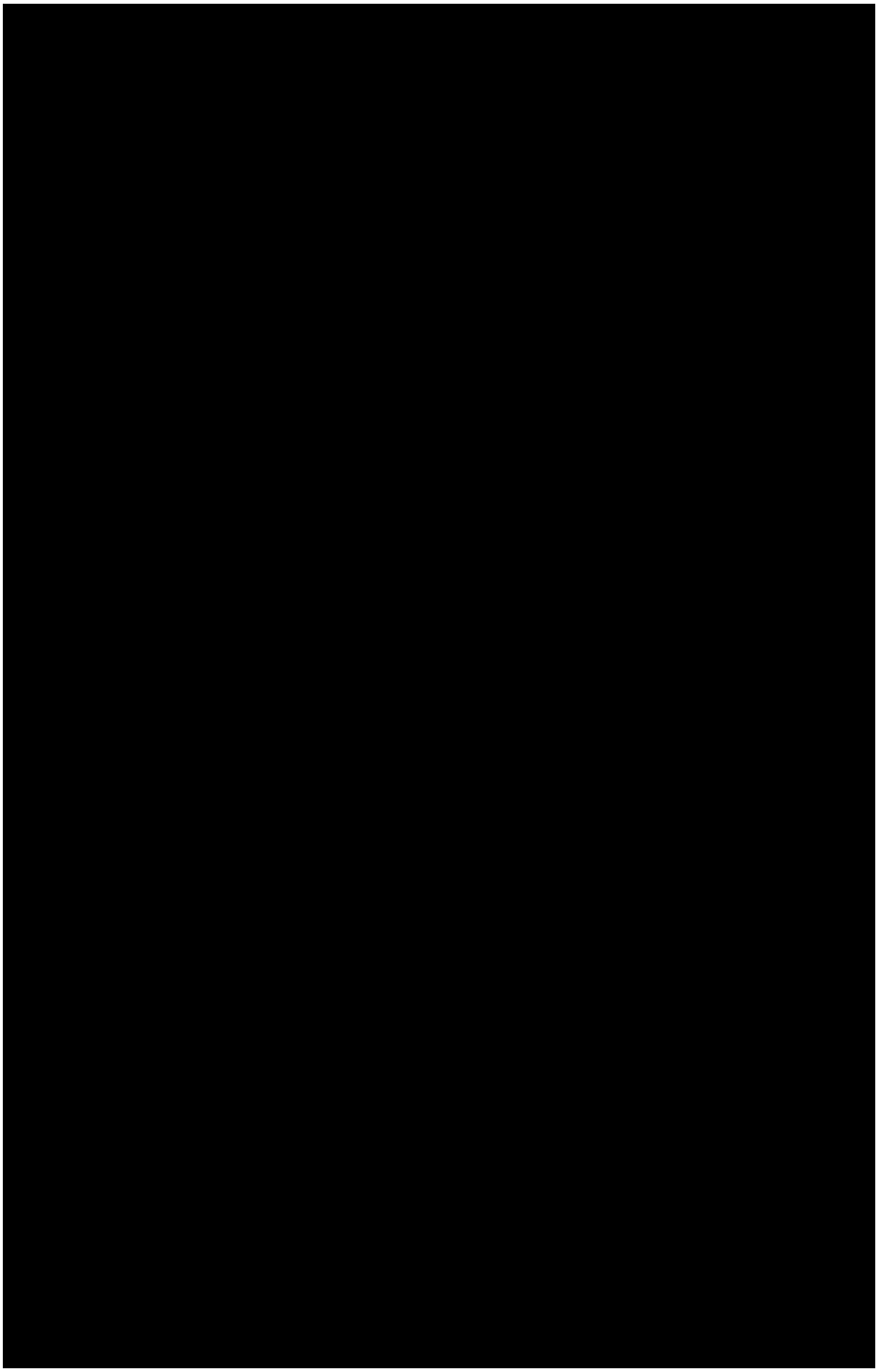


AMERICAN OVERSIGHT

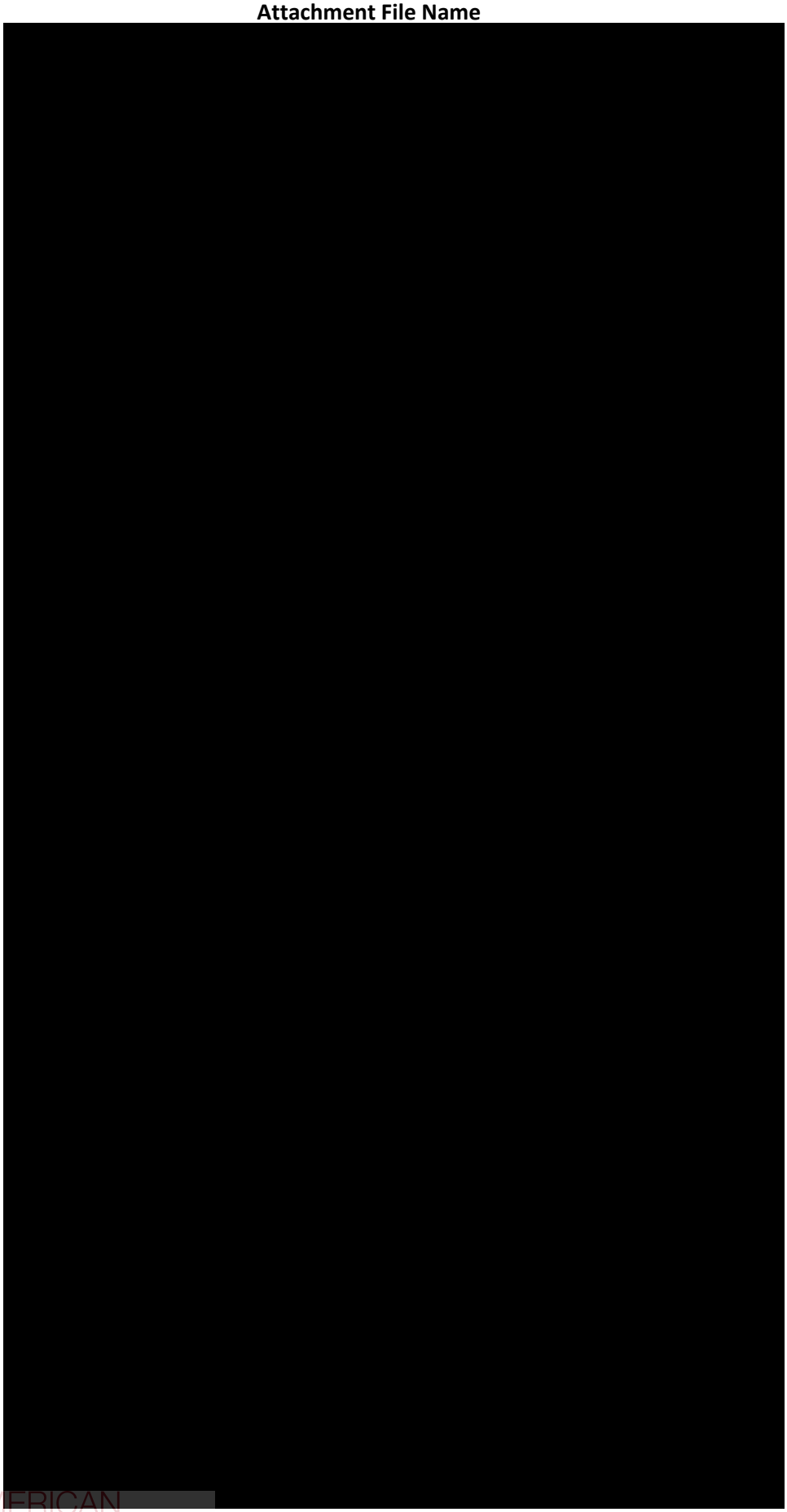
File Found

This file found in Attach_CH folder and in the zip file sent

I did not find it anywhere, that means this file is no longer needed

AMERICAN OVERSIGHT

Attachment File Name



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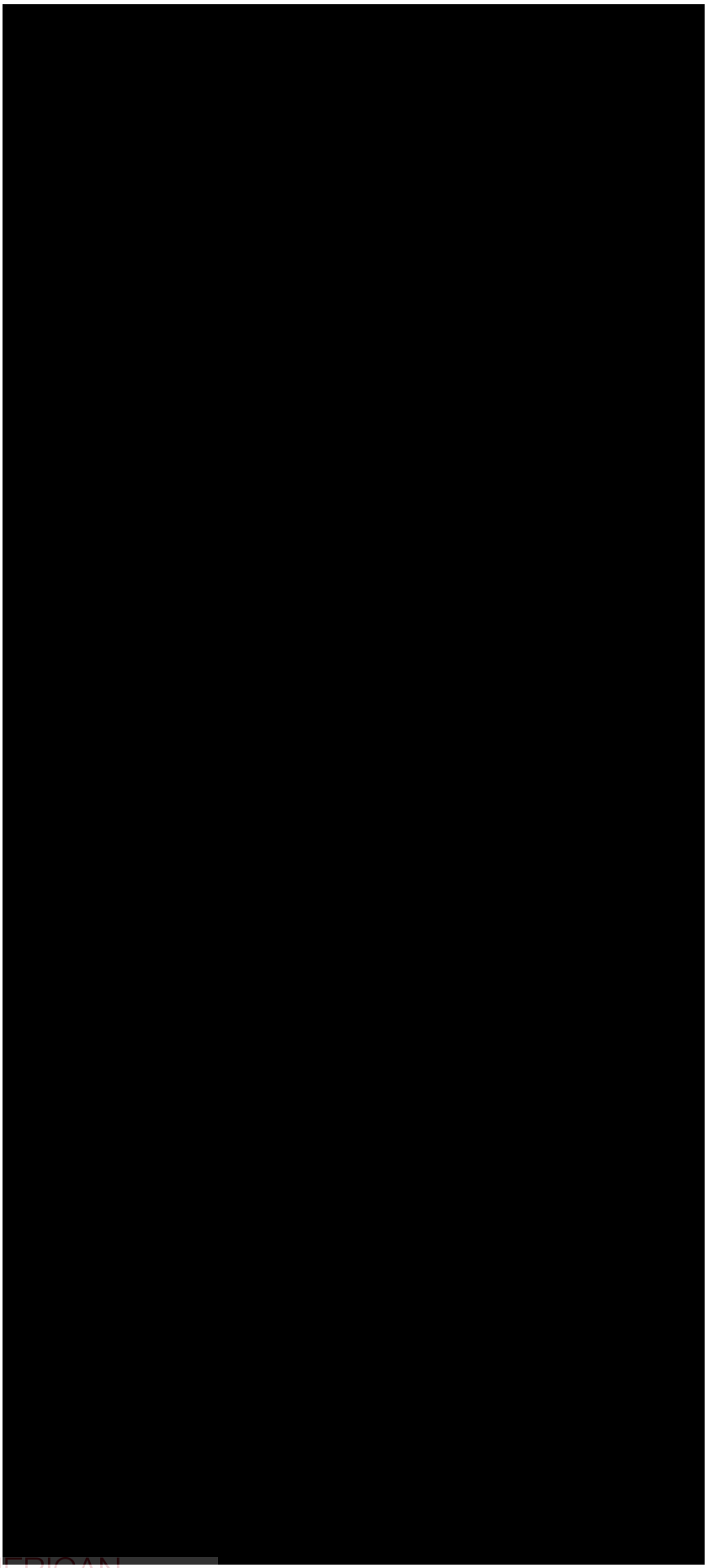
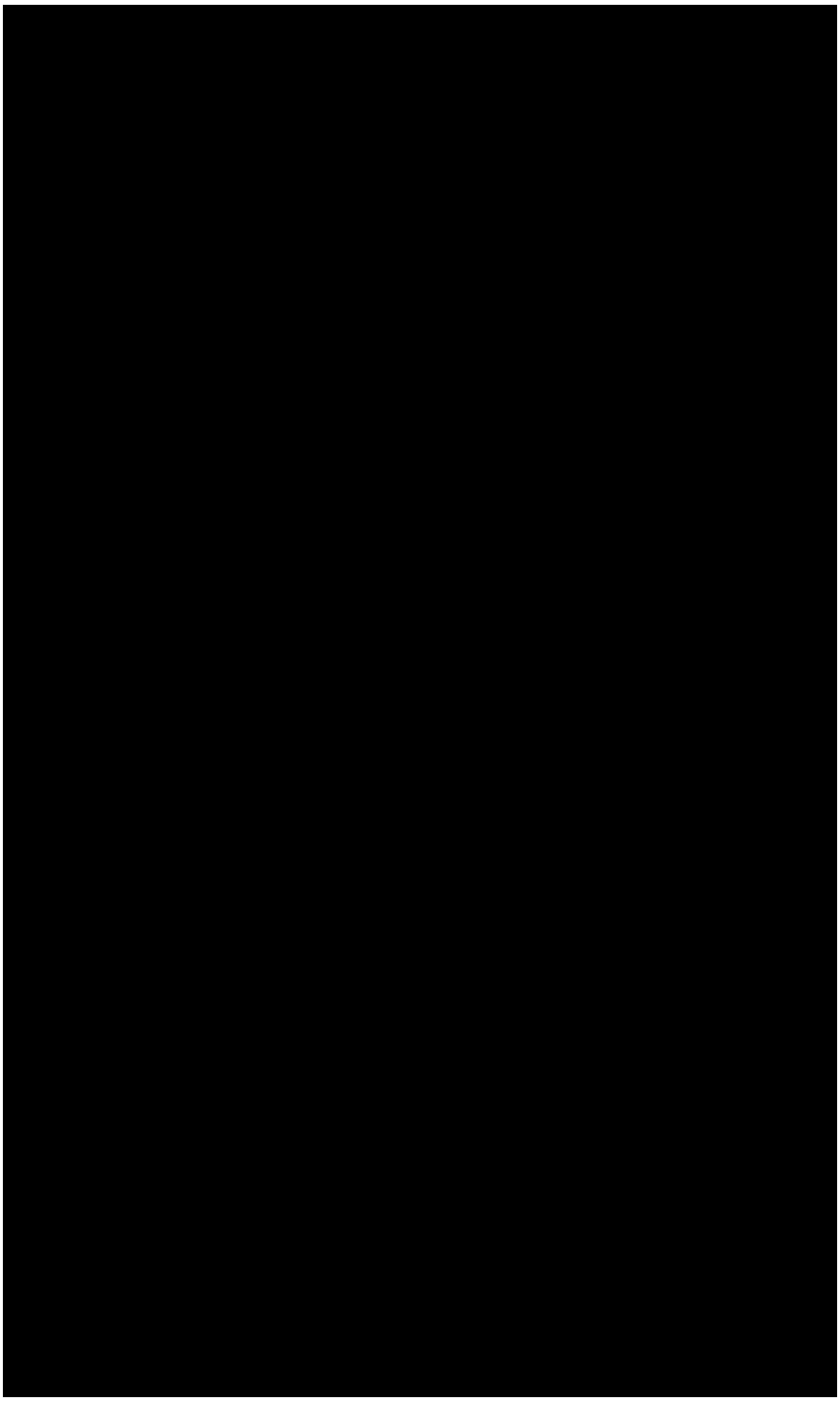


AMERICAN OVERSIGHT



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Cc:	Hung Tran; Marissa Boice; Michael Gomez
Subject:	Fwd: 0200 Completed: ACIS ADC Data Migration (11/30)
Date:	Saturday, November 30, 2019 7:08:11 PM
Attachments:	Missing_Attachments2.xlsx image001.png

Hello Raj-

Please see the email below along with the attachment.

-Holly

---------- Forwarded message ---------
From: **Hung Tran** <htran@azadc.gov>
Date: Sat, Nov 30, 2019 at 7:04 PM
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HT

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> > > To: Holly Greene <hgreene@azadc.gov>, Marissa Boice <marissa.boice@bndna.com>, Amal Houass <amal.houass@bndna.com>, Keith Francen <keith.francen@bndna.com>, Dean Allen <dean.allen@bndna.com>, Thad Lowry <thad.lowry@bndna.com>, Matt DeClue <matt.declue@bndna.com>, Aaron Pratt <aaron.pratt@bndna.com>, Trevor Baker <trevor.baker@bndna.com>, Charles Spannagel <charles.spannagel@bndna.com>, Chris Masson <chris.masson@bndna.com>, Chris Campion <chris.campion@bndna.com>, Vitale, John <jvitale@keefegroup.com>, Gravier, Timothy <tgravier@keefegroup.com>, David Wrbelis

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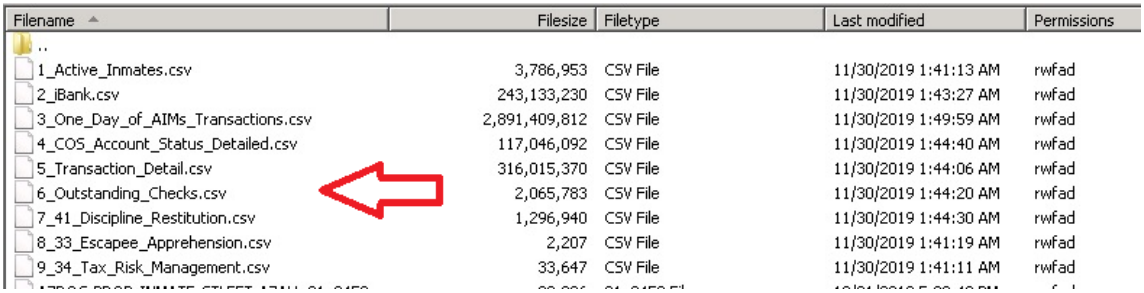

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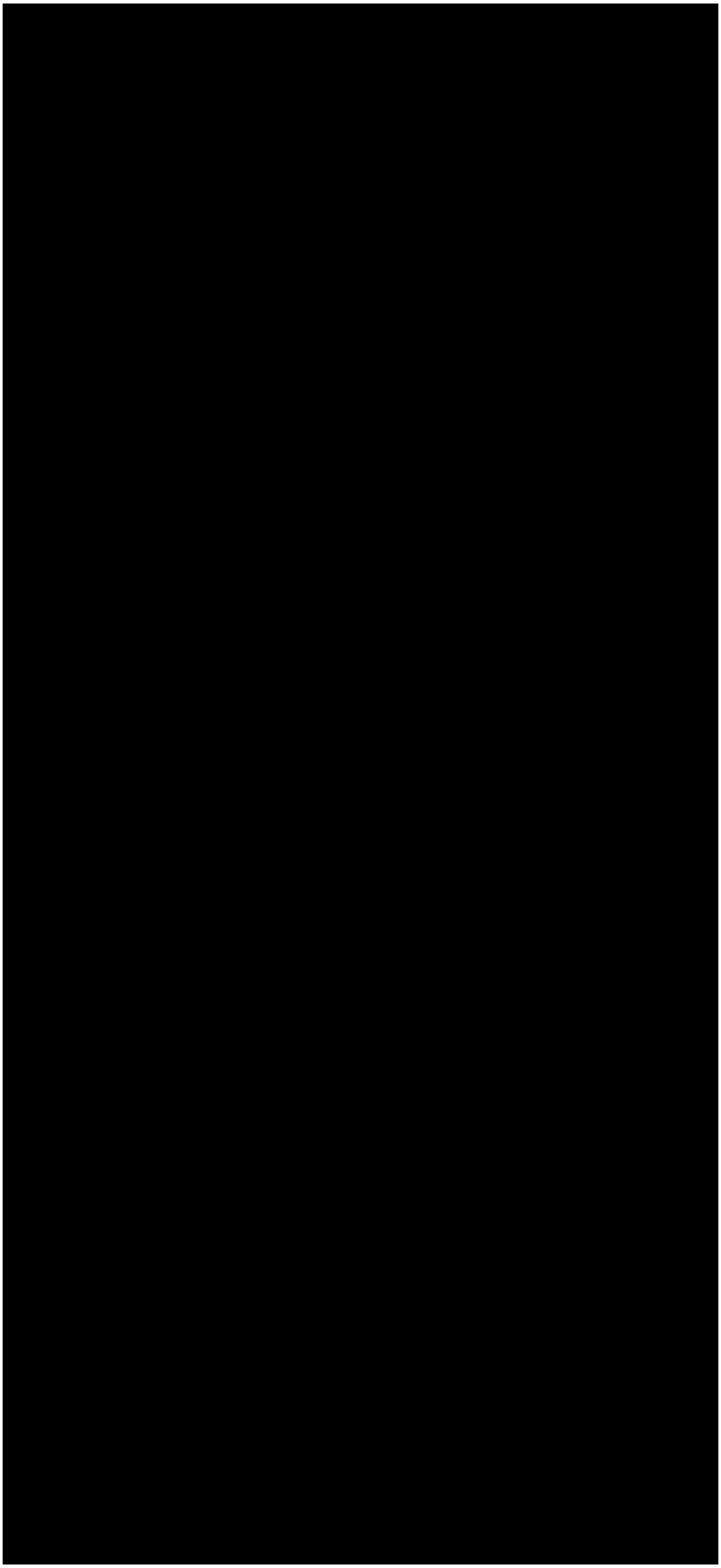
Attachment File Name



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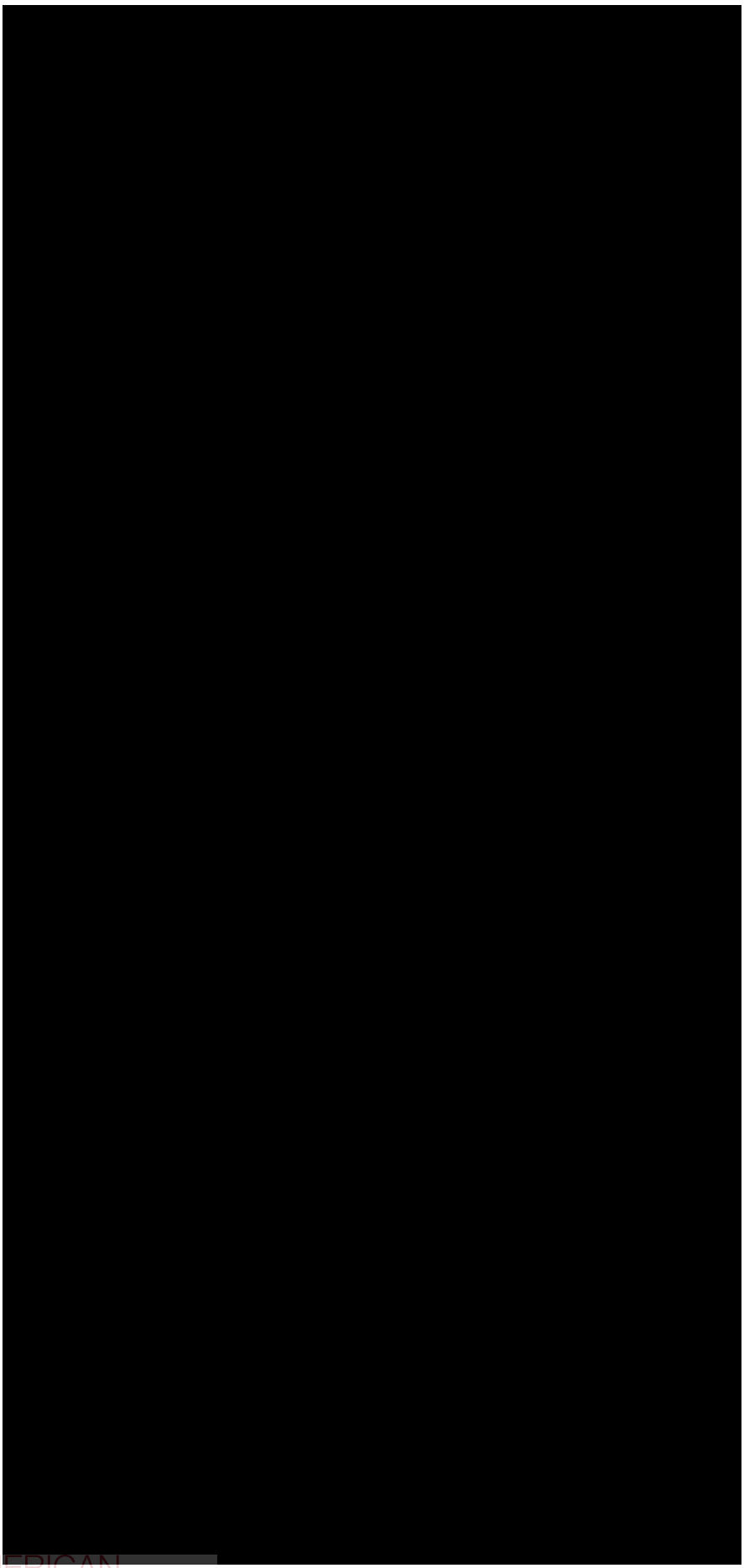
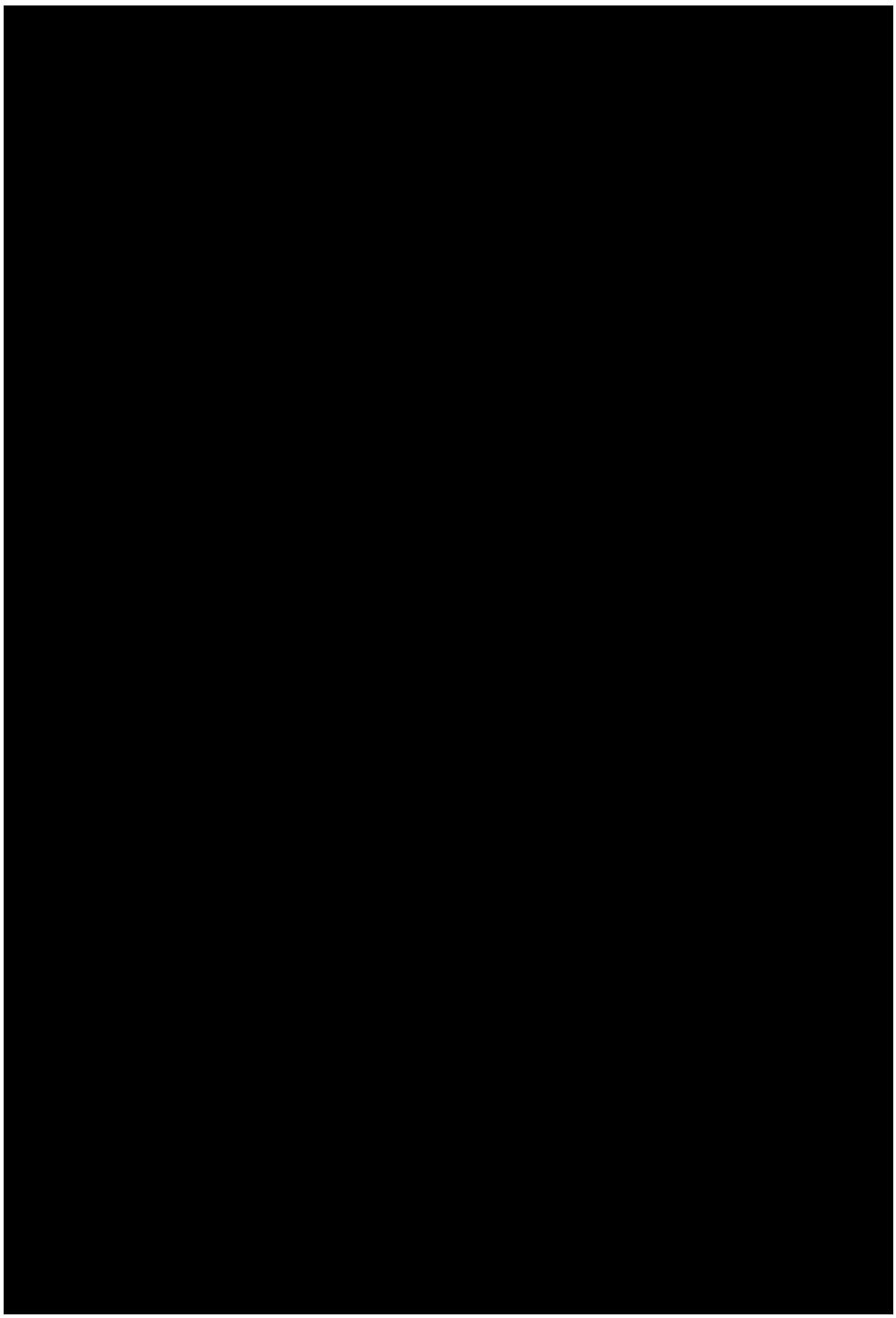


AMERICAN OVERSIGHT



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File Found

This file found in Attach_CH folder and in the zip file sent

I did find it anywhere, that means this file is no longer needed

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From:	Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To:	Holly Greene; Marissa Boice; Amal Houass; Keith Francen; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	RE: 0200 Completed: ACIS ADC Data Migration (11/30)
Date:	Saturday, November 30, 2019 4:45:05 PM
Attachments:	Missing_Attachments.xlsx image001.png

Holly,

Here is the update on the Attachment File migration:

- 1,263,284 attachments files are migrated.
- There are 127 files (see attached list) that are referenced in inmate OMS/RMS records, but are not found in any of the 27 folders received (Full or Delta).

Can you please check if these are available and if yes, send them as soon as possible?

Thanks.

From: Holly Greene <hgreene@azadc.gov>
Sent: Saturday, November 30, 2019 2:00 AM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: 0200 Completed: ACIS ADC Data Migration (11/30)

Hello-

All files have been transferred from the ADC to B&D and KEEFE as of 0156 AZ MT. No further updates will be sent to this mailing list by the ADC IT group.

Mainframe

- All 112 mainframe files were received by the ADC database team.
- The only issue experienced was at 2000 when the 12BD segment abended. This issue was promptly resolved. All other jobs ran smoothly.

Database
The team transmitted:

- 112 mainframe files to B&D
- 67 PCAIMS text files to B&D
- 27 PCAIMS attachments to B&D
- 9 (fullset) KeepTrak files to Keefe
    - John or Tim - Please validate receipt.

KEEFE Files
1_Active_Inmates.CSV
2_iBank.csv

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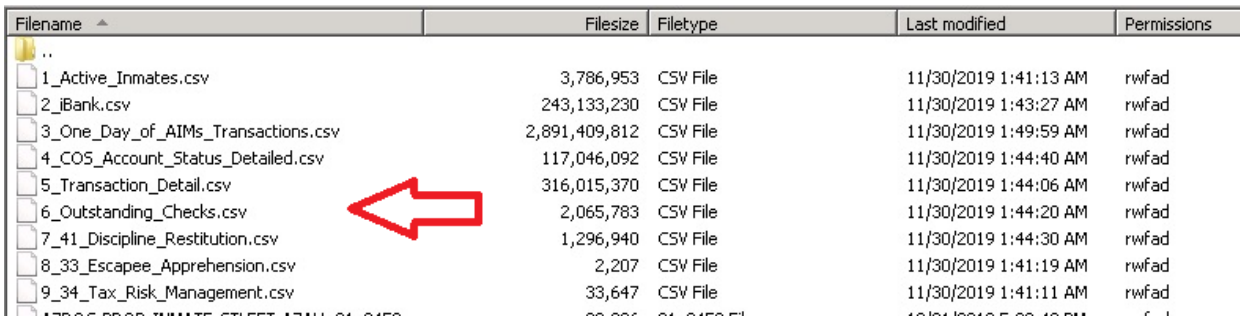
3_One_Day_of_AIMs_Transactions.csv
4_COS_Account_Status_Detailed.csv
5_Transaction_Detail.csv
6_Outstanding_Checks.csv
7_41_Discipline_Restitution
8_33_Escapee_Apprehension
9_34_Tax_Risk_Management



Filename	Filesize	Filetype	Last modified	Permissions
..				
1_Active_Inmates.csv	3,786,953	CSV File	11/30/2019 1:41:13 AM	rwfad
2_iBank.csv	243,133,230	CSV File	11/30/2019 1:43:27 AM	rwfad
3_One_Day_of_AIMs_Transactions.csv	2,891,409,812	CSV File	11/30/2019 1:49:59 AM	rwfad
4_COS_Account_Status_Detailed.csv	117,046,092	CSV File	11/30/2019 1:44:40 AM	rwfad
5_Transaction_Detail.csv	316,015,370	CSV File	11/30/2019 1:44:06 AM	rwfad
6_Outstanding_Checks.csv	2,065,783	CSV File	11/30/2019 1:44:20 AM	rwfad
7_41_Discipline_Restitution.csv	1,296,940	CSV File	11/30/2019 1:44:30 AM	rwfad
8_33_Escapee_Apprehension.csv	2,207	CSV File	11/30/2019 1:41:19 AM	rwfad
9_34_Tax_Risk_Management.csv	33,647	CSV File	11/30/2019 1:41:11 AM	rwfad

B&D

- At 2230, B&D confirmed receipt of all ADC files and began their piece of the migration process.

Please contact Holly Greene with any questions or issues regarding the data transmitted.

Thank you for all of your hard work! Have an amazing weekend everyone!

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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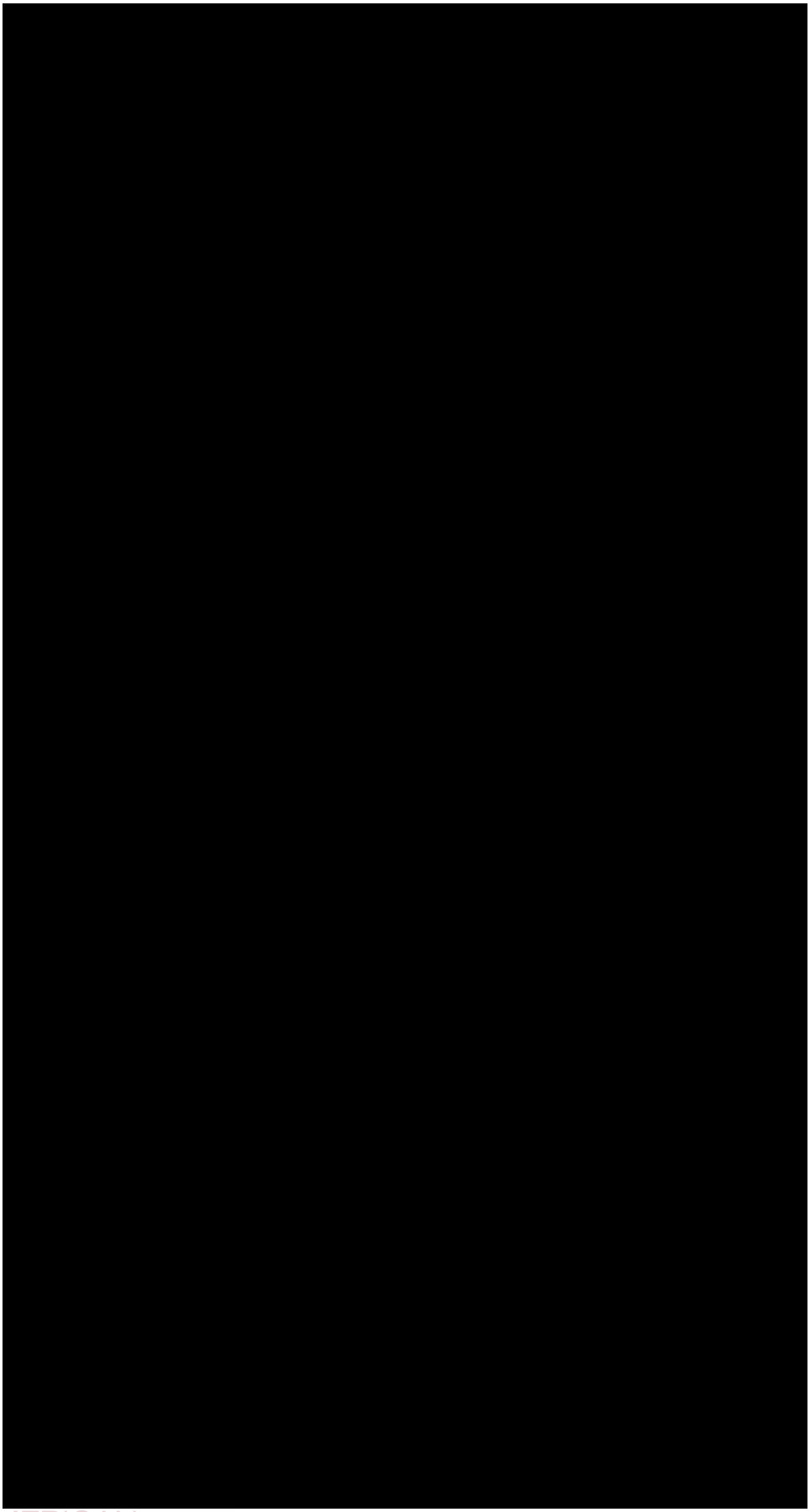
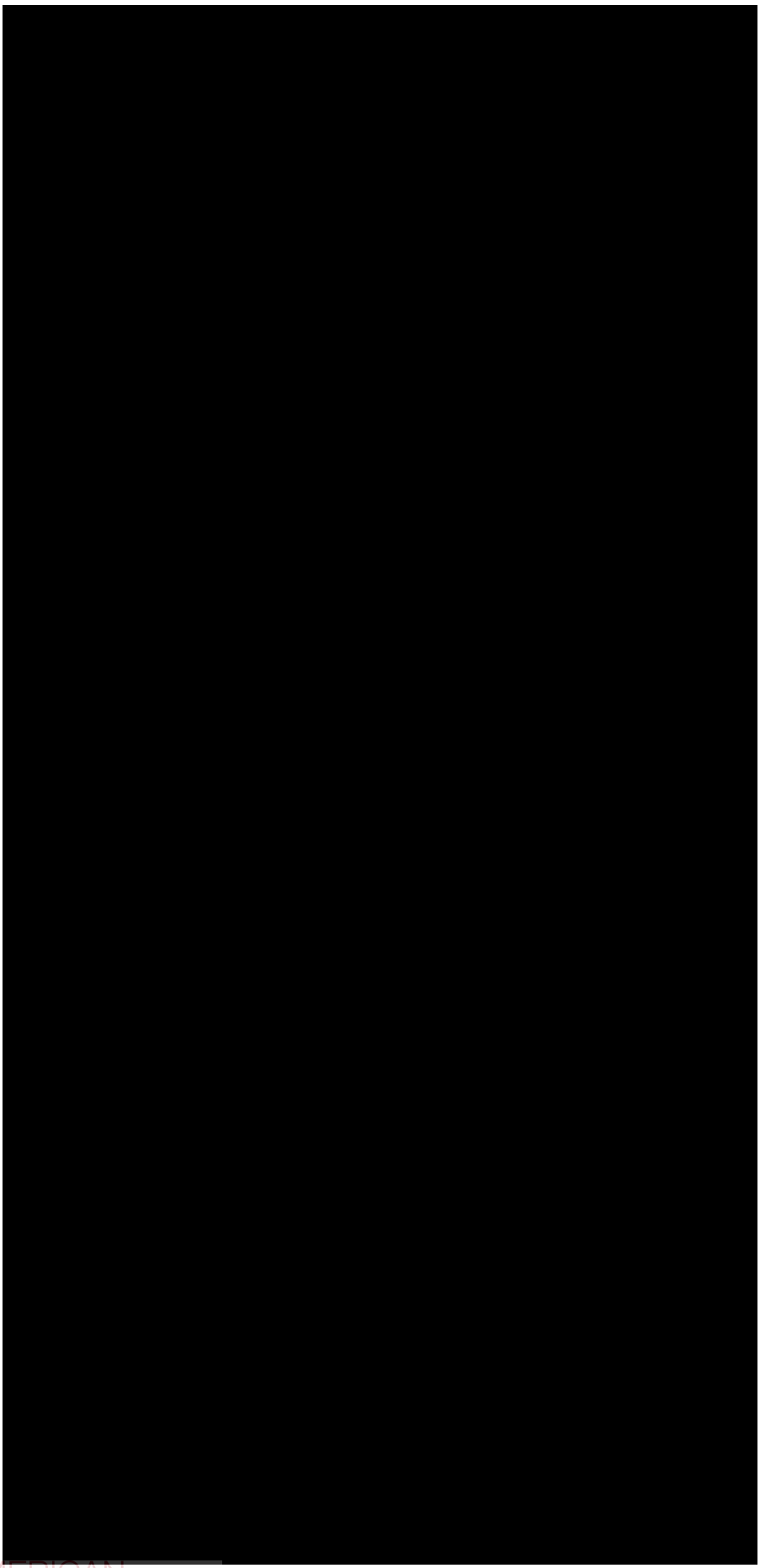
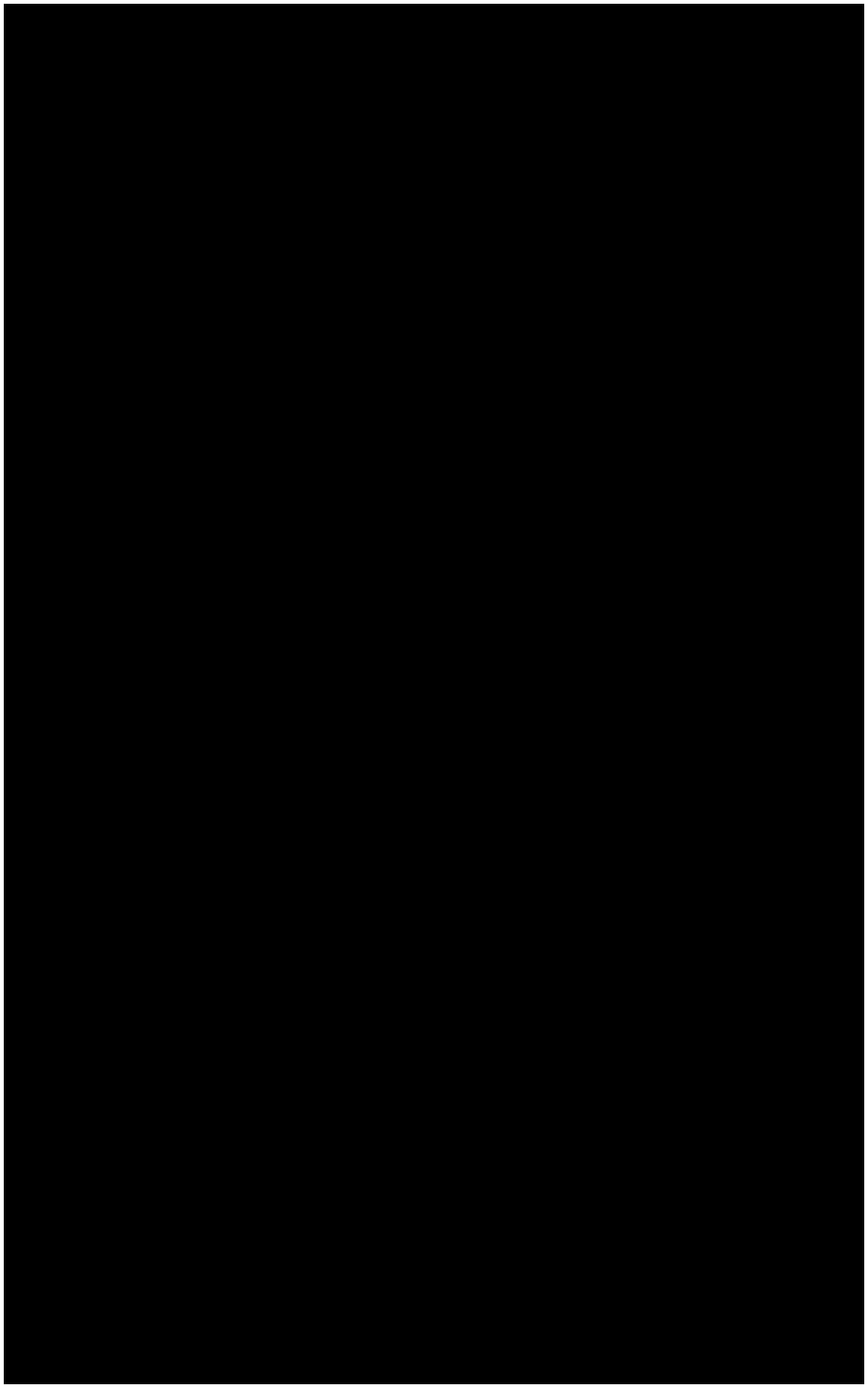
Attachment File Name



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



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From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Gravier, Timothy; Rajkumar Gopal; Dean Allen; Thad Lowry; Amal Houass; Matt DeClue; Keith Francen; David Krakow; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Stacey Crabtree; Jey Whitson1; Marlene Coffee; mkearns@azadc.gov; Dwight Cloud; Lisa Dee Meyerson Marshall; Holly Greene; James Tarantino; Aaron Bailey; JOHNSON, RUSTY; jnicoletti@azcorrections.gov; Vitale, John; Christopher Little; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow; Jung, Steven; Gergana Kovatcheva
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak
Date: Saturday, November 30, 2019 1:19:53 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png
image006.png

+Looping in Gergana

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Gravier, Timothy [mailto:tgravier@keefegroup.com]
Sent: Saturday, November 30, 2019 1:16 PM
To: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello, All;

It's been not nearly enough time since my last update, but I have good news. AZ31855P has completed its import. There were 2 errors in the obligations that need to be addressed, and I will be doing that a little later today. ADCCOPS is still churning. I'll be stepping away from the computer for a little while, but I'll be re-engaged a little later today. I'll send another update when I return.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 1:59 PM
To: 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>; Jung, Steven <sjung@keefegroup.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Hello, All;

It's been a while since my last update, and I was hoping to send out more news than "we're still importing data", but we're still importing data. Everything has gone very well. AZ31855P is nearly finished; there are about 3000 obligations are still crunching. Once that's done, AZ31855P will be completed. ADCCOPS is also nearly finished. It has a few thousand balances to import, but that's also just a number-crunching waiting game.

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Once these numbers are sufficiently crunched, and we check the results for errors, AZ31855P and ADCCOPS will be complete. This will probably take an hour or so. I'll send another status update when this is finished.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 11:43 AM
To: Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

KeepTrak Banking is still importing inmate data into AZ31855P on schedule. I've gotten all the offenders loaded into ADCCOPS, and I'm gonna start working on their balances now.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:54 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; 'Rajkumar Gopal' <rajkumar.gopal@bndna.com>; 'Dean Allen' <dean.allen@bndna.com>; 'Thad Lowry' <thad.lowry@bndna.com>; 'Amal Houass' <amal.houass@bndna.com>; 'Matt DeClue' <matt.declue@bndna.com>; 'Keith Francen' <keith.francen@bndna.com>; 'David Krakow' <david.krakow@bndna.com>; 'Aaron Pratt' <aaron.pratt@bndna.com>; 'Trevor Baker' <trevor.baker@bndna.com>; 'Charles Spannagel' <charles.spannagel@bndna.com>; 'Chris Masson' <chris.masson@bndna.com>; 'Chris Campion' <chris.campion@bndna.com>; 'Stacey Crabtree' <scrabtre@azadc.gov>; 'Jey Whitson1' <jwhitson@azadc.gov>; 'Marlene Coffee' <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; Vitale, John <jvitale@keefegroup.com>; 'Christopher Little' <Christopher.Little@bndna.com>; 'David Wrbelis' <David.Wrbelis@bndna.com>; 'Wissem BenAissa' <Wissem.BenAissa@bndna.com>; 'Wissem Souissi' <wissem.souissi@businessdecision.com>; 'Phil Wussow' <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

I've successfully converted all the AIMS data into files that KeepTrak can use. I need to do some hand-pruning in the files, but everything is going well so far.

From: Gravier, Timothy
Sent: Saturday, November 30, 2019 8:01 AM
To: 'Marissa Boice' <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration - Keefe KeepTrak

Good morning, everyone! It's stormy and raining here in St. Louis, MO! Just letting you all know that I'm kicking off the Keefe portion of the migration now. At various milestones throughout the migration, I'll check in and report my progress. This process expected to take between 6 and 8 hours. If you have any questions, certainly don't hesitate to ask.

Timothy Gravier, Jr. | Implementation Analyst | Direct: 314-963-8764 | 1-800-864-5986

AMERICAN OVERSIGHT

| tgravier@keefegroup.com | 10880 Lin Page Place Saint Louis, MO 63132

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Saturday, November 30, 2019 3:49 AM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; mkearns@azadc.gov; Dwight Cloud <dcloud@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; JOHNSON, RUSTY <SJOHNSON@azcorrections.gov>; jnicoletti@azcorrections.gov; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: RE: ACIS State Wide Go Live Weekend Data Migration

Hello Everyone:

All files have been transferred from the ADC to B&D and Keefe as of 1:56am AZ.

Keefe has acknowledged receipt of the files at 2:20am

Reference Data has been loaded, checked and now validated.

AIMS1 to ACIS Data Migration process has started. The current phase will take approximately 13hrs.

Next update will be at the completion of the current milestone, unless issues are encountered.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Friday, November 29, 2019 4:39 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Amal Houass <amal.houass@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; David Krakow <david.krakow@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'mkearns@azadc.gov' <mkearns@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Holly Greene' <hgreene@azadc.gov>; 'James Tarantino' <jtaranti@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'JOHNSON, RUSTY' <SJOHNSON@azcorrections.gov>; 'jnicoletti@azcorrections.gov' <jnicoletti@azcorrections.gov>; 'rdorsey@azadc.gov' <rdorsey@azadc.gov>; 'Vitale, John' <jvitale@keefegroup.com>; 'Gravier, Timothy' <tgravier@keefegroup.com>; Christopher Little <Christopher.Little@bndna.com>; David Wrbelis <david.wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Subject: ACIS State Wide Go Live Weekend Data Migration

Hello All:

AMERICAN OVERSIGHT

At 5:00pm we will be kicking off the ACIS State Wide Go Live Weekend Data Migration activities. This is the official email chain that will provide updates throughout the weekend. If you are responsible for providing an update please reply all to the email group so that everyone stays informed.

Overview of Activities:

- The schedule of the weekend activities and contact information for everyone on this distro list is below.
- ADC will kick off the migration activities at 5:00pm today Friday 11/29/19 with a handover to B&D at the completion of their activities.
- Holly Greene (or a designated person from her team) will provide the communication from kickoff to completion and handover of ADC migration activities to B&D.
- B&D will then commence their portion of the migration and members of the team will provide updates as milestone tasks are completed (updates will come from the individual task owners). If there is an issue B&D will provide hourly updates until the issue is resolved.
- This email chain is to be used for milestone migration updates only. If sidebar more technical conversations are needed please send out a different email (ADC requests Holly Green, Jim Tarantino, and Dwight Cloud be your ADC technical escalates).

% Complete	Task Name	Work	Start	Finish	Resource Names
0%	**Go Live Migration**	**96.13 hrs**	**Fri 11/29/19 4:00 PM**	**Sun 12/1/19 10:00 AM**	
0%	**ADC Migration**	**16 hrs**	**Fri 11/29/19 4:00 PM**	**Sat 11/30/19 2:25 AM**	
100%	Month End	1 hr	Fri 11/29/19 4:00 PM	Fri 11/29/19 5:00 PM	Jim Tarantino
100%	Bring down AIMS1/Run Daily Backup/Bring AIMS1 back online	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Bill James; Jim Tarantino
100%	Begin extraction process by submitting four batch jobs	0.67 hrs	Fri 11/29/19 6:00 PM	Fri 11/29/19 6:40 PM	Bill James
100%	Extract data by submitting batch jobs to create flat files	0.25 hrs	Fri 11/29/19 6:40 PM	Fri 11/29/19 6:55 PM	Jim Tarantino
100%	Run JCL jobs to download data from IMS segments; clean and deliver data	5.5 hrs	Fri 11/29/19 6:55 PM	Sat 11/30/19 12:25 AM	Robert Maneer
100%	Close Phase 1 ASI tables	0.08 hrs	Sat 11/30/19 12:25 AM	Sat 11/30/19 12:30 AM	Bill James
100%	Create data transfer files, send text and delta PDFs to M Gomez	1 hr	Fri 11/29/19 6:55 PM	Fri 11/29/19 7:55 PM	Hung Tran
100%	Transmit all files (mainframe, TXT, and PDF) via SFTP	6.5 hrs	Fri 11/29/19 7:55 PM	Sat 11/30/19 2:25 AM	Michael Gomez
100%	Transmit Mike Gomez Files to Keefe	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Michael Gomez
100%	ADC Complete - Handover to B&D	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Holly Greene
0%	**Keefe Activities**	**31.05 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 9:28 AM**	
0%	**B&D Migration**	**38.08 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 10:00 AM**	
100%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
100%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
100%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
100%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
100%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
0%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19	Sat 11/30/19 7:25	Raj

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			6:25 AM	PM	
0%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
0%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
0%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
0%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
0%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
0%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
0%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith
0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19 8:55 AM	Sun 12/1/19 9:45 AM	QA Team
0%	Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Aaron Pratt
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue
0%	Handover to ADC	0 hrs	Sun 12/1/19 10:00 AM	Sun 12/1/19 10:00 AM	Dean

PHONE CONTACTS:

B&D:

Team Member	Location	Role	Email	Mobile #
Aaron Pratt	Scottsdale	.NET - Tech lead	Aaron.Pratt@bndna.com	[redacted]
Charles Spannagel	Scottsdale	Reporting - PM	charles.spannagel@bndna.com	
Chris Campion	Scottsdale	Data Migration	chris.campion@bndna.com	
Chris Little	Scottsdale	QA Manager	Christopher.Little@bndna.com	
Chris Masson	Scottsdale	BA Manager	Chris.Masson@bndna.com	
David Wrbelis	Scottsdale	Data Migration	David.Wrbelis@bndna.com	
Dean Allen	Scottsdale	Product Owner	Dean.Allen@bndna.com	
Keith Francen	Scottsdale	DBA	keith.francen@bndna.com	
Marissa Boice	Scottsdale	Project Manager	Marissa.Boice@bndna.com	
Raj Gopal	Scottsdale	Data Migration	Rajkumar.Gopal@bndna.com	
Thad Lowry	Scottsdale	Program Manager	Thad.Lowry@bndna.com	
Trevor Baker	Scottsdale	BA	Trevor.Baker@bndna.com	
Wissem BenAissa	MD	.NET - Tech lead	wissem.benaissa@businessdecision.com	
Wissem Souissi	Tunisia	Workflow	wissem.souissi@businessdecision.com	
Amal Houass	Scottsdale	Dev Ops	Amal.Houass@bndna.com	
Phil Wussow	Scottsdale	.NET - Developer	Phil.Wussow@bndna.com	
Matt DeClue	Scottsdale	Dev Ops	Matt.DeClue@bndna.com	

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ADC:

ADC Contacts			
Name	**Cell**	**Email**	**Support Area**
Stacey Crabtree	[redacted]	scrabtre@azadc.gov	Ops CIO
Jey Whitson		jwhitson@azadc.gov	Ops
Marlene Coffey		mcoffey@azadc.gov	Ops
Michael Kearns		mkearns@azadc.gov	Div Dir
Dwight Cloud		dcloud@azadc.gov	IT CIO
Lisa Dee Meyerson Marshall		lisa.meyerson@azdoa.gov	ADOA Oversight
Holly Greene <Technical Escalate>		hgreene@azadc.gov	Sr. Manager App Dev / Data / Mainframe
Jim Tarantino <Technical Escalate>		jtaranti@azadc.gov	Mainframe
Aaron Bailey		abailey1@azadc.gov	Program Mgr
Rusty Johnson		sjohnson@azadc.gov	Sr. Mgr Field Ops
Joe Nicoletti		jnicole@azadc.gov	Sr. Mgr Network
Warden Regina Dorsey		rdorsey@azadc.gov	PV Warden

Keefe:

Keefe Contacts			
Name	**Cell**	**Email**	**Support Area**
John Vitale	[redacted]	jvitale@keefegroup.com	KeepTrak Product Owner
Tim Gravier		tgravier@keefegroup.com	KeepTrak Developer

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

Business & Decision
Empowering Digital Business

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From:	Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To:	Holly Greene; Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	RE: 0100 Update: ACIS Go-Live Data Migration (11/30)
Date:	Saturday, November 30, 2019 1:52:23 AM

Updated Reference Data loaded.

During the next 40 minutes the loaded reference data shall be checked.

From: Holly Greene <hgreene@azadc.gov>
Sent: Saturday, November 30, 2019 1:03 AM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: 0100 Update: ACIS Go-Live Data Migration (11/30)

Hello-

The 0100 update is as follows:

Database
The team is now in the process of creating the 9 (fullset) KeepTrak files to send to Keefe.

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 0200 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

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Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Holly Greene; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	2400 Update: ACIS Go-Live Data Migration (11/30)
Date:	Saturday, November 30, 2019 12:03:33 AM

Hello-

The 2400 update is as follows:

Database
The team continues to await the load of the 9 (fullset) KeepTrak files which is set to begin at 2400 AZ MT. Once loaded, the files will be delivered.

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 0100 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Holly Greene; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	2300 Update: ACIS Go-Live Data Migration (11/29)
Date:	Friday, November 29, 2019 11:13:56 PM

Good evening-

The 2300 update is as follows:

Database
The team continues to await the load of the 9 (fullset) KeepTrak files. Once loaded, the files will be delivered as appropriate.

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2400 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Dean Allen on behalf of Dean Allen <dean.allen@bndna.com>
To:	Holly Greene; Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	RE: ADJUSTED: 2100 Update: ACIS Go-Live Data Migration (11/29)
Date:	Friday, November 29, 2019 10:33:27 PM

Good Evening!

B&D have received all files from ADC and have begun the B&D element of the migration process.

The files are being compared against the reference data. Any issues found B&D will communicate with ADC immediately.

Thanks

Dean

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, November 29, 2019 10:25 PM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Re: ADJUSTED: 2100 Update: ACIS Go-Live Data Migration (11/29)

And my apologies team - The correct time for this is 2200. Next update will be at 2300.

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
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Administrative Services Division, Information Technology
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On Fri, Nov 29, 2019 at 10:19 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hello B&D-
>
> Please validate receipt of the below mainframe files.
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 10:18 PM Holly Greene <hgreene@azadc.gov> wrote:

> Good evening-
>
> Please see the below adjustment to the 2200 database activity:
>
> **Mainframe**
> The clean and reformatting process has commenced for the 18 IMS databases.
>
> **Database**
> UPDATE: All 112 mainframe files have been successfully transmitted to the B&D directory. The 9 Keefe - Keeptrak files are all that remain.

	Mainframe Files
1	AIMS2ASITABLEDATA.TXT
2	AIMS2DORS03AADATA.TXT
3	AIMS2DORS03BADATA.TXT
4	AIMS2DORS03BBDATA.TXT
5	AIMS2DORS03BDDATA.TXT
6	AIMS2DORS03BEDATA.TXT
7	AIMS2DORS03BHDATA.TXT
8	AIMS2DORS03BJDATA.TXT
9	AIMS2DORS03BKDATA.TXT
10	AIMS2DORS03BLDATA.TXT

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11	AIMS2DORS03BMDATA.TXT
12	AIMS2DORS03BNDATA.TXT
13	AIMS2DORS03CEDATA.TXT
14	AIMS2DORS04AADATA.TXT
15	AIMS2DORS04B1DATA.TXT
16	AIMS2DORS04BBDATA.TXT
17	AIMS2DORS04BCDATA.TXT
18	AIMS2DORS04BDDATA.TXT
19	AIMS2DORS04BEDATA.TXT
20	AIMS2DORS04BFDATA.TXT
21	AIMS2DORS04BGDATA.TXT
22	AIMS2DORS04BHDATA.TXT
23	AIMS2DORS04BIDATA.TXT
24	AIMS2DORS04BJDATA.TXT
25	AIMS2DORS04BMDATA.TXT
26	AIMS2DORS04BNDATA.TXT
27	AIMS2DORS04BODATA.TXT
28	AIMS2DORS04BPDATA.TXT
29	AIMS2DORS04BQDATA.TXT
30	AIMS2DORS04BRDATA.TXT
31	AIMS2DORS04BTDATA.TXT
32	AIMS2DORS04BUDATA.TXT
33	AIMS2DORS04BYDATA.TXT
34	AIMS2DORS04CADATA.TXT
35	AIMS2DORS04CGDATA.TXT
36	AIMS2DORS04CTDATA.TXT
37	AIMS2DORS05AADATA.TXT
38	AIMS2DORS05BADATA.TXT
39	AIMS2DORS05BBDATA.TXT
40	AIMS2DORS05BCDATA.TXT
41	AIMS2DORS05BDDATA.TXT
42	AIMS2DORS05BEDATA.TXT
43	AIMS2DORS05BFDATA.TXT
44	AIMS2DORS05BGDATA.TXT
45	AIMS2DORS05BHDATA.TXT
46	AIMS2DORS05CIDATA.TXT
47	AIMS2DORS06BEDATA.TXT
48	AIMS2DORS06CEDATA.TXT
49	AIMS2DORS07AADATA.TXT
50	AIMS2DORS07BBDATA.TXT
51	AIMS2DORS07BCDATA.TXT

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52	AIMS2DORS07BDDATA.TXT
53	AIMS2DORS07BEDATA.TXT
54	AIMS2DORS07BFDATA.TXT
55	AIMS2DORS07BHDATA.TXT
56	AIMS2DORS08AADATA.TXT
57	AIMS2DORS08BADATA.TXT
58	AIMS2DORS08BBDATA.TXT
59	AIMS2DORS08BCDATA.TXT
60	AIMS2DORS08BFDATA.TXT
61	AIMS2DORS08BGDATA.TXT
62	AIMS2DORS09AADATA.TXT
63	AIMS2DORS09AALOCDATA.TXT
64	AIMS2DORS09BADATA.TXT
65	AIMS2DORS09BCDATA.TXT
66	AIMS2DORS09BDDATA.TXT
67	AIMS2DORS12AADATA.TXT
68	AIMS2DORS12BBDATA.TXT
69	AIMS2DORS12BCDATA.TXT
70	AIMS2DORS12BDDATA.TXT
71	AIMS2DORS12BFDATA.TXT
72	AIMS2DORS12BHDATA.TXT
73	AIMS2DORS12BIDATA.TXT
74	AIMS2DORS13AADATA.TXT
75	AIMS2DORS13BBDATA.TXT
76	AIMS2DORS15BBDATA.TXT
77	AIMS2DORS16AADATA.TXT
78	AIMS2DORS16BBDATA.TXT
79	AIMS2DORS16BCDATA.TXT
80	AIMS2DORS16CADATA.TXT
81	AIMS2DORS17AADATA.TXT
82	AIMS2DORS17BBDATA.TXT
83	AIMS2DORS18AADATA.TXT
84	AIMS2DORS18BADATA.TXT
85	AIMS2DORS18BBDATA.TXT
86	AIMS2DORS18BDDATA.TXT
87	AIMS2DORS18BEDATA.TXT
88	AIMS2DORS18BFDATA.TXT
89	AIMS2DORS18BGDATA.TXT
90	AIMS2DORS18BHDATA.TXT
91	AIMS2DORS18BIDATA.TXT
92	AIMS2DORS18BJDATA.TXT

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93	AIMS2DORS18BKDATA.TXT
94	AIMS2DORS18BLDATA.TXT
95	AIMS2DORS18BMDATA.TXT
96	AIMS2DORS18BNDATA.TXT
97	AIMS2DORS18BODATA.TXT
98	AIMS2DORS18BPDATA.TXT
99	AIMS2DORS18BQDATA.TXT
100	AIMS2DORS18BRDATA.TXT
101	AIMS2DORS18BSDATA.TXT
102	AIMS2DORS18BTDATA.TXT
103	AIMS2DORS18BUDATA.TXT
104	AIMS2DORS18BVDATA.TXT
105	AIMS2DORS18CADATA.TXT
106	AIMS2DORS18CBDATA.TXT
107	AIMS2DORS18CKDATA.TXT
108	AIMS2DORS19AADATA.TXT
109	AIMS2DORS19BBDATA.TXT
110	AIMS2DORS19BDDATA.TXT
111	AIMS2DORS19BEDATA.TXT
112	RecordLayouts.txt

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2300 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Holly Greene; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	ADJUSTED: 2100 Update: ACIS Go-Live Data Migration (11/29)
Date:	Friday, November 29, 2019 10:18:21 PM

Good evening-

Please see the below adjustment to the 2100 database activity:

Mainframe
The clean and reformatting process has commenced for the 18 IMS databases.

Database
UPDATE: All 112 mainframe files have been successfully transmitted to the B&D directory. The 9 Keefe - Keeptrak files are all that remain.

	Mainframe Files
1	AIMS2ASITABLEDATA.TXT
2	AIMS2DORS03AADATA.TXT
3	AIMS2DORS03BADATA.TXT
4	AIMS2DORS03BBDATA.TXT
5	AIMS2DORS03BDDATA.TXT
6	AIMS2DORS03BEDATA.TXT
7	AIMS2DORS03BHDATA.TXT
8	AIMS2DORS03BJDATA.TXT
9	AIMS2DORS03BKDATA.TXT
10	AIMS2DORS03BLDATA.TXT
11	AIMS2DORS03BMDATA.TXT
12	AIMS2DORS03BNDATA.TXT
13	AIMS2DORS03CEDATA.TXT
14	AIMS2DORS04AADATA.TXT
15	AIMS2DORS04B1DATA.TXT
16	AIMS2DORS04BBDATA.TXT
17	AIMS2DORS04BCDATA.TXT
18	AIMS2DORS04BDDATA.TXT
19	AIMS2DORS04BEDATA.TXT
20	AIMS2DORS04BFDATA.TXT
21	AIMS2DORS04BGDATA.TXT
22	AIMS2DORS04BHDATA.TXT
23	AIMS2DORS04BIDATA.TXT
24	AIMS2DORS04BJDATA.TXT
25	AIMS2DORS04BMDATA.TXT

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26 AIMS2DORS04BNDATA.TXT
27 AIMS2DORS04BODATA.TXT
28 AIMS2DORS04BPDATA.TXT
29 AIMS2DORS04BQDATA.TXT
30 AIMS2DORS04BRDATA.TXT
31 AIMS2DORS04BTDATA.TXT
32 AIMS2DORS04BUDATA.TXT
33 AIMS2DORS04BYDATA.TXT
34 AIMS2DORS04CADATA.TXT
35 AIMS2DORS04CGDATA.TXT
36 AIMS2DORS04CTDATA.TXT
37 AIMS2DORS05AADATA.TXT
38 AIMS2DORS05BADATA.TXT
39 AIMS2DORS05BBDATA.TXT
40 AIMS2DORS05BCDATA.TXT
41 AIMS2DORS05BDDATA.TXT
42 AIMS2DORS05BEDATA.TXT
43 AIMS2DORS05BFDATA.TXT
44 AIMS2DORS05BGDATA.TXT
45 AIMS2DORS05BHDATA.TXT
46 AIMS2DORS05CIDATA.TXT
47 AIMS2DORS06BEDATA.TXT
48 AIMS2DORS06CEDATA.TXT
49 AIMS2DORS07AADATA.TXT
50 AIMS2DORS07BBDATA.TXT
51 AIMS2DORS07BCDATA.TXT
52 AIMS2DORS07BDDATA.TXT
53 AIMS2DORS07BEDATA.TXT
54 AIMS2DORS07BFDATA.TXT
55 AIMS2DORS07BHDATA.TXT
56 AIMS2DORS08AADATA.TXT
57 AIMS2DORS08BADATA.TXT
58 AIMS2DORS08BBDATA.TXT
59 AIMS2DORS08BCDATA.TXT
60 AIMS2DORS08BFDATA.TXT
61 AIMS2DORS08BGDATA.TXT
62 AIMS2DORS09AADATA.TXT
63 AIMS2DORS09AALOCDATA.TXT
64 AIMS2DORS09BADATA.TXT
65 AIMS2DORS09BCDATA.TXT
66 AIMS2DORS09BDDATA.TXT
67 AIMS2DORS12AADATA.TXT
68 AIMS2DORS12BBDATA.TXT

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69 AIMS2DORS12BCDATA.TXT
70 AIMS2DORS12BDDATA.TXT
71 AIMS2DORS12BFDATA.TXT
72 AIMS2DORS12BHDATA.TXT
73 AIMS2DORS12BIDATA.TXT
74 AIMS2DORS13AADATA.TXT
75 AIMS2DORS13BBDATA.TXT
76 AIMS2DORS15BBDATA.TXT
77 AIMS2DORS16AADATA.TXT
78 AIMS2DORS16BBDATA.TXT
79 AIMS2DORS16BCDATA.TXT
80 AIMS2DORS16CADATA.TXT
81 AIMS2DORS17AADATA.TXT
82 AIMS2DORS17BBDATA.TXT
83 AIMS2DORS18AADATA.TXT
84 AIMS2DORS18BADATA.TXT
85 AIMS2DORS18BBDATA.TXT
86 AIMS2DORS18BDDATA.TXT
87 AIMS2DORS18BEDATA.TXT
88 AIMS2DORS18BFDATA.TXT
89 AIMS2DORS18BGDATA.TXT
90 AIMS2DORS18BHDATA.TXT
91 AIMS2DORS18BIDATA.TXT
92 AIMS2DORS18BJDATA.TXT
93 AIMS2DORS18BKDATA.TXT
94 AIMS2DORS18BLDATA.TXT
95 AIMS2DORS18BMDATA.TXT
96 AIMS2DORS18BNDATA.TXT
97 AIMS2DORS18BODATA.TXT
98 AIMS2DORS18BPDATA.TXT
99 AIMS2DORS18BQDATA.TXT
100 AIMS2DORS18BRDATA.TXT
101 AIMS2DORS18BSDATA.TXT
102 AIMS2DORS18BTDATA.TXT
103 AIMS2DORS18BUDATA.TXT
104 AIMS2DORS18BVDATA.TXT
105 AIMS2DORS18CADATA.TXT
106 AIMS2DORS18CBDATA.TXT
107 AIMS2DORS18CKDATA.TXT
108 AIMS2DORS19AADATA.TXT
109 AIMS2DORS19BBDATA.TXT
110 AIMS2DORS19BDDATA.TXT
111 AIMS2DORS19BEDATA.TXT

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If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2200 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Holly Greene; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	2200 Update: ACIS Go-Live Data Migration (11/29)
Date:	Friday, November 29, 2019 10:05:08 PM

Good evening-

The 2200 update is as follows:

Mainframe
The team completed all jobs which cleaned and reformatted the mainframe IMS databases. They have all been sent to the ADC Database group for transmittal to B&D. This completes data transmission task for the mainframe team.

Database
The team continues the transmission of the remaining mainframe files to the B&D directory.

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2300 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Holly Greene; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	2100 Update: ACIS Go-Live Data Migration (11/29)
Date:	Friday, November 29, 2019 9:07:39 PM

Good evening-

The 2100 update is as follows:

Mainframe
The clean and reformatting process has commenced for the 18 IMS databases.

Database
The mainframe files are currently being transmitted to the B&D Directory.

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2200 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Amal Houass
Subject: Re: 2000 Update: ACIS Go-Live Data Migration (11/29)
Date: Friday, November 29, 2019 8:43:59 PM
Attachments: image001.png

Fantastic :) Thank you kindly :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 8:43 PM Amal Houass <amal.houass@bndna.com> wrote:

> Hi Holly,
>
> Attachment file counts verified.
>
> The number of files we received matches the list you sent us.

	Zipped Files	Number of Records	BND verification count	Status
1	Attach_CH	2222	2222	OK
2	Attach1002_3	1801	1801	OK
3	Attach1002_34	0	0	OK
4	Attach35days	32	32	OK
5	Attachments	4905	4905	OK
6	AttachNSCOS	34	34	OK
7	AttachPoliceReport	62	62	OK
8	AttachPSI	1954	1954	OK
9	AttachRefusedDPTP	16	16	OK
10	AttachRefuseTransition	135	135	OK
11	AttachSAR	16	16	OK
12	AttachSMI	0	0	OK
13	AttachSODoc	2284	2284	OK
14	AttachTransDPTP	253	253	OK
15	AttachTransProgram	324	324	OK
16	AttachWSFiles	1180	1180	OK

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17	FaceSheetForms1002_3	1086	1086	OK
18	FaceSheetForms1002_3GPS	97	97	OK
19	FaceSheetForms1002_3SO	95	95	OK
20	FaceSheetForms1002_3SPCL	790	790	OK
21	OMSForm1002_25	1	1	OK
22	OMSForm1002_3	52	52	OK
23	OMSForm1003_6	53	53	OK
24	OMSReleaseNotification1003_21	35	35	OK
25	WarrantAdminExhibit	0	0	OK
26	WarrantExhibits	594	594	OK
27	WarrantServedExhibit	187	187	OK

Regards

Amal Houass
Development Manager

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: amal.houass@bndna.com

Business & Decision
Hosting & Consulting Services in BI, CRM, ERP, Life Sciences, and Compliance.

From: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Sent: Friday, November 29, 2019 8:30 PM
To: Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: 2000 Update: ACIS Go-Live Data Migration (11/29)

Holly,

AMERICAN OVERSIGHT

We have received the PC text and Attachment file folders you have listed below. We will verify the Attachment file counts soon.

Thanks.

From: Dean Allen <dean.allen@bndna.com>
Sent: Friday, November 29, 2019 8:26 PM
To: Holly Greene <hgreene@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: 2000 Update: ACIS Go-Live Data Migration (11/29)

We are reviewing the files…Raj will confirm as soon as possible, please standby.

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, November 29, 2019 8:22 PM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; GREENE, HOLLY <hgreene@azadc.gov>
Subject: Re: 2000 Update: ACIS Go-Live Data Migration (11/29)

Hello B&D-

Also, please validate that B&D has received all noted files below.

Respectfully,

AMERICAN OVERSIGHT

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 8:13 PM Holly Greene <hgreene@azadc.gov> wrote:

> Good evening-
>
> The 2000 update is as follows:
>
> **Mainframe**
> At 2002, the 12BD database segment abended while processing. At 2010, the team corrected the abend and successfully re-submitted the job to process 12BD database.
>
> **Database**
>
> All PC text and attachment files have successfully transferred to the B&D directory. The team is currently awaiting the files to load for Keefe KeepTrak. Once the load completes, the transmission will commence.
>
> PC Text files are noted below (67 total):

	PC_FILES
1	AppealReviewDisciplinary.txt
2	CReviewMaxCustodyLevel.txt
3	DetentionData.txt
4	GrievanceLetter.txt
5	GrievanceLog.txt
6	GrievanceReturn.txt
7	OMSACCAT.txt
8	OMSACCATCasePlan.txt
9	OMSAppointments.txt
10	OMSCasePlan.txt
11	OMSCasePlanHistory.txt
12	OMSChronoNotes.txt
13	OMSFaceSheetForms.txt
14	OMSForms.txt
15	OMSFrostMaster.txt
16	OMSReleaseNotification.txt

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17	OMSSanctionForFaceSheet.txt
18	OMSUsers.txt
19	RMSAIMSDI17Data.txt
20	RMSAppointmentCategoryData.txt
21	RMSAppointmentData.txt
22	RMSATS.txt
23	RMSAttach_CHData.txt
24	RMSAttach1002_34Data.txt
25	RMSAttach1002_3Data.txt
26	RMSAttach35daysData.txt
27	RMSAttachmentsData.txt
28	RMSAttachNSCOSData.txt
29	RMSAttachPoliceReportData.txt
30	RMSAttachPSIData.txt
31	RMSAttachRefusedDPTPData.txt
32	RMSAttachRefuseTransitionData.txt
33	RMSAttachSARData.txt
34	RMSAttachSMIData.txt
35	RMSAttachSODocData.txt
36	RMSAttachTransDPTPData.txt
37	RMSAttachTransProgramData.txt
38	RMSAttachWSData.txt
39	RMSCCSupervisorApprovalData.txt
40	RMSCOSByADCData.txt
41	RMSCounselors.txt
42	RMSDomain.txt
43	RMSInmateTransportationData.txt
44	RMSISCData.txt
45	RMSOIUApprovalData.txt
46	RMSOIUCheckListData.txt
47	RMSParoleOfficersData.txt
48	RMSPlacementData.txt
49	RMSPOApprovalData.txt
50	RMSProgress.txt
51	RMSRecommendations.txt
52	RMSReleaseInfoData.txt
53	RMSReleaseTypeData.txt
54	RMSTCCheckListData.txt
55	RMSTransitionData.txt
56	RMSTreatmentType.txt
57	WarrantAdminExhibit.txt
58	WarrantArrest.txt
59	WarrantAttributes.txt
60	WarrantConditionData.txt
61	WarrantData.txt
62	WarrantExhibits.txt
63	WarrantServedExhibit.txt
64	WarrantSupervisionSummary.txt
65	WarrantType.txt
66	WarrantUsers.txt
67	WarrantViolations.txt

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The PC Attachment files are noted below (27 total).

	Zipped Files	Number of Records
1	Attach_CH	2222
2	Attach1002_3	1801
3	Attach1002_34	0
4	Attach35days	32
5	Attachments	4905
6	AttachNSCOS	34
7	AttachPoliceReport	62
8	AttachPSI	1954
9	AttachRefusedDPTP	16
10	AttachRefuseTransition	135
11	AttachSAR	16
12	AttachSMI	0
13	AttachSODoc	2284
14	AttachTransDPTP	253
15	AttachTransProgram	324
16	AttachWSFiles	1180
17	FaceSheetForms1002_3	1086
18	FaceSheetForms1002_3GPS	97
19	FaceSheetForms1002_3SO	95
20	FaceSheetForms1002_3SPCL	790
21	OMSForm1002_25	1
22	OMSForm1002_3	52
23	OMSForm1003_6	53
24	OMSReleaseNotification1003_21	35
25	WarrantAdminExhibit	0
26	WarrantExhibits	594
27	WarrantServedExhibit	187

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2100 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

AMERICAN OVERSIGHT

Arizona Department of Corrections
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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Rajkumar Gopal
Subject: Re: 2000 Update: ACIS Go-Live Data Migration (11/29)
Date: Friday, November 29, 2019 8:35:33 PM

Many thanks.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 8:30 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Holly,
>
> We have received the PC text and Attachment file folders you have listed below. We will verify the Attachment file counts soon.
>
> Thanks.
>
> ---
>
> **From:** Dean Allen <dean.allen@bndna.com>
> **Sent:** Friday, November 29, 2019 8:26 PM
> **To:** Holly Greene <hgreene@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>;

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Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: 2000 Update: ACIS Go-Live Data Migration (11/29)

We are reviewing the files…Raj will confirm as soon as possible, please standby.

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, November 29, 2019 8:22 PM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; GREENE, HOLLY <hgreene@azadc.gov>
Subject: Re: 2000 Update: ACIS Go-Live Data Migration (11/29)

Hello B&D-

Also, please validate that B&D has received all noted files below.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 8:13 PM Holly Greene <hgreene@azadc.gov> wrote:

> Good evening-
>
> The 2000 update is as follows:
>
> **Mainframe**
> At 2002, the 12BD database segment abended while processing. At 2010, the team corrected the abend and successfully re-submitted the job to process 12BD database.
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> All PC text and attachment files have successfully transferred to the B&D directory. The team is currently awaiting the files to load for Keefe KeepTrak. Once the load completes, the transmission will commence.
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> PC Text files are noted below (67 total):

	PC_FILES
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3	DetentionData.txt
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6	GrievanceReturn.txt
7	OMSACCAT.txt
8	OMSACCATCasePlan.txt
9	OMSAppointments.txt
10	OMSCasePlan.txt
11	OMSCasePlanHistory.txt
12	OMSChronoNotes.txt
13	OMSFaceSheetForms.txt
14	OMSForms.txt
15	OMSFrostMaster.txt

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16	OMSReleaseNotification.txt
17	OMSSanctionForFaceSheet.txt
18	OMSUsers.txt
19	RMSAIMSDI17Data.txt
20	RMSAppointmentCategoryData.txt
21	RMSAppointmentData.txt
22	RMSATS.txt
23	RMSAttach_CHData.txt
24	RMSAttach1002_34Data.txt
25	RMSAttach1002_3Data.txt
26	RMSAttach35daysData.txt
27	RMSAttachmentsData.txt
28	RMSAttachNSCOSData.txt
29	RMSAttachPoliceReportData.txt
30	RMSAttachPSIData.txt
31	RMSAttachRefusedDPTPData.txt
32	RMSAttachRefuseTransitionData.txt
33	RMSAttachSARData.txt
34	RMSAttachSMIData.txt
35	RMSAttachSODocData.txt
36	RMSAttachTransDPTPData.txt
37	RMSAttachTransProgramData.txt
38	RMSAttachWSData.txt
39	RMSCCSupervisorApprovalData.txt
40	RMSCOSByADCData.txt
41	RMSCounselors.txt
42	RMSDomain.txt
43	RMSInmateTransportationData.txt
44	RMSISCData.txt
45	RMSOIUApprovalData.txt
46	RMSOIUCheckListData.txt
47	RMSParoleOfficersData.txt
48	RMSPlacementData.txt
49	RMSPOApprovalData.txt
50	RMSProgress.txt
51	RMSRecommendations.txt
52	RMSReleaseInfoData.txt
53	RMSReleaseTypeData.txt
54	RMSTCCheckListData.txt
55	RMSTransitionData.txt
56	RMSTreatmentType.txt
57	WarrantAdminExhibit.txt
58	WarrantArrest.txt
59	WarrantAttributes.txt
60	WarrantConditionData.txt

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61	WarrantData.txt
62	WarrantExhibits.txt
63	WarrantServedExhibit.txt
64	WarrantSupervisionSummary.txt
65	WarrantType.txt
66	WarrantUsers.txt
67	WarrantViolations.txt

The PC Attachment files are noted below (27 total).

	Zipped Files	Number of Records
1	Attach_CH	2222
2	Attach1002_3	1801
3	Attach1002_34	0
4	Attach35days	32
5	Attachments	4905
6	AttachNSCOS	34
7	AttachPoliceReport	62
8	AttachPSI	1954
9	AttachRefusedDPTP	16
10	AttachRefuseTransition	135
11	AttachSAR	16
12	AttachSMI	0
13	AttachSODoc	2284
14	AttachTransDPTP	253
15	AttachTransProgram	324
16	AttachWSFiles	1180
17	FaceSheetForms1002_3	1086
18	FaceSheetForms1002_3GPS	97
19	FaceSheetForms1002_3SO	95
20	FaceSheetForms1002_3SPCL	790
21	OMSForm1002_25	1
22	OMSForm1002_3	52
23	OMSForm1003_6	53
24	OMSReleaseNotification1003_21	35
25	WarrantAdminExhibit	0
26	WarrantExhibits	594
27	WarrantServedExhibit	187

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If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2100 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Dean Allen
Subject: Re: 2000 Update: ACIS Go-Live Data Migration (11/29)
Date: Friday, November 29, 2019 8:26:23 PM

Thank you kindly :)

Respectfully,

Holly Greene

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 8:25 PM Dean Allen <dean.allen@bndna.com> wrote:

> We are reviewing the files…Raj will confirm as soon as possible, please standby.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, November 29, 2019 8:22 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Chris Masson <chris.masson@bndna.com>; Chris Campion <chris.campion@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; David Wrbelis <David.Wrbelis@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Phil Wussow <phil.wussow@bndna.com>
> **Cc:** James Tarantino <jtaranti@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Scott Schnyer <sschnyer@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; GREENE, HOLLY <hgreene@azadc.gov>
> **Subject:** Re: 2000 Update: ACIS Go-Live Data Migration (11/29)

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Hello B&D-

Also, please validate that B&D has received all noted files below.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 8:13 PM Holly Greene <hgreene@azadc.gov> wrote:

> Good evening-
>
> The 2000 update is as follows:
>
> **Mainframe**
> At 2002, the 12BD database segment abended while processing. At 2010, the team corrected the abend and successfully re-submitted the job to process 12BD database.
>
> **Database**
>
> All PC text and attachment files have successfully transferred to the B&D directory. The team is currently awaiting the files to load for Keefe KeepTrak. Once the load completes, the transmission will commence.
>
> PC Text files are noted below (67 total):

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	PC_FILES
1	AppealReviewDisciplinary.txt
2	CReviewMaxCustodyLevel.txt
3	DetentionData.txt
4	GrievanceLetter.txt
5	GrievanceLog.txt
6	GrievanceReturn.txt
7	OMSACCAT.txt
8	OMSACCATCasePlan.txt
9	OMSAppointments.txt
10	OMSCasePlan.txt
11	OMSCasePlanHistory.txt
12	OMSChronoNotes.txt
13	OMSFaceSheetForms.txt
14	OMSForms.txt
15	OMSFrostMaster.txt
16	OMSReleaseNotification.txt
17	OMSSanctionForFaceSheet.txt
18	OMSUsers.txt
19	RMSAIMSDI17Data.txt
20	RMSAppointmentCategoryData.txt
21	RMSAppointmentData.txt
22	RMSATS.txt
23	RMSAttach_CHData.txt
24	RMSAttach1002_34Data.txt
25	RMSAttach1002_3Data.txt
26	RMSAttach35daysData.txt
27	RMSAttachmentsData.txt
28	RMSAttachNSCOSData.txt
29	RMSAttachPoliceReportData.txt
30	RMSAttachPSIData.txt
31	RMSAttachRefusedDPTPData.txt
32	RMSAttachRefuseTransitionData.txt
33	RMSAttachSARData.txt
34	RMSAttachSMIData.txt
35	RMSAttachSODocData.txt
36	RMSAttachTransDPTPData.txt
37	RMSAttachTransProgramData.txt
38	RMSAttachWSData.txt
39	RMSCCSupervisorApprovalData.txt
40	RMSCOSByADCData.txt
41	RMSCounselors.txt
42	RMSDomain.txt
43	RMSInmateTransportationData.txt
44	RMSISCData.txt

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45	RMSOIUApprovalData.txt
46	RMSOIUCheckListData.txt
47	RMSParoleOfficersData.txt
48	RMSPlacementData.txt
49	RMSPOApprovalData.txt
50	RMSProgress.txt
51	RMSRecommendations.txt
52	RMSReleaseInfoData.txt
53	RMSReleaseTypeData.txt
54	RMSTCCheckListData.txt
55	RMSTransitionData.txt
56	RMSTreatmentType.txt
57	WarrantAdminExhibit.txt
58	WarrantArrest.txt
59	WarrantAttributes.txt
60	WarrantConditionData.txt
61	WarrantData.txt
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6	AttachNSCOS	34
7	AttachPoliceReport	62
8	AttachPSI	1954
9	AttachRefusedDPTP	16
10	AttachRefuseTransition	135
11	AttachSAR	16
12	AttachSMI	0
13	AttachSODoc	2284
14	AttachTransDPTP	253
15	AttachTransProgram	324

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16	AttachWSFiles	1180
17	FaceSheetForms1002_3	1086
18	FaceSheetForms1002_3GPS	97
19	FaceSheetForms1002_3SO	95
20	FaceSheetForms1002_3SPCL	790
21	OMSForm1002_25	1
22	OMSForm1002_3	52
23	OMSForm1003_6	53
24	OMSReleaseNotification1003_21	35
25	WarrantAdminExhibit	0
26	WarrantExhibits	594
27	WarrantServedExhibit	187

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2100 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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distribute it and notify the sender immediately.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Holly Greene; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	1900 Update: ACIS Go-Live Data Migration (11/29)
Date:	Friday, November 29, 2019 7:06:41 PM

Good evening-

The 1900 update is as follows:

Mainframe
The 03 & 04 IMS database segments have completed. The jobs are running well and proceeding smoothly.

Database
The 27 attachment folders are being compressed and the PC text files are currently transmitting to B&D.

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 2000 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Holly Greene; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	1800 Update: ACIS Go-Live Data Migration (11/29)
Date:	Friday, November 29, 2019 6:04:22 PM

Good evening B&D Team-

The 1800 update is as follows:

Mainframe
1748: AIMS1 is back online (Teams: IBM / ADC Mainframe)
1752: The clean and reformat process of the IMS Data has commenced.

Database
1800: A total of 67 TXT files and 27 folders of PDF files (total 14944 files) are ready to be packaged and transmitted via SFTP to B&D. This is the Delta version of the information. NOTE: There are 3 empty folders as expected (RMSATS.txt, RMSAttach1002_34Data.txt, and Attach1002_34 folder are empty as expected). The process of extracting files took around one hour to complete.

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

Next update will be sent at 1900 hours.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; Amal Houass; Keith Francen; Rajkumar Gopal; Dean Allen; Thad Lowry; Matt DeClue; Aaron Pratt; Trevor Baker; Charles Spannagel; Chris Masson; Chris Campion; Vitale, John; Gravier, Timothy; David Wrbelis; Wissem BenAissa; Wissem Souissi; Phil Wussow
Cc:	James Tarantino; Holly Greene; Joseph Nicoletti; Rusty Johnson; Scott Schnyer; Mary Suhre
Subject:	1700 Commencement: Go-Live Data Migration (11/29)
Date:	Friday, November 29, 2019 5:06:06 PM

Good evening B&D-

This email message is intended for technical hourly updates to B&D. Please let me know if the audience needs to be expanded.

As noted in the previous communication, the ADC IT support team commenced the Go-Live Data Migration effort at 17:00 AZ MT.

1632: Banking month end completed
1644: AIMS1 received final information from eOMIS. eOMIS connection now severed.
1700: PC AIMS jobs began running
1703: AIMS1 has been brought down and the team is prepping the back-ups

If there are any questions or concerns, please do not hesitate to contact Holly Greene and Jim Tarantino.

NOTE: *Hourly technical updates can be reviewed at: https://azdema.webeocasp.com/azdema/*

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice; Dwight Cloud
Subject: Re: ACIS State Wide Go Live Weekend Data Migration
Date: Friday, November 29, 2019 4:50:55 PM

I will be sending a commencement and closure email to the Warden's for my team's piece. I believe the remaining comms throughout the weekend will be sent by the ACIS email account.

Dwight-

Can you help clarify how the wardens will be communicated to and by whom?

Respectfully,

Holly Greene

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On Fri, Nov 29, 2019 at 4:48 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Okay, I'll remove her on the next update.
>
> I assume ADC will handle communication to all wardens and they don't need to be included on the data migration email?
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Friday, November 29, 2019 4:46 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Subject:** Re: ACIS State Wide Go Live Weekend Data Migration
>
> Wonderful communication. The ADC contacts need to be adjusted - may want to remove Warden Dorsey as the warden's list has expanded beyond PV.
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology

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On Fri, Nov 29, 2019 at 4:39 PM Marissa Boice <marissa.boice@bndna.com> wrote:

Hello All:

At 5:00pm we will be kicking off the ACIS State Wide Go Live Weekend Data Migration activities. This is the official email chain that will provide updates throughout the weekend. If you are responsible for providing an update please reply all to the email group so that everyone stays informed.

Overview of Activities:

- The schedule of the weekend activities and contact information for everyone on this distro list is below.
- ADC will kick off the migration activities at 5:00pm today Friday 11/29/19 with a handover to B&D at the completion of their activities.
- Holly Greene (or a designated person from her team) will provide the communication from kickoff to completion and handover of ADC migration activities to B&D.
- B&D will then commence their portion of the migration and members of the team will provide updates as milestone tasks are completed (updates will come from the individual task owners). If there is an issue B&D will provide hourly updates until the issue is resolved.
- This email chain is to be used for milestone migration updates only. If sidebar more technical conversations are needed please send out a different email (ADC requests Holly Green, Jim Tarantino, and Dwight Cloud be your ADC technical escalates).

% Complete	Task Name	Work	Start	Finish	Resource Names
0%	**Go Live Migration**	**96.13 hrs**	**Fri 11/29/19 4:00 PM**	**Sun 12/1/19 10:00 AM**	
0%	**ADC Migration**	**16 hrs**	**Fri 11/29/19 4:00 PM**	**Sat 11/30/19 2:25 AM**	
0%	Month End	1 hr	Fri 11/29/19 4:00 PM	Fri 11/29/19 5:00 PM	Jim Tarantino
0%	Bring down AIMS1/Run Daily Backup/Bring AIMS1 back online	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Bill James; Jim Tarantino
0%	Begin extraction process by submitting four batch jobs	0.67 hrs	Fri 11/29/19 6:00 PM	Fri 11/29/19 6:40 PM	Bill James
0%	Extract data by submitting batch jobs to create flat files	0.25 hrs	Fri 11/29/19 6:40 PM	Fri 11/29/19 6:55 PM	Jim Tarantino
0%	Run JCL jobs to download data from IMS segments; clean and deliver data	5.5 hrs	Fri 11/29/19 6:55 PM	Sat 11/30/19 12:25 AM	Robert Maneer
0%	Close Phase 1 ASI tables	0.08 hrs	Sat 11/30/19 12:25 AM	Sat 11/30/19 12:30 AM	Bill James
0%	Create data transfer files, send text and delta PDFs to M Gomez	1 hr	Fri 11/29/19 6:55 PM	Fri 11/29/19 7:55 PM	Hung Tran
0%	Transmit all files (mainframe, TXT, and PDF) via SFTP	6.5 hrs	Fri 11/29/19 7:55 PM	Sat 11/30/19 2:25 AM	Michael Gomez
0%	Transmit Mike Gomez Files to Keefe	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Michael Gomez
0%	ADC Complete - Handover to B&D	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Holly Greene
0%	**Keefe Activities**	**31.05 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 9:28 AM**	

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0%	**B&D Migration**	**38.08 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 10:00 AM**	
0%	Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
0%	Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
0%	Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
0%	Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
0%	Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
0%	Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
0%	Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
0%	Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
0%	Run Classification Workflow	1.5 hrs	Sat 11/30/19 11:55 PM	Sun 12/1/19 1:25 AM	Aaron Pratt
0%	Run Program Engine	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Aaron Pratt
0%	Update Rankings	0.5 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 2:55 AM	Raj
0%	Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 2:55 AM	Sun 12/1/19 3:55 AM	Raj
0%	Run Keefe Loader	2 hrs	Sun 12/1/19 3:55 AM	Sun 12/1/19 5:55 AM	Aaron Pratt
0%	Database Cleanup (including additional DPS DB job)	3 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 8:55 AM	Keith
0%	Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 5:55 AM	Sun 12/1/19 7:55 AM	Keith
0%	QA Smoke Verification Test/Jmeter Activity	0.83 hrs	Sun 12/1/19 8:55 AM	Sun 12/1/19 9:45 AM	QA Team
0%	Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Aaron Pratt
0%	Reenable Access Web Application for ADC Users	0.25 hrs	Sun 12/1/19 9:45 AM	Sun 12/1/19 10:00 AM	Matt DeClue
0%	Handover to ADC	0 hrs	Sun 12/1/19 10:00 AM	Sun 12/1/19 10:00 AM	Dean

PHONE CONTACTS:

B&D:

Team Member	Location	Role	Email	Mobile #
Aaron Pratt	Scottsdale	.NET - Tech lead	Aaron.Pratt@bndna.com	[redacted]
Charles Spannagel	Scottsdale	Reporting - PM	charles.spannagel@bndna.com	
Chris Campion	Scottsdale	Data Migration	chris.campion@bndna.com	
Chris Little	Scottsdale	QA Manager	Christopher.Little@bndna.com	
Chris Masson	Scottsdale	BA Manager	Chris.Masson@bndna.com	
David Wrbelis	Scottsdale	Data Migration	David.Wrbelis@bndna.com	
Dean Allen	Scottsdale	Product Owner	Dean.Allen@bndna.com	
Keith Francen	Scottsdale	DBA	keith.francen@bndna.com	
Marissa Boice	Scottsdale	Project Manager	Marissa.Boice@bndna.com	
Raj Gopal	Scottsdale	Data Migration	Rajkumar.Gopal@bndna.com	

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Thad Lowry	Scottsdale	Program Manager	Thad.Lowry@bndna.com	[redacted]
Trevor Baker	Scottsdale	BA	Trevor.Baker@bndna.com	
Wissem BenAissa	MD	.NET - Tech lead	wissem.benaissa@businessdecision.com	
Wissem Souissi	Tunisia	Workflow	wissem.souissi@businessdecision.com	
Amal Houass	Scottsdale	Dev Ops	Amal.Houass@bndna.com	
Phil Wussow	Scottsdale	.NET - Developer	Phil.Wussow@bndna.com	
Matt DeClue	Scottsdale	Dev Ops	Matt.DeClue@bndna.com	

ADC:

ADC Contacts			
Name	**Cell**	**Email**	**Support Area**
Stacey Crabtree	[redacted]	scrabtre@azadc.gov	Ops CIO
Jey Whitson		jwhitson@azadc.gov	Ops
Marlene Coffey		mcoffey@azadc.gov	Ops
Michael Kearns		mkearns@azadc.gov	Div Dir
Dwight Cloud		dcloud@azadc.gov	IT CIO
Lisa Dee Meyerson Marshall		lisa.meyerson@azdoa.gov	ADOA Oversight
Holly Greene <Technical Escalate>		hgreene@azadc.gov	Sr. Manager App Dev / Data / Mainframe
Jim Tarantino <Technical Escalate>		jtaranti@azadc.gov	Mainframe
Aaron Bailey		abailey1@azadc.gov	Program Mgr
Rusty Johnson		sjohnson@azadc.gov	Sr. Mgr Field Ops
Joe Nicoletti		jnicole@azadc.gov	Sr. Mgr Network
Warden Regina Dorsey		rdorsey@azadc.gov	PV Warden

Keefe:

Keefe Contacts			
Name	**Cell**	**Email**	**Support Area**
John Vitale	[redacted]	jvitale@keefegroup.com	KeepTrak Product Owner
Tim Gravier		tgravier@keefegroup.com	KeepTrak Developer

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

Scottsdale, AZ 85260 US

M: [redacted]
E: marissa.boice@businessdecision.com

cid:image003.png@01D19974.F41EF2A0

AMERICAN OVERSIGHT

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: gmartinez1; Aaron Bailey; hgreene@azadc.gov; Mary Suhre; Andrew Dorre; Aaron Pratt; Dean Allen; Thad Lowry; jtaranti@azadc.gov; Vitale, John; Phil Wussow; Christopher Little; Charles Spannagel; Chris Masson; Cindy Hyser-Crauwels; Trevor Baker; Lisa Dee Meyerson Marshall; Stacey Crabtree; Jey Whitson1; Marlene Coffee
Subject: Go Live Weekend Interface Switchover Plan
Date: Friday, November 29, 2019 2:57:38 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

Hello All:

Re-sending this plan as a friendly reminder (the plan is same as yesterday). Please find below the Go Live Weekend Interface Switchover plan for this weekend. Please ensure that you are aware of your tasks.

Task Name	Work	Start	Finish	Resource Names
Interface Switch Over	**224 hrs**	**Wed 11/27/19 5:00 PM**	**Wed 12/5/20 6:00 PM**	
DES File Creation and FTP Transfer (7 days at 9:45PM)	**50 hrs**	**Sat 11/30/19 9:45 PM**	**Mon 12/2/19 10:45 PM**	
AIMS run file Saturday and Sunday	48 hrs	Sat 11/30/19 9:45 PM	Mon 12/2/19 9:45 PM	Jim Tarantino
Switchover over to PROD FTP	1 hr	Mon 12/2/19 10:00 AM	Mon 12/2/19 11:00 AM	Andrew Dorre
Confirm File runs Monday 12/2/19 at 9:45pm	1 hr	Mon 12/2/19 9:45 PM	Mon 12/2/19 10:45 PM	Phil Wussow
DPS I_8 Interface (Mondays at 5:00AM)	**4 hrs**	**Sat 11/30/19 5:00 PM**	**Sun 12/8/19 7:00 PM**	
Run DB job to populate records	1 hr	Sat 11/30/19 5:00 PM	Sun 12/8/19 5:00 PM	Keith Francen
AIMS run DPS file Monday morning (ACIS will start on 12/9/18)	1 hr	Mon 12/2/19 5:00 AM	Mon 12/2/19 6:00 AM	Jim Tarantino
Update File Name - remove "Test"	1 hr	Sun 12/8/19 5:00 PM	Sun 12/8/19 6:00 PM	Aaron Pratt
Update file script to no longer read "test" in the file name	1 hr	Sun 12/8/19 6:00 PM	Sun 12/8/19 7:00 PM	Andrew Dorre
Inmate Testing Import	**1 hr**	**Sun 12/1/19 5:00 PM**	**Sun 12/1/19 6:00 PM**	
Delete the files - put in service to delete the files (currently AIMS does this)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Andrew Dorre

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AHCCCS LESS THAN 12/SMI_C INBOUND/SIM_C OUTBOUND (7 Days at 4pm - Export and 5am - Import)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 7:00 PM**	
AIMS run export files Friday, Saturday, and Sunday. AHCCCS will return file Monday 5am. Last AIMS file will be sent on Sunday 12/1/19	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D Turn on service so that ACIS will kick off first file Monday at 4pm	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Switchover to production FTP	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Andrew Dorre
KeepTrak Deposit Providers File Upload (Everday file)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS runs files over the weekend (Saturday & Sunday) -GTL, JPAY, and Keefe	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
Switchover to send to production FTP (GTL)	1 hr	Sun 12/1/19 7:00 PM	Sun 12/1/19 8:00 PM	Andrew Dorre
Switchover to send to production FTP (JPAY)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Andrew Dorre
CoPlan (Mini/COPLAN1/POFF/VIOP) - (All Files run on 1st except COPLAN1 run on 3rd)	**3 hrs**	**Sun 12/1/19 10:00 AM**	**Thu 12/5/19 6:00 PM**	
Move from INT to PROD and change cadence back to monthly (1st and 3rd)	1 hr	Sun 12/1/19 10:00 AM	Sun 12/1/19 11:00 AM	Aaron Pratt
AIMS run MINI/POFF/VIOP/COPLAN1 file on Thursday 12/5/19 (No FTP changes needed)	1 hr	Thu 12/5/19 5:00 PM	Thu 12/5/19 6:00 PM	Jim Tarantino
ACIS run MINI, COPLAN1, POFF, VIOP on 12/5/19	1 hr	Thu 12/5/19 11:00 AM	Thu 12/5/19 12:00 PM	Aaron Pratt
CenturyLinkEngine	**53 hrs**	**Wed 11/27/19 5:00 PM**	**Mon 12/2/19 6:00 PM**	
Keefe to send credentials to CL for access to KeepTrak for spendable and indigent info	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	John Vitale
CL to turn off DLL file	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Steve Shields
CL to turn off current Phone Time refund process (anytime prior to 12/5/19)	1 hr	Mon 12/2/19 5:00 PM	Mon 12/2/19 6:00 PM	Steve Shields
AIMS will send the All Inmate and All Approved Visitor files to CL on Fri, Sat, and Sunday and then turn off files	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D to connect ACIS Enforcer API to production CenturyLink	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Aaron Pratt
Keefe to confirm communication to CL Enforcer API to request phone time refunds upon	1 hr	Sun 12/1/19	Sun 12/1/19	John Vitale

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Inmate release (CL Enforcer is enabled)		5:00 PM	6:00 PM	
MQMessageService.Centurion (eOMIS-Medical)	**7 hrs**	**Wed 11/27/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
Turn off AIMS2 input PROD service - clean out all queues and DB triggers	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	Sam Marquis
B&D clean out queues	1 hr	Fri 11/29/19 10:00 AM	Fri 11/29/19 11:00 AM	Aaron Pratt
AIMS will send final file to eOMIS (no more inbound or outbound from AIMS)	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino
eOMIS will turn off all services to AIMS	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
eOMIS will enable the services to AIMS2	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
Switch over MQ outbound file from ACIS to production eOMIS and turn on input service from eOMIS - reactivate	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Manually kick off report	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Aaron Pratt
Email Sending	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
Turn on task to send emails from applications (attys, judges, etc. - Release notifier)	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
JPAY ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
JPAY kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Javier Pico
GTL ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
GTL kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Lisa Winstead
I-6 Interface (AFIS)	**1 hr**	**Fri 11/29/19 5:00 PM**	**Fri 11/29/19 6:00 PM**	
Connection staying in place. Will queue up over the weekend. Need to confirm once everything is connected that all queued up fingerprints are sent into ACIS on Monday morning	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Aaron Pratt
I19 Monthly and I19 Weekly	**2 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS run both month and weekly MH files	1 hr	Fri 11/29/19	Fri 11/29/19	Jim Tarantino

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into the AIMS folder per regular process		5:00 PM	6:00 PM	
Manually run (Monthly and weekly)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Dean Allen
PC AIMS2 (ADC ACIS)	**0 hrs**	**Fri 11/29/19 5:00 PM**	**Sat 11/30/19 5:00 PM**	
No action needed	0 hrs	Fri 11/29/19 5:00 PM	Sat 11/30/19 5:00 PM	

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

AMERICAN OVERSIGHT

From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	Joshua Connolly; Wissem BenAissa
Cc:	Holly Greene; Thad Lowry; Michael Gomez; Minh Phan; Aaron Bailey; Keith Francen; Aaron Pratt
Subject:	RE: Two PC-AIMS related TFS issues
Date:	Friday, November 29, 2019 2:45:13 PM

Josh:

We have stopped all the services in PROD to get everything ready for Go Live weekend. PC AIMS will be re-enabled on Sunday evening after the go-no go decision when we have finished migration and we start connecting everything to be ready for Monday morning.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Joshua Connolly [mailto:jconnolly@azadc.gov]
Sent: Friday, November 29, 2019 8:39 AM
To: Wissem BenAissa <Wissem.BenAissa@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Minh Phan <mphan@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>
Subject: Re: Two PC-AIMS related TFS issues

Good morning, Wissem - No new files have generated since Wednesday.
Can you please let me know when to expect new delivery of overnight data, even if that's after the migration?
Thank you very much,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 25, 2019 at 10:37 AM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

AMERICAN OVERSIGHT

Good morning,

All files generated and sent by FTP.
Josh can you please check ?

Best Regards,
Wissem ben Aissa.
Business & Decision, North America

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, November 25, 2019 10:51 AM
To: Joshua Connolly <jconnolly@azadc.gov>
Cc: Thad Lowry <thad.lowry@bndna.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Minh Phan <mphan@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Keith Francen <keith.francen@bndna.com>
Subject: Re: Two PC-AIMS related TFS issues

Hi Josh (et al)-

Per Thad, they are re-running the 04AA batch job now. It just started about 08:45 and it'll run between 2-4hrs (689k records to process).

Has the issue with 03AA been resolved?

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 25, 2019 at 8:43 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Good morning, all - The 04AA file is blank again this morning.
> Take care,
> - josh C.
>
> --
>
> **Joshua Connolly**

AMERICAN OVERSIGHT

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 25, 2019 at 8:23 AM Holly Greene <hgreene@azadc.gov> wrote:

> Has this been resolved / closed?
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> On Sun, Nov 24, 2019 at 4:00 PM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > Approved
> >
> > Thad
> > ---
> > Thad Lowry
> > Director of Development / Principal Consultant
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: thad.lowry@bndna.com
> >
> > ---
> >
> > **From:** Wissem BenAissa <Wissem.BenAissa@bndna.com>
> > **Sent:** Sunday, November 24, 2019 10:42:15 AM
> > **To:** Thad Lowry <thad.lowry@bndna.com>; Joshua Connolly <jconnolly@azadc.gov>
> > **Cc:** Marissa Boice <marissa.boice@bndna.com>; Holly Greene <hgreene@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Minh Phan <mphan@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Keith Francen <keith.francen@bndna.com>
> > **Subject:** RE: Two PC-AIMS related TFS issues

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Hi Thad,

1. Issue 1 : Locator code value discrepancies :

   This is now fixed and is awaiting deployment to PROD.

   This is a DB script update to a function used only in PC AIMS interface and not ACIS application.

   If we can get the approval we can deploy it out of schedule and trigger the PCAIM interface again.

   TFS change set number is 26303.

2. Issue 2 : Locator code null for ADC numbers starting [redacted] Can we please test this with today's PCAIM file ? I can see that the data is there in the DB but seems the file did not include them on Friday release. (Josh to confirm ?)

Thanks,

Best Regards,

Wissem ben Aissa.

Business & Decision, North America

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Saturday, November 23, 2019 8:03 PM
To: Joshua Connolly <jconnolly@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>
Cc: Marissa Boice <marissa.boice@bndna.com>; Holly Greene <hgreene@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Minh Phan <mphan@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>
Subject: Re: Two PC-AIMS related TFS issues

AMERICAN OVERSIGHT

Hey wissem

Any thoughts on this

Thad

Thad Lowry

Director of Development / Principal Consultant

Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Saturday, November 23, 2019 5:07:13 PM
To: Wissem BenAissa <Wissem.BenAissa@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Holly Greene <hgreene@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Minh Phan <mphan@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>
Subject: Re: Two PC-AIMS related TFS issues

Hello, Wissem - I reopened TFS Issue #38585 as the Current Location Code from last night's file is still inaccurate when checked against the application, as well as null for all rows especially toward the recent end of the sorted ADC Numbers (I've included some example ADC Numbers to check in the ticket).

Let's see if we can get this diagnosed and repaired as quickly as possible tomorrow and Monday.

Talk with you more soon,

- josh C.

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--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 22, 2019 at 9:01 PM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

> Hi All,
>
> The logs said all the files are processing properly. It is now on the last step, sending the 03BJ files (ACIJ inmate notes table).
>
> All files should be available before 6AM tomorrow.
>
> Thank you Keith, Phil and Aaron for starting the service and updating the PCAIMS service run schedule.
>
> Best Regards,
>
> Wissem ben Aissa.
>
> Business & Decision, North America

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Friday, November 22, 2019 5:35 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>;

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Chris Masson <chris.masson@bndna.com>
Subject: RE: Two PC-AIMS related TFS issues

Yes – we're all good

I have talked to Phil and Wissem

Phil will deploy to production tonight and make sure the PCAIMS interface is run (or scheduled to run)

Wissem will check the logs and make sure the PCAIMS interface has run or is running

We then anticipate that the PCAIMS files will be available for Josh tomorrow morning (Saturday) after 6:00 AM

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, November 22, 2019 3:11 PM

AMERICAN OVERSIGHT

To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: Two PC-AIMS related TFS issues

Thank you for the chat, Thad. We really appreciate you following up with this on your side. We'll look for this info tomorrow morning. :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 22, 2019 at 3:02 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Ok so you're asking us to load the PCAIMS files sooner than Monday?
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America

AMERICAN OVERSIGHT

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, November 22, 2019 2:58 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Fwd: Two PC-AIMS related TFS issues

Hi Thad-

Please see the email below per the debrief meeting. These two TFS tickets need to be addressed prior to Monday load. Believe these could or will impact Visitation in some capacity...

- #38585 - 03AA Showing duplicate ADC Numbers
- #40444 - 04AA-CurrentLocationCode NULL and inaccurate

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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---------- Forwarded message ---------
From: **Holly Greene** <hgreene@azadc.gov>
Date: Fri, Nov 22, 2019 at 11:12 AM
Subject: Fwd: Two PC-AIMS related TFS issues
To: Dwight Cloud <dcloud@azadc.gov>

Hi Dwight-

Please see below. Any way we can get these expedited? If so, who's the proper person(s) to do so to push it along?

-Holly

---------- Forwarded message ---------
From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Fri, Nov 22, 2019 at 9:43 AM
Subject: Two PC-AIMS related TFS issues
To: Holly Greene <hgreene@azadc.gov>
Cc: Minh Phan <mphan@azadc.gov>, Hema Chennojwala <hchennoj@azadc.gov>, Zoya Fishman <zfishman@azadc.gov>, Michael Gomez <mgomez@azadc.gov>, Hung Tran <htran@azcorrections.gov>

Hello, Holly - Here's the two tickets that are high priority for PC-AIMS2:

- #38585 - 03AA Showing duplicate ADC Numbers
- #40444 - 04AA-CurrentLocationCode NULL and inaccurate

If they were not in good order on Monday, we'd be in trouble with all of our connected applications as these are the two most important tables in PC-AIMS so checking them earlier would be a definite positive development.

Talk with you again soon,

- josh C.

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--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

IT Service Desk: 602.542.AZDC
| mailto:ITTECHSUPPORT@azcorrections.gov

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addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice
Subject: Re: Email Contacts - Validation
Date: Friday, November 29, 2019 1:20:16 PM

Perfect - Thank you :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 1:10 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> You can remove Dave Krakow. Everyone else looks good. Thank you
>
> Marissa Boice
> Sent from my iPhone
>
> > On Nov 29, 2019, at 12:31 PM, Holly Greene <hgreene@azadc.gov> wrote:
> >
> > Hi Marissa-
> >
> > Here are the B&D and Keefe contacts I have from pilot which need to be emailed with hourly technical updates:
> >
> > TO:
> > Marissa Boice <marissa.boice@bndna.com>,
> > Amal Houass <amal.houass@bndna.com>,
> > Keith Francen <keith.francen@bndna.com>,
> > Rajkumar Gopal <rajkumar.gopal@bndna.com>,
> > Dean Allen <dean.allen@bndna.com>,
> > Thad Lowry <thad.lowry@bndna.com>,
> > Matt DeClue <matt.declue@bndna.com>,
> > David Krakow <david.krakow@bndna.com>,

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Aaron Pratt <aaron.pratt@bndna.com>,
Trevor Baker <trevor.baker@bndna.com>,
Charles Spannagel <charles.spannagel@bndna.com>,
Chris Masson <chris.masson@bndna.com>,
Chris Campion <chris.campion@bndna.com>,
"Vitale, John" <jvitale@keefegroup.com>,
"Gravier, Timothy" <tgravier@keefegroup.com>,
David Wrbelis <David.Wrbelis@bndna.com>,
Wissem BenAissa <Wissem.BenAissa@bndna.com>,
Wissem Souissi <wissem.souissi@businessdecision.com>,
Phil Wussow <phil.wussow@bndna.com>

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice
Subject: Re: Go Live Weekend Interface Switchover Plan
Date: Friday, November 29, 2019 10:12:50 AM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

Gotcha :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 29, 2019 at 10:05 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> It's a typo…the task wasn't being auto scheduled.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Friday, November 29, 2019 9:08 AM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Subject:** Re: Go Live Weekend Interface Switchover Plan
>
> May be a silly question, but why does the interface switchover end:

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Fri 1/17/20 7:00 PM

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 27, 2019 at 2:37 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hello All:
>
> Please find below and attached the Go Live Weekend Interface Switchover plan for Go Live Weekend.

Task Name	Work	Start	Finish	Resource Names
Interface Switch Over	**224 hrs**	**Wed 11/27/19 5:00 PM**	**Fri 1/17/20 7:00 PM**	
DES File Creation and FTP Transfer (7 days at 9:45PM)	**50 hrs**	**Sat 11/30/19 9:45 PM**	**Mon 12/2/19 10:45 PM**	
AIMS run file Saturday and Sunday	48 hrs	Sat 11/30/19 9:45 PM	Mon 12/2/19 9:45 PM	Jim Tarantino
Switchover over to PROD FTP	1 hr	Mon 12/2/19	Mon 12/2/19	Andrew Dorre

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		10:00 AM	11:00 AM	
Confirm File runs Monday 12/2/19 at 9:45pm	1 hr	Mon 12/2/19 9:45 PM	Mon 12/2/19 10:45 PM	Phil Wussow
DPS I_8 Interface (Mondays at 5:00AM)	**4 hrs**	**Sat 11/30/19 5:00 PM**	**Sun 12/8/19 7:00 PM**	
Run DB job to populate records	1 hr	Sat 11/30/19 5:00 PM	Sun 12/8/19 5:00 PM	Keith Francen
AIMS run DPS file Monday morning (ACIS will start on 12/9/18)	1 hr	Mon 12/2/19 5:00 AM	Mon 12/2/19 6:00 AM	Jim Tarantino
Update File Name - remove "Test"	1 hr	Sun 12/8/19 5:00 PM	Sun 12/8/19 6:00 PM	Aaron Pratt
Update file script to no longer read "test" in the file name	1 hr	Sun 12/8/19 6:00 PM	Sun 12/8/19 7:00 PM	Andrew Dorre
Inmate Testing Import	**1 hr**	**Sun 12/1/19 5:00 PM**	**Sun 12/1/19 6:00 PM**	
Delete the files - put in service to delete the files (currently AIMS does this)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Andrew Dorre
AHCCCS LESS THAN 12/SMI_C INBOUND/SIM_C OUTBOUND (7 Days at 4pm - Export and 5am - Import)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 7:00 PM**	
AIMS run export files Friday, Saturday, and Sunday. AHCCCS will return file Monday 5am. Last AIMS file will be sent on Sunday 12/1/19	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D Turn on service so that ACIS will kick off first file Monday at 4pm	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Switchover to production FTP	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Andrew Dorre
KeepTrak Deposit Providers File Upload (Everday file)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS runs files over the weekend (Saturday & Sunday) -GTL, JPAY, and Keefe	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
Switchover to send to production FTP (GTL)	1 hr	Sun 12/1/19 7:00 PM	Sun 12/1/19 8:00 PM	Andrew Dorre
		Sun	Sun	

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Switchover to send to production FTP (JPAY)	1 hr	12/1/19 8:00 PM	12/1/19 9:00 PM	Andrew Dorre
CoPlan (Mini/COPLAN1/POFF/VIOP) - (All Files run on 1st except COPLAN1 run on 3rd)	**3 hrs**	**Sun 12/1/19 10:00 AM**	**Thu 12/5/19 6:00 PM**	
Move from INT to PROD and change cadence back to monthly (1st and 3rd)	1 hr	Sun 12/1/19 10:00 AM	Sun 12/1/19 11:00 AM	Aaron Pratt
AIMS run MINI/POFF/VIOP/COPLAN1 file on Thursday 12/5/19 (No FTP changes needed)	1 hr	Thu 12/5/19 5:00 PM	Thu 12/5/19 6:00 PM	Jim Tarantino
ACIS run MINI, COPLAN1, POFF, VIOP on 12/5/19	1 hr	Thu 12/5/19 11:00 AM	Thu 12/5/19 12:00 PM	Aaron Pratt
CenturyLinkEngine	**53 hrs**	**Wed 11/27/19 5:00 PM**	**Mon 12/2/19 6:00 PM**	
Keefe to send credentials to CL for access to KeepTrak for spendable and indigent info	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	John Vitale
CL to turn off DLL file	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Steve Shields
CL to turn off current Phone Time refund process (anytime prior to 12/5/19)	1 hr	Mon 12/2/19 5:00 PM	Mon 12/2/19 6:00 PM	Steve Shields
AIMS will send the All Inmate and All Approved Visitor files to CL on Fri, Sat, and Sunday and then turn off files	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D to connect ACIS Enforcer API to production CenturyLink	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Aaron Pratt
Keefe to confirm communication to CL Enforcer API to request phone time refunds upon Inmate release (CL Enforcer is enabled)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	John Vitale
MQMessageService.Centurion (eOMIS-Medical)	**7 hrs**	**Wed 11/27/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
Turn off AIMS2 input PROD service - clean out all queues and DB triggers	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	Sam Marquis
B&D clean out queues	1 hr	Fri 11/29/19 10:00 AM	Fri 11/29/19 11:00 AM	Aaron Pratt
AIMS will send final file to eOMIS (no more inbound or outbound from AIMS)	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino

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eOMIS will turn off all services to AIMS	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
eOMIS will enable the services to AIMS2	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
Switch over MQ outbound file from ACIS to production eOMIS and turn on input service from eOMIS - reactivate	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Manually kick off report	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Aaron Pratt
Email Sending	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
Turn on task to send emails from applications (attys, judges, etc. - Release notifier)	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
JPAY ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
JPAY kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Javier Pico
GTL ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
GTL kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Lisa Winstead
I-6 Interface (AFIS)	**1 hr**	**Fri 11/29/19 5:00 PM**	**Fri 11/29/19 6:00 PM**	
Connection staying in place. Will queue up over the weekend. Need to confirm once everything is connected that all queued up fingerprints are sent into ACIS on Monday morning	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Aaron Pratt
I19 Monthly and I19 Weekly	**2 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS run both month and weekly MH files into the AIMS folder per regular process	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino
Manually run (Monthly and weekly)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Dean Allen
		Fri	**Sat**	

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PC AIMS2 (ADC ACIS)	**0 hrs**	**11/29/19 5:00 PM**	**11/30/19 5:00 PM**	
No action needed	0 hrs	Fri 11/29/19 5:00 PM	Sat 11/30/19 5:00 PM	

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

Scottsdale, AZ 85260 US

M: [redacted]
E: marissa.boice@businessdecision.com

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Gravier, Timothy
Cc: Marissa Boice; Vitale, John; Michael Gomez
Subject: Re: Keefe Files
Date: Wednesday, November 27, 2019 4:20:23 PM

Thank you, Tim. And you're absolutely correct. Michael is aware (he and I chatted), so he'll make sure that Active = ALL active and inactive.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 27, 2019 at 4:15 PM Gravier, Timothy <tgravier@keefegroup.com> wrote:

> Yes, the list is correct. However, it's important to know that "1_Active_Inmates.csv" isn't JUST active inmates. It's everyone, active AND inactive. And everything in between.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Wednesday, November 27, 2019 5:11 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Gravier, Timothy <tgravier@keefegroup.com>; Vitale, John <jvitale@keefegroup.com>; Michael Gomez <mgomez@azadc.gov>
> **Subject:** Re: Keefe Files
>
> Hello Tim and John-
>
> Is the following list correct?

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KEEFE Transfer Files
1_Active_Inmates.csv
2_iBank.csv
3_One_Day_of_AIMs_Transactions.csv
4_COS_Account_Status_Detailed.csv
5_Transaction_Detail.csv
6_Outstanding_Checks.csv
7_41_Discipline_Restitution.csv
8_33_Escapee_Apprehension.csv
9_34_Tax_Risk_Management.csv

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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On Wed, Nov 27, 2019 at 4:07 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Tim/John:
>
> Can you please provide Holly with the full list of the Keefe files you are expecting on Friday? I want to make sure all files are accounted for.
>
> Thank you.
>
> Marissa Boice
> Sent from my iPhone

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From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: gmartinez1; Aaron Bailey; hgreene@azadc.gov; Mary Suhre; Andrew Dorre; Aaron Pratt; Dean Allen; Thad Lowry; jtaranti@azadc.gov; Vitale, John; Phil Wussow; Christopher Little; Charles Spannagel; Chris Masson; Cindy Hyser-Crauwels; Trevor Baker; Lisa Dee Meyerson Marshall; Stacey Crabtree; Jey Whitson1; Marlene Coffee
Subject: Go Live Weekend Interface Switchover Plan
Date: Wednesday, November 27, 2019 2:37:26 PM
Attachments: Go Live Interface Switchover Schedule.mpp
image001.png
image002.png
image003.png
image004.png
image005.png

Hello All:

Please find below and attached the Go Live Weekend Interface Switchover plan for Go Live Weekend.

Task Name	Work	Start	Finish	Resource Names
Interface Switch Over	**224 hrs**	**Wed 11/27/19 5:00 PM**	**Fri 1/17/20 7:00 PM**	
DES File Creation and FTP Transfer (7 days at 9:45PM)	**50 hrs**	**Sat 11/30/19 9:45 PM**	**Mon 12/2/19 10:45 PM**	
AIMS run file Saturday and Sunday	48 hrs	Sat 11/30/19 9:45 PM	Mon 12/2/19 9:45 PM	Jim Tarantino
Switchover over to PROD FTP	1 hr	Mon 12/2/19 10:00 AM	Mon 12/2/19 11:00 AM	Andrew Dorre
Confirm File runs Monday 12/2/19 at 9:45pm	1 hr	Mon 12/2/19 9:45 PM	Mon 12/2/19 10:45 PM	Phil Wussow
DPS I_8 Interface (Mondays at 5:00AM)	**4 hrs**	**Sat 11/30/19 5:00 PM**	**Sun 12/8/19 7:00 PM**	
Run DB job to populate records	1 hr	Sat 11/30/19 5:00 PM	Sun 12/8/19 5:00 PM	Keith Francen
AIMS run DPS file Monday morning (ACIS will start on 12/9/18)	1 hr	Mon 12/2/19 5:00 AM	Mon 12/2/19 6:00 AM	Jim Tarantino
Update File Name - remove "Test"	1 hr	Sun 12/8/19 5:00 PM	Sun 12/8/19 6:00 PM	Aaron Pratt
Update file script to no longer read "test" in the file name	1 hr	Sun 12/8/19 6:00 PM	Sun 12/8/19 7:00 PM	Andrew Dorre
Inmate Testing Import	**1 hr**	**Sun 12/1/19 5:00 PM**	**Sun 12/1/19 6:00 PM**	
Delete the files - put in service to delete the files (currently AIMS does this)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Andrew Dorre
AHCCCS LESS THAN 12/SMI_C				

AMERICAN OVERSIGHT

INBOUND/SIM_C OUTBOUND (7 Days at 4pm - Export and 5am - Import)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 7:00 PM**	
AIMS run export files Friday, Saturday, and Sunday. AHCCCS will return file Monday 5am. Last AIMS file will be sent on Sunday 12/1/19	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D Turn on service so that ACIS will kick off first file Monday at 4pm	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Switchover to production FTP	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Andrew Dorre
KeepTrak Deposit Providers File Upload (Everday file)	**50 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS runs files over the weekend (Saturday & Sunday) -GTL, JPAY, and Keefe	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
Switchover to send to production FTP (GTL)	1 hr	Sun 12/1/19 7:00 PM	Sun 12/1/19 8:00 PM	Andrew Dorre
Switchover to send to production FTP (JPAY)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Andrew Dorre
CoPlan (Mini/COPLAN1/POFF/VIOP) - (All Files run on 1st except COPLAN1 run on 3rd)	**3 hrs**	**Sun 12/1/19 10:00 AM**	**Thu 12/5/19 6:00 PM**	
Move from INT to PROD and change cadence back to monthly (1st and 3rd)	1 hr	Sun 12/1/19 10:00 AM	Sun 12/1/19 11:00 AM	Aaron Pratt
AIMS run MINI/POFF/VIOP/COPLAN1 file on Thursday 12/5/19 (No FTP changes needed)	1 hr	Thu 12/5/19 5:00 PM	Thu 12/5/19 6:00 PM	Jim Tarantino
ACIS run MINI, COPLAN1, POFF, VIOP on 12/5/19	1 hr	Thu 12/5/19 11:00 AM	Thu 12/5/19 12:00 PM	Aaron Pratt
CenturyLinkEngine	**53 hrs**	**Wed 11/27/19 5:00 PM**	**Mon 12/2/19 6:00 PM**	
Keefe to send credentials to CL for access to KeepTrak for spendable and indigent info	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	John Vitale
CL to turn off DLL file	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Steve Shields
CL to turn off current Phone Time refund process (anytime prior to 12/5/19)	1 hr	Mon 12/2/19 5:00 PM	Mon 12/2/19 6:00 PM	Steve Shields
AIMS will send the All Inmate and All Approved Visitor files to CL on Fri, Sat, and Sunday and then turn off files	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D to connect ACIS Enforcer API to production CenturyLink	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Aaron Pratt
Keefe to confirm communication to CL Enforcer API to request phone time refunds upon	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	John Vitale

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Inmate release (CL Enforcer is enabled)				
MQMessageService.Centurion (eOMIS-Medical)	**7 hrs**	**Wed 11/27/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
Turn off AIMS2 input PROD service - clean out all queues and DB triggers	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	Sam Marquis
B&D clean out queues	1 hr	Fri 11/29/19 10:00 AM	Fri 11/29/19 11:00 AM	Aaron Pratt
AIMS will send final file to eOMIS (no more inbound or outbound from AIMS)	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino
eOMIS will turn off all services to AIMS	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
eOMIS will enable the services to AIMS2	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Sam Marquis
Switch over MQ outbound file from ACIS to production eOMIS and turn on input service from eOMIS - reactivate	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
Manually kick off report	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Aaron Pratt
Email Sending	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
Turn on task to send emails from applications (attys, judges, etc. - Release notifier)	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Aaron Pratt
JPAY ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
JPAY kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Javier Pico
GTL ACH deposit to KeepTrak	**1 hr**	**Sun 12/1/19 6:00 PM**	**Sun 12/1/19 7:00 PM**	
GTL kick off deposit on Monday	1 hr	Sun 12/1/19 6:00 PM	Sun 12/1/19 7:00 PM	Lisa Winstead
I-6 Interface (AFIS)	**1 hr**	**Fri 11/29/19 5:00 PM**	**Fri 11/29/19 6:00 PM**	
Connection staying in place. Will queue up over the weekend. Need to confirm once everything is connected that all queued up fingerprints are sent into ACIS on Monday morning	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Aaron Pratt
I19 Monthly and I19 Weekly	**2 hrs**	**Fri 11/29/19 5:00 PM**	**Sun 12/1/19 9:00 PM**	
AIMS run both month and weekly MH files into the AIMS folder per regular process	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Jim Tarantino

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Manually run (Monthly and weekly)	1 hr	Sun 12/1/19 8:00 PM	Sun 12/1/19 9:00 PM	Dean Allen
PC AIMS2 (ADC ACIS)	**0 hrs**	**Fri 11/29/19 5:00 PM**	**Sat 11/30/19 5:00 PM**	
No action needed	0 hrs	Fri 11/29/19 5:00 PM	Sat 11/30/19 5:00 PM	

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: gmartinez1; Gergana Kovatcheva; jtaranti@azadc.gov; glarkin@icsolutions.com; sshieldes@icsolutions.com; william.meador@centurylink.com; Linda Finchum; hgreene@azadc.gov; Aaron Bailey
Subject: ACIS CenturyLink Interface Switchover
Date: Wednesday, November 27, 2019 2:28:20 PM

Hello All:

Plead find below the steps for the ACIS to CenturyLink switchover for this weekend.

I spoke with Keefe resources and they will send over the credentials to Century Link this evening.

Task Name	Work	Start	Finish	Resource Names
CenturyLinkEngine	**53 hrs**	**Wed 11/27/19 5:00 PM**	**Mon 12/2/19 6:00 PM**	
Keefe to send credentials to CL for access to KeepTrak for spendable and indigent info	1 hr	Wed 11/27/19 5:00 PM	Wed 11/27/19 6:00 PM	John Vitale
CL to turn off DLL file	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Steve Shields
CL to turn off current Phone Time refund process (any time prior to 12/5/19)	1 hr	Mon 12/2/19 5:00 PM	Mon 12/2/19 6:00 PM	Steve Shields
AIMS will send the All Inmate and All Approved Visitor files to CL on Fri, Sat, and Sunday and then turn off files	48 hrs	Fri 11/29/19 5:00 PM	Sun 12/1/19 5:00 PM	Jim Tarantino
B&D to connect ACIS Enforcer API to production CenturyLink	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	Aaron Pratt
Keefe to confirm communication to CL Enforcer API to request phone time refunds upon Inmate release (CL Enforcer is enabled)	1 hr	Sun 12/1/19 5:00 PM	Sun 12/1/19 6:00 PM	John Vitale

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Holly Greene; Aaron Bailey; Stacey Crabtree; Dwight Cloud; Dean Allen; Thad Lowry; Jey Whitson1; Marlene Coffee; Lisa Dee Meyerson Marshall; mkearns@azadc.gov; gmartinez1; Chris Masson; Christopher Little; Charles Spannagel; Rajkumar Gopal
Subject: Go Live Weekend Migration Schedule
Date: Wednesday, November 27, 2019 2:14:28 PM
Attachments: Go Live Data Migration Schedule - Final.mpp

Hello All:

Please find below and attached the Go Live weekend migration schedule:

Task Name	Work	Start	Finish	Resource Names
Go Live Migration	**96.13 hrs**	**Fri 11/29/19 8:00 AM**	**Sun 12/1/19 10:00 AM**	
Friday Prep Activities	**11 hrs**	**Fri 11/29/19 8:00 AM**	**Fri 11/29/19 4:00 PM**	
Workflow Runner Instances and Virus Scan	2 hrs	Fri 11/29/19 8:00 AM	Fri 11/29/19 10:00 AM	Matt DeClue
MIG Extract	2 hrs	Fri 11/29/19 11:00 AM	Fri 11/29/19 1:00 PM	Dean
Cleanup File Names and Test	4 hrs	Fri 11/29/19 11:00 AM	Fri 11/29/19 3:00 PM	Amal; Chris Campion
Validate with ADC and Keith in sync for the document files	2 hrs	Fri 11/29/19 11:00 AM	Fri 11/29/19 1:00 PM	Raj
Turn Off All UAT Services and Interfaces	1 hr	Fri 11/29/19 3:00 PM	Fri 11/29/19 4:00 PM	Aaron Pratt
ADC Migration	**16 hrs**	**Fri 11/29/19 4:00 PM**	**Sat 11/30/19 2:25 AM**	
Month End	1 hr	Fri 11/29/19 4:00 PM	Fri 11/29/19 5:00 PM	Jim Tarantino
Bring down AIMS1/Run Daily Backup/Bring AIMS1 back online	1 hr	Fri 11/29/19 5:00 PM	Fri 11/29/19 6:00 PM	Bill James; Jim Tarantino
Begin extraction process by submitting four batch jobs	0.67 hrs	Fri 11/29/19 6:00 PM	Fri 11/29/19 6:40 PM	Bill James
Extract data by submitting batch jobs to create flat files	0.25 hrs	Fri 11/29/19 6:40 PM	Fri 11/29/19 6:55 PM	Jim Tarantino
Run JCL jobs to download data from IMS segments; clean and deliver data	5.5 hrs	Fri 11/29/19 6:55 PM	Sat 11/30/19 12:25 AM	Robert Maneer
Close Phase 1 ASI tables	0.08 hrs	Sat 11/30/19 12:25 AM	Sat 11/30/19 12:30 AM	Bill James
Create data transfer files, send text and delta PDFs to M Gomez	1 hr	Fri 11/29/19 6:55 PM	Fri 11/29/19 7:55 PM	Hung Tran
Transmit all files (mainframe, TXT, and PDF) via SFTP	6.5 hrs	Fri 11/29/19 7:55 PM	Sat 11/30/19 2:25 AM	Michael Gomez

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Transmit Mike Gomez Files to Keefe	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Michael Gomez
ADC Complete - Handover to B&D	0 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:25 AM	Holly Greene
Keefe Activities	**31.05 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 9:28 AM**	
Create Conversion Debt Collected Liability Account in ADCITA	0.08 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:30 AM	Tim Gravier
Remove PRIOR DEBT accounting events in ADCITA	0.66 hrs	Sat 11/30/19 2:30 AM	Sat 11/30/19 3:10 AM	Tim Gravier
Reset AZ31855P agency	1.5 hrs	Sat 11/30/19 3:10 AM	Sat 11/30/19 4:40 AM	Tim Gravier
Update non-Court Obligation Debt Payment Accounting events in AZ31855P to increase Debt Conversion Liability Account	0.5 hrs	Sat 11/30/19 4:40 AM	Sat 11/30/19 5:10 AM	Tim Gravier
Receive new AIMS 1 files	0.5 hrs	Sat 11/30/19 5:10 AM	Sat 11/30/19 5:40 AM	Tim Gravier
Run DB2 Scripts	1 hr	Sat 11/30/19 5:40 AM	Sat 11/30/19 6:40 AM	Tim Gravier
Review Migration Files	0.33 hrs	Sat 11/30/19 6:40 AM	Sat 11/30/19 6:59 AM	Tim Gravier
Load IDS from AIMS2	1 hr	Sat 11/30/19 6:59 AM	Sat 11/30/19 7:59 AM	Tim Gravier
Complete Full Sync from IDS to AZ31855P	1.5 hrs	Sat 11/30/19 7:59 AM	Sat 11/30/19 9:29 AM	Tim Gravier
Export Personal Data File from AZ31855P	0.16 hrs	Sat 11/30/19 9:29 AM	Sat 11/30/19 9:39 AM	Tim Gravier
Export REACHOUT bookings from AZ31855P	0.16 hrs	Sat 11/30/19 9:39 AM	Sat 11/30/19 9:49 AM	Tim Gravier
Run Migration Tool	10 hrs	Sat 11/30/19 9:49 AM	Sat 11/30/19 7:49 PM	Tim Gravier
Run REACHOUT to create Legacy RES_ACCT entries for KCNDataExport	0.16 hrs	Sat 11/30/19 7:49 PM	Sat 11/30/19 7:58 PM	Tim Gravier
Import Court Obligations to AZ31855P	1.5 hrs	Sat 11/30/19 7:58 PM	Sat 11/30/19 9:28 PM	Tim Gravier
Split CashHolds Transaction Batch Import file into separate files of 1,500 records each	0.5 hrs	Sat 11/30/19 9:28 PM	Sat 11/30/19 9:58 PM	Tim Gravier
Create CashHold transaction batches and import CashHold files (should be all Spendable Balance Forward transactions)	3 hrs	Sat 11/30/19 9:58 PM	Sun 12/1/19 12:58 AM	Tim Gravier
Run SpendingHistory report from	1.5 hrs	Sun 12/1/19	Sun 12/1/19	Tim Gravier

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KCNDataExport		12:58 AM	2:28 AM	
Run CourtHistory report from KCNDataExport	1.5 hrs	Sun 12/1/19 2:28 AM	Sun 12/1/19 3:58 AM	Tim Gravier
Update non-Court Obligation Debt Payment Accounting events in AZ31855P to increase Common Checks Liability Account	0.5 hrs	Sun 12/1/19 3:58 AM	Sun 12/1/19 4:28 AM	Tim Gravier
Run Document Uploader for Spending and Court History PDF files	4 hrs	Sun 12/1/19 4:28 AM	Sun 12/1/19 8:28 AM	Tim Gravier
Run KCNDataExport CommissaryHIstory Reports on each Legacy KHL server for each AZ location	1 hr	Sun 12/1/19 8:28 AM	Sun 12/1/19 9:28 AM	Tim Gravier
B&D Migration	**38.08 hrs**	**Sat 11/30/19 2:25 AM**	**Sun 12/1/19 10:00 AM**	
Unzip Files from FTP and put in B&D folders	1 hr	Sat 11/30/19 2:25 AM	Sat 11/30/19 3:25 AM	Amal
Run Ref Data	0.25 hrs	Sat 11/30/19 2:25 AM	Sat 11/30/19 2:40 AM	Dean
Keith to process PDF Files	4 hrs	Sat 11/30/19 3:25 AM	Sat 11/30/19 7:25 AM	Keith
Stage AIMS1 data and Review Rejects	1 hr	Sat 11/30/19 3:25 AM	Sat 11/30/19 4:25 AM	Raj
Validate Ref Data-Add missing beds and staff	1.75 hrs	Sat 11/30/19 4:25 AM	Sat 11/30/19 6:10 AM	Raj
Check Century Link App Setting in all environments and Run script in PROD	0.25 hrs	Sat 11/30/19 6:10 AM	Sat 11/30/19 6:25 AM	Aaron Pratt
Kickoff Migration Scripts - Load into PROD	13 hrs	Sat 11/30/19 6:25 AM	Sat 11/30/19 7:25 PM	Raj
Run Sent Calc Workflow	4.5 hrs	Sat 11/30/19 7:25 PM	Sat 11/30/19 11:55 PM	Aaron Pratt
Run Program Engine	1 hr	Sat 11/30/19 11:55 PM	Sun 12/1/19 12:55 AM	Aaron Pratt
Update Rankings	0.5 hrs	Sun 12/1/19 12:55 AM	Sun 12/1/19 1:25 AM	Raj
Run Transition Program Eligibility Job	1 hr	Sun 12/1/19 1:25 AM	Sun 12/1/19 2:25 AM	Raj
Run Keefe Loader	2 hrs	Sun 12/1/19 2:25 AM	Sun 12/1/19 4:25 AM	Aaron Pratt
Database Cleanup	3 hrs	Sun 12/1/19 4:25 AM	Sun 12/1/19 7:25 AM	Keith
Export PROD for backup and to load to other environments	2 hrs	Sun 12/1/19 7:25 AM	Sun 12/1/19 9:25 AM	Keith
QA Smoke Verification Test/Jmeter	2.25 hrs	Sun 12/1/19	Sun 12/1/19	QA Team

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Activity		7:25 AM	9:40 AM	
Turn on Services and Interfaces in PROD	0.25 hrs	Sun 12/1/19 9:40 AM	Sun 12/1/19 9:55 AM	Aaron Pratt
Reenable Access Web Application for ADC Users	0.33 hrs	Sun 12/1/19 9:40 AM	Sun 12/1/19 10:00 AM	Matt DeClue
Handover to ADC	0 hrs	Sun 12/1/19 10:00 AM	Sun 12/1/19 10:00 AM	Dean

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

AMERICAN OVERSIGHT

From:	Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To:	Amber Wiley; Jey Whitson1
Cc:	Ronald Nelson; dford1; amoreno2; bcassiano; shernandez2; Elizabeth Charif; Al Dubrowa; gdenning; jduvall; wmeola; Stacey Crabtree; zweiss; Jonathan Peters; Elianna Jacobs; Neil Bailey; Johnny Martinez; Brendan Monaghan; Edwin Lao; eoros; Marlena Dominguez; Marlene Coffee; Herbert Haley; Jeff Sanders; Katie Bazemore; Christina Luft; Michael Newsom; Janah Barreras; Tanner Ramirez; Christine Osborne; Alejandro Palacios; Jan Upchurch; Holly Greene; Dwight Cloud; Michael Kearns
Subject:	RE: Sunday Data Migration Potluck
Date:	Wednesday, November 27, 2019 12:14:31 PM
Attachments:	image001.png

I bought chips and salsa and it's here?

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Amber Wiley <awiley@azadc.gov>
Sent: Wednesday, November 27, 2019 12:13 PM
To: Jey Whitson1 <jwhitson@azadc.gov>
Cc: Ronald Nelson <rnelson@azadc.gov>; dford1 <dford1@azadc.gov>; amoreno2 <amoreno2@azadc.gov>; bcassiano <bcassiano@azadc.gov>; shernandez2 <shernandez2@azadc.gov>; Elizabeth Charif <echarif@azadc.gov>; Al Dubrowa <adubrowa@azadc.gov>; gdenning <gdenning@azadc.gov>; jduvall <jduvall@azadc.gov>; wmeola <wmeola@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; zweiss <zweiss@azadc.gov>; Jonathan Peters <jpeters@azadc.gov>; Elianna Jacobs <ejacobs@azadc.gov>; Neil Bailey <nbailey1@azadc.gov>; Johnny Martinez <jmartinez@azadc.gov>; Brendan Monaghan <bmonagha@azadc.gov>; Edwin Lao <elao@azadc.gov>; eoros <eoros@azadc.gov>; Marlena Dominguez <mdominguez@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Herbert Haley <hhaley@azadc.gov>; Jeff Sanders <jsanders@azadc.gov>; Katie Bazemore <kbazemore@azadc.gov>; Christina Luft <cluft2@azadc.gov>; Michael Newsom <mnewsom@azadc.gov>; Janah Barreras <jbarreras3@azadc.gov>; Tanner Ramirez <tramirez4@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Christine Osborne <cosborne1@azadc.gov>; Alejandro Palacios <apalacios1@azadc.gov>; Jan Upchurch <jupchurch@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>
Subject: Re: Sunday Data Migration Potluck

Brenda Burgess is not here today -- but she is already planning on bringing homemade chips and salsa. FYI

Amber

AMERICAN OVERSIGHT

On Wed, Nov 27, 2019 at 11:44 AM Jacob Whitson <jwhitson@azadc.gov> wrote:

> All - We have decided to do a Potluck this Sunday to help things go by just a bit quicker while we are validating data. If you would like to participate, please bring your favorite dish to share with the team. We don't really have a theme, so just bring whatever you would like!
>
> Sincerely,
> Jacob "Jey" Whitson
> Time Computation Quality Assurance Administrator
> Offender Information Unit Liaison
> ADC CIRT Team Leader & Equal Opportunity Liaison
> (602) 364-0021
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice; George Martinez
Cc:	Dwight Cloud
Subject:	Vendor Contact List as of 0924 11/27
Date:	Wednesday, November 27, 2019 9:26:07 AM
Attachments:	ACIS Vendor Partner Contacts for Go-Live.xlsx

Hi Marissa-

See the attached vendor contact list as of this morning. Will leave it to project to keep you updated. :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

#	VENDOR/AGENCY NAME	Vendor/State	PRODUCT NAME(S):	Key Resource Contact	Key Resource CELL #	Key Resource CELL #:	Key Resource EMail Address:	ON-CALL (12/1) CONTACT	ON-CALL (12/1) CELL #:	ON-CALL (12/1) EMAIL	Additional Contacts:	Comments or Additional Information:
1	**Centurion**	V	**eOMIS**	Chris Bourque	[redacted]		cbourque@teamcenturion.com	Chris Bourque	[redacted]	cbourque@teamcenturion.com	[redacted]	My area of resource information relates to information
2	**Centurylink**	V	**IC Solutions Enforcer for Inmate Telephone system**	Steve Shieldes			sshieldes@icsolutions.com	Steve Shieldes		sshieldes@icsolutions.com		Secondary Phone # under Primary Contact is Bill
3	**Corecivic**	V	**OMSe, citrix, allscripts,**	Matthew Pikus			matthew.pikus@corecivic.com	Bruno Stolc		bruno.stolc@corecivic.com		
4	**GEO Group (Florence West)**	V	**Medical Records**	Kirk Duggan			kduggan@geogroup.com	Crystal Stitt		cstitt@geogroup.com		Cell not provided
5	**GTL**	V	**EFT Deposit Provider**	Lisa Winstead			lwinstead@gtl.net	Lisa Winstead		lwinstead@gtl.net		Nothing provided - got info from G. Martinez (ADC)
6	**IBM**	V	**AIMS1 Mainframe**	Louis Villa			Louis.Villa@ibm.com	Louis Villa		Louis.Villa@ibm.com		Did not provide secondary contact
7	**IDEMIA**	V	**AFIS (POP3) Fingerprinting**	HELP DESK			cscenter@idemia.com	HELP DESK		cscenter@idemia.com		Nothing provided - got info from G. Martinez & Jennifer
8	**JPAY**	V	**JPAY Tablets**	Darren McDuffie - Regional Account Manager			dmcduffie@jpay.com	Darren McDuffie - Regional Account Manager		dmcduffie@jpay.com		
9	**Keefe**	V	**Commissary**	Timothy Gravier			tgravier@keefegroup.com	Timothy Gravier		tgravier@keefegroup.com		Nothing provided - got info from G. Martinez (ADC)
10	**Keefe**	V	**KeepTrak Banking**	John Vitale			jvitale@keefegroup.com	John Vitale		jvitale@keefegroup.com		Cell not provided; secondary not provided
11	**Marquis Software Development Inc**	V	**eOMIS**	Sam Sheffield			sam.sheffield@marquisware.com	Sam Sheffield		sam.sheffield@marquisware.com		Cell not provided; secondary not provided
12	**Pragmatica, LLC**	V	**MQ Server**	Scott Sobotka			scott@pragmatica.us	Scott Sobotka		scott@pragmatica.us		Did not provide secondary contact
13	**SSA**	V	**Social Security Benefits**	Sheri Horsburgh			sheri.horsburgh@ssa.gov	Sheri Horsburgh		sheri.horsburgh@ssa.gov		Nothing provided - got info from G. Martinez (ADC)
14	**ADC**	S	**AFIS (POP3) Fingerprinting**	Jennifer Abbotts			jabbotts@azadc.gov	Jennifer Abbotts		jabbotts@azadc.gov		Nothing provided - got info from G. Martinez (ADC)
15	**ADC**	S	**Health Comm Agencies Export**	Dr. Nicole Taylor; Stacy Paul			NTAYLOR@azadc.gov; spaul@azadc.gov	Dr. Nicole Taylor; Stacy Paul		NTAYLOR@azadc.gov; spaul@azadc.gov		Nothing provided - got info from G. Martinez (ADC)
16	**ADC**	S	**Inmate Testing (TABE, CTS, TCUD)**	Gregory Denning			gdenning@azadc.gov	Gregory Denning		gdenning@azadc.gov		Nothing provided - got info from G. Martinez (ADC)
17	**ADC**	S	**KeepTrak Banking (ADC Contact)**	Gergana Kovatcheva			gkovatcheva@azadc.gov	Linda Finchum, Penny Brackett		lfinchum@azadc.gov		Linda Finchum will also be helping with the switch-over activities
18	**ADC**	S	**Mug Photos**	Michael Gomez / Holly Greene			mgomez@azadc.gov	Michael Gomez		mgomez@azadc.gov		Nothing provided - got info from G. Martinez (ADC)
19	**ADC**	S	**PCAIMS**	Michael Gomez / Holly Greene			mgomez@azadc.gov	Michael Gomez		mgomez@azadc.gov		Nothing provided - got info from G. Martinez (ADC)
20	**AHCCCS**	S	**Partner**	Luis Ochoa			luis.ochoa@azahcccs.gov	Luis Ochoa		luis.ochoa@azahcccs.gov		Nothing provided - got info from G. Martinez (ADC)
21	**DES - DCS**	S	**DOC Inmate & Location Information**	Vanessa Taylor			VanessaTaylor@azdes.gov	Jim Zbiegien		jzbiegien@azdes.gov		
22	**DPS**	S	**Input File**	Melody Van Arsdall			MVanarsdall@AZDPS.GOV	Melody Van Arsdall		MVanarsdall@AZDPS.GOV		Not active interface. DPS is expecting first weekly input file from ACIS on Monday, December 9, 2019 am. Mr.

AMERICAN OVERSIGHT

Cell: C1
Comment: V = Vendor; S = State
-Lisa Dee Meyerson Marshall

AMERICAN OVERSIGHT

From:	Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To:	Joseph Hinsberg; Thad Lowry
Cc:	Aaron Bailey; Charles Rich; Marissa Boice; jsanders@azadc.gov; gmartinez1; Chris Campion; Trevor Baker; Riadh Mkannez; Dean Allen; Chris Masson; Dwight Cloud; Holly Greene; Hema Chennojwala; Stacey Crabtree; James Tarantino
Subject:	RE: Follow-up on Historical Warrants Migration RCA session 2019-11-26
Date:	Wednesday, November 27, 2019 8:14:02 AM

If old warrants need to be changed or amended, that would be done in ACIS in which case the user can use the signature pad.

Thanks.

From: Joseph Hinsberg <jhinsberg@azadc.gov>
Sent: Tuesday, November 26, 2019 4:52 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Charles Rich <crich@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; jsanders@azadc.gov; gmartinez1 <gmartinez1@azadc.gov>; Chris Campion <chris.campion@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Riadh Mkannez <Riadh.Mkannez@businessdecision.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Follow-up on Historical Warrants Migration RCA session 2019-11-26

Is using the historical warrant application as a work around a temporary fix until the signature problem can be figured out? Logistically, I can see this being a problem years from now especially if old warrants need to be changed or amended.

On Tue, Nov 26, 2019 at 2:19 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> In the future – not before go live
>
> Is it possible to create an interface to the old warrants system and get these on demand?
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
>
> Business & Decision

AMERICAN OVERSIGHT

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Tuesday, November 26, 2019 2:14 PM
To: Charles Rich <crich@azadc.gov>
Cc: Rajkumar Gopal <rajkumar.gopal@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; jhinsberg@azadc.gov; jsanders@azadc.gov; gmartinez1 <gmartinez1@azadc.gov>; Chris Campion <chris.campion@bndna.com>; Trevor Baker <trevor.baker@bndna.com>; Riadh Mkannez <Riadh.Mkannez@businessdecision.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Follow-up on Historical Warrants Migration RCA session 2019-11-26

Charles,

I spoke with Dwight about continuing user access to the legacy Warrants application after ACIS go-live. This is a workaround for not being able to migrate historical warrant signatures into ACIS. He indicated continuing read-access to the old system would work from an IT perspective. I spoke with Hema, who also confirmed mass-producing PDFs for all ~40k historical warrants for attachment in ACIS is not possible with the existing warrants application.

I think we are confirming the RCA group's plan to (1) use the historical warrants application to generate and print historical warrants, and (2) give up the attempt to recreate or attach historical warrants in ACIS. This decision is certainly still open to discussion--if someone can see better options, please let me know.

In the meantime, I'm closing bug 37581 "Warrant Detail not migrating properly". Other warrant data that is not associated with precisely reproducing a historical warrant must still be migrated and appear in the ACIS user interface correctly. However, any issues related to that will be handled in other bugs, not 37581.

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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--

AMERICAN OVERSIGHT

Joe Hinsberg
Fugitive Services- Supervisor
Jhinsberg@azadc.gov
O- 602-771-5754
C- 602-228-3154

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Elizabeth Charif
Cc: Aaron Bailey; George Martinez; Marissa Boice; Dwight Cloud
Subject: Re: ACIS Go-Live Migration and eOMIS
Date: Tuesday, November 26, 2019 1:10:26 PM

I think it reads well.I've added Dwight for his input.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 26, 2019 at 12:53 PM Elizabeth Charif <echarif@azadc.gov> wrote:

> Hi Aaron,
>
> The Centurion staff at the state prisons will still be continuing to enter in eOMIS. It will just be the medical staff at the private prisons that update AIMS1 with medical data so they will need to keep a paper record of this and enter it into ACIS on Monday morning. The rest of the data that goes from AIMS1 to eOMIS (movement, intakes, and releases) are done by the various other staff at the complexes.
>
> Thanks,
>
> Elizabeth Charif
>
> Business Analyst
> Arizona Department of Corrections
> 1645 W. Jefferson St. | Phoenix, AZ 85007
> Office: 602-542-4885 | Cell: [redacted]

On Tue, Nov 26, 2019 at 12:30 PM Aaron Bailey <abailey1@azadc.gov> wrote:

> > Hi George, Holly, Marissa, and Eli,

AMERICAN OVERSIGHT

This is the email I'm thinking of sending to Mr. Richard Pratt and Dr. Taylor and Stacey Crabtree. It might also become part of a larger communication out to the complexes. Any suggestions for this message?

Dear Mr. Pratt, Dr. Taylor, and Ms. Crabtree

At 1700 on Friday (2019-11-29), AIMS1 will no longer be ADC's system of record for new transactions as we transition to ACIS. The eOMIS interface will not be disrupted by this transition, but AIMS1 use will be disrupted as ADC migrates data from the old system to the new system. Medical staff will need to be ready on Monday, 12-02 to update the new ACIS system with anything that would have required an AIMS1 transaction during the transition period. The transition period starts at 1700 on Friday, 11-29 and ends when we make ACIS available to users system-wide at 0600 on Monday, 12-02. Medical staff may need to keep written notes over the weekend so they can update ACIS on Monday. Don't hesitate to reach out to me if you have any questions or suggestions.

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: gmartinez1
Cc: Aaron Bailey; Elizabeth Charif; Holly Greene
Subject: Re: ACIS Go-Live Migration and eOMIS
Date: Tuesday, November 26, 2019 12:52:39 PM

Looks good

Marissa Boice
Sent from my iPhone

> On Nov 26, 2019, at 12:42 PM, George Martinez <gmartinez1@azadc.gov> wrote:
>
> Aaron, looks good.
>
> Respectfully,
>
> George Martinez, Jr, PMP®
>
> AIMS2 Project Manager
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
>
> Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Tue, Nov 26, 2019 at 12:30 PM Aaron Bailey <abailey1@azadc.gov> wrote:
>> Hi George, Holly, Marissa, and Eli,
>>
>> This is the email I'm thinking of sending to Mr. Richard Pratt and Dr. Taylor and Stacey Crabtree. It might also become part of a larger communication out to the complexes. Any suggestions for this message?
>>
>> ---
>>
>> Dear Mr. Pratt, Dr. Taylor, and Ms. Crabtree
>>
>> At 1700 on Friday (2019-11-29), AIMS1 will no longer be ADC's system of record for new transactions as we transition to ACIS. The eOMIS interface will not be disrupted by this transition, but AIMS1 use will be disrupted as ADC migrates data from the old system to the new system. Medical staff will need to be ready on Monday, 12-02 to update the new ACIS system with anything that would have required an AIMS1 transaction during the transition period. The

AMERICAN OVERSIGHT

transition period starts at 1700 on Friday, 11-29 and ends when we make ACIS available to users system-wide at 0600 on Monday, 12-02. Medical staff may need to keep written notes over the weekend so they can update ACIS on Monday. Don't hesitate to reach out to me if you have any questions or suggestions.

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Joseph Profiri on behalf of Joseph Profiri <jprofiri@azadc.gov>
To: Benjamin Bussenault
Subject: Re: Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
Date: Tuesday, November 26, 2019 7:57:39 AM

Yes, I agree.

On Tue, Nov 26, 2019 at 7:48 AM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Hi Joe and Mike,
>
> I am ok to keep this call as I think it is important we have a chat on that day.
>
> Let me know you thoughts,
>
> Benjamin
>
> -----Original Appointment-----
> **From:** jprofiri@azadc.gov <jprofiri@azadc.gov>
> **Sent:** Thursday, October 17, 2019 1:48 PM
> **To:** jprofiri@azadc.gov; mkearns@azadc.gov; Benjamin Bussenault
> **Subject:** Invitation: T/C Benjamin Bussenault | REPORTS @ Weekly from 2pm to 2:30pm on Friday (MST) (benjamin.bussenault@bndna.com)
> **When:** Friday, November 29, 2019 2:00 PM-2:30 PM (UTC-07:00) Arizona.
> **Where:** WebX # 1-415-655-0003 | Attendee Code: 34976404
>
> **You have been invited to the following event.**
>
> **more details »**
>
> **T/C Benjamin Bussenault | REPORTS**
>
> When: Weekly from 2pm to 2:30pm on Friday Mountain Standard Time - Phoenix
>
> Where: WebX # 1-415-655-0003 | Attendee Code: 34976404 (map)
>
> Calendar: benjamin.bussenault@bndna.com
>
> Who:
> - jprofiri@azadc.gov - organizer
> - dgangl1@azadc.gov - creator

AMERICAN OVERSIGHT

-
- mkearns@azadc.gov
- benjamin.bussenault@bndna.com

Calendared by Dawn on 10/17/19.

Going (benjamin.bussenault@bndna.com)? All events in this series: **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account benjamin.bussenault@bndna.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Rajkumar Gopal
Cc: Robert Maneer; James Tarantino
Subject: Re: 09AA Segements Question
Date: Monday, November 25, 2019 3:56:01 PM

Thank you

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 25, 2019 at 2:09 PM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Please keep the names same as the last iteration, Umami.
>
> Thanks.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Monday, November 25, 2019 2:08 PM
> **To:** Rajkumar Gopal <rajkumar.gopal@bndna.com>
> **Cc:** Robert Maneer <rmaneer@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
> **Subject:** 09AA Segements Question
>
> Hi Raj-
>
> Just reaching out to ensure that the 09AA segment names will remain unchanged?

AMERICAN OVERSIGHT

AIMS2DORS09AADATA and AIMS2DORS09AALOCDATA ?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Linda Finchum
Cc: Marissa Boice; Michael Gomez; Vitale, John; Wickers, Hannah; Gravier, Timothy; Gergana Kovatcheva; gmartinez1; Penny Brackett
Subject: Re: [redacted]
Date: Monday, November 25, 2019 1:20:58 PM

Thank you, Linda. Is this the only inmate with this issue?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 25, 2019 at 1:19 PM Linda Finchum <lfinchum@azadc.gov> wrote:

> Holly,
>
> No because no transactions from Inmate Trust Accounts were posted.
>
> Regards,
>
> Linda Finchum
> Accounting Specialist Unit Supervisor
> lfinchum@azadc.gov
> 602-364-3380

On Mon, Nov 25, 2019 at 1:18 PM Holly Greene <hgreene@azadc.gov> wrote:

> > He's looking into it. We're seeing the entry for this person today, but it wasn't present in Friday's capture when we pulled on Saturday. Is it possible that this was a pending transaction which cleared today and therefore wouldn't have been present?

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Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 25, 2019 at 12:38 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Mike:
>
> Did something in this file change? Can you please investigate right away?
>
> Thank you
>
> Marissa Boice
> Sent from my iPhone
>
> > On Nov 25, 2019, at 12:24 PM, Linda Finchum <lfinchum@azadc.gov> wrote:
> >
> > Okay, then I guess this is a question for Marissa because the inmate is Temp Abs and it should have been sent over as Active to KeepTrak.
> >
> > Regards,
> >
> > Linda Finchum
> > Accounting Specialist Unit Supervisor
> > lfinchum@azadc.gov
> > 602-364-3380
> >
> > On Mon, Nov 25, 2019 at 12:21 PM Vitale, John <jvitale@keefegroup.com> wrote:
> >
> > > Linda:

AMERICAN OVERSIGHT

Attached is the file we got last weekend. It shows Active Inmates – [redacted] is not in the file. Prior to this we were getting all inmate balances whether active or inactive. Not sure why we got the Active Only file this weekend.

<image001.png>

John

From: Linda Finchum <lfinchum@azadc.gov>
Sent: Monday, November 25, 2019 12:12 PM
To: Vitale, John <jvitale@keefegroup.com>; Wickers, Hannah <hwickers@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Penny Brackett <pbrackett@azadc.gov>
Subject: I/M [redacted]

John

The above listed inmate in AIMS has a spendable balance of $0.01. This is not reflected in KeepTrak.

```
BK03 4 [redacted] 20191101
                11/25/19 11:10:05
DOCPCICS-A   DISP       Arizona Department Of
Correc                   PAGE   1
ADC#: [redacted] -              Inmate Bank Account
                    191101
For : [redacted]

                           Loc: A21 ASPC-E BROWNING
UNIT
                                   X-Loc: A73 ASPC-E
BROWNING RSH

     Inmate Stat: T TEMP ABS
Comments:
  Bank Acct Stat: A ACTIVE
```

AMERICAN OVERSIGHT

```
Beginning Bal:        .01  Current   Bal:
.01  Spendable Amt:        .01
Retention Amt:             DDA Amt:

W/D-NSF #: 00              Dep Pnd #: 00
  Chk Pnd #: 00
```

Regards,

Linda Finchum

Accounting Specialist Unit Supervisor

lfinchum@azadc.gov

602-364-3380

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Vitale, John
Cc: Marissa Boice; Linda Finchum; Michael Gomez; Wickers, Hannah; Gravier, Timothy; Gergana Kovatcheva; gmartinez1; Penny Brackett
Subject: Re: I/M[redacted]
Date: Monday, November 25, 2019 1:07:55 PM

Michael, John and Tim-

Please work with each other to determine what files are needed today.

Also, my team needs comprehensive list of the files which are required for the data migration this weekend.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 25, 2019 at 1:01 PM Vitale, John <jvitale@keefegroup.com> wrote:

> I think there are two files numbered 1.
>
> - In the past we have received 1_Active _Inmates,
> - but we have also received 1_Inmate_With_Current_Balance
>   - our conversion script was setup to receive this file name, but we did not get it, so Tim thought that the inactive balances were included in the 1_Active_Inmates file and updated the script. We should have sounded the alarm on Saturday. . .
>
> When I sent the request through (attached) I clipped the image from the FTP site which only had the 1_Active_Inmates file, but I think we need at minimum one of the following
>
> 1. the 1_Inmate_With_current_Balance file or
> 2. the 1_Active_Inmates to be updated to include all current balances, or

AMERICAN OVERSIGHT

3. a separate file with balances that are not in the 1_Active_Inmates file.

We will do whatever works for ADC, but we do need all Accounts with a positive balance regardless of their custody status. Please tell us what the name of this file is (these files are) and the acceptable protocol for requesting it.

We are also taking changes for the treatment of non-standard debt in the debt file. Perhaps ADC can send the remainder of the balance (for inactive accounts) and we can import these to meet expectations in the thorough review that the bankers are conducting.

Thx!

John

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 25, 2019 1:39 PM
To: Linda Finchum <lfinchum@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Cc: Vitale, John <jvitale@keefegroup.com>; Wickers, Hannah <hwickers@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Penny Brackett <pbrackett@azadc.gov>
Subject: Re: I/M[redacted]

Mike:

Did something in this file change? Can you please investigate right away?

Thank you

Marissa Boice

Sent from my iPhone

AMERICAN OVERSIGHT

On Nov 25, 2019, at 12:24 PM, Linda Finchum <lfinchum@azadc.gov> wrote:

Okay, then I guess this is a question for Marissa because the inmate is Temp Abs and it should have been sent over as Active to KeepTrak.

Regards,

Linda Finchum

Accounting Specialist Unit Supervisor

lfinchum@azadc.gov

602-364-3380

On Mon, Nov 25, 2019 at 12:21 PM Vitale, John <jvitale@keefegroup.com> wrote:

> Linda:
>
> Attached is the file we got last weekend. It shows Active Inmates – [redacted] is not in the file. Prior to this we were getting all inmate balances whether active or inactive. Not sure why we got the Active Only file this weekend.
>
> <image001.png>
>
> John
>
> **From:** Linda Finchum <lfinchum@azadc.gov>
> **Sent:** Monday, November 25, 2019 12:12 PM
> **To:** Vitale, John <jvitale@keefegroup.com>; Wickers, Hannah <hwickers@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>

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Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Penny Brackett <pbrackett@azadc.gov>
Subject: I/M [redacted]

John

The above listed inmate in AIMS has a spendable balance of $0.01. This is not reflected in KeepTrak.

```
BK03 4 [redacted] 20191101
       5/19 11:10:05
DOCPCICS-A   DISP       Arizona Department Of
Correc                  PAGE   1
ADC#: [redacted] -          Inmate Bank Account
                0191101
For : [redacted] A.

                          Loc: A21 ASPC-E BROWNING
UNIT
                                 X-Loc: A73 ASPC-E
BROWNING RSH

   Inmate Stat: T TEMP ABS
Comments:
Bank Acct Stat: A ACTIVE



Beginning Bal:        .01  Current   Bal:        .01
 Spendable Amt:       .01
Retention Amt:             DDA Amt:

W/D-NSF #: 00              Dep Pnd #: 00
Chk Pnd #: 00
```

Regards,

Linda Finchum

Accounting Specialist Unit Supervisor

AMERICAN OVERSIGHT

lfinchum@azadc.gov

602-364-3380

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Michael Kearns; Dwight Cloud; Dean Allen; Marissa Boice
Cc: Lisa Dee Meyerson Marshall; Aaron Bailey; George Martinez; Spencer Scott; Rusty Johnson
Subject: Fwd: KEEFE Active Inmate File
Date: Monday, November 25, 2019 11:37:30 AM

Hello-

Please see below. The teams need to ensure that we have a firm understanding of what JPay should expect to receive and by whom beyond go-live. To make certain it's truly what they need.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Marissa Boice** <marissa.boice@bndna.com>
Date: Mon, Nov 25, 2019 at 8:11 AM
Subject: RE: KEEFE Active Inmate File
To: Holly Greene <hgreene@azadc.gov>, Vitale, John <jvitale@keefegroup.com>
Cc: James Tarantino <jtaranti@azadc.gov>, Marissa Boice <Marissa.Boice@businessdecision.com>, Michael Gomez <mgomez@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>, Thad Lowry <thad.lowry@bndna.com>

Hi Holly:

This request is a change. ADC needs to determine if this is a showstopper for Go Live or not, and if it is then it needs to be escalated to upper management. If this can be implemented after Go live then it needs to be added to the Parking Lot so that it can be prioritized among the other work items including having ADC provide requirements to both B&D and Keefe. Due to our very tight time constraints we are only focusing on in-scope items this week.

AMERICAN OVERSIGHT

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Monday, November 25, 2019 5:38 AM
To: Vitale, John <jvitale@keefegroup.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Marissa Boice <Marissa.Boice@businessdecision.com>; Michael Gomez <mgomez@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: KEEFE Active Inmate File

From what I'm learning, there may be other things to consider. I sent Marissa an email last evening noting that I feel this would be a great topic of discussion when meeting with the vendors this week. I've added Rusty Johnson to this thread as I'd like him to be part of the conversation. He is OOO today, but should be back tomorrow.

-Holly

On Sun, Nov 24, 2019 at 5:16 PM Vitale, John <jvitale@keefegroup.com> wrote:

> Michael:
>
> If this is for the tablets at Florence and other complexes, Keefe assumed that JPAY would include Keefe's Edge 2 feature for inmates. this feature allows the inmate to review his/her entire transaction history including all balances for Spendable, Retention, and DDA, and to order commissary.
>
> John
>
> ---
>
> **From:** Vitale, John
> **Sent:** Sunday, November 24, 2019 6:02 PM

AMERICAN OVERSIGHT

To: Marissa Boice <Marissa.Boice@businessdecision.com>
Subject: Fwd: KEEFE Active Inmate File

Sent from my iPhone

Begin forwarded message:

> **From:** Michael Gomez <mgomez@azadc.gov>
> **Date:** November 24, 2019 at 4:55:54 PM CST
> **To:** "Vitale, John" <jvitale@keefegroup.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>, James Tarantino <jtaranti@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>
> **Subject: Re: KEEFE Active Inmate File**
>
> Hello John,
>
> We actually need the file, which is essentially the content of the "ACTIVE_INMATES.csv" file, as part of an Inmate Account Balance file that we send to JPay. This file will be used in such a way that Inmates can check their own spendable balance. We will need the file sent to ADC and not JPay.
>
> Michael Gomez
> IT Applications
> Arizona Department of Corrections
> 1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
> Direct : 602-542-4458
> Email: mgomez@azadc.gov
>
> On Sun, Nov 24, 2019 at 2:57 PM Vitale, John <jvitale@keefegroup.com> wrote:
>
> > Michael:

AMERICAN OVERSIGHT

JPAY can implement the entire deposit provider interface supplied to them by Keefe. KeepTrak will not be sending files to JPAY for this.

John

From: Michael Gomez <mgomez@azadc.gov>
Sent: Sunday, November 24, 2019 2:56 PM
To: Vitale, John <jvitale@keefegroup.com>
Cc: Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: KEEFE Active Inmate File

Hello John,

Currently, we send KEEFE an ACTIVE_INMATES.csv file. Since there is no Banking Content kept within the ORACLE AIMs 2 Database, we are going to need that exact same banking file sent back to us from KEEFE. We will need the content for a Banking File we presently send to JPAY. The file consists of the 12 fields below. I have attached an example of the file. This is the exact same file we send every time we deliver files to KEEFE. They probably already have the Data Schema set up, as this is the file we send them. We are needing to have this file sent to us on a Nightly basis starting as soon as they have it available.

1) ADC_Number
2) Effective_Date
3) Active/InActive
4) Inmate_Name
5) Beginning_Balance
6) Current_Balance
7) Spendable_Balance
8) Retention_Balance
9) DDA_Balance
10) DDA_Check_Number
11) DDA_Check_Amount
12) DDA_Check_Date

AMERICAN OVERSIGHT

Michael Gomez
IT Applications
Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

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--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice
Cc:	Vitale, John; James Tarantino; Marissa Boice; Michael Gomez; Rusty Johnson; Thad Lowry
Subject:	Re: KEEFE Active Inmate File
Date:	Monday, November 25, 2019 8:15:50 AM

Thanks Marissa. Regardless, I think this needs to be talked through to ensure all are on the same page and determine the next steps as a collective (sooner rather than later).

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 25, 2019 at 8:11 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> This request is a change. ADC needs to determine if this is a showstopper for Go Live or not, and if it is then it needs to be escalated to upper management. If this can be implemented after Go live then it needs to be added to the Parking Lot so that it can be prioritized among the other work items including having ADC provide requirements to both B&D and Keefe. Due to our very tight time constraints we are only focusing on in-scope items this week.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]

AMERICAN OVERSIGHT

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Monday, November 25, 2019 5:38 AM
To: Vitale, John <jvitale@keefegroup.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Marissa Boice <Marissa.Boice@businessdecision.com>; Michael Gomez <mgomez@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: KEEFE Active Inmate File

From what I'm learning, there may be other things to consider. I sent Marissa an email last evening noting that I feel this would be a great topic of discussion when meeting with the vendors this week. I've added Rusty Johnson to this thread as I'd like him to be part of the conversation. He is OOO today, but should be back tomorrow.

-Holly

On Sun, Nov 24, 2019 at 5:16 PM Vitale, John <jvitale@keefegroup.com> wrote:

> Michael:
>
> If this is for the tablets at Florence and other complexes, Keefe assumed that JPAY would include Keefe's Edge 2 feature for inmates. this feature allows the inmate to review his/her entire transaction history including all balances for Spendable, Retention, and DDA, and to order commissary.
>
> John
>
> ---
>
> **From:** Vitale, John
> **Sent:** Sunday, November 24, 2019 6:02 PM
> **To:** Marissa Boice <Marissa.Boice@businessdecision.com>
> **Subject:** Fwd: KEEFE Active Inmate File
>
> Sent from my iPhone

AMERICAN OVERSIGHT

Begin forwarded message:

From: Michael Gomez <mgomez@azadc.gov>
Date: November 24, 2019 at 4:55:54 PM CST
To: "Vitale, John" <jvitale@keefegroup.com>
Cc: Holly Greene <hgreene@azadc.gov>, James Tarantino <jtaranti@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: KEEFE Active Inmate File

Hello John,

We actually need the file, which is essentially the content of the "ACTIVE_INMATES.csv" file, as part of an Inmate Account Balance file that we send to JPay. This file will be used in such a way that Inmates can check their own spendable balance. We will need the file sent to ADC and not JPay.

Michael Gomez
IT Applications
Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

On Sun, Nov 24, 2019 at 2:57 PM Vitale, John <jvitale@keefegroup.com> wrote:

> Michael:
>
> JPAY can implement the entire deposit provider interface supplied to them by Keefe. KeepTrak will not be sending files to JPAY for this.
>
> John

AMERICAN OVERSIGHT

From: Michael Gomez <mgomez@azadc.gov>
Sent: Sunday, November 24, 2019 2:56 PM
To: Vitale, John <jvitale@keefegroup.com>
Cc: Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
Subject: Re: KEEFE Active Inmate File

Hello John,

Currently, we send KEEFE an ACTIVE_INMATES.csv file. Since there is no Banking Content kept within the ORACLE AIMs 2 Database, we are going to need that exact same banking file sent back to us from KEEFE. We will need the content for a Banking File we presently send to JPAY. The file consists of the 12 fields below. I have attached an example of the file. This is the exact same file we send every time we deliver files to KEEFE. They probably already have the Data Schema set up, as this is the file we send them. We are needing to have this file sent to us on a Nightly basis starting as soon as they have it available.

1) ADC_Number
2) Effective_Date
3) Active/InActive
4) Inmate_Name
5) Beginning_Balance
6) Current_Balance
7) Spendable_Balance
8) Retention_Balance
9) DDA_Balance
10) DDA_Check_Number
11) DDA_Check_Amount
12) DDA_Check_Date

Michael Gomez
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--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice
Subject: Re: KEEFE Active Inmate File
Date: Sunday, November 24, 2019 8:30:54 PM

Just a thought, but this request may become more clear and/or resolved through the vendor conversations this week.

On Sun, Nov 24, 2019 at 8:12 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Mike:
>
> Can you please provide more detailed background for the basis of this request? We are not sure where this is coming from. The active inmate file being provided to GTL and JPAY from AIMS2/ACIS has been completed with the development and testing for months. Both GTL and JPAY have confirmed the format and contents. I don't have anything else on the interface list that meets the criteria that is being asked for below. If ADC feels this is necessary for go live then it needs to go through the change control process. JPAY and GTL have setup their webservices to communicate directly with KeepTrak in order to deposit the ACH funds, but there wasn't a requirement or interface to have a mechanism to transfer the balance information that you listed below back to ADC from KeepTrak.
>
> The information below is what is contained in the active inmate and active offender files that are sent from AIMS2/ACIS to GTL and JPAY:
>
> | Data Element | Description | Type | Length |
> |---|---|---|---|
> | Offender Number | | AN | 6 |
> | Offender last name | | AN | 17 |
> | Offender first name | | AN | 40 |
> | Offender location | | AN | 3 |
> | Create Date | Date of file creation | AN | 8 |
> | Create Time | Time of file creation | AN | 6 |
> | ***Record length*** | | | ***80*** |
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]

AMERICAN OVERSIGHT

From: Vitale, John [mailto:jvitale@keefegroup.com]
Sent: Sunday, November 24, 2019 5:16 PM
To: Marissa Boice <Marissa.Boice@businessdecision.com>; Michael Gomez <mgomez@azadc.gov>; Holly Greene Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: KEEFE Active Inmate File

Michael:

If this is for the tablets at Florence and other complexes, Keefe assumed that JPAY would include Keefe's Edge 2 feature for inmates. this feature allows the inmate to review his/her entire transaction history including all balances for Spendable, Retention, and DDA, and to order commissary.

John

From: Vitale, John
Sent: Sunday, November 24, 2019 6:02 PM
To: Marissa Boice <Marissa.Boice@businessdecision.com>
Subject: Fwd: KEEFE Active Inmate File

Sent from my iPhone

Begin forwarded message:

> **From:** Michael Gomez <mgomez@azadc.gov>
> **Date:** November 24, 2019 at 4:55:54 PM CST
> **To:** "Vitale, John" <jvitale@keefegroup.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>, James Tarantino <jtaranti@azadc.gov>, Rusty Johnson <sjohnson@azadc.gov>
> **Subject: Re: KEEFE Active Inmate File**
>
> Hello John,
>
> We actually need the file, which is essentially the content of the "ACTIVE_INMATES.csv" file, as part of an Inmate Account Balance file that we send to JPay. This file will be used in such a way that Inmates can check their own spendable balance. We will need the file sent to ADC and not JPay.

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Michael Gomez
IT Applications
Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

On Sun, Nov 24, 2019 at 2:57 PM Vitale, John <jvitale@keefegroup.com> wrote:

> Michael:
>
> JPAY can implement the entire deposit provider interface supplied to them by Keefe. KeepTrak will not be sending files to JPAY for this.
>
> John
>
> ---
>
> **From:** Michael Gomez <mgomez@azadc.gov>
> **Sent:** Sunday, November 24, 2019 2:56 PM
> **To:** Vitale, John <jvitale@keefegroup.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>
> **Subject:** Re: KEEFE Active Inmate File
>
> > Hello John,
> >
> > Currently, we send KEEFE an ACTIVE_INMATES.csv file. Since there is no Banking Content kept within the ORACLE AIMs 2 Database, we are going to need that exact same banking file sent back to us from KEEFE. We will need the content for a Banking File we presently send to JPAY. The file consists of the 12 fields below. I have attached an example of the file. This is the exact same file we send every time we deliver files to KEEFE. They probably already have the Data Schema set up, as this is the file we send them. We are needing to have this file sent to us on a Nightly basis starting as soon as they have it available.
> >
> > 1) ADC_Number
> > 2) Effective_Date
> > 3) Active/InActive

AMERICAN OVERSIGHT

4) Inmate_Name
5) Beginning_Balance
6) Current_Balance
7) Spendable_Balance
8) Retention_Balance
9) DDA_Balance
10) DDA_Check_Number
11) DDA_Check_Amount
12) DDA_Check_Date

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--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Holly Greene; Gravier, Timothy
Cc: Vitale, John; Thad Lowry; Dean Allen
Subject: RE: KEEFE File Transfer
Date: Sunday, November 24, 2019 8:18:59 PM

Thank you Tim and John for everything this weekend!

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Saturday, November 23, 2019 10:26 PM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Marissa Boice <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Subject: Re: KEEFE File Transfer

Wonderful! Terrific job Tim! Thank you for the update and your hard work. I hope you enjoy what remains of your weekend. :)

On Sat, Nov 23, 2019 at 10:23 PM Gravier, Timothy <tgravier@keefegroup.com> wrote:

> Hello, All;
>
> All done! The last transaction batches are being committed into ADCCOPS now, and IDS is enabled. All transaction batches for AZ31855P have been committed, and IDS is enabled.
>
> Signing off for the night. Text me if you need anything!
>
> ---
>
> **From:** Gravier, Timothy
> **Sent:** Saturday, November 23, 2019 9:02 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
> **Subject:** RE: KEEFE File Transfer
>
> I think I've identified the issue with ADCCOPS. John, help me remember to fix the Admit Time in the PersonalData-COS.csv file.
>
> Oh, BTW, AZ31855P is completed. :D John, if you get a moment, check it over and make sure I haven't missed something.
>
> ---
>
> **From:** Gravier, Timothy
> **Sent:** Saturday, November 23, 2019 8:34 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
> **Subject:** RE: KEEFE File Transfer

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Phase 2 is completed. I'm still working on the files so that I can begin Phase 3 (importing all the Suspense balances, Obligations, etc.) I'll let you all know when I'm able to get that started. Still working on ADCCOPS as well.

From: Gravier, Timothy
Sent: Saturday, November 23, 2019 6:13 PM
To: 'Marissa Boice' <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Subject: RE: KEEFE File Transfer

I'm taking a dinner break. Phase 2 is still in progress. I'm having some trouble with loading offenders in ADCCOPS, but nothing I need to call in reinforcements for. I'll be back online in an hour or so. Text me if you need anything.

From: Gravier, Timothy
Sent: Saturday, November 23, 2019 5:22 PM
To: Marissa Boice <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Subject: RE: KEEFE File Transfer

Took a little while to tinker with the files, but Phase 2 is now starting. The lion's share of the data is being loaded into KeepTrak Banking. Offender data is also being loaded into ADCCOPS.

From: Gravier, Timothy
Sent: Saturday, November 23, 2019 4:43 PM
To: Marissa Boice <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Subject: RE: KEEFE File Transfer

Phase 1 has started. Should be just another few more minutes before I have converted files.

From: Gravier, Timothy
Sent: Saturday, November 23, 2019 3:53 PM
To: Holly Greene <hgreene@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Subject: RE: KEEFE File Transfer

Welp, here we go then. I'm gonna get the conversion started as soon as I can get all the files loaded onto our conversion computer. There's a little hand-finessing that will need to happen. I'll let you know each step of the way how it's going.

From: Holly Greene <hgreene@azadc.gov>
Sent: Saturday, November 23, 2019 2:19 PM
To: Gravier, Timothy <tgravier@keefegroup.com>; Marissa Boice <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Subject: Fwd: KEEFE File Transfer

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Please see below.

---------- Forwarded message ---------
From: **Michael Gomez** <mgomez@azadc.gov>
Date: Sat, Nov 23, 2019 at 12:38 PM
Subject: KEEFE File Transfer
To: Holly Greene <hgreene@azadc.gov>

Hello Holly,

The KEEFE files below have all successfully transferred to the KEEFE Directory.

1_Active_Inmates.CSV
2_iBank.csv
3_One_Day_of_AIMs_Transactions.csv
4_COS_Account_Status_Detailed.csv
5_Transaction_Detail.csv
6_Outstanding_Checks.csv
7_41_Discipline_Restitution.csv
8_33_Escapee_Apprehension.csv
9_34_Tax_Risk_Management.csv

Michael Gomez
IT Applications
Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

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Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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--

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Thad Lowry
Subject: Re: Two PC-AIMS related TFS issues
Date: Saturday, November 23, 2019 6:05:07 PM

Thank you kindly for your support good sir :)

On Sat, Nov 23, 2019 at 6:03 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Hey wissem
>
> Any thoughts on this
>
> Thad
> ---
> Thad Lowry
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
>
> ---
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Saturday, November 23, 2019 5:07:13 PM
> **To:** Wissem BenAissa <Wissem.BenAissa@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Holly Greene <hgreene@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Minh Phan <mphan@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>
> **Subject:** Re: Two PC-AIMS related TFS issues
>
> Hello, Wissem - I reopened TFS Issue #38585 as the Current Location Code from last night's file is still inaccurate when checked against the application, as well as null for all rows especially toward the recent end of the sorted ADC Numbers (I've included some example ADC Numbers to check in the ticket).
>
> Let's see if we can get this diagnosed and repaired as quickly as possible tomorrow and Monday.
>
> Talk with you more soon,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 22, 2019 at 9:01 PM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

> Hi All,
>
> The logs said all the files are processing properly. It is now on the last step, sending the 03BJ files (ACIJ inmate notes table).
>
> All files should be available before 6AM tomorrow.
>
> Thank you Keith, Phil and Aaron for starting the service and updating the PCAIMS service run schedule.
>
> Best Regards,
>
> Wissem ben Aissa.
>
> Business & Decision, North America

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Friday, November 22, 2019 5:35 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: Two PC-AIMS related TFS issues

Yes – we're all good

I have talked to Phil and Wissem

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Phil will deploy to production tonight and make sure the PCAIMS interface is run (or scheduled to run)

Wissem will check the logs and make sure the PCAIMS interface has run or is running

We then anticipate that the PCAIMS files will be available for Josh tomorrow morning (Saturday) after 6:00 AM

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, November 22, 2019 3:11 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: Two PC-AIMS related TFS issues

Thank you for the chat, Thad. We really appreciate you following up with this on your side. We'll look for this info tomorrow morning. :)

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 22, 2019 at 3:02 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Ok so you're asking us to load the PCAIMS files sooner than Monday?
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, November 22, 2019 2:58 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>;

AMERICAN OVERSIGHT

Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Fwd: Two PC-AIMS related TFS issues

Hi Thad-

Please see the email below per the debrief meeting. These two TFS tickets need to be addressed prior to Monday load. Believe these could or will impact Visitation in some capacity...

- #38585 - 03AA Showing duplicate ADC Numbers
- #40444 - 04AA-CurrentLocationCode NULL and inaccurate

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Holly Greene** <hgreene@azadc.gov>
Date: Fri, Nov 22, 2019 at 11:12 AM
Subject: Fwd: Two PC-AIMS related TFS issues
To: Dwight Cloud <dcloud@azadc.gov>

Hi Dwight-

AMERICAN OVERSIGHT

Please see below. Any way we can get these expedited? If so, who's the proper person(s) to do so to push it along?

-Holly

---------- Forwarded message ---------
From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Fri, Nov 22, 2019 at 9:43 AM
Subject: Two PC-AIMS related TFS issues
To: Holly Greene <hgreene@azadc.gov>
Cc: Minh Phan <mphan@azadc.gov>, Hema Chennojwala <hchennoj@azadc.gov>, Zoya Fishman <zfishman@azadc.gov>, Michael Gomez <mgomez@azadc.gov>, Hung Tran <htran@azcorrections.gov>

Hello, Holly - Here's the two tickets that are high priority for PC-AIMS2:

- #38585 - 03AA Showing duplicate ADC Numbers
- #40444 - 04AA-CurrentLocationCode NULL and inaccurate

If they were not in good order on Monday, we'd be in trouble with all of our connected applications as these are the two most important tables in PC-AIMS so checking them earlier would be a definite positive development.

Talk with you again soon,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

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Respectfully,

Holly Greene

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Thad Lowry
Cc: Dwight Cloud; Joshua Connolly; Michael Kearns
Subject: Fwd: Two PC-AIMS related TFS issues
Date: Saturday, November 23, 2019 5:59:42 PM

Hi Thad-

Anything you can do to push this along would be greatly appreciated

-Holly

---------- Forwarded message ---------
From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Sat, Nov 23, 2019 at 5:07 PM
Subject: Re: Two PC-AIMS related TFS issues
To: Wissem BenAissa <Wissem.BenAissa@bndna.com>
CC: Thad Lowry <thad.lowry@bndna.com>, Marissa Boice <marissa.boice@bndna.com>, Holly Greene <hgreene@azadc.gov>, Michael Gomez <mgomez@azadc.gov>, Minh Phan <mphan@azadc.gov>, Aaron Bailey <abailey1@azadc.gov>

Hello, Wissem - I reopened TFS Issue #38585 as the Current Location Code from last night's file is still inaccurate when checked against the application, as well as null for all rows especially toward the recent end of the sorted ADC Numbers (I've included some example ADC Numbers to check in the ticket).

Let's see if we can get this diagnosed and repaired as quickly as possible tomorrow and Monday.

Talk with you more soon,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 22, 2019 at 9:01 PM Wissem BenAissa <Wissem.BenAissa@bndna.com> wrote:

> Hi All,

AMERICAN OVERSIGHT

The logs said all the files are processing properly. It is now on the last step, sending the 03BJ files (ACIJ inmate notes table).

All files should be available before 6AM tomorrow.

Thank you Keith, Phil and Aaron for starting the service and updating the PCAIMS service run schedule.

Best Regards,

Wissem ben Aissa.

Business & Decision, North America

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Friday, November 22, 2019 5:35 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Dean Allen <dean.allen@bndna.com>; Chris Masson <chris.masson@bndna.com>
Subject: RE: Two PC-AIMS related TFS issues

Yes – we're all good

I have talked to Phil and Wissem

Phil will deploy to production tonight and make sure the PCAIMS interface is run (or scheduled to run)

Wissem will check the logs and make sure the PCAIMS interface has run or is running

We then anticipate that the PCAIMS files will be available for Josh tomorrow morning

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(Saturday) after 6:00 AM

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Friday, November 22, 2019 3:11 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
Subject: Re: Two PC-AIMS related TFS issues

Thank you for the chat, Thad. We really appreciate you following up with this on your side. We'll look for this info tomorrow morning. :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 22, 2019 at 3:02 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Ok so you're asking us to load the PCAIMS files sooner than Monday?
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
>
> Business & Decision
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Friday, November 22, 2019 2:58 PM
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Joshua Connolly <jconnolly@azadc.gov>
> **Subject:** Fwd: Two PC-AIMS related TFS issues
>
> Hi Thad-
>
> Please see the email below per the debrief meeting. These two TFS tickets need

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to be addressed prior to Monday load. Believe these could or will impact Visitation in some capacity...

- #38585 - 03AA Showing duplicate ADC Numbers
- #40444 - 04AA-CurrentLocationCode NULL and inaccurate

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Holly Greene** <hgreene@azadc.gov>
Date: Fri, Nov 22, 2019 at 11:12 AM
Subject: Fwd: Two PC-AIMS related TFS issues
To: Dwight Cloud <dcloud@azadc.gov>

Hi Dwight-

Please see below. Any way we can get these expedited? If so, who's the proper person(s) to do so to push it along?

-Holly

---------- Forwarded message ---------

AMERICAN OVERSIGHT

From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Fri, Nov 22, 2019 at 9:43 AM
Subject: Two PC-AIMS related TFS issues
To: Holly Greene <hgreene@azadc.gov>
Cc: Minh Phan <mphan@azadc.gov>, Hema Chennojwala <hchennoj@azadc.gov>, Zoya Fishman <zfishman@azadc.gov>, Michael Gomez <mgomez@azadc.gov>, Hung Tran <htran@azcorrections.gov>

Hello, Holly - Here's the two tickets that are high priority for PC-AIMS2:

- #38585 - 03AA Showing duplicate ADC Numbers
- #40444 - 04AA-CurrentLocationCode NULL and inaccurate

If they were not in good order on Monday, we'd be in trouble with all of our connected applications as these are the two most important tables in PC-AIMS so checking them earlier would be a definite positive development.

Talk with you again soon,

- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov

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Respectfully,

Holly Greene

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Gravier, Timothy; Marissa Boice; Vitale, John
Subject: Fwd: KEEFE File Transfer
Date: Saturday, November 23, 2019 1:18:47 PM

Please see below.

---------- Forwarded message ---------
From: **Michael Gomez** <mgomez@azadc.gov>
Date: Sat, Nov 23, 2019 at 12:38 PM
Subject: KEEFE File Transfer
To: Holly Greene <hgreene@azadc.gov>

Hello Holly,

The KEEFE files below have all successfully transferred to the KEEFE Directory.

1_Active_Inmates.CSV
2_iBank.csv
3_One_Day_of_AIMs_Transactions.csv
4_COS_Account_Status_Detailed.csv
5_Transaction_Detail.csv
6_Outstanding_Checks.csv
7_41_Discipline_Restitution.csv
8_33_Escapee_Apprehension.csv
9_34_Tax_Risk_Management.csv

Michael Gomez
IT Applications
Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

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Respectfully,

Holly Greene

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Thad Lowry
Cc:	Dwight Cloud; Michael Kearns; Aaron Bailey; Joshua Connolly
Subject:	Fwd: Two PC-AIMS related TFS issues
Date:	Friday, November 22, 2019 2:57:59 PM

Hi Thad-

Please see the email below per the debrief meeting. These two TFS tickets need to be addressed prior to Monday load. Believe these could or will impact Visitation in some capacity...

- #38585 - 03AA Showing duplicate ADC Numbers
- #40444 - 04AA-CurrentLocationCode NULL and inaccurate

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Holly Greene** <hgreene@azadc.gov>
Date: Fri, Nov 22, 2019 at 11:12 AM
Subject: Fwd: Two PC-AIMS related TFS issues
To: Dwight Cloud <dcloud@azadc.gov>

Hi Dwight-

Please see below. Any way we can get these expedited? If so, who's the proper person(s) to do so to push it along?

-Holly

---------- Forwarded message ---------
From: **Joshua Connolly** <jconnolly@azadc.gov>
Date: Fri, Nov 22, 2019 at 9:43 AM
Subject: Two PC-AIMS related TFS issues

AMERICAN OVERSIGHT

To: Holly Greene <hgreene@azadc.gov>
Cc: Minh Phan <mphan@azadc.gov>, Hema Chennojwala <hchennoj@azadc.gov>, Zoya Fishman <zfishman@azadc.gov>, Michael Gomez <mgomez@azadc.gov>, Hung Tran <htran@azcorrections.gov>

Hello, Holly - Here's the two tickets that are high priority for PC-AIMS2:

- #38585 - 03AA Showing duplicate ADC Numbers
- #40444 - 04AA-CurrentLocationCode NULL and inaccurate

If they were not in good order on Monday, we'd be in trouble with all of our connected applications as these are the two most important tables in PC-AIMS so checking them earlier would be a definite positive development.

Talk with you again soon,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
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AMERICAN OVERSIGHT

From: Scott Brauer on behalf of Scott Brauer <scott.brauer@bndna.com>
To: Robert Maneer; Holly Greene
Subject: RE: Please run RPT 1720 - H310I798... running NOW!
Date: Friday, November 22, 2019 12:54:17 PM
Attachments: image002.png

Perfect. Thank you sir, exactly what I needed.
Scott

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Friday, November 22, 2019 12:44 PM
To: Scott Brauer <scott.brauer@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Please run RPT 1720 - H310I798... running NOW!

Job $CO798PR (H310I798) runs every Saturday.

I can pull off the H310I798 Report for the generation data set (occurrence) for '$COS.H310I798.RPT.FILE.G0295V00' this is the one that ran on 11-2-2019 and ran for the period of 10-25-2019 to 11-02-209.

I believe that should give you want you want.

It is attached in data format below:

Let me know if you need something else:

Thanks

Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Fri, Nov 22, 2019 at 12:15 PM Scott Brauer <scott.brauer@bndna.com> wrote:

> What I would like is a copy of whatever ran last - just prior to the snapshot.
> The easiest thing would be to go the repository (network drive) and just grab a copy of the PDF file that ran last prior to the snapshot.
> I assume that was the run on 11-2.
>
> Or, if that is not available for us to just get a copy of (like the last one we tried it was never stored on the network drive) could you run one that emulates those dates?
>
> Not being able to see the schedule and the parameters, I cannot give you the exacts for those parameters.
> I was hoping you could derive that for me: Look at the scheduler, get the run date, use that as the parameter (or alter the internal date calc accordingly) to emulate that same run.
>
> Scott
>
> **From:** Robert Maneer <rmaneer@azadc.gov>
> **Sent:** Friday, November 22, 2019 12:07 PM
> **To:** Scott Brauer <scott.brauer@bndna.com>
> **Subject:** Re: Please run RPT 1720 - H310I798... running NOW!
>
> What dates do you want?
> Robert Maneer
> Consultant ADOC AIMS Mainframe
> rmaneer@azadc.gov
>
> On Fri, Nov 22, 2019 at 12:06 PM Scott Brauer <scott.brauer@bndna.com> wrote:
>
> > Wouldn't the run date of 11-2 be for the week prior to 11-2, not after?
> > Remember, the snapshot was taken on the 7 I believe.
> > Scott
> >
> > **From:** Robert Maneer <rmaneer@azadc.gov>
> > **Sent:** Friday, November 22, 2019 12:03 PM
> > **To:** Scott Brauer <scott.brauer@bndna.com>
> > **Cc:** Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
> > **Subject:** Re: Please run RPT 1720 - H310I798... running NOW!
> >
> > Hey Scott, let me set it up so I can run the job and use Debug to stop the program and change the To and From Dates on the Report to 11-2-2019 to 11-9-2019 and run the report. Lets see if that makes a difference.
> >
> > I'll send the report to you after I get all this done.
> >
> > Thanks
> > Robert Maneer
> > Consultant ADOC AIMS Mainframe
> > rmaneer@azadc.gov
> >
> > On Fri, Nov 22, 2019 at 12:00 PM Scott Brauer <scott.brauer@bndna.com> wrote:
> >
> > > Robert,
> > > Sorry about the delay in replying but I am not seeing any records with BEG DATE or END DATE populated.
> > > Those would be the Enrollments, Completions, Removals, etc. records as all of the others are "TOP INMATES ON XXX RANKING REPORT" records.
> > >
> > > The 11-2 source should include everything done the prior week, correct?

AMERICAN OVERSIGHT

This file does not look like that. Maybe the filter dates were not offset?

Scott

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Wednesday, November 20, 2019 8:31 AM
To: Scott Brauer <scott.brauer@bndna.com>
Cc: Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: Please run RPT 1720 - H310I798... running NOW!

Scott, the text format of the report is attached. Check it out and see if it is okay for your needs.
If not I might have to run the job again and use IBM Debug to stop it and force in the dates
for the Period (as shown in the report header 11/12/2019 to 11/20/2019 and change it to 11-2-2019 to 11-9-2019)

Let me know.

Thanks

Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 20, 2019 at 8:22 AM Scott Brauer <scott.brauer@bndna.com> wrote:

> 11-2 should work.
> Thank you Robert.
> Scott
>
> **From:** Robert Maneer <rmaneer@azadc.gov>
> **Sent:** Wednesday, November 20, 2019 8:20 AM
> **To:** Scott Brauer <scott.brauer@bndna.com>; Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Fwd: Please run RPT 1720 - H310I798... running NOW!
>
> Scott, I can run the report H310I798 pulling in the data for the 5 generation input files using the
> date of 11-2-2019. The prior dates for these generation data sets are 10-26-19.
>
> Is the 11-2-2019 date good for you?
>
> Robert Maneer
> Consultant ADOC AIMS Mainframe
> rmaneer@azadc.gov
>
> ---------- Forwarded message ---------
> From: **Russell Coryell** <russell.coryell@bndna.com>
> Date: Wed, Nov 20, 2019 at 8:08 AM
> Subject: RE: Please run RPT 1720 - H310I798... running NOW!
> To: Robert Maneer <rmaneer@azadc.gov>
>
> Ok. (man I hate bother anyone to clean up 'my messes') You did show me… briefly, and it was complicated. I wish we had taken more time and I had taken better notes. Is it NOT documented somewhere…. ☹
>
> Could you please run the job for Scott? He wants the dates to be "something like 31-Oct-2019 thru 06-Nov-2019."
>
> Thank you.
> Russ
>
> **From:** Robert Maneer <rmaneer@azadc.gov>
> **Sent:** Wednesday, November 20, 2019 8:00 AM
> **To:** Russell Coryell <russell.coryell@bndna.com>
> **Subject:** Re: Please run RPT 1720 - H310I798... running NOW!
>
> I showed you those before, they are complicated - because they involve other steps outside of running the jobs
> themselves.
> If you have this situation again - let me know asap and I will run the two jobs
> Robert Maneer
> Consultant ADOC AIMS Mainframe
> rmaneer@azadc.gov
>
> On Wed, Nov 20, 2019 at 7:55 AM Russell Coryell <russell.coryell@bndna.com> wrote:
>
> > I'm trying my best…. ☹
> >
> > FYI, I actually moved those debug statements to after the end of job. So I'm not sure how they could have been executed. Along that same line… this is like the 2nd or 3rd time I've had to ask your to fix MY issue. THANK YOU(and sorry). So could you tell me **What are those 2 jobs** so I'll be able to recover and not tie anything up?
> >
> > Also… can you please run the job for Scott? I've run it with multiple different GDG's and the report HEADER still shows the 'current week'…. I'm SURE I could stumble my way thru the code to get the header correct but…. He needs it ASAP and I'm gonna be slower than you.
> >
> > Thank you.

AMERICAN OVERSIGHT

Russ

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Wednesday, November 20, 2019 7:24 AM
To: Russell Coryell <russell.coryell@bndna.com>
Subject: Re: Please run RPT 1720 - H310I798... running NOW!

Russell, please be careful if you are using my jcl.
The job you submitted locked up the IMS and CICS Region because of the debug statements.
That job can not be cancelled it has to have two other jobs run to delete it from the IMS and CICS lock.

Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 20, 2019 at 7:17 AM Russell Coryell <russell.coryell@bndna.com> wrote:

> DOC22798 JOB56567 abended with S522(time limited exceeded). The actual SDSF output says @14 DFS690A DOC22798.GO.STEP0080 - CTL PGM NOT ACTIVE, REPLY '
>
> I found an issue with the JCL I setup…. So I tried it again.
>
> It's run now!! Scott, I'll send the results as soon as the job completes.
>
> Robert let me know if there's any other info you need from me.
>
> Thank you.
> Russ

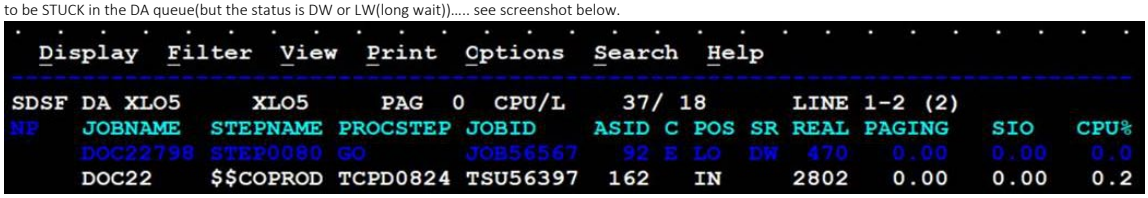
From: Scott Brauer <scott.brauer@bndna.com>
Sent: Wednesday, November 20, 2019 6:44 AM
To: Russell Coryell <russell.coryell@bndna.com>; Robert Maneer <rmaneer@azadc.gov>
Cc: Charles Spannagel <charles.spannagel@bndna.com>
Subject: RE: Please run RPT 1720 - H310I798

Does not have to be off-schedule.
Just don't want it to be after 06-Nov-2019.
Scott

From: Russell Coryell <russell.coryell@bndna.com>
Sent: Tuesday, November 19, 2019 6:46 PM
To: Robert Maneer <rmaneer@azadc.gov>
Cc: Scott Brauer <scott.brauer@bndna.com>; Charles Spannagel <charles.spannagel@bndna.com>; Russell Coryell <russell.coryell@bndna.com>
Subject: FW: Please run RPT 1720 - H310I798
Importance: High

Hi. Can you run this for Scott?

I tried to run it using a COPY of the JCL I found in your library. I moved the IBM debugger statements to the end & updated the GDG(s)… but after I submitted it it appears to be STUCK in the DA queue(but the status is DW or LW(long wait))….. see screenshot below.



```
  Display  Filter  View  Print  Options  Search  Help
------------------------------------------------------------------------------
SDSF DA XLO5     XLO5     PAG  0  CPU/L    37/ 18      LINE 1-2 (2)
NP    JOBNAME  STEPNAME PROCSTEP JOBID    ASID C POS SR REAL PAGING   SIO    CPU%
      DOC22798 STEP0080 GO       JOB56567   92 E LO  DW  470    0.00   0.00    0.0
      DOC22    $$COPROD TCPD0824 TSU56397  162    IN     2802    0.00   0.00    0.2
```

I think we(meaning you or JIM), might need to cancel my job….. and then could you run the report for Scott?
SPECIAL note…. He wants the date range to fall OFF SCHEDULE(e.g. G295V00 for the input files were created 11/2… G296 were created 11/9… so to get 10-31 thru 11-6 I think you'll have to do MIGHT need to run it under DEBUGGER).

Sorry for the delay Scott…. And EXTRA work for you, Robert. Robert, IF?!? You want to look at MY JCL(it already has the GDG's setup) please see DOC22.JCL.CNTL(H310I798)

You can call or text me at [redacted] if you need any further info…. Or I need to do something to end that job. DOC22798
Russ

From: Scott Brauer <scott.brauer@bndna.com>
Sent: Tuesday, November 19, 2019 3:12 PM
To: Russell Coryell <russell.coryell@bndna.com>
Subject: Please run RPT 1720 - H310I798

Russell,

Please run a PDF=N (if possible) version of the H310I798.
Does not look like there are any parameters for you to enter, it uses the current date and runs for the prior week.
I hope this generates a report. We may need to intervene and set the report dates to something like 31-Oct-2019 thru 06-Nov-2019.

AMERICAN OVERSIGHT

Thank you,

Scott Brauer
Contract PL/SQL Developer Lead
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
Cell: 602-717-5644
Email: scott.brauer@bndna.com

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AMERICAN OVERSIGHT

From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Dwight Cloud; Michael Kearns; Holly Greene; Lisa Dee Meyerson Marshall
Cc: Dean Allen; Thad Lowry
Subject: AIMS1 decision
Date: Thursday, November 21, 2019 4:59:34 PM

Hello Mike & all,

Can you tell us the result of the meeting you had on Tuesday regarding maintaining the AIMs1 post AIMS2 Go Live?

Thanks very much,

Benjamin

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: dcloud@azcorrections.gov
Cc: Aaron Bailey; Holly Greene; Dean Allen
Subject: RE: Final Operational Readiness Plan deliverable
Date: Thursday, November 21, 2019 4:17:29 PM

Agreed – I always thought it had to be done by tomorrow

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Dwight Cloud <dcloud@azadc.gov>
Sent: Thursday, November 21, 2019 3:35 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>
Subject: Re: Final Operational Readiness Plan deliverable

Just wanted to jump in to reset expectations: This cannot wait until next week. I believe we should be resolving this by tomorrow, so that we can get this approved on Monday or Tuesday. Thoughts?

Best Regards,

Dwight Cloud

Chief Information Officer
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2115, MC 310 | Phoenix, AZ 85007

Office: 602.364.0600 | Cell: 602.920.7528 | DCLOUD@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Nov 21, 2019 at 2:18 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> The current Operational Readiness document is out on SharePoint here – I have also attached it to this email

AMERICAN OVERSIGHT

1. In the Operational Readiness Document

- under the section 2.6 User Acceptance Testing
    - and the section End-to-End testing
        - it states that ADC will supply test results

2. I have also added a section for the Pilot:
   Pilot Testing
   Pilot testing was a 4-week exercise conducted from Oct 21 – Nov17, at the Perryville location and was designed to simulate the real world use of the system by means of dual entry into AIMS1 and ACIS the results of which have been incorporated into existing project control documents.

Let me know if you want to say anything differently

3. Under the section 2.7 Application Readiness Statement

   It is asking if the follow on Security Penetration Testing has been scheduled

   - have we scheduled the follow on test?

4. Under section 4 Network Readiness

- It says:

All Prison Locations are existing locations with known network capabilities that have been deemed adequate for Go Live.

- Are you ok with that statement?

5. Section 5.1.2 Bandwidth sayd:

Pop, DMARK, MDF, IDF

I don't know what that means – are you ok with that statement?

Thad

AMERICAN OVERSIGHT

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Aaron Bailey <abailey1@azadc.gov>
Sent: Thursday, November 21, 2019 9:53 AM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Final Operational Readiness Plan deliverable

Hi Thad,

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--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Aaron Bailey
Cc: Dwight Cloud; Holly Greene; Dean Allen
Subject: Final Operational Readiness Plan deliverable
Date: Thursday, November 21, 2019 2:19:14 PM
Attachments: AIMS2 Operational ReadinessGLv2.docx

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Business & Decision

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Aaron Bailey

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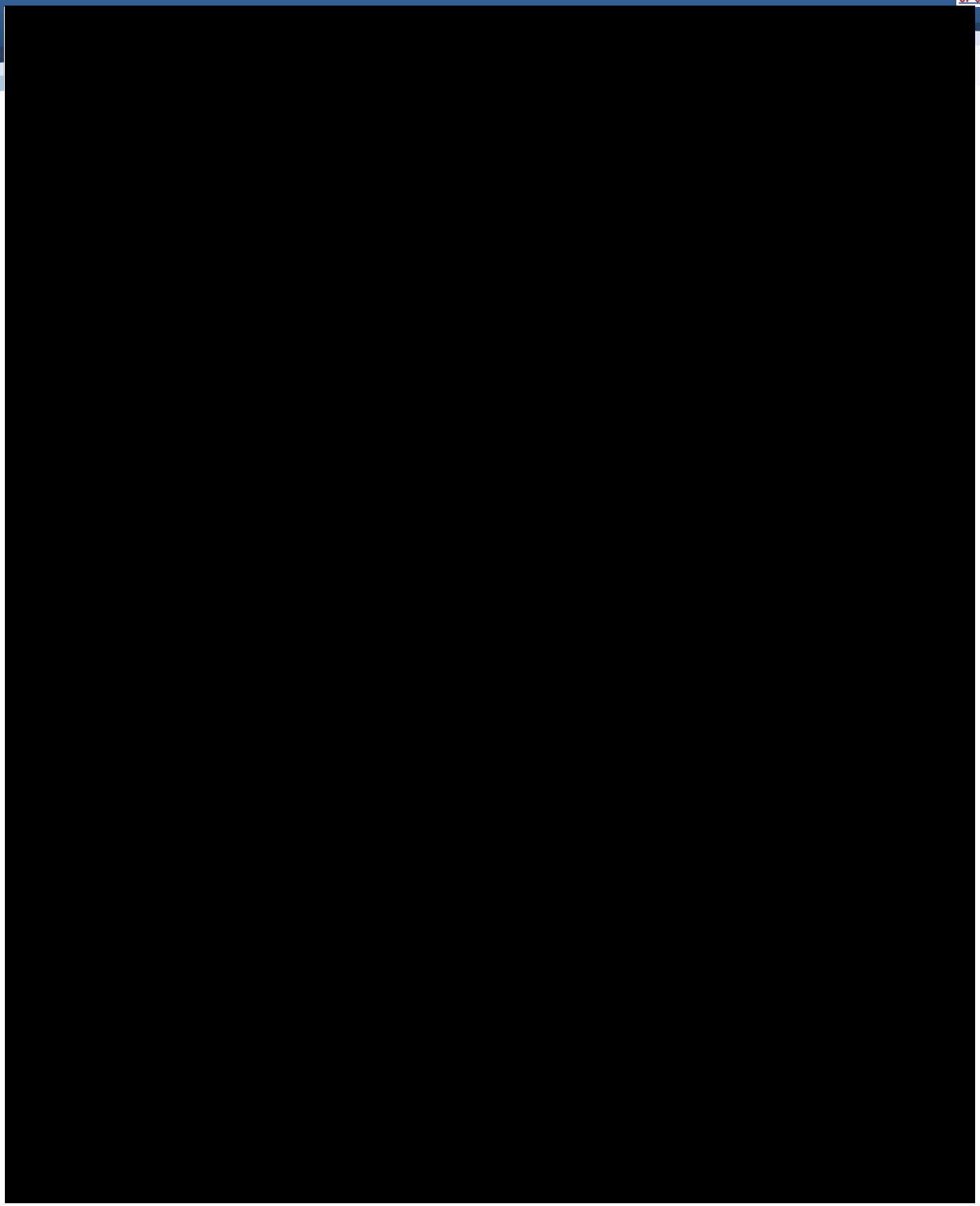

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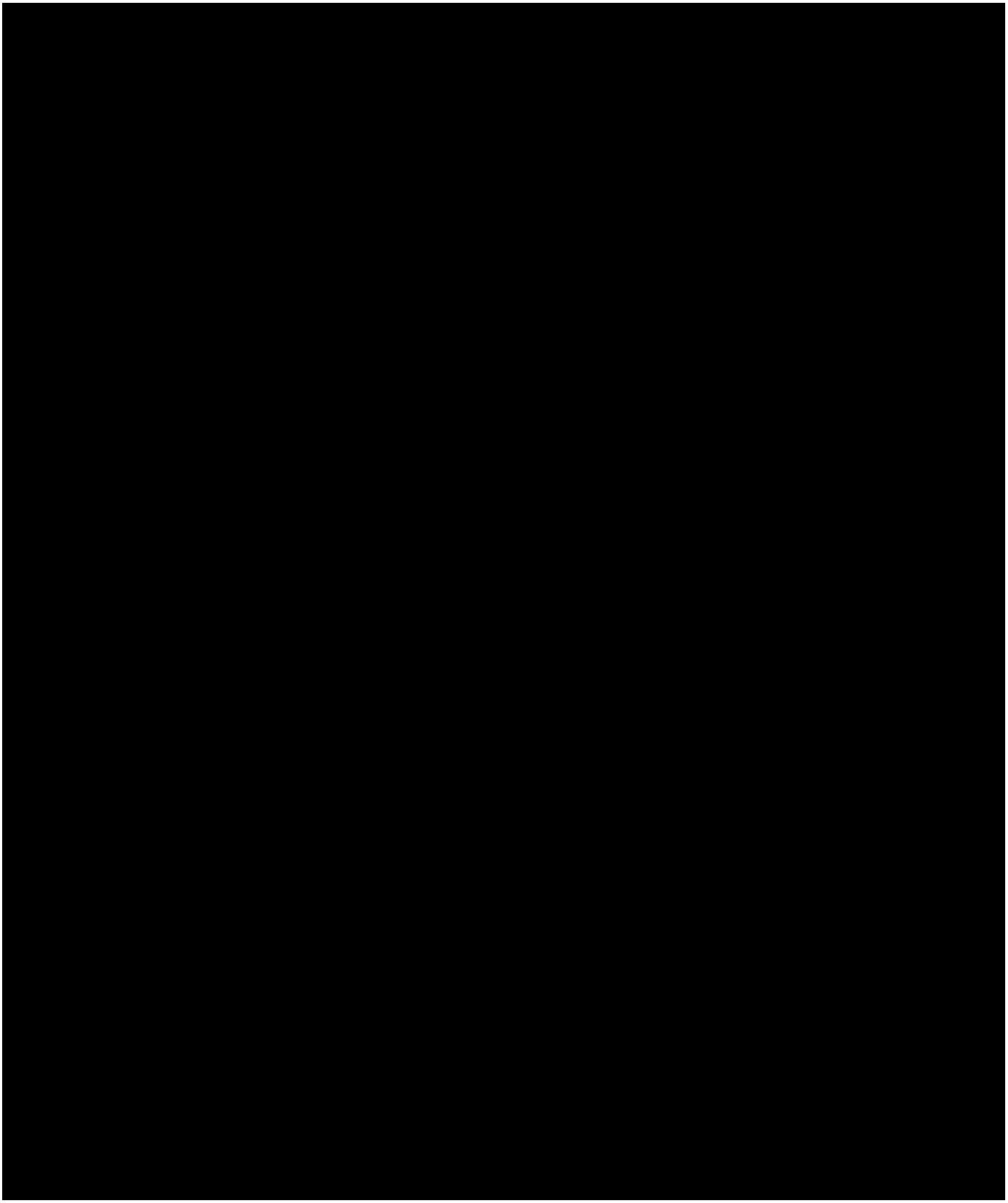

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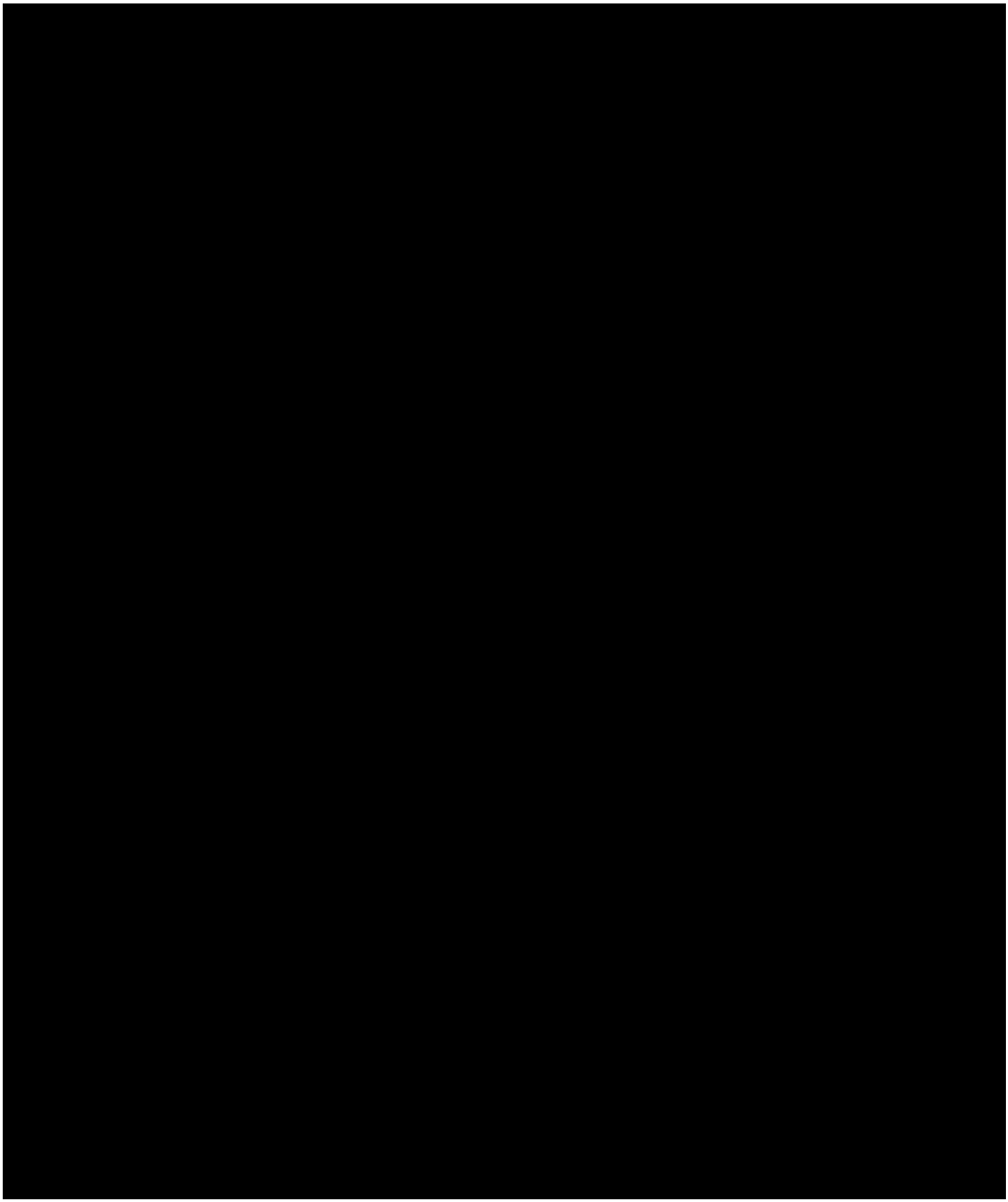

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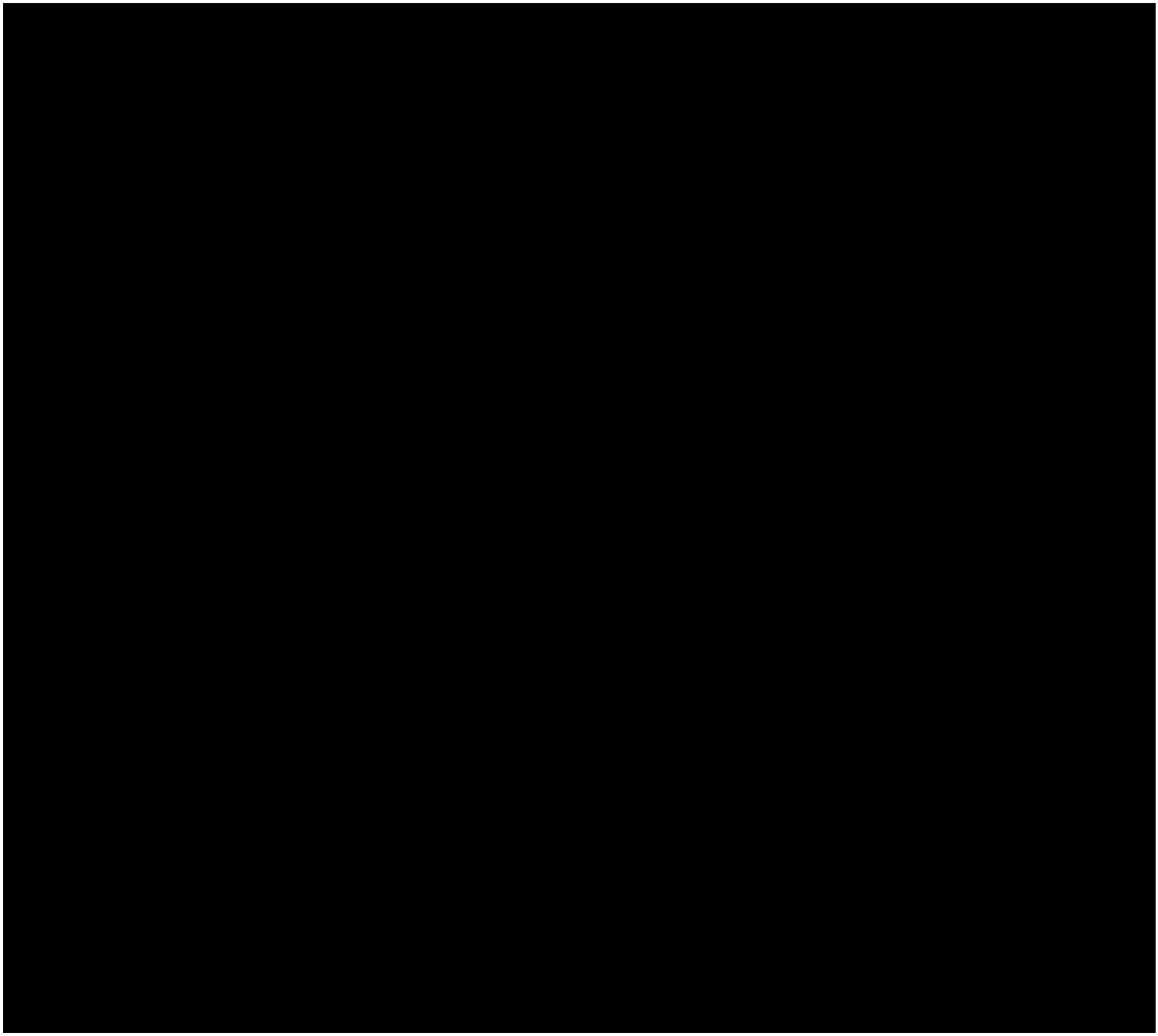

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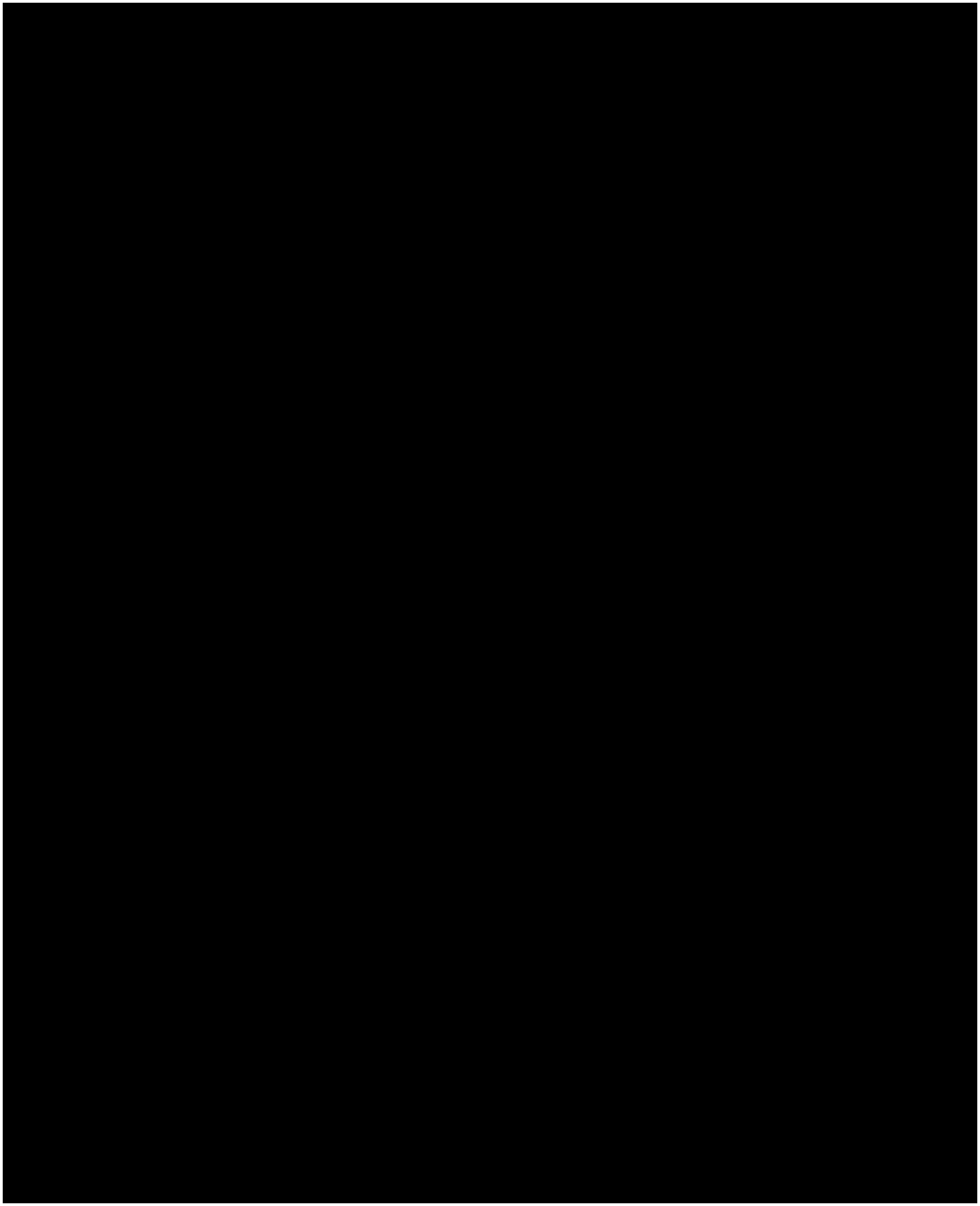

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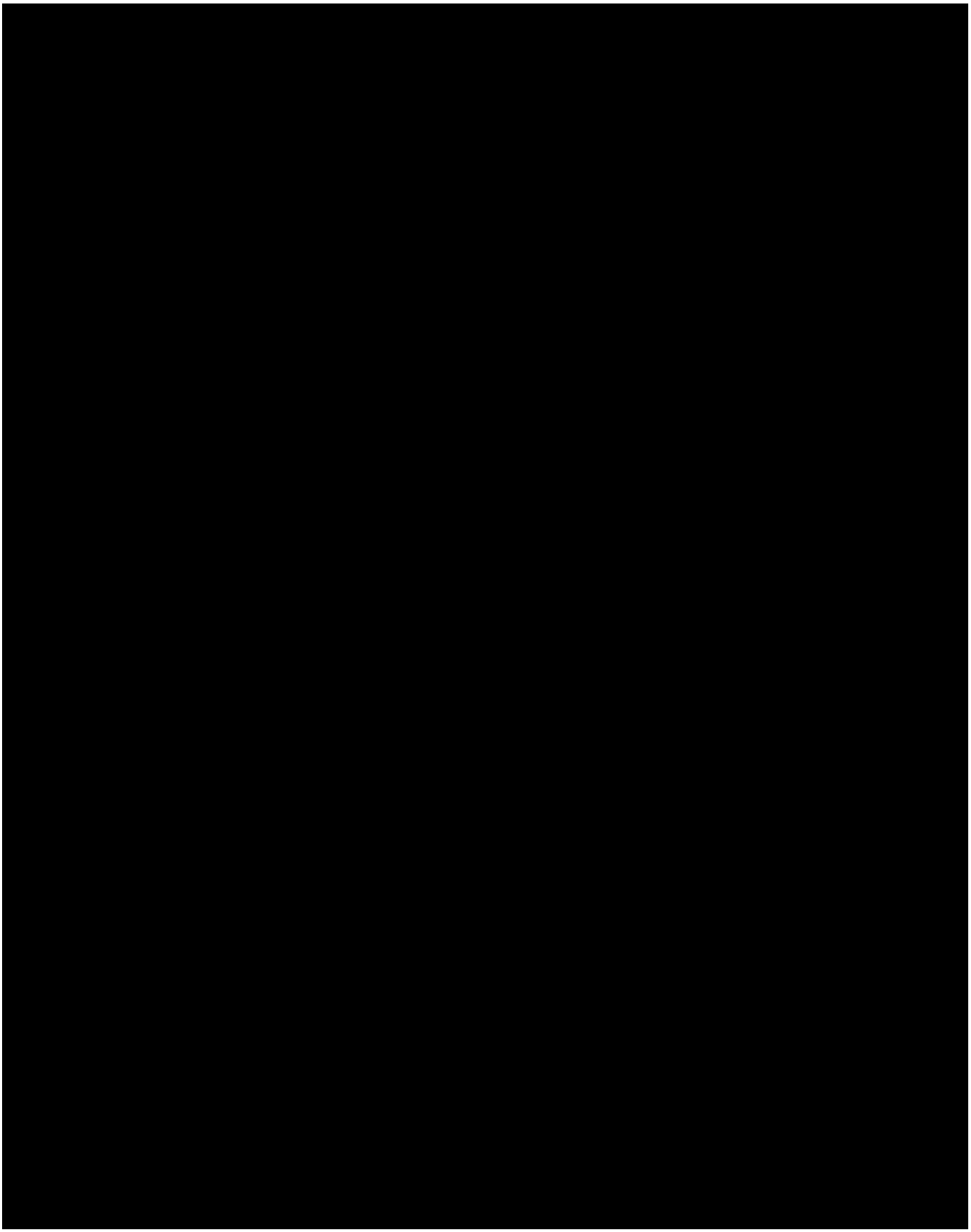

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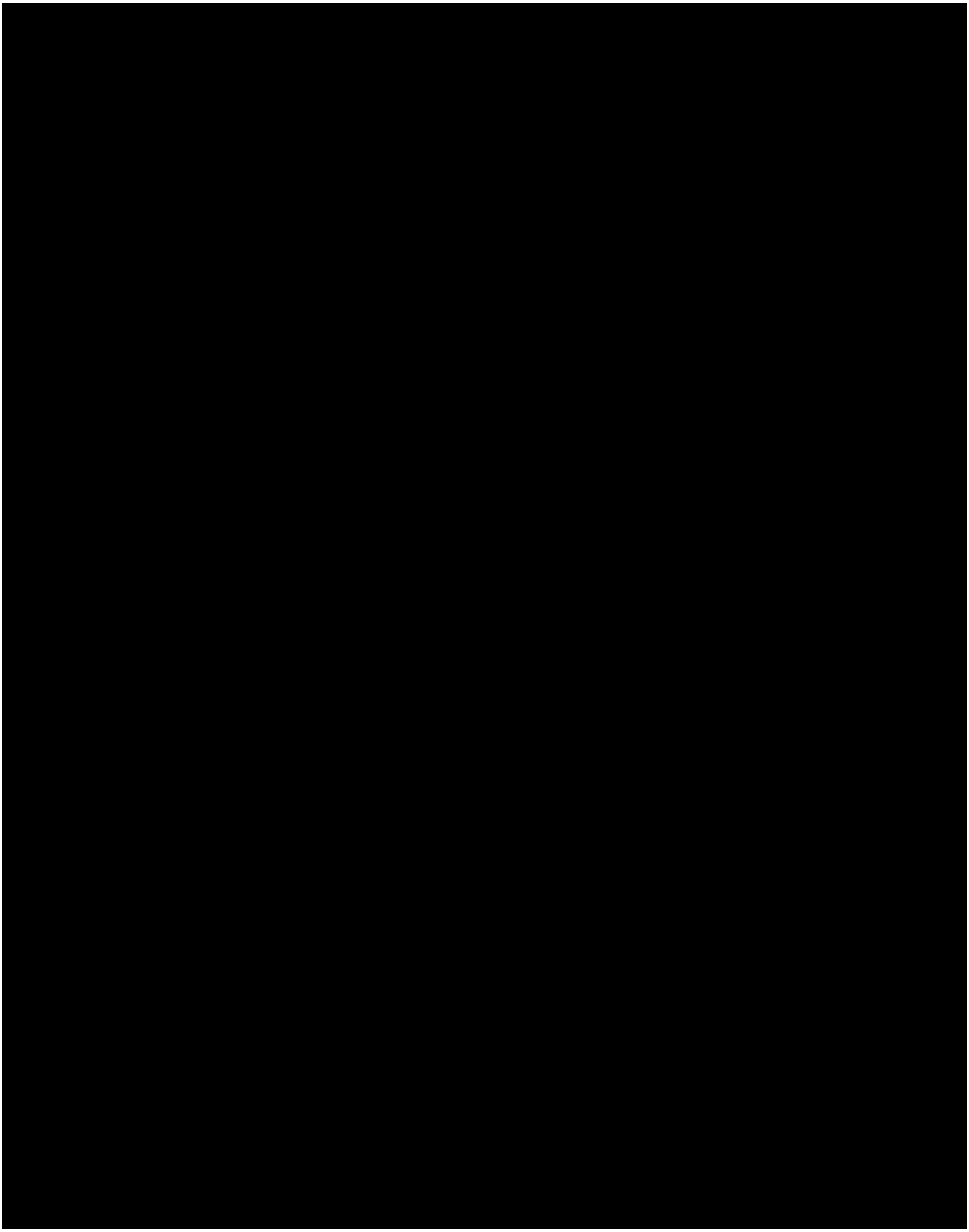

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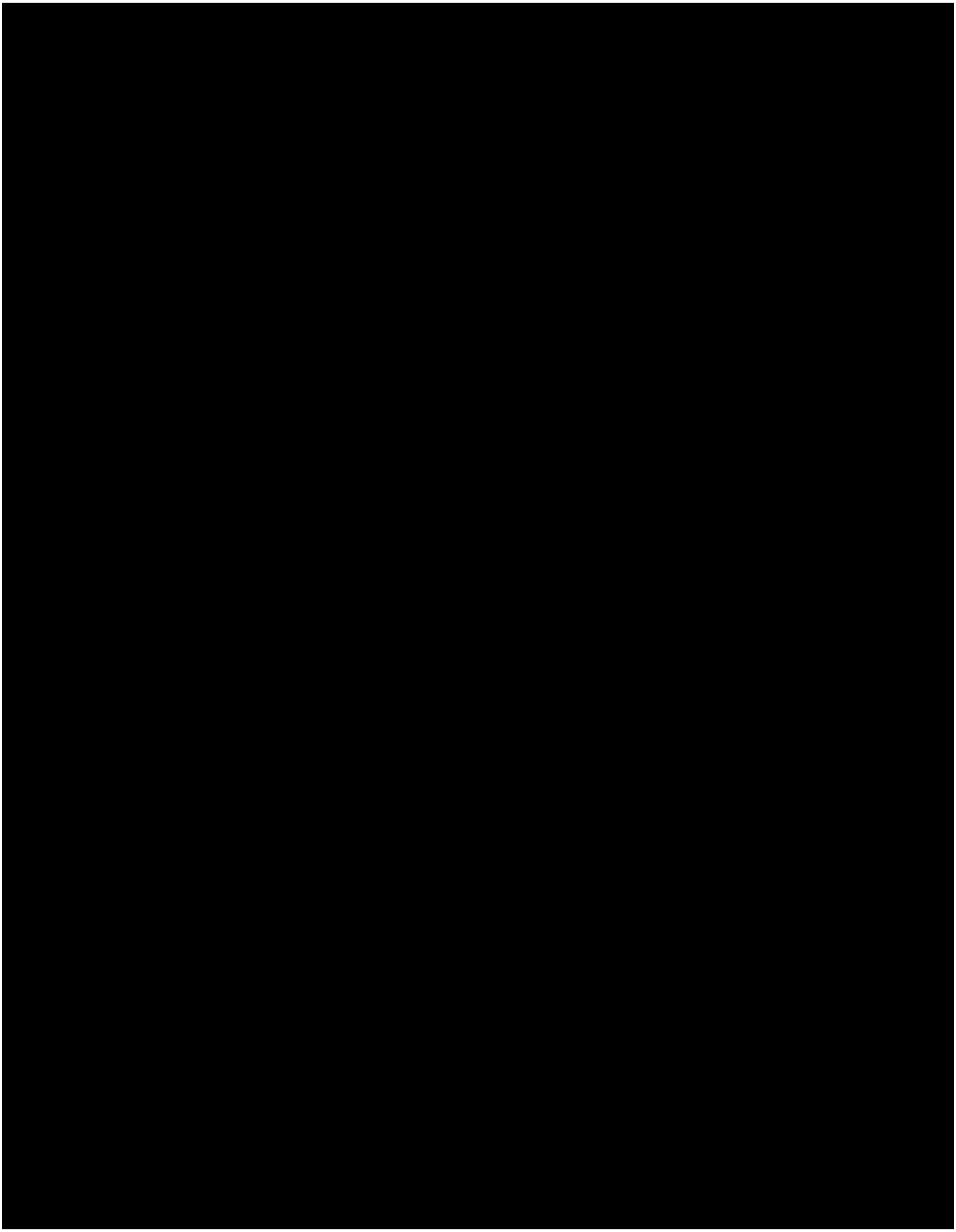

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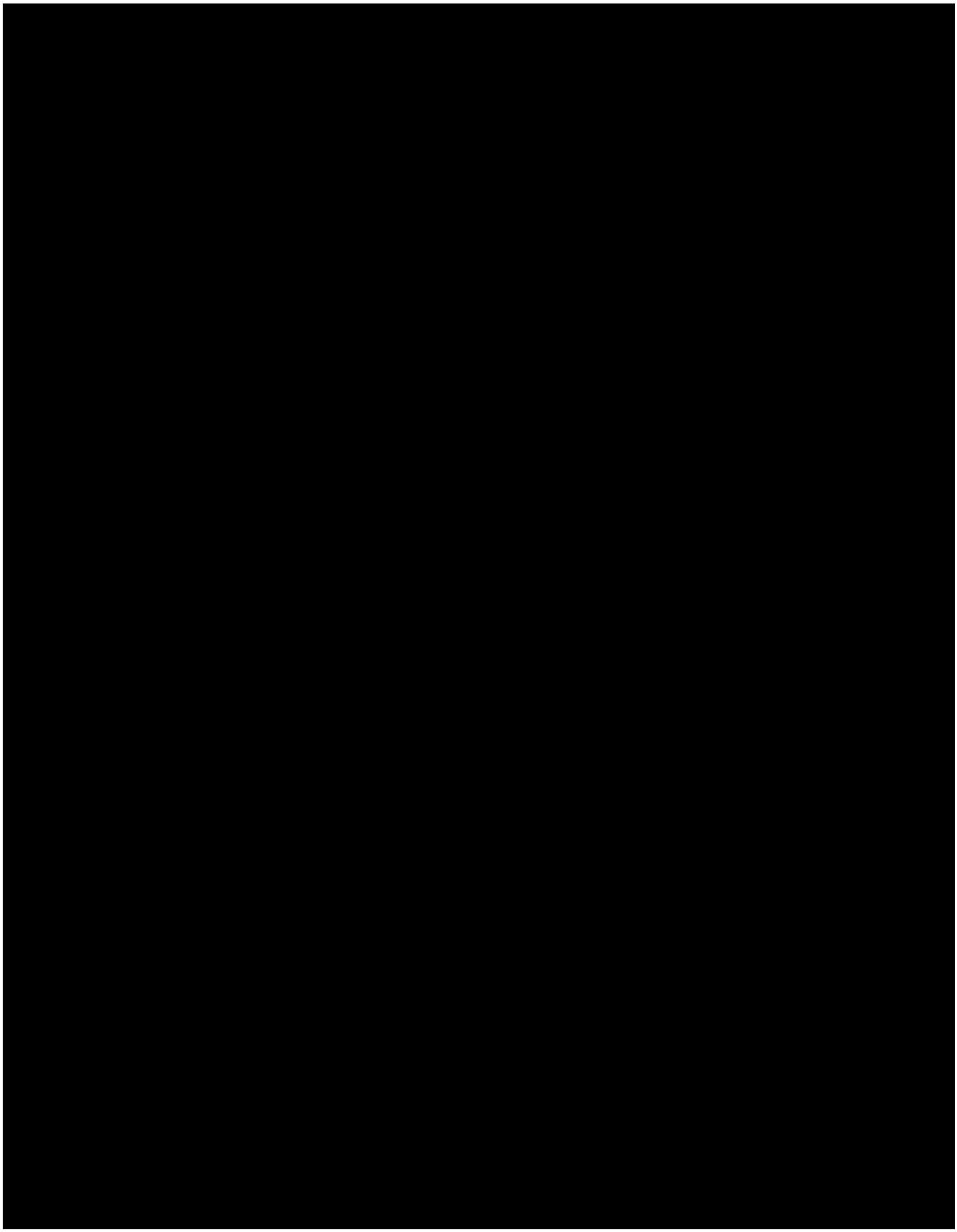

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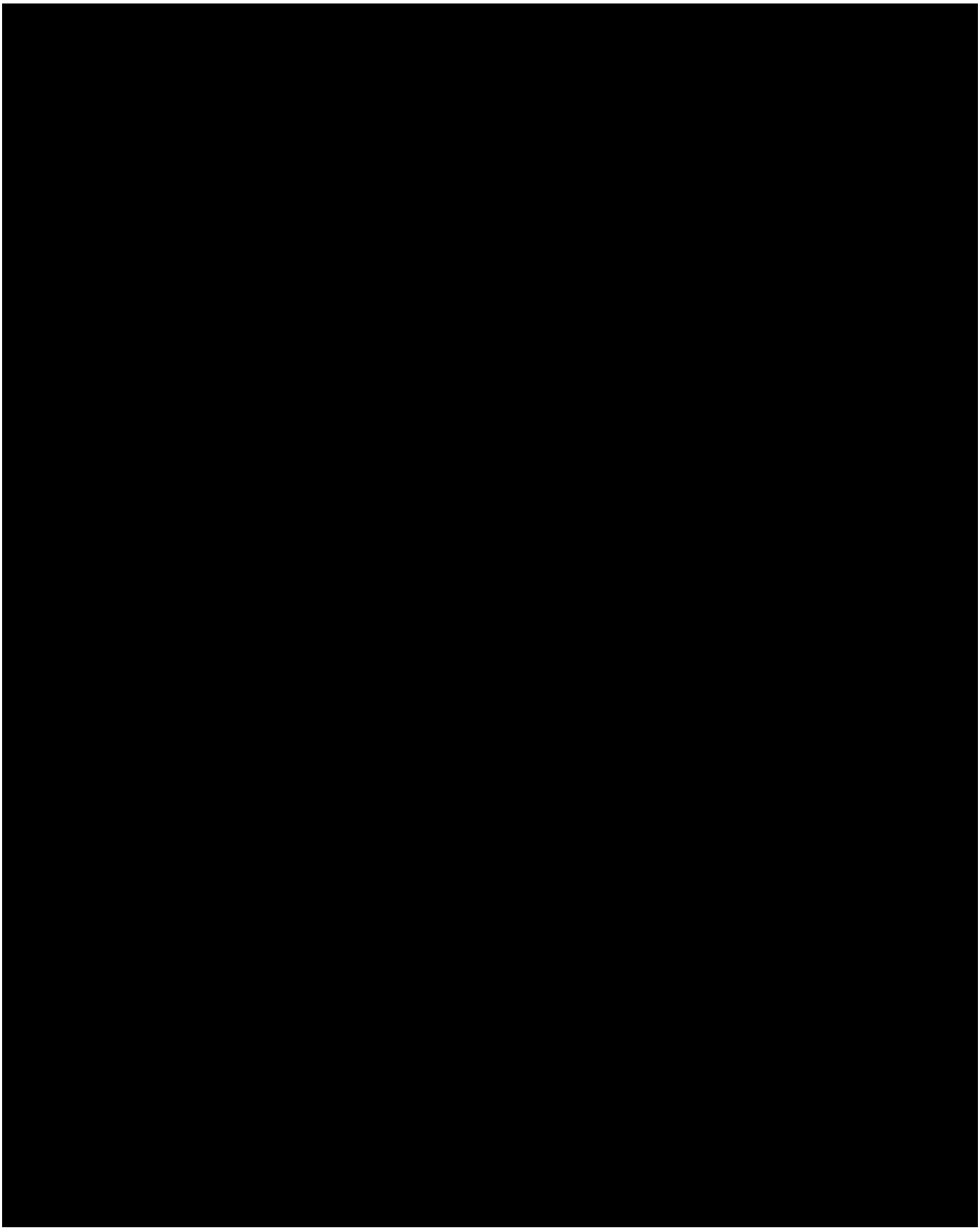

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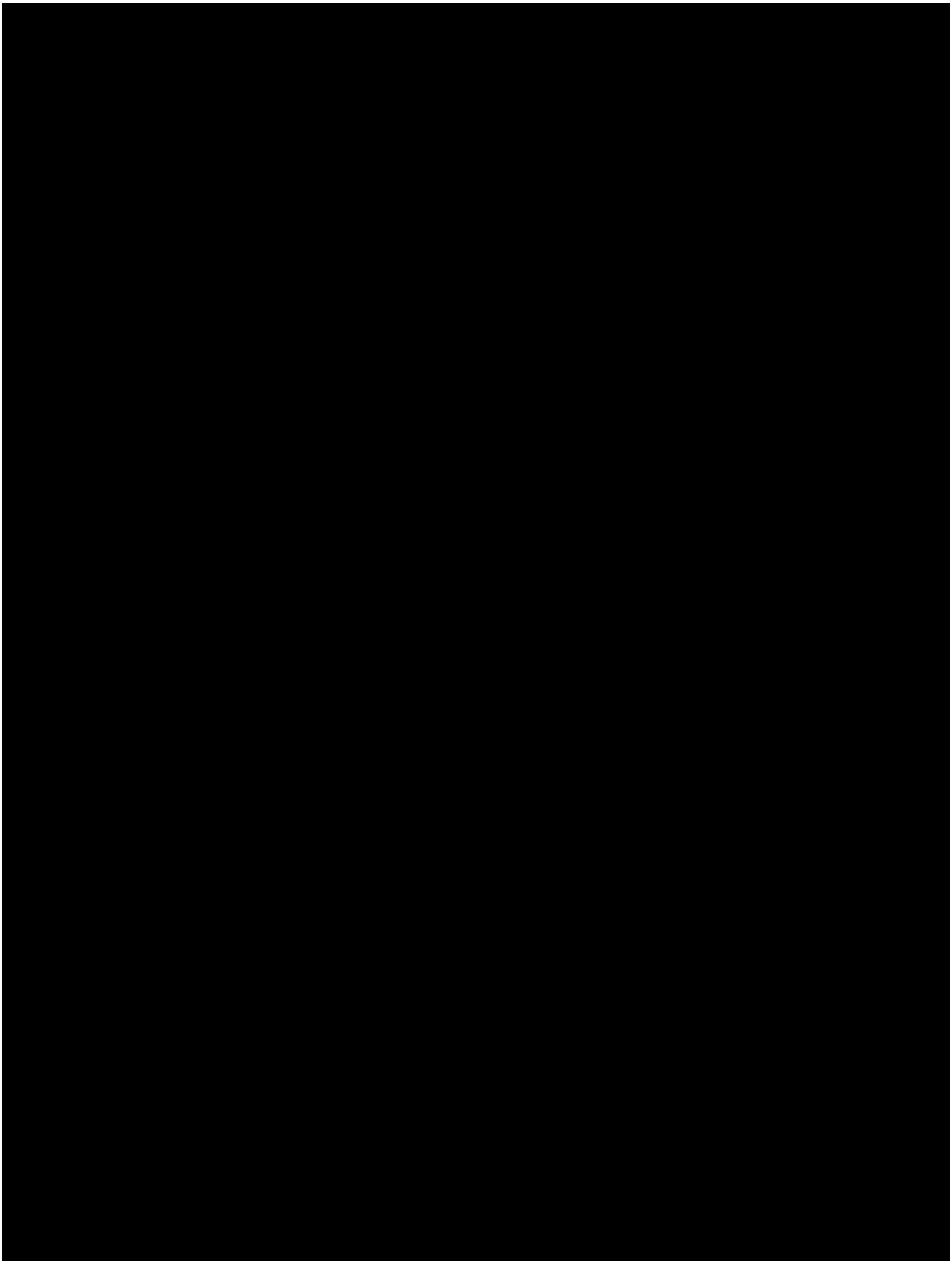

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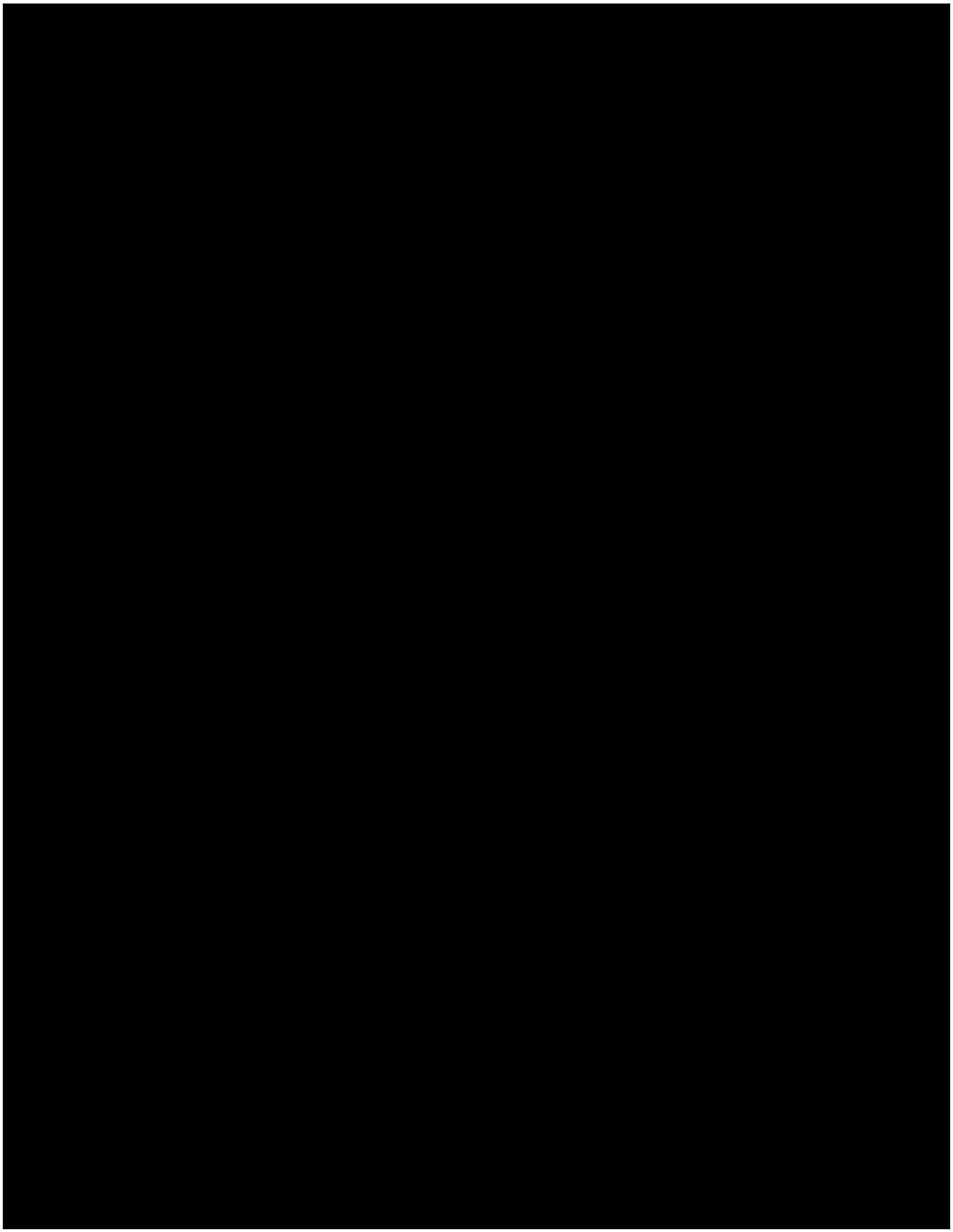

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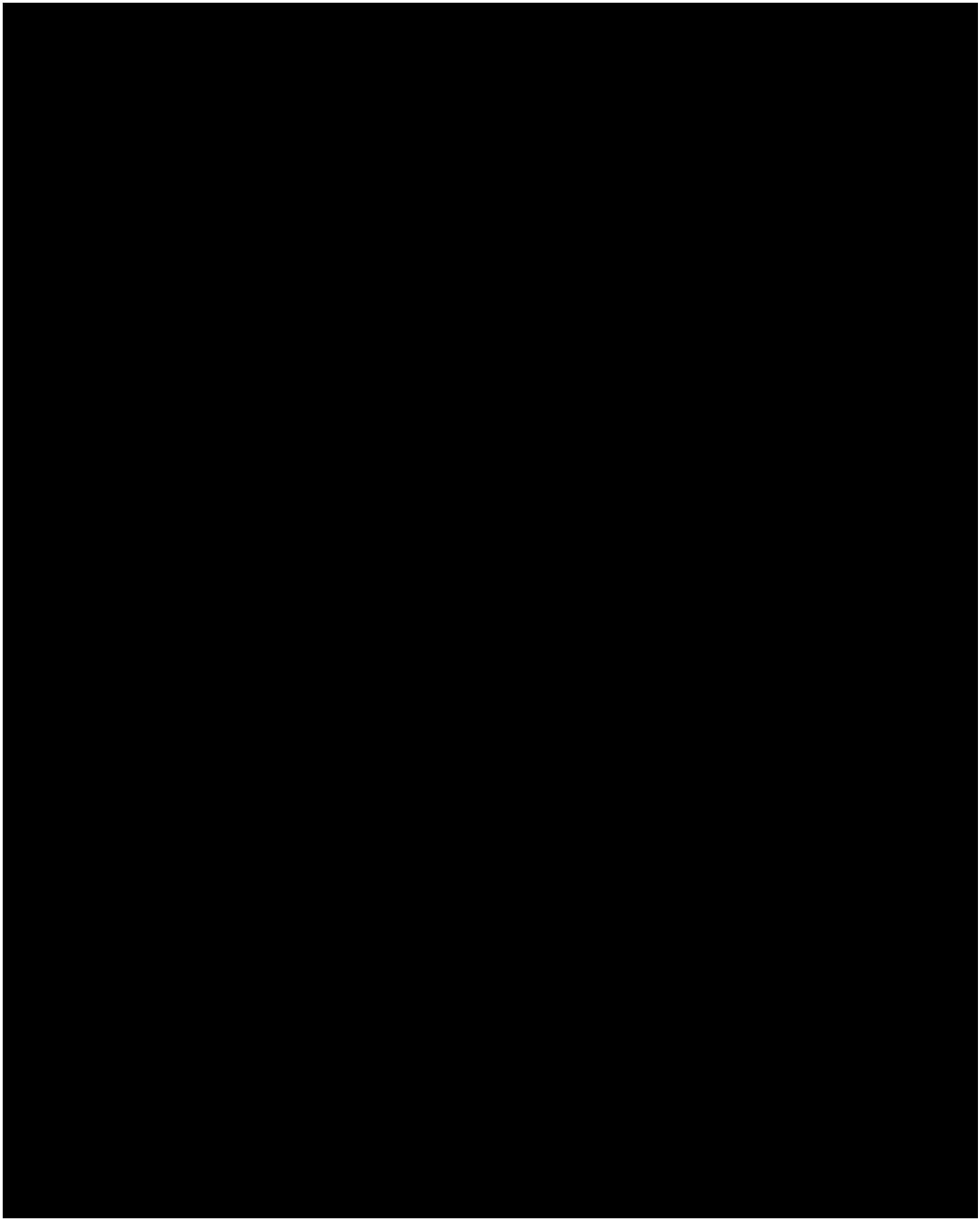

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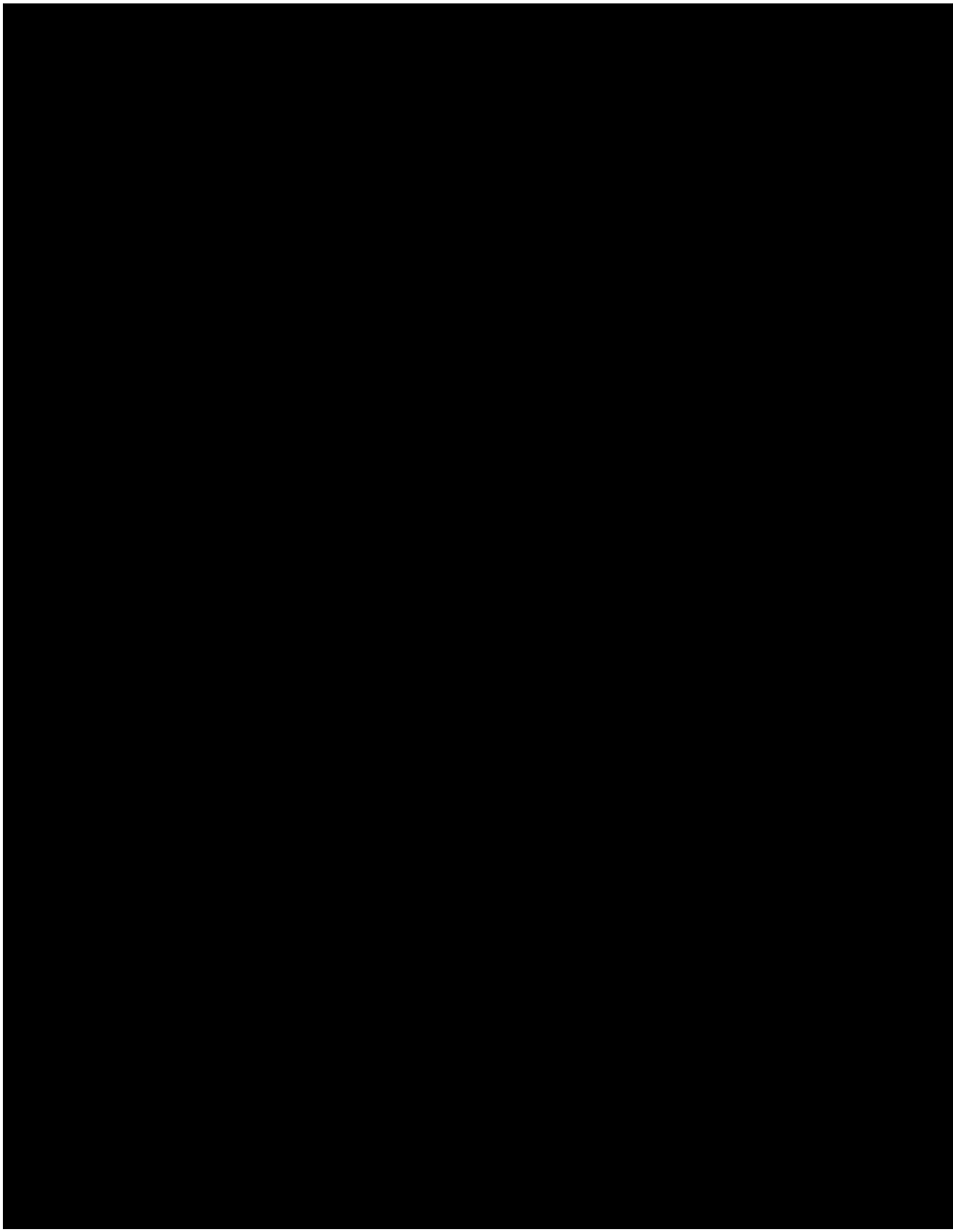

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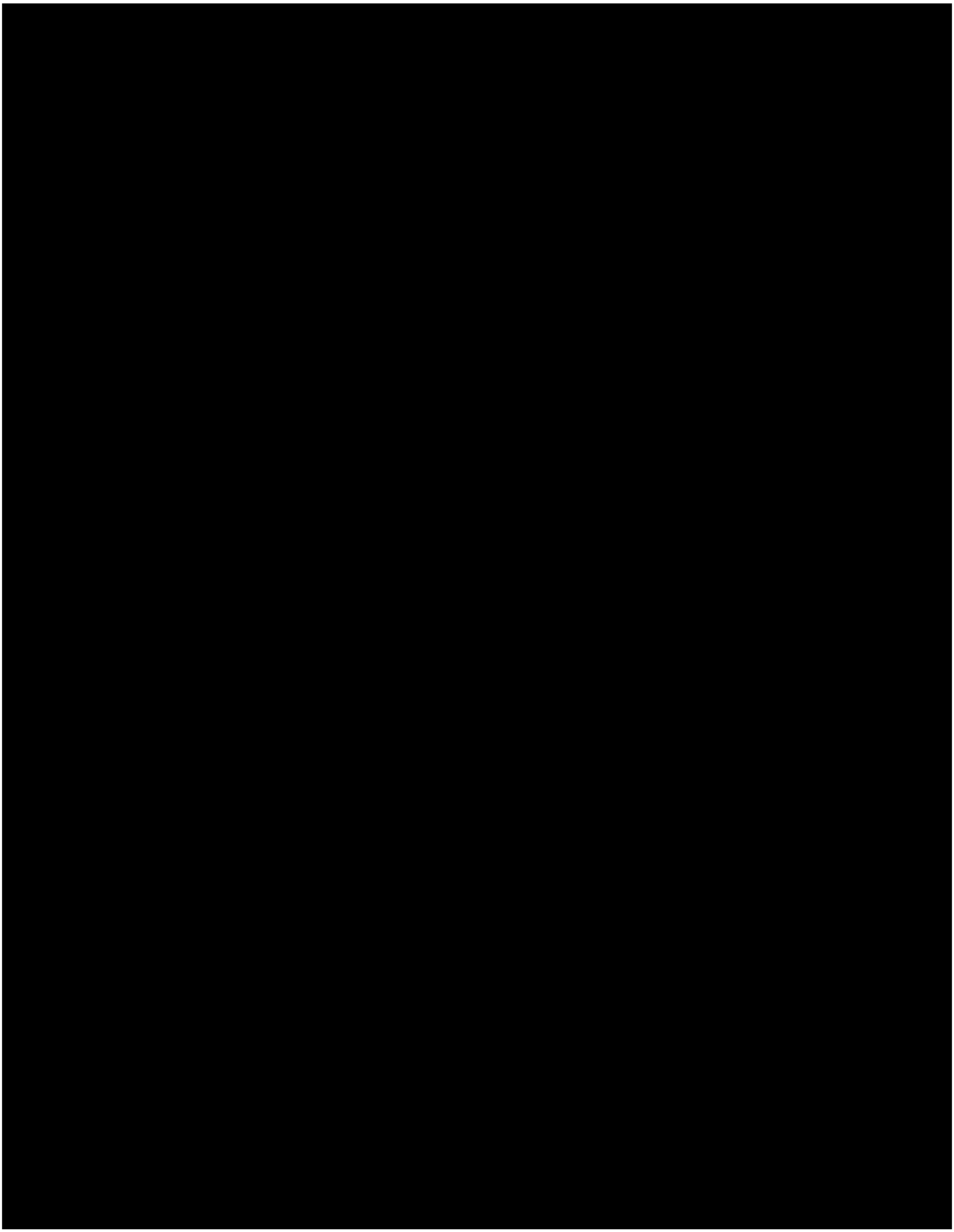

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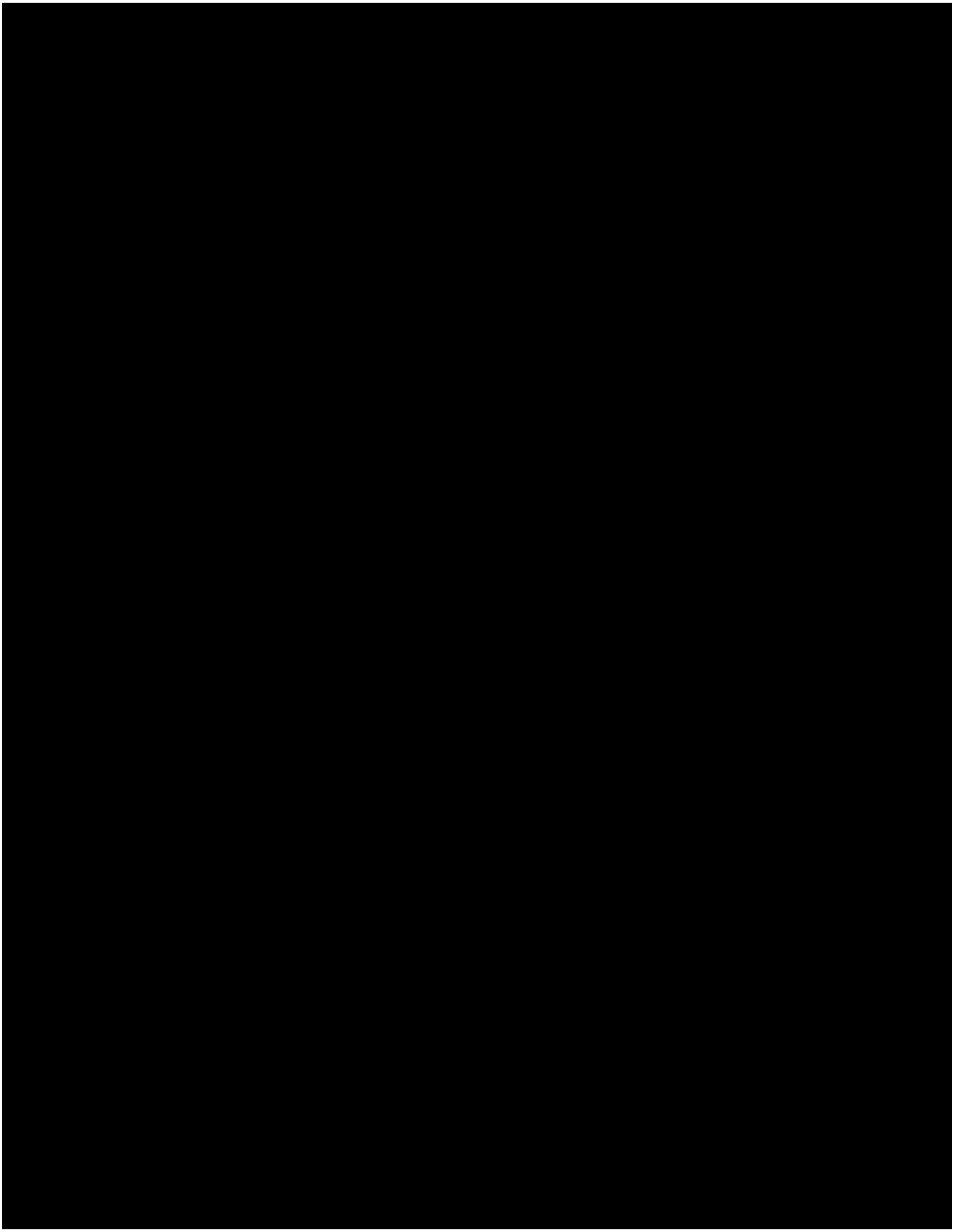

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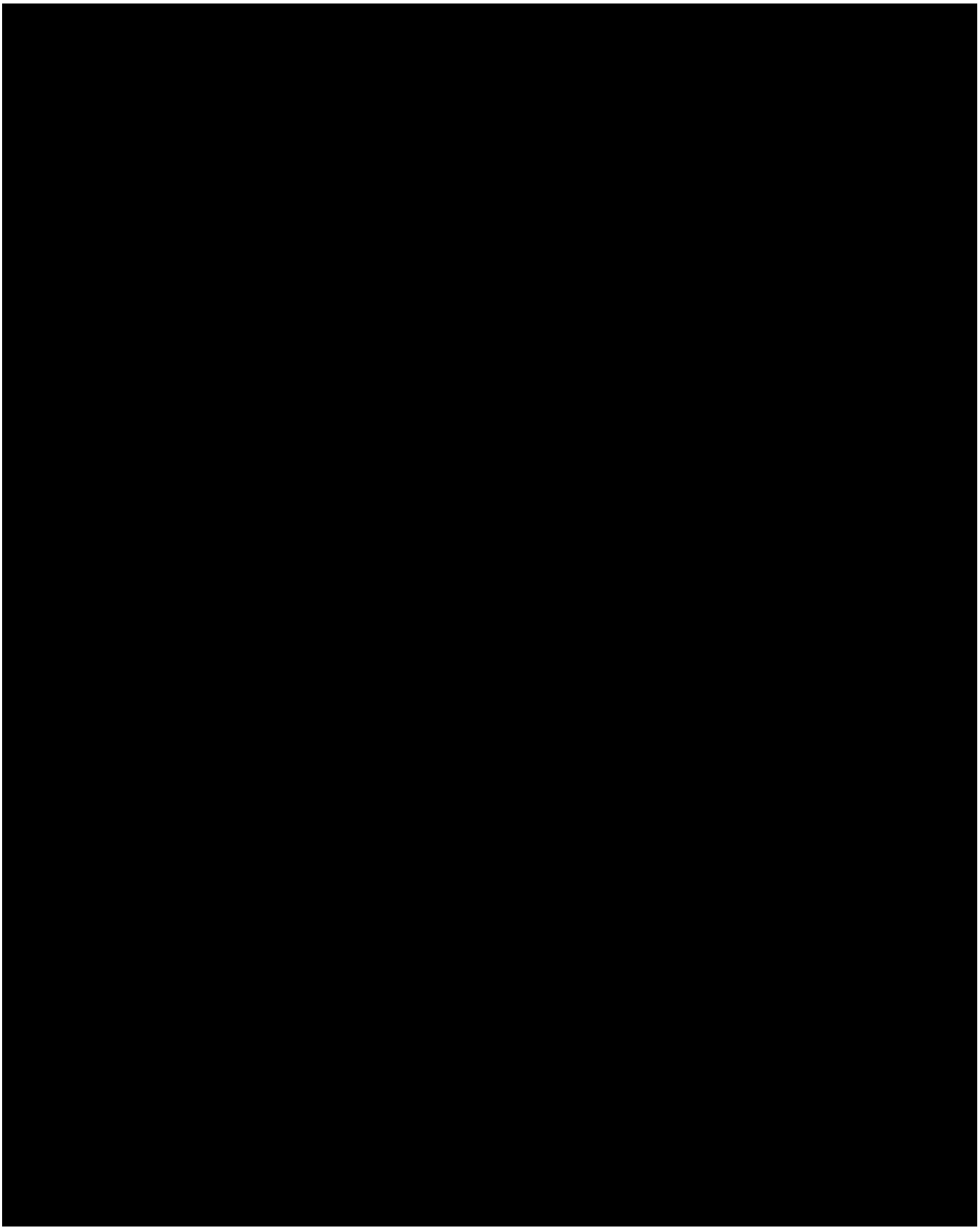

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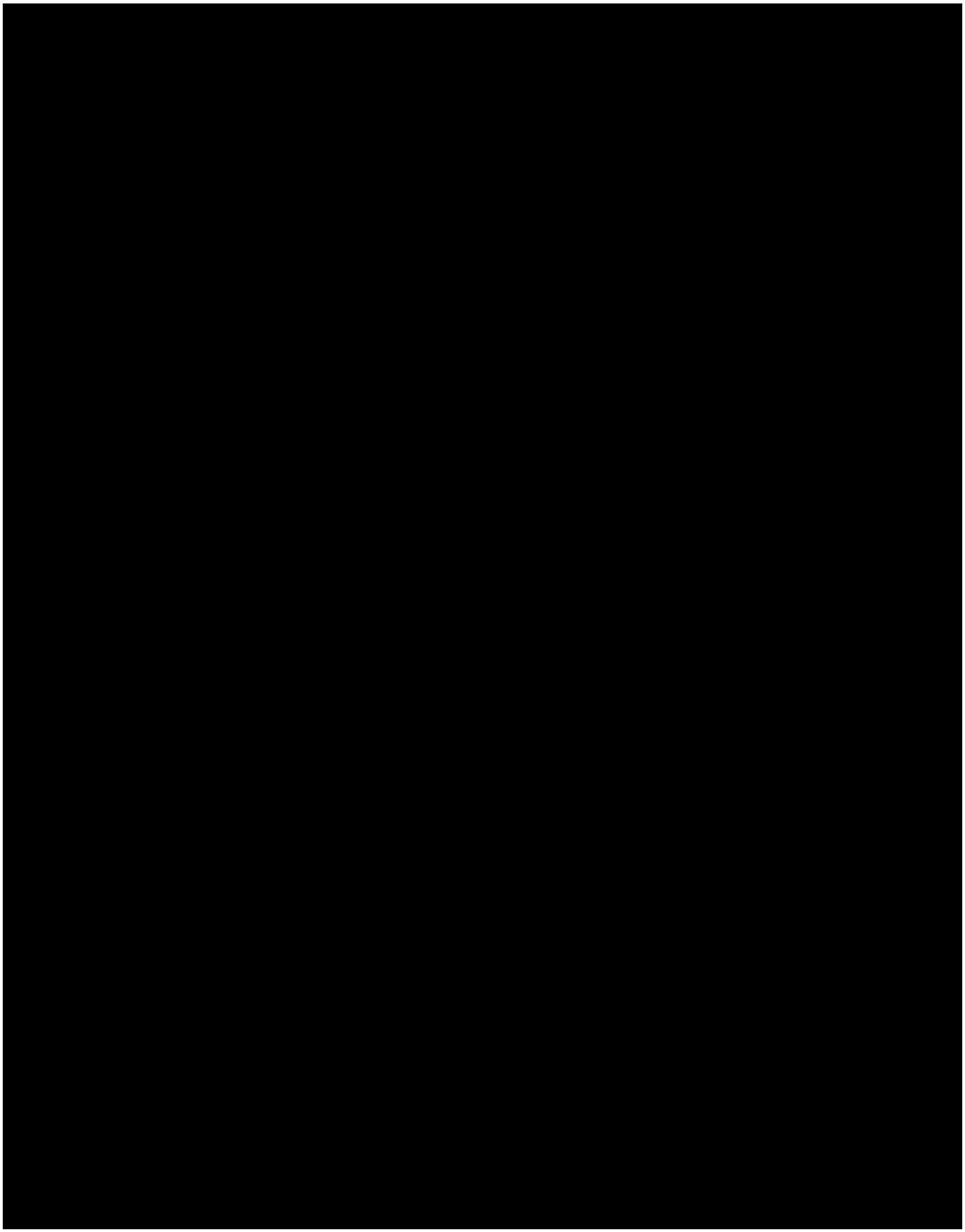

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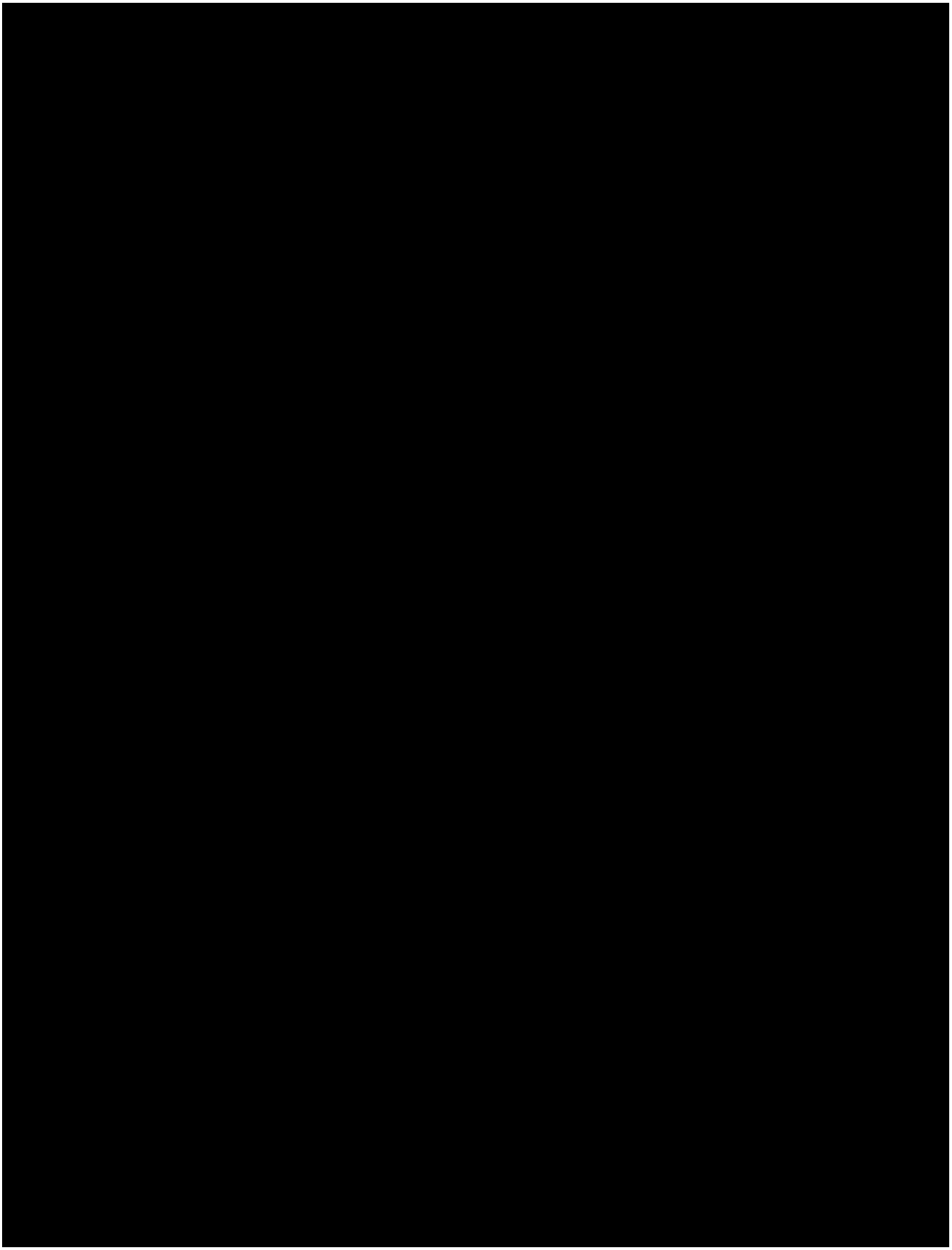

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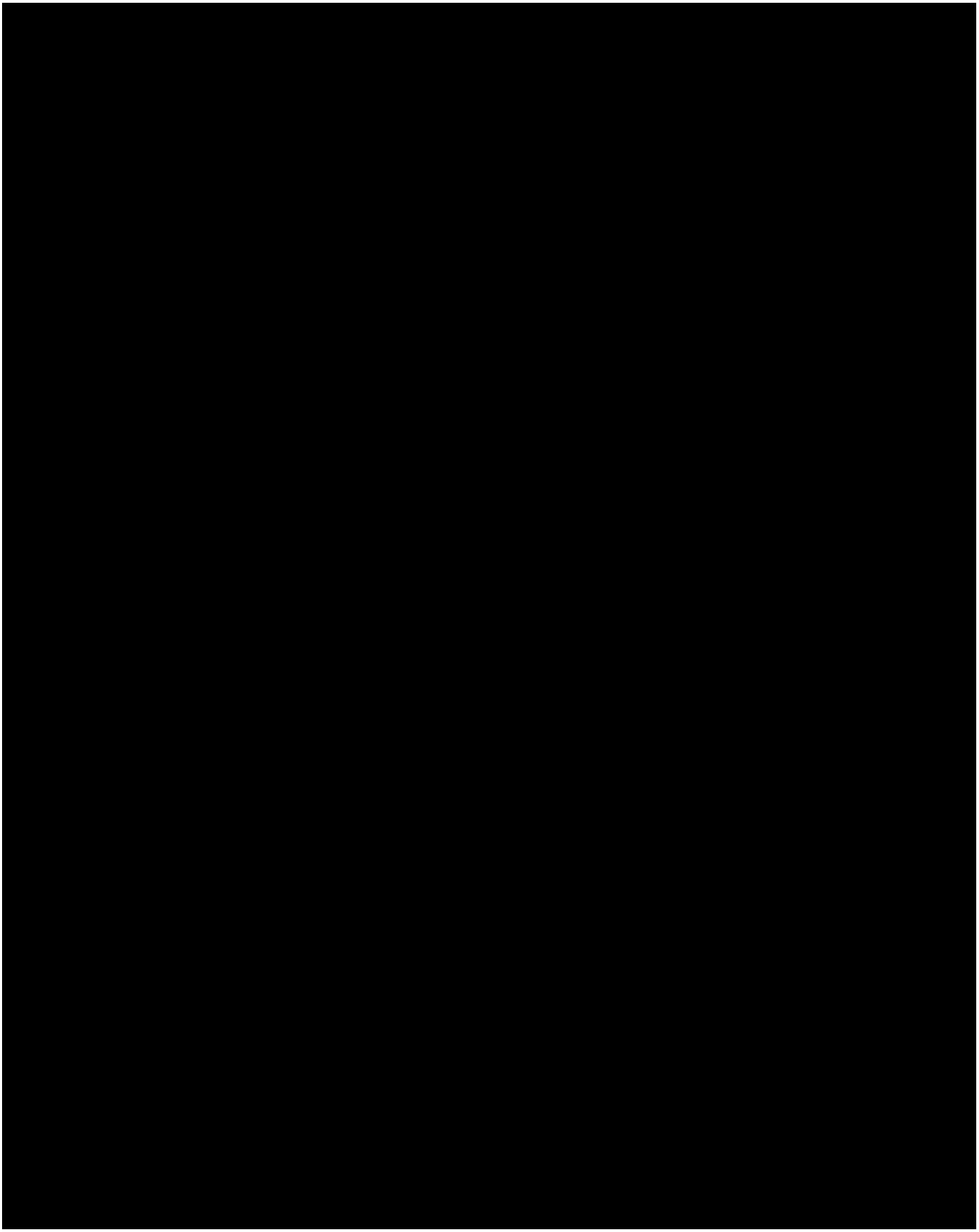

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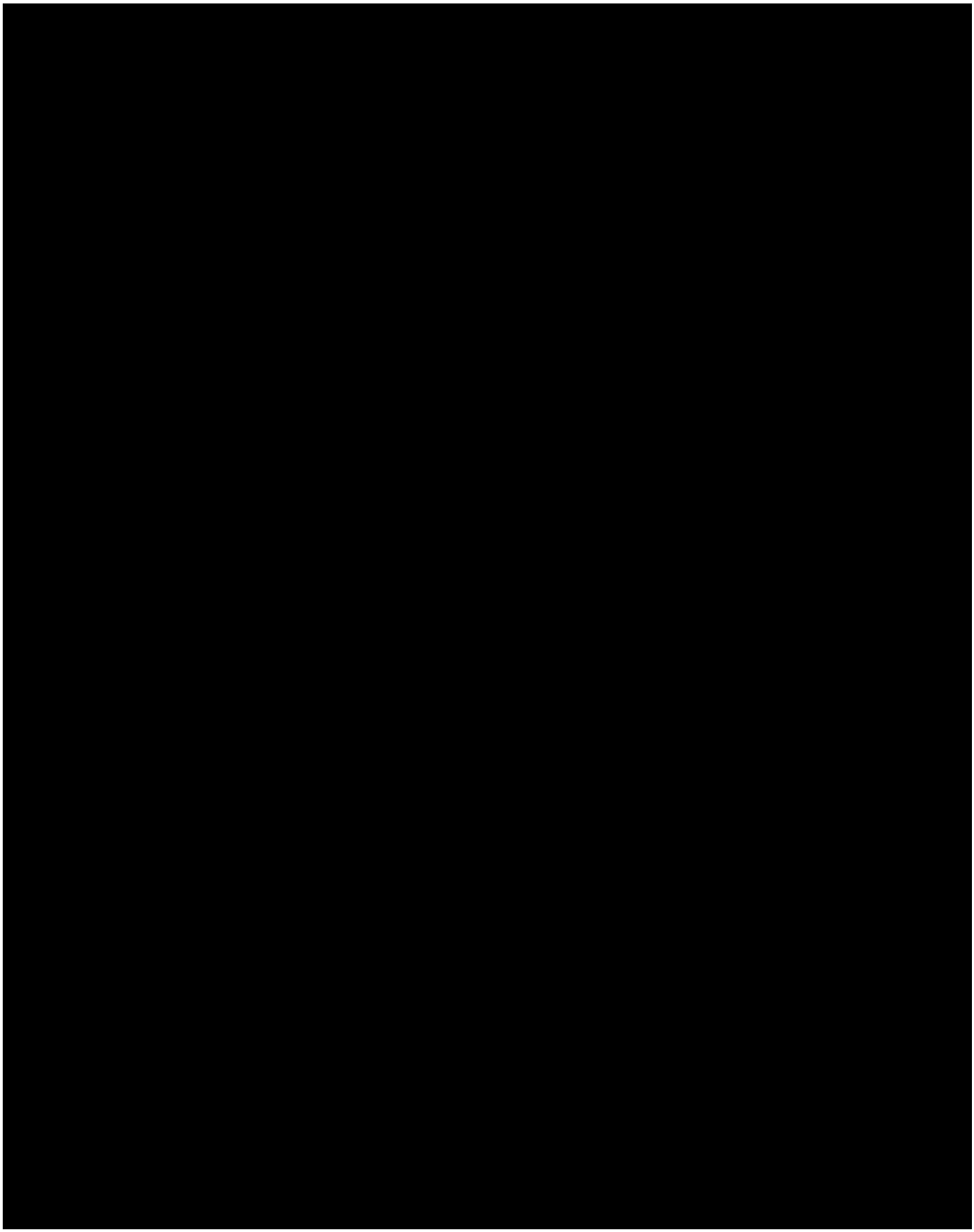

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Holly Greene
Subject: RE: IBANK File Read Only Access
Date: Thursday, November 21, 2019 11:53:39 AM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

---

yes

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Thursday, November 21, 2019 11:52 AM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Michael Gomez <mgomez@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Dean Allen <dean.allen@bndna.com>
Subject: Re: IBANK File Read Only Access

I'll call you :) - 30 min (or sooner) ok?

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Nov 21, 2019 at 11:45 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> I'm sorry I am not quite following. Will the bankers have read only access to the IBANK Database after Go Live?

AMERICAN OVERSIGHT

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Thursday, November 21, 2019 11:35 AM
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Cc: Michael Gomez <mgomez@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Lynda Wade <lwade@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: IBANK File Read Only Access

The plan for the AIMS production weekend and 0600 access was decided the other day. Dean should have those details to give to you as I'm awaiting more formal communications to be sent to the Warden's before announcing any prematurely from my side as to what that decision is.

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Nov 21, 2019 at 11:24 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Mike/Holly:
>
> In addition to Read Only access to AIMS, which Lynda Wade already provided who and what screens the banker's need to be able to access after go live, they also need some kind of access to their IBANK database so they can reference the information until it all can be loaded into KeepTrak, which could take a couple weeks after Go Live.
>
> Can you please confirm they will have access to this information, and how would they go about accessing it after Go Live?
>
> Thank you.

AMERICAN OVERSIGHT

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Aaron Bailey
Cc: Dwight Cloud; Holly Greene
Subject: RE: Final Operational Readiness Plan deliverable
Date: Thursday, November 21, 2019 9:57:38 AM

Got it – thanks

I'll let you know if we need anything else

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

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Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726

AMERICAN OVERSIGHT

abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Thad Lowry
Cc: Zoya Fishman; Dean Allen; Marissa Boice; Rajkumar Gopal; Chris Masson; Dwight Cloud
Subject: Re: Home plan mapping / QlikView
Date: Thursday, November 21, 2019 8:38:51 AM

Just following up - Was this addressed?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 19, 2019 at 1:45 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Zoya,
>
> We have an RMS application developer is in Tunisia, and we have Home Plan report developers onsite at ADC
>
> What questions do you have?
>
> I'm a little confused about this request – my understanding until now was that the QlikView application got it's information from PC AIMS not ACIS
>
> Thad

AMERICAN OVERSIGHT

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Zoya Fishman <zfishman@azadc.gov>
Sent: Tuesday, November 19, 2019 1:18 PM
To: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Subject: Home plan

Raj,

I am working to map home plan from oracle. It's for ClikView reports. Can you point me where I can look or point the person who can help with this mapping?

Respectfully,

Zoya Fishman

IT Applications

Arizona Department of Corrections

1645 W. Jefferson Street,Suite 2114, M/C 310| Phoenix, AZ 85007

Direct : 602-542-4460 |Fax: 602-542-5036

Email: zfishman@azadc.gov

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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice
Cc:	Aaron Bailey; Dean Allen; Dwight Cloud; Gergana Kovatcheva; Gravier, Timothy; Jacob Whitson; James Tarantino; Linda Finchum; Lynda Wade; Michael Gomez; Thad Lowry; Vitale, John; gmartinez1
Subject:	Re: AIMS 1 Data Set for another data conversion test
Date:	Wednesday, November 20, 2019 10:00:12 PM

+Dwight

On Wed, Nov 20, 2019 at 9:59 PM Holly Greene <hgreene@azadc.gov> wrote:

> This is not an orchestrated data transmission hence the delivery on Saturday. So this set of Keefe files will run like the previous unplanned (lack of better term) requests.
>
> There are coordinated adjustments to banking, job schedules and other actions which Operations, IT, Banking and others have coordinated to accommodate the actual go-live. Aaron and George can provide a more detailed breakdown of instruction as it relates to KeepTrak coordination leading up to the transition to ACIS.
>
> On Wed, Nov 20, 2019 at 6:26 PM Marissa Boice <marissa.boice@bndna.com> wrote:
>
> > Holly:
> >
> > On Go Live Weekend are we going to have the same issue with the Keefe files not being available until noon or later on Saturday? How was this handled at Pilot that Keefe got the files sooner? Just trying to understand what is different.
> >
> > Thank you
> >
> > Marissa Boice
> > Sent from my iPhone
>
> On Nov 20, 2019, at 4:50 PM, Holly Greene <hgreene@azadc.gov> wrote:
>
> That sounds good. We will have to wait for AIMS to load the Keefe files into PCAIMS. This is a nightly process making these files available for download and transmission on Saturday, 11./23. Generally, this completes around 0900, but last week it did not complete until around noon. I've spoken with Michael and he will be in the office around 12pm on 11/23 and will begin the transfer then.
>
> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections

AMERICAN OVERSIGHT

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 20, 2019 at 1:26 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Holly:
>
> I spoke with John Vitale this morning and we are requesting to have ADC run the Keefe files EOD Friday 11/22/19.
>
> Important Note: It is imperative that nothing is ran until 5pm on 11/22/19 to confirm that all transactions in AIMS are complete and PC AIMS is fully complete and delivered. The last set of files were ran prior to PC AIMS being completed, which resulted in missing transactions in the files.
>
> This will be our final refresh to confirm all data is good and ready for Go Live so we want the conditions of when the files are pulled to be as similar to the times and circumstances that will be in place on Go Live weekend.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> ---
>
> **From:** Vitale, John [mailto:jvitale@keefegroup.com]
> **Sent:** Wednesday, November 20, 2019 10:31 AM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** gmartinez1 <gmartinez1@azadc.gov>; James Tarantino

AMERICAN OVERSIGHT

<jtaranti@azadc.gov>; Gravier, Timothy <tgravier@keefegroup.com>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: AIMS 1 Data Set for another data conversion test

Marissa:

As per discussion yesterday with Central Office staff, would you be requesting an additional load of AIMS 1 financial data for another test prior to go live, or do you want to use this request:

Please provide the following files to the FTP site at your earliest convenience after close of business. Keefe would like to conduct another data conversion for review by Central Office prior to Nov 26.

<image001.png>

Thanks!

John

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Dwight Cloud; Michael Kearns; Ken Sanchez; Dean Allen; Thad Lowry
Subject:	UPDATED: Current Project Status Meeting Notes (11/19/2019)
Date:	Wednesday, November 20, 2019 5:37:32 PM
Attachments:	Current Project Status_Meeting Minutes_20191119_UPDATED.doc

All-

Please see the attached updated rough meeting notes from our 11/19bmeeting regarding current project status.

As noted, please respond to all with any discrepancies of information you may find (missing, misstated or otherwise). Please forward this to Benjamin as I do not have his email address.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Meeting Minutes

Meeting Name:	Current Project Status		
Date:	2019-11-19	**Time:**	10:00 – 11:30
Host:	Benjamin Bussenault	**Location:**	1645 bldg – 4th flr

Objective / Scope:
Leadership review of current ACIS project status.

Attendees		
Name	**Title/Functional Area**	**Present**
Benjamin Bussenault	B&D	Y
Dean Allen	B&D	Y
Thad Lowry	B&D	Y
Michael Kearns	ADC	Y
Holly Greene (acting on behalf of Dwight Cloud)	ADC	Y

Notes

Per Mike Kearns:

- Whatever is finalized today, it will need to be captured in writing to avoid miscommunication and disagreements.

We're at the end, so what do both of us (B&D / ADC) need to know

KeepTrak:

- Having great conversations today and yesterday.
- Close to solving a nagging issue.
- Need to try to confirm tomorrow that this is ALL working. Our bankers need to test a fix that John Vitalle (Keefe) is working on or has worked on. This is not just Lynda Wade (ADC – banking), this is John Vitalle as well.
- Checks are a GOTTA HAVE. This is a show stopper for go-live. *(Holly validated that is correct)*

M&O manual:

- Things we need to get in place, this will be done by B&D by the end of the week.

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Meeting Minutes

- Per Mike: Another ask (general): With so few days to go, there were 4 reconsiders which showed up early this morning. If something changes from an active B&D bug, we want to hurry up the communication. We ask that B&D pick up the phone and call someone directly (ADC) to work with.
    - This will shorten the window of response by ADC.
    - Yesterday was 2 reconsiders and 4 were pushed back this morning
    - B&D needs to understand how old the bug(s) are
        - Per Benjamin, they need to be qualified today

Go-live support:

- Support of the complexes, we fished over to B&D because we don't always have the right answers
    - Example for Phoenix: We bring all of our new male inmates in, the first major big test of the new system is a bus of 100 new inmates. When? This could be first thing in the morning. This would be our first major test.
    - Would like to have Chris Masson close to this issue (on site or the like). This will help position ourselves by being able to support the new system and investment; and first initial challenges will have support (people present).
        - This will help answer to the fears.
        - May not have 5 people to every complex, but B&D may not have enough staff.
        - Where does B&D value of support land? Would be intake?
            - Benjamin and Dean will speak further.
        - This is where we would need boots on the ground for B&D
        - Most important initial would be Phoenix complex down the road
        - Had discussion on this and it's important to have people on call
        - In office in ADC, in office at 1645.
        - It is important that they respond immediately and are well positioned throughout the state.
        - Understand the complex at Phoenix for intake entries and their criticality.
            - Mike is not trying to pressure for an answer, but this can really help us
        - We are working with last minute concerns (ADC) and we need to emphasize the Support of B&D; that they're right next to us.

Friday (11/15) meetings – Health of ACIS:

- A good, solid opinion is that ACIS is in good shape
- Wanted to have Chris Masson sit with Dwight because they are best to explain the health of ACIS as it stands today.
- Chris Masson was not in the room with Dwight, so when we talked about Classification and Visitation, we wanted Masson to talk through and support the shape / health of these modules
- What are the last areas where we can get some input on this product and it's quality
    - Masson to work with Dwight
- Count may have last min concerns
- Sent Calc may have concerns as well
    - Sammy and Louise help Herb and others on Monday through those Sent Calc issues (these

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Meeting Minutes

won't stop tomorrow, the next day, etc. past go-live).

Bugs:

- Per Benjamin: How many bugs do we have now (5 in ADC court and 2 in B&D court)
- Per Benjamin: We have one run at the end of the week and that's the last run before go-live? - Yes.
- Per Mike: Expectation, can these bugs be produced (fixes) be resolved (14 in UAT)?
    - Per Thad, that's not out of the realm of possibility
    - Per Dean: The target is high and critical bugs to be resolved before the end of the week
    - Per Mike: If something isn't going to make it, we need to know
    - Per Benjamin: As of today, for me, we have to make a decision on if we would go-live. If we say we go-live and we have those tests performed and there are a couple of bugs active, do we still go-live and have them fixed along the way or not?
    - In amendment it was clear that we both agreed to ***(all high and critical*** bugs resolved, but need to keep in mind that next week, would still need to fix certain bugs and they are not problematic for go-live.
    - Per Mike: Tell me which ones can or cannot be fixed. Would need to analyze which bug has impact or not.
    - Per Dean: Point well taken, we equally have to analyze if it's a showstopper or not. As we narrow this down, will it prevent us from going live?
    - Per Mike: Cannot answer this minute.
    - Bugs will be tested on Thursday, we test on Friday and go to prod by Friday. We should know by Friday what remains and of what remains, whether we can or cannot go-live with.
    - On Friday, we will review the bug test results on both sides and assess any remaining (priority) and decide if it prevents go-live.
    - Per Thad: Will still push things in Thursday afternoon.
    - Per Benjamin: When will we do so? When we have our weekly call? Or should we do it later?
    - Per Dean: To give more time, we should do so later in the day.
    - Per Mike: Dwight and Stacey are on the lead for finishing and tying up remaining bugs and testing before 17:00 on Friday for report out
    - Per Dean: We can do a quick appraisal today and provide info if it's a showstopper.
        - Thad will send an email to Mike, Holly, Aaron and Dwight on Copy.
    - Per Mike: Not withstanding that, we want to go. Joe, Director and others have said so. Tomorrow is the ITAC testimonial and the ADC's position will be that we plan to go.
    - Per Benjamin: On my side, we had a discussion on what has been done so far and there is this point around the bugs and decision about priority (critical for go-live and showstoppers).
    - Per Dean: Keefe update will be sent today
    -

Reports:

- Per Benjamin: On the reports, impressed by the spike.
- That was what was needed.
- It was the only path (and the right path)
- Per Mike: Both sides crushed this

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- *Per Benjamin: Think Lisa was wondering if we were to connect on a bridge. (group opened bridge)*

Bugs, dual entry and impact to go-live

- Per Benjamin: Bugs that we see today are not critical to a point that a solution couldn't be provided per B&D. Chris Masson is confident that this can be used by Operations. Keefe interface will be discussed and there will be a discussion on Friday regarding the last release.
- Per Mike: When Benjamin and Thad have talked to Chris and hear things about visitation, count, classification and when they look at this, regardless, it is usable? Is there something missing from B&D's view?
- Per Dean: Regarding Visitation, even at the beginning of pilot with so many bumpy parts, there was a lot of "Visitation is not working and issues occurred", which took over sound byes of the functionality during the week because it was broken on the weekend. It has been corrected.
- The fixes for those were not primarily code. EIP, rough data changes…so all that had to happen.
- Told EIP that they get a certain number of hours on visitation. A lot of these things that are happening, like count, which is one of those problems and they are not able to move people out of the gate.
- Per Dean: Chris Masson corrected this through correcting Reference Data
- Per Mike: Issue on Friday through review with Dwight, Chris Little, etc., one high bug in Sent Calc was declared fixed (Dean corrected issue). This wasn't even a high bug. It's important, but it wasn't high.
- We're in really good shape.
- Per Mike: Classification, we cannot rely on paper. We can live by backing ourselves up with paper. There's survival vs. a new system that requires so much back-up. Don't think we're in a position of the latter. This may be OK for the first few days. Classification, it gets complicated
- Per Thad: Had to do with bug that went to arbitration and all of these things that age out and not anything to do with FSD. Class 4 in AIMS2, but he's a Class 3. Need to be aware that ACIS is NOT doing that. Yesterday, there were three under Resolve (Classification is a Resolve). So literally from last week, there is 1 left for classification.
- Per Dean: We're talking about small bugs and fixes now. Not huge amounts of development work that need to be done, these are small fixes which need to be done.
- Per Mike: Predominantly, this system is OK
- Per Thad: On Visitation, we went in and checked. They checked in 1,000 visitors. Yet there was no mention of 1,000 on the call.
- Per Dean: As far as end users are concerned, they think it's broken. Tempering of tone needs to occur because they have to been asked to report problems, not really asked to report successes. The bad stuff will generate more noise than the good stuff
- *Per Benjamin: Will follow-up with Lisa regarding meeting (with Dean and Thad)*
- Per Benjamin: Field of activity, I know we have a number of conditions set for the go-live. Based on experience and anytime managing project with custom solutions, whenever we went live, there were a couple of bugs along the way. Small ones. The proportion needs to be understood and qualified in advance. To me, it's completely normal. That's what <he> would like to express.
- Identify systemic problems which would leave us to asking if we can or cannot go.
- Showstopper? I don't anticipate any system problem.

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Meeting Minutes

- Will see what comes out of last release and what is left, but it is normal to go live with some issues to custom build.
- Discussed about maintaining AIMS1. It is the ADC's right to do so. It's ADC property, but concern is statewide new solution which does everything for ADC and requires full attention to expedite reporting of any issues and therefore the fixes that need to take place (response times).
- Duplication puts stress on the team which will duplicate validating the integrity and there will be discrepancies. This is a big concern. Understand that they want to be prudent, but it will make AIMS2 implementation for go-live a lot harder than it should be. That is worrying.
- Per Mike: DOA and B&D have been very expressive of trepidation. The plan is that at 14:30, we're going to meet to discuss. Afterwards, Lisa and B&D will receive a full briefing. Mike talked with Joe to discuss and get that decision today. Need to hear all sides and make the decision. For ITAC, need to have a solid answer for the meeting. We will get this all done today.
- Per Dean: Two things - have a feeling <he> knows which side of the fence we're (ADC) on. At some time ago, we debated on whether it would be OK to go live with a subset of modules and Operations put us in our place that this could not be done. The concept on Friday sounded eerily the same. If the outcome of today is that we are going to have dual entry in both systems (for however long that is), would like to request a clear definition of what constitutes the rollback to AIMS1 (define what a disaster is and that definition needs to be agreed upon and run through ADC, B&D and DOA). Don't want to be in a position where we are talking through opinions, but really facts and what constitutes the fact of rollback. Second, we're in contract and we have SLA's and maintenance.
- It includes that if under any circumstances, it goes down, B&D are under contract to bring back up. Is this a disaster conversation or a 'it isn't good enough'? The latter is troubling because that would be a contractual problem. In many ways the use of an old system, liking better or in any other way, there are contractual issues. Practical conversations need to be had.
- Per Benjamin: If this decision is to maintain AIMS1, we need to be very clear on the conditions on WHAT would justify the rollback.

Invoices / Payment:

Per Benjamin: There are 3 things:

- Invoice on Data migration
  - 85k - pending/outstanding (no history on this)
  - For final data migration (which is go-live)
  - On 12/2, would like to receive the payment.
    - Per Mike; if all goes well, we will
- Invoice for Performance Bond
  - One little thing raised, CFO is awaiting 1 clarification on this
  - Once clarified, the expectation is that it will be paid
    - Per Mike: What Ken and I were hoping is proration
      - Per Benjamin, it's doable, so we just need to know the exact period from 2017 onward. There may be a gap and need to clarify. This would be resolved and expect to be paid

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- There are 3 financial elements that are important
    - Final invoice, <Benjamin> familiar with GANTT chart that dates back to 2017 or thereabout. Appreciate this, but still would like to know when they can expect to be paid.
    - Would like to be paid before the end of the calendar year.
    - Understand that acceptance of solution generally happens on day of go live, but ADC has 30 days to decide.
    - Go-live of 29 of November and they get paid by end of December.
        - What is the calendar year for financials from B&D?
            - Per Mike: Do not care to have ADC sign anything that reads that it's perfect on 12/2. If we're <ADC> invoiced, and by the end of December <all is well>, we'll pay pretty fast. *Benjamin knows ADC can pay quickly.* Once all documents are prepared to go through state accounting system, we would be able to process payment by end of 12/31/19.
- M&O
    - For B&D, expecting a minimum to start right after go-live.
    - It's not like this in the GANTT chart.
    - There is an interest to start right away
        - Per Mike: we have a parking lot of items which need to be addressed. Do not conceptually have a problem starting M&O right away
        - These two items need to be sent in email to Mike by Benjamin. *financial information needs to be documented and sent.
    - There are two options for M&O 10,000 hours
        - They can spread 10k over the year. (Dedicated team that will deliver annual the 10k hrs over 12 mths)
        - Design to accelerate which would be consumed at a quicker pace. BUT if consumed too quickly, we will have to pay for change requests.
            - B&D needs to understand the preferred option before the start of M&O
            - After 12/2, there is NO change control process out of the gate with M&O, modification and maintenance are the same.
            - There's no FSD debates per B&D
                - Sentence Reform is an elephant in the room
    - 10 person retainer
        - Would imagine that it would be paid together with the last invoice
            - Yes, that will be paid with that (will be issued at time of go-live and ADC will fulfill by 12/31/19)
            - Benjamin will email this info to Mike
- B&D will wait for feedback from meeting this afternoon; work with Lisa; run point on Keefe (needs to be fixed).
- Documentation needs to be submitted by end of week (B&D)
- Friday: Qualify the go for production.

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Meeting Minutes

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice
Cc:	Michael Gomez
Bcc:	Dwight Cloud
Subject:	Re: KEEFE File Transfer on 11/15
Date:	Wednesday, November 20, 2019 11:47:38 AM
Attachments:	image001.png

Hi Marissa-

The pilot and umami were our simulations. Is there something more that this data would contribute to?

Let's chat tomorrow if you have time.

On Tue, Nov 19, 2019 at 4:40 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Mike:
>
> Thank you for the analysis. This confirms what we were seeing in KeepTrak today.
>
> @Holly:
>
> Can we put in a formal request to have ADC pull the Keefe files EOD Friday 11/22/19 that will ensure to capture all transactions including PC AIMS for the entire week including the full day on Friday. This will simulate our Go Live data file pull on Friday of Go Live.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Michael Gomez [mailto:mgomez@azadc.gov]
> **Sent:** Tuesday, November 19, 2019 4:25 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>
> **Subject:** Fwd: KEEFE File Transfer on 11/15

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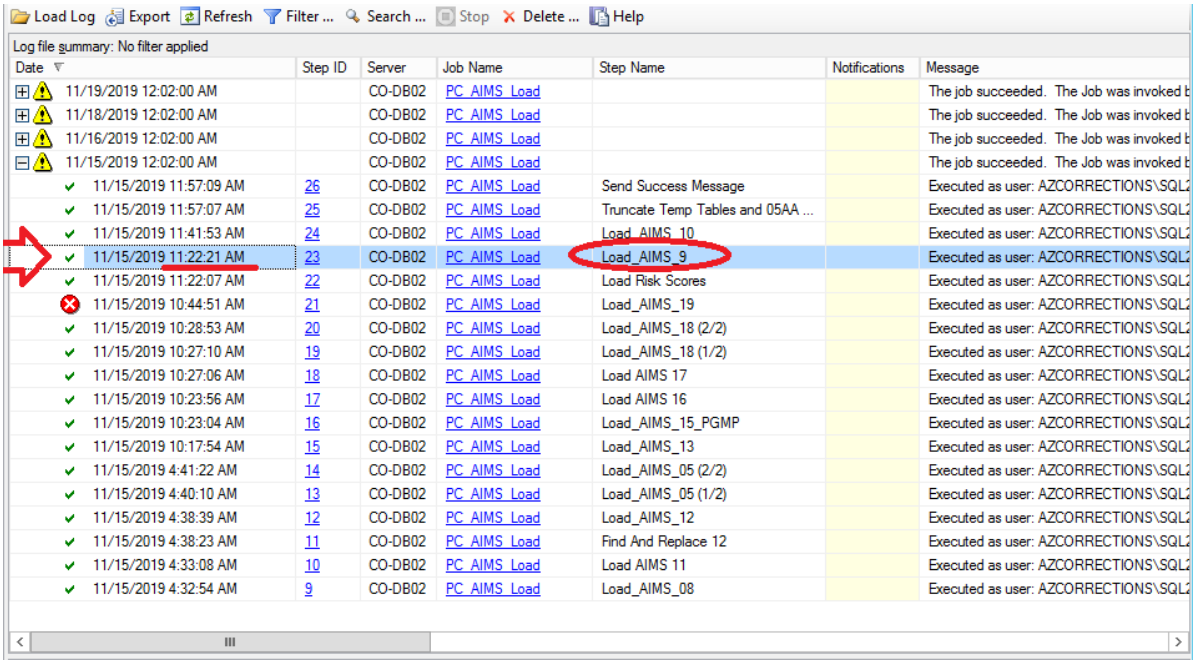
Hello Marissa,

I was able to locate the issue of why there was a descrepancy between the Transaction files you were trying to match. Our PC_AIMs load from the MainFrame normally completes between 6:00 and 8:00am. I started to create the KEEFE files @9:00am but as shown below, the Main Banking Table didn't load until after 11:20am meaning that it missed the update and the file was still using the data from 11/13 and didn't load 11/14. The PC_AIMs load doesn't normally take 12 hours to perform but might if there is a heavy load on the MainFrame. The days surrounding the load on 11/15 show them finishing by @9:00 which is normal.

We can send you another batch if you would like the files from 11/14, but as it stands the cutoff for the File you received was 11/13. Historically I've always created the KEEFE files in the afternoon, but I'll make certain to check the Load process when you need the files again.



Date	Step ID	Server	Job Name	Step Name	Notifications	Message
11/19/2019 12:02:00 AM		CO-DB02	PC_AIMS_Load			The job succeeded. The Job was invoked b
11/18/2019 12:02:00 AM		CO-DB02	PC_AIMS_Load			The job succeeded. The Job was invoked b
11/16/2019 12:02:00 AM		CO-DB02	PC_AIMS_Load			The job succeeded. The Job was invoked b
11/15/2019 12:02:00 AM		CO-DB02	PC_AIMS_Load			The job succeeded. The Job was invoked b
11/15/2019 11:57:09 AM	26	CO-DB02	PC_AIMS_Load	Send Success Message		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 11:57:07 AM	25	CO-DB02	PC_AIMS_Load	Truncate Temp Tables and 05AA ...		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 11:41:53 AM	24	CO-DB02	PC_AIMS_Load	Load_AIMS_10		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 11:22:21 AM	23	CO-DB02	PC_AIMS_Load	Load_AIMS_9		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 11:22:07 AM	22	CO-DB02	PC_AIMS_Load	Load Risk Scores		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 10:44:51 AM	21	CO-DB02	PC_AIMS_Load	Load_AIMS_19		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 10:28:53 AM	20	CO-DB02	PC_AIMS_Load	Load_AIMS_18 (2/2)		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 10:27:10 AM	19	CO-DB02	PC_AIMS_Load	Load_AIMS_18 (1/2)		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 10:27:06 AM	18	CO-DB02	PC_AIMS_Load	Load AIMS 17		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 10:23:56 AM	17	CO-DB02	PC_AIMS_Load	Load AIMS 16		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 10:23:04 AM	16	CO-DB02	PC_AIMS_Load	Load_AIMS_15_PGMP		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 10:17:54 AM	15	CO-DB02	PC_AIMS_Load	Load_AIMS_13		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 4:41:22 AM	14	CO-DB02	PC_AIMS_Load	Load_AIMS_05 (2/2)		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 4:40:10 AM	13	CO-DB02	PC_AIMS_Load	Load_AIMS_05 (1/2)		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 4:38:39 AM	12	CO-DB02	PC_AIMS_Load	Load_AIMS_12		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 4:38:23 AM	11	CO-DB02	PC_AIMS_Load	Find And Replace 12		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 4:33:08 AM	10	CO-DB02	PC_AIMS_Load	Load AIMS 11		Executed as user: AZCORRECTIONS\SQL2
11/15/2019 4:32:54 AM	9	CO-DB02	PC_AIMS_Load	Load_AIMS_08		Executed as user: AZCORRECTIONS\SQL2

Michael Gomez
IT Applications

AMERICAN OVERSIGHT

Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Vitale, John
Cc:	Marissa Boice; gmartinez1; James Tarantino; Gravier, Timothy; abailey1@azadc.gov; Michael Gomez
Subject:	Re: AIMS 1 Data Set for another data conversion test
Date:	Wednesday, November 20, 2019 10:43:23 AM
Attachments:	image001.png

Once this is clear. Please let me know and my team will begin the delivery of those files at the arranged time.

Respectfully,

Holly Greene

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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 20, 2019 at 10:31 AM Vitale, John <jvitale@keefegroup.com> wrote:

> Marissa:
>
> As per discussion yesterday with Central Office staff, would you be requesting an additional load of AIMS 1 financial data for another test prior to go live, or do you want to use this request:
>
> Please provide the following files to the FTP site at your earliest convenience after close of business. Keefe would like to conduct another data conversion for review by Central Office prior to Nov 26.

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1_Active_Inmates.csv	3.61 MB	11/15/2019 11:08:46 AM
2_iBank.csv	230.81 MB	11/15/2019 11:21:56 AM
3_One_Day_of_AIMs_Transactions.csv	2.65 GB	11/15/2019 2:24:57 PM
4_COS_Account_Status_Detailed.csv	111.37 MB	11/15/2019 11:15:21 AM
5_Transaction_Detail.csv	300.45 MB	11/15/2019 11:19:28 AM
6_Outstanding_Checks.csv	1.77 MB	11/15/2019 11:12:24 AM
7_41_Discipline_Restitution.csv	1.23 MB	11/15/2019 11:12:42 AM
8_33_Escapee_Apprehension.csv	2.15 KB	11/15/2019 11:12:32 AM
9_34_Tax_Risk_Management.csv	32.81 KB	11/15/2019 11:12:58 AM

Thanks!

John

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From:	Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To:	Marissa Boice; Amal Houass; Thad Lowry; Marlene Coffee; Aaron Pratt
Cc:	Stacey Crabtree; Jey Whitson1; Dwight Cloud; Aaron Bailey; Holly Greene; Dean Allen; gmartinez1; Chris Masson; Keith Francen; Lisa Dee Meyerson Marshall; Mary Suhre
Subject:	RE: Disaster Recovery Test
Date:	Wednesday, November 20, 2019 6:15:13 AM
Attachments:	image001.png

PROD access enabled for ADC.

Matt

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Wednesday, November 20, 2019 6:09 AM
To: Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Aaron Pratt <aaron.pratt@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Matt:

Approved. Please allow access again to PROD for ADC.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Matt DeClue
Sent: Tuesday, November 19, 2019 10:43 PM
To: Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

DR to PROD move is complete, status below. Pending approval to allow access back into

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PROD.

Hourly update
13:30PM: Disable ADC access to DR and PROD
13:39: Deleting RDS RR
13:39 modify ASG to suspend health check
13:39: Stop EC2 instances
13:57: DR RDS snapshot complete
13:57: DR RDS snapshot copy to PROD region
14:12: PROD Reports Build from DR Snapshot
14:15: PROD Web & BG Build
14:18: RDS Snapshot copy 11%
14:25: PROD Reports restore complete
14:37: PROD Deployment starting
14:45: PROD Deployments complete
14:46: RDS Snapshot copy 23%
14:56: RDS Snapshot copy 26% of 7527GB file
15:30: RDS Snapshot copy 35%
16:00: RDS Snapshot copy 53%
17:00: RDS Snapshot copy 79%
18:25: RDS Snapshot copy 94%
19:14: RDS Snapshot copy 100 %
19:15: restoring RDS from Snapshot
20:00: restoring RDS from Snapshot Still in progress
20:56: restoring RDS from Snapshot Completed
20:57: Creating Read Replica in progress
21:34: Read Replica creation completed
21:40: PROD and Read Replica DNS records updated to use the new DB instance
21:34: Production DNS records connected back to production Load balancers.
21:55: Production Services and Tasks are running.
21:59: Production Is back online (Access to ADC is Still restricted).
22:40: Validated prod login is working, tested 1 report, services are online. DR to PROD move is complete.

Matt

From: Amal Houass <amal.houass@bndna.com>
Sent: Tuesday, November 19, 2019 10:27 PM
To: Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hourly update

AMERICAN OVERSIGHT

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21:55: Production Services and Tasks are running.
21:59: Production Is back online (Access to ADC is Still restricted).

From: Amal Houass
Sent: Tuesday, November 19, 2019 9:00 PM
To: Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'Holly Greene' <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Mary Suhre' <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

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19:15: restoring RDS from Snapshot
20:00: restoring RDS from Snapshot Still in progress
20:56: restoring RDS from Snapshot Completed
20:57: Creating Read Replica in progress

From: Amal Houass
Sent: Tuesday, November 19, 2019 8:01 PM
To: Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'Holly Greene' <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Mary Suhre' <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hourly update
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16:00: RDS Snapshot copy 53%
17:00: RDS Snapshot copy 79%
18:25: RDS Snapshot copy 94%
19:14: RDS Snapshot copy 100 %
19:15: restoring RDS from Snapshot
20:00: restoring RDS from Snapshot Still in progress

From: Amal Houass
Sent: Tuesday, November 19, 2019 7:14 PM
To: Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'Holly Greene' <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Mary Suhre' <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

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17:00: RDS Snapshot copy 79%
18:25: RDS Snapshot copy 94%
19:14: RDS Snapshot copy 100 %
19:15: restoring RDS from Snapshot

From: Amal Houass
Sent: Tuesday, November 19, 2019 6:25 PM
To: Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene

AMERICAN OVERSIGHT

Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

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15:30: RDS Snapshot copy 35%
16:00: RDS Snapshot copy 53%
17:00: RDS Snapshot copy 79%
18:25: RDS Snapshot copy 94%

From: Matt DeClue <matt.declue@bndna.com>
Sent: Tuesday, November 19, 2019 5:00 PM
To: Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

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14:18: RDS Snapshot copy 11%
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14:37: PROD Deployment starting
14:45: PROD Deployments complete
14:46: RDS Snapshot copy 23%
14:56: RDS Snapshot copy 26% of 7527GB file
15:30: RDS Snapshot copy 35%
16:00: RDS Snapshot copy 53%
17:00: RDS Snapshot copy 79%

From: Matt DeClue
Sent: Tuesday, November 19, 2019 4:00 PM
To: Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; 'Dwight Cloud' <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; 'Holly Greene' <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Mary Suhre' <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hourly update

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14:45: PROD Deployments complete
14:46: RDS Snapshot copy 23%
14:56: RDS Snapshot copy 26% of 7527GB file
15:30: RDS Snapshot copy 35%
16:00: RDS Snapshot copy 53%

Matt

From: Matt DeClue
Sent: Tuesday, November 19, 2019 3:02 PM

AMERICAN OVERSIGHT

To: Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Sorry, hit send too quickly before adding about the read replica.

And 30 minutes follow to build out the RDS read replica.

Matt

From: Matt DeClue
Sent: Tuesday, November 19, 2019 2:59 PM
To: Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Status of DR move back to PROD. ETA 3 hours to complete the copy and about 1 hour to bring the database back online afterwards.

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14:18: RDS Snapshot copy 11%
14:25: PROD Reports restore complete
14:37: PROD Deployment starting
14:45: PROD Deployments complete
14:46: RDS Snapshot copy 23%
14:56: RDS Snapshot copy 29% of 7,527GB file

Matt

AMERICAN OVERSIGHT

From: Amal Houass <amal.houass@bndna.com>
Sent: Tuesday, November 19, 2019 1:46 PM
To: Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

DR is now powered off.

We are making a final backup of the DR Data Base in preparation to move it back to production.

Amal Houass
Development Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: amal.houass@bndna.com

Business & Decision
Hosting & Consulting Services in BI, CRM, ERP, Life Sciences, and Compliance.

From: Amal Houass
Sent: Tuesday, November 19, 2019 1:33 PM
To: Thad Lowry <thad.lowry@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hi All,

We will begin moving back the Data to Production.
During the move back , Access to DR and PROD will be Disabled. And DR will be **offline and**

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inaccessible to ALL USERS.

Regards

Amal Houass
Development Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: amal.houass@bndna.com

Business & Decision
Hosting & Consulting Services in BI, CRM, ERP, Life Sciences, and Compliance.

From: Thad Lowry <thad.lowry@bndna.com>
Sent: Tuesday, November 19, 2019 1:25 PM
To: Marlene Coffee <mcoffey@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Thank you – I will begin the process of reverting back to normal system

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Marlene Coffey <mcoffey@azadc.gov>
Sent: Tuesday, November 19, 2019 1:11 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Matt DeClue

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<matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Re: Disaster Recovery Test

ADC has completed the Disaster Recovery testing.

Respectfully,

Marlene Coffey, ADW

Protective Custody Unit

AIMS2 Testing/Training Administrator

602-542-0126

On Tue, Nov 19, 2019 at 10:31 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Stacey/Jey/Marlene:
>
> Can you please provide an update on DR testing progress? Are you able to provide us an ETA as to when testing will be completed so that we can plan for the move back to PROD.
>
> Thank you.
>
> Marissa Boice
> Sent from my iPhone
>
> > On Nov 18, 2019, at 3:30 PM, Thad Lowry <thad.lowry@bndna.com> wrote:
> >
> > Sorry – just to follow up on this – If you want us to provide access to the DR site while we work on the email issue let us know and we will turn it on
> >
> > Thad
> >
> > ---
> > **Thad Lowry**
> > Director of Development / Principal Consultant
> > Business & Decision, North America
> > 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> > M: [redacted]
> > E: thad.lowry@bndna.com
> > <image001.jpg>

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From: Thad Lowry
Sent: Monday, November 18, 2019 3:24 PM
To: Marissa Boice <marissa.boice@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

It doesn't look like there have been any communications to ADC for quite a while

To be clear the disaster recovery system has been up and running since around 11:00

Right now there is an issue where the ADC email servers are not forwarding email coming from the disaster recovery system which means that password resets (or any other emails coming from the ACIS system) will not get sent.

I would recommend that ADC could go to the DR system and verify that the other aspects are working while we work with the ADC Network / email group to fix the email relay problem

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com
<image001.jpg>

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 10:17 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>

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Subject: RE: Disaster Recovery Test

Hello All:

We kicked off DR activities with the assumption that everything in yellow was executed and the final decision was made to go to DR.

We are currently on the green task.

9:00 am - B&D begins process of bringing up the DR site
Hardware, software, database, network

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Monday, November 18, 2019 9:57 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Disaster Recovery Test

Hello Everyone:

This will be the official communication chain for our DR test being conducted on 11/18 and 11/19. ADC and B&D will reply all too this email chain to provide updates based on where we are in the task list. The DR test has begun. I will provide an update on progress shortly, and then be providing periodic updates throughout the day as we meet the major milestones.

Please find the schedule below:

Scenario:

1. 9:00 AM - Natural Disaster occurs in the current AWS datacenter region

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(Yellowstone volcanic eruption)

- (B&D shuts down access to PROD)

2. 9:00 AM – 9:30 AM - B&D becomes aware of the natural disaster
   - B&D investigates the extent of the disaster in the current AWS facility
   - B&D investigates the state of DR site
   - ADC investigates the state of the AZ facilities, network, power

3. 9:30 AM - ADC and B&D meet to discuss situation
   - B&D advises that
     - current AWS location is a disaster and will not recover for the foreseeable future
     - the DR site has a database backup from 9:00 that can be used
   - ADC advises that:
     - AZ facilities are unharmed
     - Network is intact
     - All facilities have power
   - ADC formally requests to move to DR site

4. 9:45 am - B&D begins process of bringing up the DR site
   - Hardware, software, database, network

5. 2- 8 hours later (11:45 thru 5:45) - B&D verifies that the DR site is fully functional and notifies ADC to resume operations

6. 1-2 hours - ADC verifies DR site is fully functional
   - Application, interfaces, Reports
   - Database has transactions up to the time of the disaster (9:00 am)

7. Turn back point - ADC and B&D meet
   - ADC advises that:

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- The DR site is fully functional
- The failover was a success

- ADC formally requests to move back to original site
- B&D begins process of moving DR to PROD

8. 2- 8 hours later - B&D verifies that the original site is fully functional

and notifies ADC to resume operations

9. 1-2 hours - ADC verifies original site is fully functional
   - Application, interfaces, Reports
   - Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meet to discuss completion of test

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

<image002.png>

<image003.png>
<image004.png>
<image005.png>

<image006.png>

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Hagay Hazan on behalf of Hagay Hazan <hagay.Hazan@bndna.com>
To: Robert Maneer; Russ Coryell; Holly Greene; Charles Spannagel; Tiffany Muller
Cc: Zafar Ali
Subject: RE: DA04PRIIS
Date: Tuesday, November 19, 2019 3:22:51 PM

Can you run the same report but with Summary Report Identifier = D (detailed report) ?

Thank you

Sincerely,

Hagay Hazan

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Tuesday, November 19, 2019 2:46 PM
To: Hagay Hazan <hagay.Hazan@bndna.com>; Russ Coryell <coryell12000@yahoo.com>; Holly Greene <hgreene@azadc.gov>; Charles Spannagel <charles.spannagel@bndna.com>; Tiffany Muller <tiffany.muller@bndna.com>
Subject: Fwd: DA04PRIIS

Hagay, I ran the DA04 PR IIS Report against the Eyman Admin Region - for the dates you requested.

The report is below:
Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

---------- Forwarded message ---------
From: <REPORTS@azcorrections.gov>
Date: Tue, Nov 19, 2019 at 2:43 PM
Subject: DA04PRIIS
To: <RMANEER@azadc.gov>

ATTACHED DA04 REPORT --- DATE = 111919

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Michael Kearns; Lisa Dee Meyerson Marshall; Thad Lowry; Dean Allen
Cc:	Dwight Cloud
Subject:	Current Project Status Meeting Notes (11/19/2019)
Date:	Tuesday, November 19, 2019 2:08:27 PM
Attachments:	Current Project Status_Meeting Minutes_20191119.doc

Please see the attached rough meeting notes from our earlier meeting regarding current project status.

As noted, please respond to all with any discrepancies of information you may find (missing, misstated or otherwise). Also, please forward this on to Benjamin as I do not have his email address.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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Tuesday, August 31, 2021

Meeting Minutes

Meeting Name:	Current Project Status		
Date:	2021-08-31	**Time:**	10:00 – 11:30
Host:	Benjamin Bussenault	**Location:**	1645 bldg – 4th flr

Objective / Scope:
Leadership review of current ACIS project status.

Attendees		
Name	**Title/Functional Area**	**Present**
Benjamin Bussenault	B&D	Y
Dean Allen	B&D	Y
Thad Lowry	B&D	Y
Michael Kearns	ADC	Y
Holly Greene (acting on behalf of Dwight Cloud)	ADC	Y

Notes

Per Mike Kearns:

- Whatever is finalized today, it will need to be captured in writing to avoid miscommunication and disagreements.

We're at the end, so what do both of us (B&D / ADC) need to know

KeepTrak:

- Having great conversations today and yesterday.
- Close to solving a nagging issue.
- Need to try to confirm tomorrow that this is ALL working. Our bankers need to test a fix that John Vitalle (Keefe) is working on or has worked on. This is not just Lynda Wade (ADC – banking), this is John Vitalle as well.
- Checks are a GOTTA HAVE. This is a show stopper for go-live. *(Holly validated that is correct)*

M&O manual:

- Things we need to get in place, this will be done by B&D by the end of the week.

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- Per Mike: Another ask (general): With so few days to go, there were 4 reconsiders which showed up early this morning. If something changes from an active B&D bug, we want to hurry up the communication. We ask that B&D pick up the phone and call someone directly (ADC) to work with.
    - This will shorten the window of response by ADC.
    - Yesterday was 2 reconsiders and 4 were pushed back this morning
    - B&D needs to understand how old the bug(s) are
        - Per Benjamin, they need to be qualified today

Go-live support:

- Support of the complexes, we fished over to B&D because we don't always have the right answers
    - Example for Phoenix: We bring all of our new male inmates in, the first major big test of the new system is a bus of 100 new inmates. When? This could be first thing in the morning. This would be our first major test.
    - Would like to have Chris Masson close to this issue (on site or the like). This will help position ourselves by being able to support the new system and investment; and first initial challenges will have support (people present).
        - This will help answer to the fears.
        - May not have 5 people to every complex, but need to compromise logistics.
        - Where does B&D value of support land? Would be intake?
            - Benjamin and Dean will speak further.
        - This is where we would need boots on the ground for B&D
        - Most important initial would be Phoenix complex down the road
        - Had discussion on this and it's important to have people on call
        - In office in ADC, in office at 1645.
        - It is important that they respond immediately and are well positioned throughout the state.
        - Understand the complex at Phoenix for intake entries and their criticality.
            - Mike is not trying to pressure for an answer, but this can really help us
        - We are working with last minute concerns (ADC) and we need to emphasize the Support of B&D; that they're right next to us.

Friday (11/15) meetings – Health of ACIS:

- A good, solid opinion is that ACIS is in good shape
- Wanted to have Chris Masson sit with Dwight because they are best to explain the health of ACIS as it stands today.
- Chris Masson was not in the room with Dwight, so when we talked about Classification and Visitation, we wanted Masson to talk through and support the shape / health of these modules
- What are the last areas where we can get some input on this product and it's quality
    - Masson to work with Dwight
- Count may have last min concerns
- Sent Calc may have concerns as well
    - Sammy and Louise help Herb and others on Monday through those Sent Calc issues (these

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won't stop tomorrow, the next day, etc. past go-live).

Bugs:

- Per Benjamin: How many bugs do we have now (5 in ADC court and 2 in B&D court)
- Per Benjamin: We have one run at the end of the week and that's the last run before go-live? - Yes.
- Per Mike: Expectation, can these bugs be produced (fixes) be resolved (14 in UAT)?
    - Per Thad, that's not out of the realm of possibility
    - Per Dean: The target is high and critical bugs to be resolved before the end of the week
    - Per Mike: If something isn't going to make it, we need to know
    - Per Benjamin: As of today, for me, we have to make a decision on if we would go-live. If we say we go-live and we have those tests performed and there are a couple of bugs active, do we still go-live and have them fixed along the way or not?
    - In amendment it was clear that we wanted ***(all or old???)*** bugs resolved, but need to keep in mind that next week, would still need to fix certain bugs and they are not problematic for go-live.
    - Per Mike: Tell me which ones can or cannot be fixed. Would need to analyze which bug has impact or not.
    - Per Dean: Point well taken, we equally have to analyze if it's a showstopper or not. As we narrow this down, will it prevent us from going live?
    - Per Mike: Cannot answer this minute.
    - Bugs will be tested on Thursday, we test on Friday and go to prod by Friday. We should know by Friday what remains and of what remains, whether we can or cannot go-live with.
    - On Friday, we will review the bug test results on both sides and assess any remaining (priority) and decide if it prevents go-live.
    - Per Thad: Will still push things in Thursday afternoon.
    - Per Benjamin: When will we do so? When we have our weekly call? Or should we do it later?
    - Per Dean: To give more time, we should do so later in the day.
    - Per Mike: Dwight and Stacey are on the lead for finishing and tying up remaining bugs and testing before 17:00 on Friday for report out
    - Per Dean: We can do a quick appraisal today and provide info if it's a showstopper.
        - Thad will send an email to Mike, Holly, Aaron and Dwight on Copy.
    - Per Mike: Not withstanding that, we want to go. Joe, Director and others have said so. Tomorrow is the ITAC testimonial and the ADC's position will be that we plan to go.
    - Per Benjamin: On my side, we had a discussion on what has been done so far and there is this point around the bugs and decision about priority (critical for go-live and showstoppers).
    - Per Dean: Keefe update will be sent today
    -

Reports:

- Per Benjamin: On the reports, impressed by the spike.
- That was what was needed.
- It was the only path (and the right path)
- Per Mike: Both sides crushed this

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- *Per Benjamin: Think Lisa was wondering if we were to connect on a bridge. (group opened bridge)*

Bugs, dual entry and impact to go-live

- Per Benjamin: Bugs that we see today are not critical to a point that a solution couldn't be provided per B&D. Chris Masson is confident that this can be used by Operations. Keefe interface will be discussed and there will be a discussion on Friday regarding the last release.
- Per Mike: When Benjamin and Thad has talked to Chris and hear things about visitation, count, classification and when they look at this, regardless, it is usable? Is there something missing from B&D's view?
- Per Dean: Regarding Visitation, even at the beginning of pilot with so many bumpy parts, there was a lot of "Visitation is not working and issues occurred", which took over sound byes of the functionality during the week because it was broken on the weekend. It has been corrected.
- The fixes for those were not primarily code. EIP, rough data changes…so all that had to happen.
- Told EIP that they get a certain number of hours on visitation. A lot of these things that are happening, like count, which is one of those problems and they are not able to move people out of the gate.
- Per Dean: Chris Masson corrected this through correcting Reference Data
- Per Mike: Issue on Friday through review with Dwight, Chris Little, etc., one high bug in Sent Calc was declared fixed (Dean corrected issue). This wasn't even a high bug. It's important, but it wasn't high.
- We're in really good shape.
- Per Mike: Classification, we cannot rely on paper. We can live by backing ourselves up with paper. There's survival vs. a new system that requires so much back-up. Don't think we're in a position of the latter. This may be OK for the first few days. Classification, it gets complicated
- Per Thad: Had to do with bug that went to arbitration and all of these things that age out and not anything to do with FSD. Class 4 in AIMS2, but he's a Class 3. Need to be aware that ACIS is NOT doing that. Yesterday, there were three under Resolve (Classification is a Resolve). So literally from last week, there is 1 left for classification.
- Per Dean: We're talking about small bugs and fixes now. Not huge amounts of development work that need to be done, these are small fixes which need to be done.
- Per Mike: Predominantly, this system is OK
- Per Thad: On Visitation, we went in and checked. They checked in 1,000 visitors. Yet there was no mention of 1,000 on the call.
- Per Dean: As far as end users are concerned, they think it's broken. Tempering of tone needs to occur because they have to been asked to report problems, not really asked to report successes. The bad stuff will generate more noise than the good stuff
- *Per Benjamin: Will follow-up with Lisa regarding meeting (with Dean and Thad)*
- Per Benjamin: Field of activity, I know we have a number of conditions set for the go-live. Based on experience and anytime managing project with custom solutions, whenever we went live, there were a couple of bugs along the way. Small ones. The proportion needs to be understood and qualified in advance. To me, it's completely normal. That's what <he> would like to express.
- Identify systemic problems which would leave us to asking if we can or cannot go.
- Showstopper? I don't anticipate any system problem.

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- Will see what comes out of last release and what is left, but it is normal to go live with some issues to custom build.
- Discussed about maintaining AIMS1. It is the ADC's right to do so. It's ADC property, but concern is statewide new solution which does everything for ADC and requires full attention to expedite reporting of any issues and therefore the fixes that need to take place (response times).
- Duplication puts stress on the team which will duplicate validating the integrity and there will be discrepancies. This is a big concern. Understand that they want to be prudent, but it will make AIMS2 implementation for go-live a lot harder than it should be. That is worrying.
- Per Mike: DOA and B&D have been very expressive of trepidation. The plan is that at 14:30, we're going to meet to discuss. Afterwards, Lisa and B&D will receive a full briefing. Mike talked with Joe to discuss and get that decision today. Need to hear all sides and make the decision. For ITAC, need to have a solid answer for the meeting. We will get this all done today.
- Per Dean: Two things - have a feeling <he> knows which side of the fence we're (ADC) on. At some time ago, we debated on whether it would be OK to go live with a subset of modules and Operations put us in our place that this could not be done. The concept on Friday sounded eerily the same. If the outcome of today is that we are going to have a dual room (for however long that is), would like to request a clear definition of what constitutes the rollback to AIMS1 (define what a disaster is and that definition needs to be agreed upon and run through ADC, B&D and DOA). Don't want to be in a position where we are talking through opinions, but really facts and what constitutes the fact of rollback. Second, we're in contract and we have SLA's and maintenance.
- It includes that if under any circumstances, it goes down, B&D are under contract to bring back up. Is this a disaster conversation or a 'it isn't good enough'? The latter is troubling because that would be a contractual problem. In many ways the use of an old system, liking better or in any other way, there are contractual issues. Practical conversations need to be had.
- Per Benjamin: If this decision is to maintain AIMS1, we need to be very clear on the conditions on WHAT would justify the rollback.

Invoices / Payment:

Per Benjamin: There are 3 things:

- Invoice on Data migration
  - 85k - pending/outstanding (no history on this)
  - For final data migration (which is go-live)
  - On 12/2, would like to receive the payment.
    - Per Mike; if all goes well, we will
- Invoice for ***<???>***
  - One little thing raised, CFO is awaiting 1 clarification on this
  - Once clarified, the expectation is that it will be paid
    - Per Mike: What Ken and I were hoping is proration
      - Per Benjamin, it's doable, so we just need to know the exact period from 2017 onward. There may be a gap and need to clarify. This would be resolved and expect to be paid

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- There are 3 financial elements that are important
    - Final invoice, <Benjamin> familiar with GANTT chart that dates back to 2017 or thereabout. Appreciate this, but still would like to know when they can expect to be paid.
    - Would like to be paid before the end of the calendar year.
    - Understand that acceptance of solution generally happens on day of go live, but ADC has 30 days to decide.
    - Go-live of 29 of November and they get paid by end of December.
        - What is the calendar year for financials from B&D?
            - Per Mike: Do not care to have ADC sign anything that reads that it's perfect. If we're <ADC> invoiced, and by the end of December <all is well>, we'll pay pretty fast. *Benjamin knows ADC can pay quickly.* Once all documents are prepared to go through state accounting system, we would be able to process payment by end of 12/31/19.
- M&O
    - For B&D, expecting a minimum to start right after go-live.
    - It's not like this in the GANTT chart.
    - There is an interest to start right away
        - Per Mike: we have a parking lot of items which need to be addressed. Do not conceptually have a problem that there would be no problem
        - These two items need to be sent in email to Mike by Benjamin. *financial information needs to be documented and sent.
    - There are two options for M&O 10,000 hours
        - They can spread 10k over the year. (Dedicated team that will deliver annual the 10k hrs over 12 mths)
        - Design to accelerate which would be consumed at a quicker pace. BUT if consumed too quickly, we will have to pay for change requests.
            - B&D needs to understand the preferred option before the start of M&O
            - After 12/2, there is NO change control process out of the gate with M&O, modification and maintenance are the same.
            - There's no FSD debates per B&D
                - Sentence Reform is an elephant in the room
    - 10 person retainer
        - Would imagine that it would be paid together with the last invoice
            - Yes, that will be paid with that (will be issued at time of go-live and ADC will fulfill by 12/31/19)
            - Benjamin will email this info to Mike
- B&D will wait for feedback from meeting this afternoon; work with Lisa; run point on Keefe (needs to be fixed).
- Documentation needs to be submitted by end of week (B&D)
- Friday: Qualify the go for production.

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From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Michael Kearns
Cc: CLOUD, DWIGHT; Holly Greene; Lisa Dee Meyerson Marshall; Dean Allen
Subject: RE: Updated invitation: AIMS2 Report Status @ Weekly from 1pm to 1:30pm on Friday from Fri Oct 25 to Fri Dec 6 (MST) (dean.allen@bndna.com)
Date: Tuesday, November 19, 2019 12:58:03 PM

Yes please

From: Michael Kearns <mkearns@azadc.gov>
Sent: Tuesday, November 19, 2019 12:32 PM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: CLOUD, DWIGHT <dcloud@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Dean Allen <dean.allen@bndna.com>
Subject: Re: Updated invitation: AIMS2 Report Status @ Weekly from 1pm to 1:30pm on Friday from Fri Oct 25 to Fri Dec 6 (MST) (dean.allen@bndna.com)

Benjamin
Joe and I will be on annual leave. We can set this up and Holly/Dwight can take the lead.

Sincerely,
Michael P. Kearns
Division Director, Administrative Services

On Tue, Nov 19, 2019 at 12:27 PM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Hi Mike,
>
> Thanks for the meeting today.
>
> I let you update this call for 5pm Friday right?
>
> -----Original Appointment-----
> From: mkearns@azadc.gov <mkearns@azadc.gov>
> Sent: Friday, October 25, 2019 9:29 AM
> To: mkearns@azadc.gov; Thad Lowry; Benjamin Bussenault; Dean Allen; Charles Spannagel; dcloud@azcorrections.gov; sscott3@azadc.gov
> Subject: FW: Updated invitation: AIMS2 Report Status @ Weekly from 1pm to 1:30pm on Friday from Fri Oct 25 to Fri Dec 6 (MST) (dean.allen@bndna.com)
> When: Friday, November 22, 2019 1:00 PM-1:30 PM America/Phoenix.
> Where: Dwight's office
>
>
>
> -----Original Appointment-----
> From: mkearns@azadc.gov<mailto:mkearns@azadc.gov> <mkearns@azadc.gov<mailto:mkearns@azadc.gov>>
> Sent: Thursday, October 24, 2019 2:41 PM
> To: mkearns@azadc.gov<mailto:mkearns@azadc.gov>; Dean Allen; Charles Spannagel; dcloud@azcorrections.gov<mailto:dcloud@azcorrections.gov>; sscott3@azadc.gov<mailto:sscott3@azadc.gov>
> Subject: Updated invitation: AIMS2 Report Status @ Weekly from 1pm to 1:30pm on Friday from Fri Oct 25 to Fri Dec 6 (MST) (dean.allen@bndna.com<mailto:dean.allen@bndna.com>)
> When: Occurs every Friday effective 10/25/2019 until 12/6/2019 from 1:00 PM to 1:30 PM America/Phoenix.
> Where: Dwight's office
>
> This event has been changed.
> more details »<https://www.google.com/calendar/event?
> action=VIEW&eid=MmlkcmFqNDdmcmcxYjRsazlsZDFubDEycDAgZGVhbi5hbGxlbkBibmRuYS5jb20&tok=MTcjbWtlYXJuc0BhemFkYy5nb3YwMTAzY2FmNWM5OWQ5ZDAxOGIyOTExZDJmMzk4NjJkYTJmNTUzYjc3&ctz=America%2FPhoenix&hl=en&es=0>
> AIMS2 Report Status
> When
> Changed: Weekly from 1pm to 1:30pm on Friday from Fri Oct 25 to Fri Dec 6 Mountain Standard Time - Phoenix
> Where
> Dwight's office (map<https://www.google.com/maps/search/Dwight%27s+office?hl=en>)
> Calendar
> dean.allen@bndna.com<mailto:dean.allen@bndna.com>
> Who
> •
> mkearns@azadc.gov<mailto:mkearns@azadc.gov> - organizer
> •
> dean.allen@bndna.com<mailto:dean.allen@bndna.com>
> •
> charles.spannagel@bndna.com<mailto:charles.spannagel@bndna.com>
> •
> dcloud@azcorrections.gov<mailto:dcloud@azcorrections.gov>
> •
> sscott3@azadc.gov<mailto:sscott3@azadc.gov>
> Conference Line 888-740-4219; participant code 859807
>
> Going (dean.allen@bndna.com<mailto:dean.allen@bndna.com>)? All events in this series: Yes<https://www.google.com/calendar/event?
> action=RESPOND&eid=MmlkcmFqNDdmcmcxYjRsazlsZDFubDEycDAgZGVhbi5hbGxlbkBibmRuYS5jb20&rst=1&tok=MTcjbWtlYXJuc0BhemFkYy5nb3YwMTAzY2FmNWM5OWQ5ZDAxOGIyOTExZDJmMzk4NjJkYTJmNTUzYjc3&ctz=America%2FPhoenix&hl=en&es=0>
> - Maybe<https://www.google.com/calendar/event?
> action=RESPOND&eid=MmlkcmFqNDdmcmcxYjRsazlsZDFubDEycDAgZGVhbi5hbGxlbkBibmRuYS5jb20&rst=3&tok=MTcjbWtlYXJuc0BhemFkYy5nb3YwMTAzY2FmNWM5OWQ5ZDAxOGIyOTExZDJmMzk4NjJkYTJmNTUzYjc3&ctz=America%2FPhoenix&hl=en&es=0>
> - No<https://www.google.com/calendar/event?
> action=RESPOND&eid=MmlkcmFqNDdmcmcxYjRsazlsZDFubDEycDAgZGVhbi5hbGxlbkBibmRuYS5jb20&rst=2&tok=MTcjbWtlYXJuc0BhemFkYy5nb3YwMTAzY2FmNWM5OWQ5ZDAxOGIyOTExZDJmMzk4NjJkYTJmNTUzYjc3&ctz=America%2FPhoenix&hl=en&es=0>
> more options »<https://www.google.com/calendar/event?
> action=VIEW&eid=MmlkcmFqNDdmcmcxYjRsazlsZDFubDEycDAgZGVhbi5hbGxlbkBibmRuYS5jb20&tok=MTcjbWtlYXJuc0BhemFkYy5nb3YwMTAzY2FmNWM5OWQ5ZDAxOGIyOTExZDJmMzk4NjJkYTJmNTUzYjc3&ctz=America%2FPhoenix&hl=en&es=0>
>
> Invitation from Google Calendar<https://www.google.com/calendar/>
>
> You are receiving this courtesy email at the account dean.allen@bndna.com<mailto:dean.allen@bndna.com> because you are an attendee of this event.
>
> To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.
>
> Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn
> More<https://support.google.com/calendar/answer/37135#forwarding>.
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Johnson Hoang
Cc: Joseph Nicoletti; Andrew Dorre; SUHRE, MARY; Holly Greene; BARRIER, KEITH
Subject: Re: DR Test SMTP
Date: Tuesday, November 19, 2019 11:17:17 AM

Confirmed it is working. Thanks for your help.

Matt DeClue

From: Matt DeClue
Sent: Tuesday, November 19, 2019 10:54:05 AM
To: Johnson Hoang <jhoang@azadc.gov>
Cc: Joseph Nicoletti <jnicole@azadc.gov>; Andrew Dorre <Adorre@azadc.gov>; SUHRE, MARY <msuhre@azadc.gov>; Holly Greene <hgreene@azadc.gov>; BARRIER, KEITH <kbarrier@azadc.gov>
Subject: RE: DR Test SMTP

I can ping. We'll test the interface.

Matt

From: Johnson Hoang <jhoang@azadc.gov>
Sent: Tuesday, November 19, 2019 10:51 AM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Joseph Nicoletti <jnicole@azadc.gov>; Andrew Dorre <Adorre@azadc.gov>; SUHRE, MARY <msuhre@azadc.gov>; Holly Greene <hgreene@azadc.gov>; BARRIER, KEITH <kbarrier@azadc.gov>
Subject: Re: DR Test SMTP

Hi Matt,

Could you please try again?

Respectfully,

Johnson Hoang
Systems / Network Engineer
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3017 | Cell: 602.376.3111 | jhoang@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 19, 2019 at 10:31 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Johnson,
>
> We're not able to reach the AFIS interface (10.88.1.202) on port 110. I'm not able to ping it.
>
> This is what the tracert looks like from 10.220.5.156

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Tracing route to 10.88.1.202 over a maximum of 30 hops

1	61 ms	61 ms	62 ms	169.254.44.78
2	61 ms	61 ms	64 ms	10.230.7.253
3	*	*	*	Request timed out.
4	*	*	*	Request timed out.
5	*	*	*	Request timed out.
6	*	*	*	Request timed out.
7	*	*	*	Request timed out.
8	*	*	*	Request timed out.
9	*	*		

Thanks,
Matt

From: Johnson Hoang <jhoang@azadc.gov>
Sent: Tuesday, November 19, 2019 9:25 AM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Joseph Nicoletti <jnicole@azadc.gov>; Andrew Dorre <Adorre@azadc.gov>; SUHRE, MARY <msuhre@azadc.gov>; Holly Greene <hgreene@azadc.gov>; BARRIER, KEITH <kbarrier@azadc.gov>
Subject: Re: DR Test SMTP

Hi Matt,

Thank you. That's great! Please let us know if there is anything we can do to help at our end.

Respectfully,

Johnson Hoang
Systems / Network Engineer
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3017 | Cell: 602.376.3111 | jhoang@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 19, 2019 at 9:18 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Johnson,
>
> Thanks for making the change. I can confirm we can ping azmtaprd03.az.gov. We'll have the team test the functionality ASAP.
>
> Thanks for your help.
> Matt

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From: Johnson Hoang <jhoang@azadc.gov>
Sent: Tuesday, November 19, 2019 9:12 AM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Joseph Nicoletti <jnicole@azadc.gov>; Andrew Dorre <Adorre@azadc.gov>; SUHRE, MARY <msuhre@azadc.gov>; Holly Greene <hgreene@azadc.gov>; BARRIER, KEITH <kbarrier@azadc.gov>
Subject: Re: DR Test SMTP

Hello Matt,

We corrected the PBF rules. Could you please try/test the DR and let us know?

Respectfully,

Johnson Hoang
Systems / Network Engineer
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3017 | Cell: 602.376.3111 | jhoang@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 10:14 PM Keith Barrier <kbarrier@azadc.gov> wrote:

> Hello,
>
> The policy based forwarding needs to be updated to the new/correct subnet. I thought DR was the same subnet as prod and that different subnet was not provided in the AWS instructions.
>
> On Mon, Nov 18, 2019, 10:05 PM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > Hi Joe,
> >
> > This wasn't a recent add just an error when it was added in the past (9/4/2019). Is it possible to correct the error? Right now it's a blocker for the DR test to be completed.
> >
> > Thanks,
> > Matt
> >
> > **From:** Joseph Nicoletti <jnicole@azadc.gov>
> > **Sent:** Monday, November 18, 2019 8:03 PM
> > **To:** Matt DeClue <matt.declue@bndna.com>
> > **Cc:** Johnson Hoang <Jhoang@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>; Andrew Dorre <Adorre@azadc.gov>; SUHRE, MARY <msuhre@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> > **Subject:** Re: DR Test SMTP

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Was DR an addition needed in our rules? Because that would be news to us.
Please advise.

Joseph Nicoletti

Infrastructure/Network Services Operations Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3016 | Cell: 602.803.2814 | jnicole@azadc.gov

On Mon, Nov 18, 2019, 4:53 PM Matt DeClue <matt.declue@bndna.com> wrote:

> In looking at the screenshot it looks like the subnets in the destination are incorrect for DR rules, 9, 10, 11 and 12. DR is 10.220.4.0/22 but the screenshot below has 10.220.0.0/22 which is PROD.
>
> Do you see the same?
>
> Matt
>
> **From:** Johnson Hoang <jhoang@azadc.gov>
> **Sent:** Monday, November 18, 2019 4:45 PM
> **To:** Matt DeClue <matt.declue@bndna.com>
> **Cc:** Keith Barrier <kbarrier@azadc.gov>; Andrew Dorre <adorre@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: DR Test SMTP
>
> Hi Matt,
>
> I reviewed FW and verified the configurations for AIMS2 nonprod, prod and DR and see no differences in configurations except your peer IPs as my best knowledge. At this point, I can see all tunnels are up and running.
> I did see the traffic from 10.220.5.156 to 159.87.126.95
>
> For the PBF, i don't see any hit those rules.
>
> I don't know how DR at your end configured. Could you please give me some info?
>
> Respectfully,
>
> Johnson Hoang
> Systems / Network Engineer
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology

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1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3017 | Cell: 602.376.3111 | jhoang@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 4:11 PM Matt DeClue <matt.declue@bndna.com> wrote:

> The prod link is online as well. Prod and DR have different subnets.
>
> Matt DeClue
>
> ---
>
> **From:** Keith Barrier <kbarrier@azadc.gov>
> **Sent:** Monday, November 18, 2019 4:07:59 PM
> **To:** Matt DeClue <matt.declue@bndna.com>
> **Cc:** Johnson Hoang <jhoang@azadc.gov>; Andrew Dorre <adorre@azadc.gov>; Mary Suhre <msuhre@azadc.gov>
> **Subject:** Re: DR Test SMTP
>
> Is the prod link shut down? If not then due to policy based forwarding it would prefer those links and we may be dealing with an asynchronous routing issue.
>
> On Mon, Nov 18, 2019, 3:20 PM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > Yes, I checked there first. We don't block outbound on the firewall and have 1 static route to send 159.87.126.95 down the tunnel. Attached are screenshots of the prod and dr static routes.
> >
> > Matt
> >
> > **From:** Johnson Hoang <jhoang@azadc.gov>
> > **Sent:** Monday, November 18, 2019 3:17 PM
> > **To:** Matt DeClue <matt.declue@bndna.com>
> > **Cc:** Andrew Dorre <adorre@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
> > **Subject:** Re: DR Test SMTP
> >
> > We are going to check it. Did you check your end to see if there is any blocking traffic from us or missed config?
> >
> > Respectfully,
> >
> > Johnson Hoang
> > Systems / Network Engineer
> > **Arizona Department of Corrections**

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Administrative Services Division, Information Technology
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Office: 602.364.3017 | Cell: 602.376.3111 | jhoang@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 3:15 PM Matt DeClue <matt.declue@bndna.com> wrote:

> I'm thinking a routing thing is missing for the DR subnet ([redacted]) to [redacted]. Maybe a static route or policy route or something? Sorry, I'm not familiar with the Palo Alto.
>
> Matt
>
> **From:** Johnson Hoang <jhoang@azadc.gov>
> **Sent:** Monday, November 18, 2019 3:10 PM
> **To:** Matt DeClue <matt.declue@bndna.com>
> **Cc:** Andrew Dorre <adorre@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
> **Subject:** Re: DR Test SMTP
>
> Far as i know, the setup are identical for nonprod, prod and DR except the peer addresses.
>
> Respectfully,
>
> Johnson Hoang
> Systems / Network Engineer
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
> Office: 602.364.3017 | Cell: 602.376.3111 | jhoang@azadc.gov
> IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov
>
> On Mon, Nov 18, 2019 at 3:05 PM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > Yes, it's normal. That communication is only inside the tunnel. Maybe touch base with Keith on how PROD and NONPROD are setup. He

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might be able to give some insight.

Matt

From: Andrew Dorre <adorre@azadc.gov>
Sent: Monday, November 18, 2019 3:04 PM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Johnson Hoang <jhoang@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
Subject: Re: DR Test SMTP

Thanks Matt. I'm checking with DOA also, to see if they are blocking anything. But from those screenshots, it looks like they are starting from APIPA addresses. That seems weird. I don't think that's normal. Do you have more than one adapter, or possibly IPv6 set up for these?

Andrew Dorre

Senior Systems/Network Administrator

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 2:59 PM Matt DeClue <matt.declue@bndna.com> wrote:

> Looks like it's going down the tunnel but that's all I can see. Attached is a success ping from PROD and failed ping from DR. Also tunnel details.

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Matt

From: Andrew Dorre <adorre@azadc.gov>
Sent: Monday, November 18, 2019 2:50 PM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Johnson Hoang <jhoang@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
Subject: Re: DR Test SMTP

Looks like it's aging out. Can you do a traceroute and let us know the results? I think we need to get a better idea about where it's getting stopped.

Andrew Dorre

Senior Systems/Network Administrator

Arizona Department of Corrections

Administrative Services Division, Information Technology

1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007

Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

IT Service Desk 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 2:42 PM Matt DeClue <matt.declue@bndna.com> wrote:

> I'm trying to ping [redacted]) from [redacted] as an example
>
> Matt
>
> **From:** Johnson Hoang <jhoang@azadc.gov>

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Sent: Monday, November 18, 2019 2:41 PM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Mary Suhre <msuhre@azadc.gov>; Andrew Dorre <adorre@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
Subject: Re: DR Test SMTP

Hi Matt,

Can you give us IP(s) that you try to ping or send email from?

Respectfully,

Johnson Hoang
Systems / Network Engineer
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
Office: 602.364.3017 | Cell: 602.376.3111 | jhoang@azadc.gov
IT Service Desk: 602.542.3971 | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 2:23 PM Matt DeClue <matt.declue@bndna.com> wrote:

> Yes please.
>
> **From:** Mary Suhre <msuhre@azadc.gov>
> **Sent:** Monday, November 18, 2019 2:23 PM
> **To:** Matt DeClue <matt.declue@bndna.com>; HOANG, JOHNSON <jhoang@azadc.gov>; Andrew Dorre <adorre@azadc.gov>
> **Cc:** Keith Barrier <kbarrier@azadc.gov>
> **Subject:** Re: DR Test SMTP
>
> Do we need to check the firewall?
>
> Mary Suhre
>
> Network Manager
>
> Arizona Department of Corrections

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Administrative Services Division, Information Technology

1645 West Jefferson St, Suite 2115, MC310 | Phoenix AZ 85007

Office: 602.542.3955 | Cell: 480.276.1539 | MSuhre@azadc.gov

On Mon, Nov 18, 2019 at 2:21 PM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi Keith and Mary,
>
> We're testing the DR environment today. We can't seem to ping or send mail to [redacted] from the DR environment [redacted]). Can someone have a look?
>
> Matt

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From: Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To: Marissa Boice; gmartinez1
Cc: Chris Masson; Jey Whitson1; Thad Lowry; Aaron Bailey; Amal Houass; Dean Allen; Dwight Cloud; Holly Greene; Keith Francen; Lisa Dee Meyerson Marshall; Marlene Coffee; Mary Suhre; Stacey Crabtree
Subject: RE: Disaster Recovery Test
Date: Tuesday, November 19, 2019 9:20:20 AM
Attachments: image002.png
image003.png
image004.png
image005.png
image006.png

Hi all,

It looks like the policy based forwarding has been changed. I can now ping azmtaprd03. Please confirm the other integrations are solved as well ie: email, mugshots etc.

Matt

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 4:13 PM
To: gmartinez1 <gmartinez1@azadc.gov>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: RE: Disaster Recovery Test

George:

You can report the issues to this group. Please direct the email to Matt and Amal.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: George Martinez [mailto:gmartinez1@azadc.gov]
Sent: Monday, November 18, 2019 4:10 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene

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<hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: Disaster Recovery Test

Marissa, I'm sorry, but I missed how to report issues.

I currently have no Mug photos for anyone.
It takes about six seconds when searching for any ADC# and actual displaying of information.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Nov 18, 2019 at 3:53 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hello All:
>
> This is the official handover to ADC for the DR environment.
>
> Please use the PROD url
>
> https[redacted]
>
> 1-2 hours - ADC verifies DR site is fully functional
> - Application, interfaces, Reports
> - Database has transactions up to the time of the disaster (9:00 am)
>
> Please notify B&D once DR verification is complete and B&D will begin the tasks to return to the PROD environment.
>
> Thank you.

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Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Matt DeClue
Sent: Monday, November 18, 2019 3:51 PM
To: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Access is enabled for ADC.

Matt

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, November 18, 2019 3:46 PM
To: Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Setting up access now – will follow up on this chain when available.

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, November 18, 2019 3:43 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>

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Subject: Re: Disaster Recovery Test

Please go ahead and deliver we can work around the e-mail issue.

On Mon, Nov 18, 2019 at 3:30 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Sorry – just to follow up on this – If you want us to provide access to the DR site while we work on the email issue let us know and we will turn it on
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
> Business & Decision
>
> ---
>
> **From:** Thad Lowry
> **Sent:** Monday, November 18, 2019 3:24 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
> **Subject:** RE: Disaster Recovery Test
>
> It doesn't look like there have been any communications to ADC for quite a while
>
> To be clear the disaster recovery system has been up and running since around 11:00
>
> Right now there is an issue where the ADC email servers are not forwarding email coming from the disaster recovery system which means that password resets (or any other emails coming from the ACIS system) will not get sent.
>
> I would recommend that ADC could go to the DR system and verify that the other aspects are working while we work with the ADC Network / email group to fix the email relay problem
>
> Thad

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Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 10:17 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hello All:

We kicked off DR activities with the assumption that everything in yellow was executed and the final decision was made to go to DR.

We are currently on the green task.

9:00 am - B&D begins process of bringing up the DR site
Hardware, software, database, network

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Monday, November 18, 2019 9:57 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; George Martinez

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<gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Disaster Recovery Test

Hello Everyone:

This will be the official communication chain for our DR test being conducted on 11/18 and 11/19. ADC and B&D will reply all too this email chain to provide updates based on where we are in the task list. The DR test has begun. I will provide an update on progress shortly, and then be providing periodic updates throughout the day as we meet the major milestones.

Please find the schedule below:

Scenario:

1. 9:00 AM - Natural Disaster occurs in the current AWS datacenter region

(Yellowstone volcanic eruption)

- (B&D shuts down access to PROD)

2. 9:00 AM – 9:30 AM - B&D becomes aware of the natural disaster
   - B&D investigates the extent of the disaster in the current AWS facility
   - B&D investigates the state of DR site
   - ADC investigates the state of the AZ facilities, network, power

3. 9:30 AM - ADC and B&D meet to discuss situation
   - B&D advises that
     - current AWS location is a disaster and will not recover for the foreseeable future
     - the DR site has a database backup from 9:00 that can be used
   - ADC advises that:
     - AZ facilities are unharmed
     - Network is intact
     - All facilities have power
   - ADC formally requests to move to DR site

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4. 9:45 am - B&D begins process of bringing up the DR site
   - Hardware, software, database, network

5. 2- 8 hours later (11:45 thru 5:45) - B&D verifies that the DR site is fully functional and notifies ADC to resume operations

6. 1-2 hours - ADC verifies DR site is fully functional
   - Application, interfaces, Reports
   - Database has transactions up to the time of the disaster (9:00 am)

7. Turn back point - ADC and B&D meet
   - ADC advises that:
     - The DR site is fully functional
     - The failover was a success
   - ADC formally requests to move back to original site
   - B&D begins process of moving DR to PROD

8. 2- 8 hours later - B&D verifies that the original site is fully functional and notifies ADC to resume operations

9. 1-2 hours - ADC verifies original site is fully functional
   - Application, interfaces, Reports
   - Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meet to discuss completion of test

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

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--

Sincerely,
Jacob “Jey” Whitson
Time Computation Quality Assurance Administrator
Offender Information Unit Liaison
ADC CIRT Team Leader & Equal Opportunity Liaison
(602) 364-0021

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Lisa Dee Meyerson Marshall; Holly Greene; Dean Allen
Cc: J.R. Sloan
Subject: Re: Disaster Recovery Test - update 5:21
Date: Tuesday, November 19, 2019 8:54:30 AM

Waiting for update from ADC network team

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Sent: Tuesday, November 19, 2019 8:46:51 AM
To: Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Dean Allen <dean.allen@bndna.com>
Cc: J.R. Sloan <JR.Sloan@azdoa.gov>
Subject: Fwd: Disaster Recovery Test - update 5:21

An update would be appreciated.
Thank you.
Lisa

---------- Forwarded message ---------
From: **Thad Lowry** <thad.lowry@bndna.com>
Date: Mon, Nov 18, 2019 at 5:28 PM
Subject: RE: Disaster Recovery Test - update 5:21
To: Marissa Boice <marissa.boice@bndna.com>, Dwight Cloud <dcloud@azadc.gov>, Aaron Bailey <abailey1@azadc.gov>, Holly Greene <hgreene@azadc.gov>, Dean Allen <dean.allen@bndna.com>, Stacey Crabtree <scrabtre@azadc.gov>, Jey Whitson1 <jwhitson@azadc.gov>, Marlene Coffee <mcoffey@azadc.gov>, gmartinez1 <gmartinez1@azadc.gov>, Chris Masson <chris.masson@bndna.com>, Matt DeClue <matt.declue@bndna.com>, Amal Houass <amal.houass@bndna.com>, Keith Francen <keith.francen@bndna.com>, Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>, Mary Suhre <msuhre@azadc.gov>

It appears that Matt working with the ADC network team has identified a configuration issue with the policy based forwarding for the DR site in the ADC network

ADC is working on resolving this issue.

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You will be able to continue testing PROD but will experience issues (like email and mug photos) until this item is resolved

Thanks,

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

Scenario:

1. 9:00 AM - Natural Disaster occurs in the current AWS datacenter region

   (Yellowstone volcanic eruption)

   - (B&D shuts down access to PROD)

2. 9:00 AM – 9:30 AM - B&D becomes aware of the natural disaster

   - B&D investigates the extent of the disaster in the current AWS facility
   - B&D investigates the state of DR site
   - ADC investigates the state of the AZ facilities, network, power

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3. 9:30 AM - ADC and B&D meet to discuss situation
    - B&D advises that
        - current AWS location is a disaster and will not recover for the foreseeable future
        - the DR site has a database backup from 9:00 that can be used
    - ADC advises that:
        - AZ facilities are unharmed
        - Network is intact
        - All facilities have power
    - ADC formally requests to move to DR site

4. 9:45 am - B&D begins process of bringing up the DR site
    - Hardware, software, database, network

5. 2- 8 hours later - B&D verifies that the DR site is fully functional
   (11:45 thru 5:45) and notifies ADC to resume operations

6. 1-2 hours - ADC verifies DR site is fully functional
    - Application, interfaces, Reports
    - Database has transactions up to the time of the disaster (9:00 am)

7. Turn back point - ADC and B&D meet
    - ADC advises that:
        - The DR site is fully functional
        - The failover was a success
    - ADC formally requests to move back to original site
    - B&D begins process of moving DR to PROD

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8. 2- 8 hours later - B&D verifies that the original site is fully functional and notifies ADC to resume operations

9. 1-2 hours - ADC verifies original site is fully functional
    - Application, interfaces, Reports
    - Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meet to discuss completion of test

--
Lisa Dee Meyerson Marshall
EPMO Manager, ADOA ASET
lisa.meyerson@azdoa.gov
602-364-4780; Cell 602-284-3186

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Joshua Connolly; Keith Francen
Cc:	Michael Gomez; Hung Tran; Hema Chennojwala; Minh Phan; Zoya Fishman; Lalitha Velamakanni; Michael Dolny; Philip Schroeder; John Squires; Holly Greene; Aaron Bailey
Subject:	RE: MiCase Production Database
Date:	Monday, November 18, 2019 5:32:06 PM
Attachments:	image002.png image003.png image004.png image005.png image006.png

---

We are experiencing some network issues in the DR site that is delaying completion of the test

At this point it doesn't look like we are going to back until at earliest mid day tomorrow

rr – stands for read replica

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Monday, November 18, 2019 4:35 PM
To: Keith Francen <keith.francen@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Minh Phan <mphan@azadc.gov>; Zoya Fishman <zfishman@azadc.gov>; Lalitha Velamakanni <lvelamakanni@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Philip Schroeder <pschroed@azadc.gov>; John Squires <jsquires@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>
Subject: Re: MiCase Production Database

Hello, Keith - We're good on that MICASE_MIG connection issue, thanks very much. Is the 'dbprodrr' environment about to come back on line?

Another question on a tangentially related topic, does the "rr" in 'dbprodrr' stand for "Real-time Replication"? And if so, will we be seeing credentials to the actual production environment?

Much appreciated,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

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On Mon, Nov 18, 2019 at 4:21 PM Keith Francen <keith.francen@bndna.com> wrote:

> This should be fixed now
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Monday, November 18, 2019 2:26 PM
> **To:** Keith Francen <keith.francen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Hema Chennojwala <hchennoj@azadc.gov>; Minh Phan <mphan@azadc.gov>; Zoya Fishman <zfishman@azadc.gov>; Lalitha Velamakanni <lvelamakanni@azadc.gov>; Michael Dolny <mdolny@azadc.gov>; Philip Schroeder <pschroed@azadc.gov>; John Squires <jsquires@azadc.gov>
> **Subject:** Re: MiCase Production Database
>
> Hey, Keith - Myself and everybody from ADC attached here has lost our tables in the MICASE_MIG schema on 'dbnonprod' but Jeff Woodward still has his.
> While we are without the prod MICASE for today, it would be useful to still connect and write queries.
>
> Can you take a look at our connections to 'dbnonprod' and see if there's a difference?
>
> Much appreciated,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 9:30 AM Keith Francen <keith.francen@bndna.com> wrote:

> I believe they might of started the DR testing already. I have having the same issue.
>
> Matt/Amal? This is for connecting to the dbprodrr.aims2.us database. Connecting to prod still works
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Monday, November 18, 2019 9:22 AM
> **To:** Keith Francen <keith.francen@bndna.com>
> **Cc:** Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: MiCase Production Database
>
> Hello, Keith - Is there anything our team should be made aware of regarding our connection to the Oracle production environment?
> We are all receiving "Unknown host specified" errors (Vendor code 17002).
>
> Thank you for your assistance,
> - josh C.
>
> --

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Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Wed, Oct 23, 2019 at 12:31 PM Keith Francen <keith.francen@bndna.com> wrote:

> Telerik does not have any tables.
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Wednesday, October 23, 2019 12:29 PM
> **To:** Matt DeClue <matt.declue@bndna.com>
> **Cc:** Keith Francen <keith.francen@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: MiCase Production Database
>
> Looking good now, Matt. Michael Gomez and I are connected to prodrr with MICASE_MIG schema tables appearing. Nothing showing for TELERIK but I'll just assume that can be sorted out later.
>
> Many thanks good sir,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
> On Wed, Oct 23, 2019 at 11:41 AM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > The service name is 'ORCL'. I adjusted the security a bit. Can you test again?
> >
> > Matt
> >
> > **From:** Joshua Connolly <jconnolly@azadc.gov>
> > **Sent:** Wednesday, October 23, 2019 11:13 AM
> > **To:** Matt DeClue <matt.declue@bndna.com>
> > **Cc:** Keith Francen <keith.francen@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> > **Subject:** Re: MiCase Production Database
> >
> > Same IO Error response from the connection; I tried the service name as 'aims2' and 'ORCL' but still get that error.

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On Wed, Oct 23, 2019 at 11:09 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Also to make life a bit easier I added DNS.
>
> DNS: [redacted]
>
> Matt
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Wednesday, October 23, 2019 11:02 AM
> **To:** Matt DeClue <matt.declue@bndna.com>
> **Cc:** Keith Francen <keith.francen@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: MiCase Production Database
>
> Yes sir, got the IP in my result, just no packets recieved back.
>
> On Wed, Oct 23, 2019 at 10:58 AM Matt DeClue <matt.declue@bndna.com> wrote:
>
> > Did it return 10.220.0.134 as the IP?
> >
> > **From:** Joshua Connolly <jconnolly@azadc.gov>
> > **Sent:** Wednesday, October 23, 2019 10:54 AM
> > **To:** Matt DeClue <matt.declue@bndna.com>
> > **Cc:** Keith Francen <keith.francen@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> > **Subject:** Re: MiCase Production Database
> >
> > Hi, Matt - Timed out on all attempts with a ping.
> >
> > On Wed, Oct 23, 2019 at 10:02 AM Matt DeClue <matt.declue@bndna.com> wrote:
> >
> > > Can you try to ping that DNS name?
> > >
> > > **From:** Joshua Connolly <jconnolly@azadc.gov>
> > > **Sent:** Wednesday, October 23, 2019 10:01 AM
> > > **To:** Matt DeClue <matt.declue@bndna.com>
> > > **Cc:** Keith Francen <keith.francen@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> > > **Subject:** Re: MiCase Production Database
> > >
> > > Howdy, Matt - Same end result on that string.
> > >
> > > On Wed, Oct 23, 2019 at 9:43 AM Matt DeClue <matt.declue@bndna.com> wrote:
> > >
> > > > Hi Josh,
> > > >
> > > > Please use the following DNS by copy/paste over the one that was previously provided. I think there

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might have been an error.

[redacted]

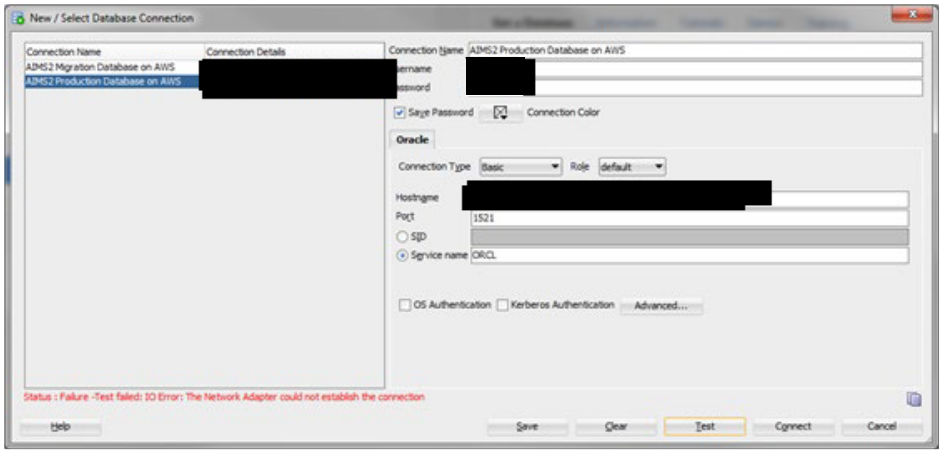
Matt

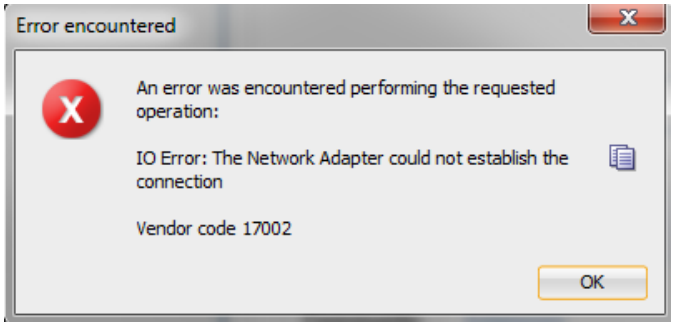
From: Keith Francen <keith.francen@bndna.com>
Sent: Wednesday, October 23, 2019 9:18 AM
To: Joshua Connolly <jconnolly@azadc.gov>; Amal Houass <amal.houass@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
Subject: RE: MiCase Production Database

Adding @Amal Houass

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Wednesday, October 23, 2019 9:15 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: MiCase Production Database

Yes, it's coming up as an IO Error, Vendor code 17002:





On Wed, Oct 23, 2019 at 9:09 AM Keith Francen <keith.francen@bndna.com> wrote:

> Are you all still getting the Network adaptor error or something different?
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Wednesday, October 23, 2019 9:07 AM

AMERICAN OVERSIGHT

To: Keith Francen <keith.francen@bndna.com>; Matt DeClue <matt.declue@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: MiCase Production Database

Good morning, Keith & Matt - All of our Apps team is now connected to 'dbnonprod' with MICASE_MIG tables appearing however no one on the ADC side has been able to connect to the 'prodrr' instance of Oracle as of now. Please do keep us in the loop on any change in that status.

In the very near term, we'd like to have our database, apps and reporting teams be able to connect to the production Oracle database environments for both the live system as well as the replicated reporting database.

Thanks very much,
- josh C.

--

Joshua Connolly

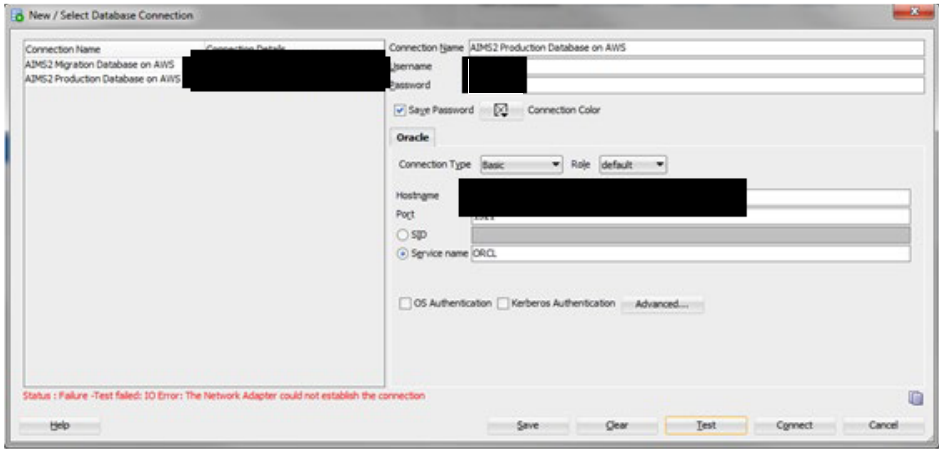
Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Tue, Oct 22, 2019 at 8:36 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Keith - Just an update on the other users I mentioned yesterday Jey Whitson [jwhitson] does want to keep his database account and I have not heard back from the other three that were possible removals.
>
> I did get the network IO error again this morning when I tried to connect using the newer credentials.
>
> Speak with you soon,
> - josh C.
>
> --
>
>
> ## Joshua Connolly
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
>
> On Mon, Oct 21, 2019 at 9:10 AM Joshua Connolly <jconnolly@azadc.gov> wrote:
>
> > Hello, Keith - Thanks for sending out the details. I'm still getting held up by a network IO error:

AMERICAN OVERSIGHT



My network, machine and other specs have not changed and I can still get into the 'dbnonprod' instance fine right now.
Once I get in, I'll assist the other users on my team and the folks from our Reporting group (PBR). Since the queries most of us will be hitting the system with could be resource-intensive, can we also get access to the reporting database schema? I'm assuming it's the same instance, just the user name of "TELERIK" versus "MICASE" -- is that an accurate assumption?

There are a few names on that list you sent that can definitely be removed (adean, jtaranti, hgreene) and then four more on which I will check with the user to find out whether their direct access is necessary (bcassiano, abailey, jwhitson, hhaley) but I assume now that they will come back to me saying they do not require it.

Your help is very much appreciated.
Take care,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

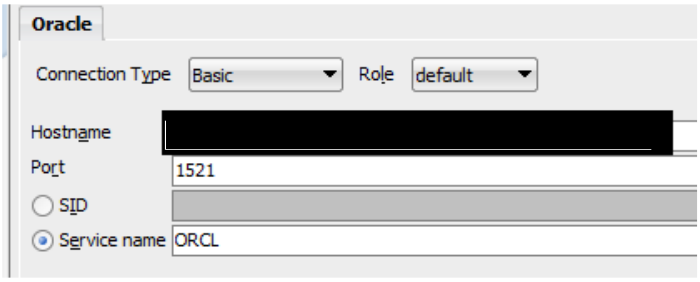
On Mon, Oct 21, 2019 at 6:30 AM Keith Francen <keith.francen@bndna.com> wrote:

> I have set up the following users in PROD RR. The passwords are the defaults that I originally sent out.
> jconnolly
> mdolny
> mgomez
> pschroed
> jsquires
> adean
> htran
> mgomez
> jtarantin

AMERICAN OVERSIGHT

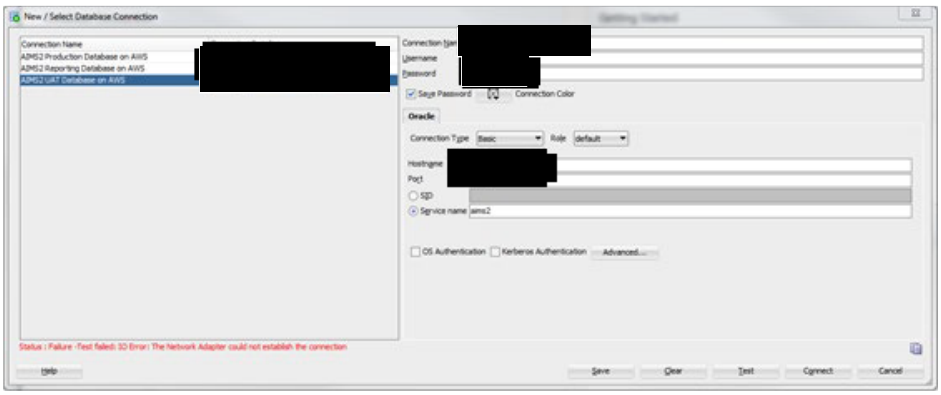
jwhitson
hgreene
hhaley
gmartinez
bcassiano
abailey
lvelamak
Jwoodward
hchennoj
zfishman
mphan

The connection information is below



From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Sunday, October 20, 2019 7:58 PM
To: Keith Francen <keith.francen@bndna.com>
Subject: Re: MiCase Production Database

Hello, Keith - Is there a different port or any other changed parameters?
I just changed the hostname and nothing else.
Thanks very much,
- josh C.



--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Sun, Oct 20, 2019 at 9:06 AM Keith Francen <keith.francen@bndna.com> wrote:

> The url you will want to use is https://uat.aims2.us
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Saturday, October 19, 2019 1:30 PM
> **To:** Keith Francen <keith.francen@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>
> **Cc:** Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** MiCase Production Database
>
> Good afternoon, Keith - Will our database and applications teams need a different connection string for a production environment database starting next week or will the current [redacted]' address and 'micase_mig' schema be the correct location from which to query data during the Perryville pilot?
>
> Very much appreciated,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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>
> > > > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
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This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Matt DeClue on behalf of Matt DeClue <matt.declue@bndna.com>
To:	gmartinez1
Cc:	Thad Lowry; Aaron Pratt; Phil Wussow; Christopher Little; Chris Masson; Jey Whitson1; Aaron Bailey; Amal Houass; Dean Allen; Dwight Cloud; Holly Greene; Keith Francen; Lisa Dee Meyerson Marshall; Marlene Coffee; Mary Suhre; Stacey Crabtree; Marissa Boice
Subject:	RE: Disaster Recovery Test
Date:	Monday, November 18, 2019 4:49:48 PM
Attachments:	image002.png image003.png image004.png image005.png image006.png

---

Ok, thanks.

From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, November 18, 2019 4:47 PM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Subject: Re: Disaster Recovery Test

That is our current email address domain. We can still access @azcorrections.gov .

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Nov 18, 2019 at 4:39 PM Matt DeClue <matt.declue@bndna.com> wrote:

> Hi George,

AMERICAN OVERSIGHT

I don't believe we are trying to access any internal resources with host names on @azadc.gov.

Matt

From: George Martinez <gmartinez1@azadc.gov>
Sent: Monday, November 18, 2019 4:37 PM
To: Matt DeClue <matt.declue@bndna.com>
Cc: Thad Lowry <thad.lowry@bndna.com>; Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>
Subject: Re: Disaster Recovery Test

Matt, what about @azadc.gov?

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Nov 18, 2019 at 4:35 PM Matt DeClue <matt.declue@bndna.com> wrote:

> I can confirm Mugshots is the same issue as email. We are doing conditional forwarding for azcorrections.gov and azcorrections.local to [redacted] and [redacted] which we can't reach in DR.
>
> Matt
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Monday, November 18, 2019 4:19 PM

AMERICAN OVERSIGHT

To: Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Christopher Little <Christopher.Little@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>
Subject: RE: Disaster Recovery Test

Mug photos is an interface and is contributing to the slowness of the inmate search while it times out

Aaron and Phil what is the url of mug photo – Matt / Amal can you ping it from the DR site and confirm that we have connectivity

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Matt DeClue <matt.declue@bndna.com>
Sent: Monday, November 18, 2019 4:13 PM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Disaster Recovery Test

I suspect the same issue as email? I don't know how mugshots world.

Matt DeClue

AMERICAN OVERSIGHT

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 4:12:28 PM
To: Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Matt:

Can you please look into the Mug Photo appearing in DR?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: George Martinez [mailto:gmartinez1@azadc.gov]
Sent: Monday, November 18, 2019 4:10 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: Disaster Recovery Test

Marissa, I'm sorry, but I missed how to report issues.

AMERICAN OVERSIGHT

I currently have no Mug photos for anyone.

It takes about six seconds when searching for any ADC# and actual displaying of information.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Nov 18, 2019 at 3:53 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hello All:
>
> This is the official handover to ADC for the DR environment.
>
> Please use the PROD url
>
> https://aims2.us
>
> 1-2 hours - ADC verifies DR site is fully functional
>
> o Application, interfaces, Reports

AMERICAN OVERSIGHT

- Database has transactions up to the time of the disaster (9:00 am)

Please notify B&D once DR verification is complete and B&D will begin the tasks to return to the PROD environment.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Matt DeClue
Sent: Monday, November 18, 2019 3:51 PM
To: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Access is enabled for ADC.

Matt

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, November 18, 2019 3:46 PM
To: Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene

AMERICAN OVERSIGHT

<hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Setting up access now – will follow up on this chain when available.

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, November 18, 2019 3:43 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Disaster Recovery Test

Please go ahead and deliver we can work around the e-mail issue.

On Mon, Nov 18, 2019 at 3:30 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Sorry – just to follow up on this – If you want us to provide access to the DR site while we work on the email issue let us know and we will turn it on
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

AMERICAN OVERSIGHT

M: [redacted]

E: thad.lowry@bndna.com

From: Thad Lowry
Sent: Monday, November 18, 2019 3:24 PM
To: Marissa Boice <marissa.boice@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

It doesn't look like there have been any communications to ADC for quite a while

To be clear the disaster recovery system has been up and running since around 11:00

Right now there is an issue where the ADC email servers are not forwarding email coming from the disaster recovery system which means that password resets (or any other emails coming from the ACIS system) will not get sent.

I would recommend that ADC could go to the DR system and verify that the other aspects are working while we work with the ADC Network / email group to fix the email relay problem

Thad

AMERICAN OVERSIGHT

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 10:17 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hello All:

We kicked off DR activities with the assumption that everything in yellow was executed and the final decision was made to go to DR.

We are currently on the green task.

9:00 am - B&D begins process of bringing up the DR site

Hardware, software, database, network

Thank you.

AMERICAN OVERSIGHT

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Monday, November 18, 2019 9:57 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Disaster Recovery Test

Hello Everyone:

This will be the official communication chain for our DR test being conducted on 11/18 and 11/19. ADC and B&D will reply all too this email chain to provide updates based on where we are in the task list. The DR test has begun. I will provide an update on progress shortly, and then be providing periodic updates throughout the day as we meet the major milestones.

Please find the schedule below:

Scenario:

1. 9:00 AM - Natural Disaster occurs in the current AWS datacenter region

(Yellowstone volcanic eruption)

- (B&D shuts down access to PROD)

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2. 9:00 AM – 9:30 AM - B&D becomes aware of the natural disaster

- B&D investigates the extent of the disaster in the current AWS facility
- B&D investigates the state of DR site
- ADC investigates the state of the AZ facilities, network, power

3. 9:30 AM - ADC and B&D meet to discuss situation

    - B&D advises that
        - current AWS location is a disaster and will not recover for the foreseeable future
        - the DR site has a database backup from 9:00 that can be used
    - ADC advises that:
        - AZ facilities are unharmed
        - Network is intact
        - All facilities have power
- ADC formally requests to move to DR site

4. 9:45 am - B&D begins process of bringing up the DR site

    - Hardware, software, database, network

5. 2- 8 hours later (11:45 thru 5:45) - B&D verifies that the DR site is fully functional and notifies ADC to resume operations

6. 1-2 hours - ADC verifies DR site is fully functional

    - Application, interfaces, Reports

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- Database has transactions up to the time of the disaster (9:00 am)

7. Turn back point - ADC and B&D meet
   - ADC advises that:
     - The DR site is fully functional
     - The failover was a success
   - ADC formally requests to move back to original site
   - B&D begins process of moving DR to PROD

8. 2- 8 hours later - B&D verifies that the original site is fully functional and notifies ADC to resume operations

9. 1-2 hours - ADC verifies original site is fully functional
   - Application, interfaces, Reports
   - Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meet to discuss completion of test

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

Scottsdale, AZ 85260 US

M: [redacted]

AMERICAN OVERSIGHT

E: marissa.boice@businessdecision.com

--

Sincerely,

Jacob “Jey” Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADC CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Matt DeClue
Cc:	Thad Lowry; Aaron Pratt; Phil Wussow; Christopher Little; Chris Masson; Jey Whitson1; Aaron Bailey; Amal Houass; Dean Allen; Dwight Cloud; Keith Francen; Lisa Dee Meyerson Marshall; Marlene Coffee; Mary Suhre; Stacey Crabtree; gmartinez1; Marissa Boice; Joseph Nicoletti; Rusty Johnson
Subject:	Re: Disaster Recovery Test
Date:	Monday, November 18, 2019 4:37:20 PM
Attachments:	image002.png image003.png image004.png image005.png image006.png

---

I've included Rusty, Joe and Mary on this communication.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 4:35 PM Matt DeClue <matt.declue@bndna.com> wrote:

> I can confirm Mugshots is the same issue as email. We are doing conditional forwarding for azcorrections.gov and azcorrections.local to [redacted] and [redacted] which we can't reach in DR.
>
> Matt
>
> ---
>
> **From:** Thad Lowry <thad.lowry@bndna.com>
> **Sent:** Monday, November 18, 2019 4:19 PM
> **To:** Aaron Pratt <aaron.pratt@bndna.com>; Phil Wussow <phil.wussow@bndna.com>; Christopher Little <Christopher.Little@bndna.com>
> **Cc:** Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>;

AMERICAN OVERSIGHT

Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>
Subject: RE: Disaster Recovery Test

Mug photos is an interface and is contributing to the slowness of the inmate search while it times out

Aaron and Phil what is the url of mug photo – Matt / Amal can you ping it from the DR site and confirm that we have connectivity

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Matt DeClue <matt.declue@bndna.com>
Sent: Monday, November 18, 2019 4:13 PM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen

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<keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Disaster Recovery Test

I suspect the same issue as email? I don't know how mugshots world.

Matt DeClue

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 4:12:28 PM
To: Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Matt:

Can you please look into the Mug Photo appearing in DR?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: George Martinez [mailto:gmartinez1@azadc.gov]
Sent: Monday, November 18, 2019 4:10 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>;

AMERICAN OVERSIGHT

Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: Disaster Recovery Test

Marissa, I'm sorry, but I missed how to report issues.

I currently have no Mug photos for anyone.

It takes about six seconds when searching for any ADC# and actual displaying of information.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Mon, Nov 18, 2019 at 3:53 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hello All:
>
> This is the official handover to ADC for the DR environment.
>
> Please use the PROD url

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https [redacted]

1-2 hours - ADC verifies DR site is fully functional

- Application, interfaces, Reports
- Database has transactions up to the time of the disaster (9:00 am)

Please notify B&D once DR verification is complete and B&D will begin the tasks to return to the PROD environment.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Matt DeClue
Sent: Monday, November 18, 2019 3:51 PM
To: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Access is enabled for ADC.

AMERICAN OVERSIGHT

Matt

From: Chris Masson <chris.masson@bndna.com>
Sent: Monday, November 18, 2019 3:46 PM
To: Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Setting up access now – will follow up on this chain when available.

From: Jacob Whitson <jwhitson@azadc.gov>
Sent: Monday, November 18, 2019 3:43 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Chris Masson <chris.masson@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Matt DeClue <matt.declue@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Disaster Recovery Test

Please go ahead and deliver we can work around the e-mail issue.

On Mon, Nov 18, 2019 at 3:30 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Sorry – just to follow up on this – If you want us to provide access to the DR site while we work on the email issue let us know and we will turn it on

AMERICAN OVERSIGHT

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Thad Lowry
Sent: Monday, November 18, 2019 3:24 PM
To: Marissa Boice <marissa.boice@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

It doesn't look like there have been any communications to ADC for quite a while

To be clear the disaster recovery system has been up and running since around 11:00

Right now there is an issue where the ADC email servers are not forwarding email coming from the disaster recovery system which means that password resets (or any other emails coming from the ACIS system) will not get sent.

I would recommend that ADC could go to the DR system and verify that the other aspects are working while we work with the ADC Network / email group to fix the email relay problem

AMERICAN OVERSIGHT

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

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To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hello All:

We kicked off DR activities with the assumption that everything in yellow was executed and the final decision was made to go to DR.

We are currently on the green task.

AMERICAN OVERSIGHT

9:00 am - B&D begins process of bringing up the DR site

Hardware, software, database, network

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Monday, November 18, 2019 9:57 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Disaster Recovery Test

Hello Everyone:

This will be the official communication chain for our DR test being conducted on 11/18 and 11/19. ADC and B&D will reply all too this email chain to provide updates based on where we are in the task list. The DR test has begun. I will provide an update on progress shortly, and then be providing periodic updates throughout the day as we meet the major milestones.

Please find the schedule below:

Scenario:

AMERICAN OVERSIGHT

1. 9:00 AM - Natural Disaster occurs in the current AWS datacenter region

   (Yellowstone volcanic eruption)

   - (B&D shuts down access to PROD)

2. 9:00 AM – 9:30 AM - B&D becomes aware of the natural disaster

   - B&D investigates the extent of the disaster in the current AWS facility
   - B&D investigates the state of DR site
   - ADC investigates the state of the AZ facilities, network, power

3. 9:30 AM - ADC and B&D meet to discuss situation

   - B&D advises that
     - current AWS location is a disaster and will not recover for the foreseeable future
     - the DR site has a database backup from 9:00 that can be used
   - ADC advises that:
     - AZ facilities are unharmed
     - Network is intact
     - All facilities have power
   - ADC formally requests to move to DR site

4. 9:45 am - B&D begins process of bringing up the DR site

   - Hardware, software, database, network

5. 2- 8 hours later (11:45 thru 5:45) - B&D verifies that the DR site is fully functional and notifies ADC to resume operations

AMERICAN OVERSIGHT

6. 1-2 hours - ADC verifies DR site is fully functional

- Application, interfaces, Reports
- Database has transactions up to the time of the disaster (9:00 am)

7. Turn back point - ADC and B&D meet

- ADC advises that:
  - The DR site is fully functional
  - The failover was a success
- ADC formally requests to move back to original site
- B&D begins process of moving DR to PROD

8. 2- 8 hours later - B&D verifies that the original site is fully functional

and notifies ADC to resume operations

9. 1-2 hours - ADC verifies original site is fully functional

- Application, interfaces, Reports
- Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meet to discuss completion of test

Thank you.

AMERICAN OVERSIGHT

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

Scottsdale, AZ 85260 US

M: [redacted]
E: marissa.boice@businessdecision.com

--

Sincerely,

Jacob “Jey” Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADC CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

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AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice
Cc:	Matt DeClue; Amal Houass; Michael Gomez; Chris Masson; Jey Whitson1; Thad Lowry; Aaron Bailey; Dean Allen; Dwight Cloud; Keith Francen; Lisa Dee Meyerson Marshall; Marlene Coffee; Mary Suhre; Stacey Crabtree; gmartinez1; Joseph Nicoletti; Rusty Johnson
Subject:	Re: Disaster Recovery Test
Date:	Monday, November 18, 2019 4:35:13 PM
Attachments:	image002.png image003.png image004.png image005.png image006.png

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Per Michael, Mug Photos are obtained by the AIMs 2 Application: http:// [redacted] This link points directly to a photo. Just adjust the ID number. The reference is there all of our applications are interacting with it correctly. The Network Group may be the key to assisting with this as well.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 4:17 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> +looping in Mike Gomez.
>
> @Mike: We moved over to DR environment, but are unable to pull over MugPhotos. Can you please assist to confirm if this is a possible firewall issue?
>
> @Holly: Can you please ask Mike Gomez to assist with the MugPhoto not appearing?
>
> Thank you.

AMERICAN OVERSIGHT

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Matt DeClue
Sent: Monday, November 18, 2019 4:13 PM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Disaster Recovery Test

I suspect the same issue as email? I don't know how mugshots world.

Matt DeClue

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 4:12:28 PM
To: Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Matt:

AMERICAN OVERSIGHT

Can you please look into the Mug Photo appearing in DR?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: George Martinez [mailto:gmartinez1@azadc.gov]
Sent: Monday, November 18, 2019 4:10 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>
Subject: Re: Disaster Recovery Test

Marissa, I'm sorry, but I missed how to report issues.

I currently have no Mug photos for anyone.

It takes about six seconds when searching for any ADC# and actual displaying of information.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

AMERICAN OVERSIGHT

On Mon, Nov 18, 2019 at 3:53 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hello All:
>
> This is the official handover to ADC for the DR environment.
>
> Please use the PROD url
>
> https:[redacted]
>
> 1-2 hours - ADC verifies DR site is fully functional
>
> - Application, interfaces, Reports
> - Database has transactions up to the time of the disaster (9:00 am)
>
> Please notify B&D once DR verification is complete and B&D will begin the tasks to return to the PROD environment.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]

AMERICAN OVERSIGHT

From: Matt DeClue
Sent: Monday, November 18, 2019 3:51 PM
To: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marissa Boice <marissa.boice@bndna.com>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Access is enabled for ADC.

Matt

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Subject: RE: Disaster Recovery Test

Setting up access now – will follow up on this chain when available.

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<matt.declue@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Disaster Recovery Test

Please go ahead and deliver we can work around the e-mail issue.

On Mon, Nov 18, 2019 at 3:30 PM Thad Lowry <thad.lowry@bndna.com> wrote:

> Sorry – just to follow up on this – If you want us to provide access to the DR site while we work on the email issue let us know and we will turn it on
>
> Thad
>
> ---
>
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: thad.lowry@bndna.com
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It doesn't look like there have been any communications to ADC for quite a while

To be clear the disaster recovery system has been up and running since around 11:00

Right now there is an issue where the ADC email servers are not forwarding email coming from the disaster recovery system which means that password resets (or any other emails coming from the ACIS system) will not get sent.

I would recommend that ADC could go to the DR system and verify that the other aspects are working while we work with the ADC Network / email group to fix the email relay problem

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America

15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260

M: [redacted]

E: thad.lowry@bndna.com

Business & Decision

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 10:17 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue

AMERICAN OVERSIGHT

<matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hello All:

We kicked off DR activities with the assumption that everything in yellow was executed and the final decision was made to go to DR.

We are currently on the green task.

9:00 am - B&D begins process of bringing up the DR site

Hardware, software, database, network

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Monday, November 18, 2019 9:57 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Disaster Recovery Test

AMERICAN OVERSIGHT

Hello Everyone:

This will be the official communication chain for our DR test being conducted on 11/18 and 11/19. ADC and B&D will reply all too this email chain to provide updates based on where we are in the task list. The DR test has begun. I will provide an update on progress shortly, and then be providing periodic updates throughout the day as we meet the major milestones.

Please find the schedule below:

Scenario:

1. 9:00 AM - Natural Disaster occurs in the current AWS datacenter region

   (Yellowstone volcanic eruption)

   - (B&D shuts down access to PROD)

2. 9:00 AM – 9:30 AM - B&D becomes aware of the natural disaster

   - B&D investigates the extent of the disaster in the current AWS facility
   - B&D investigates the state of DR site
   - ADC investigates the state of the AZ facilities, network, power

3. 9:30 AM - ADC and B&D meet to discuss situation

   - B&D advises that
     - current AWS location is a disaster and will not recover for the foreseeable future
     - the DR site has a database backup from 9:00 that can be used

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- ADC advises that:
  - AZ facilities are unharmed
  - Network is intact
  - All facilities have power
- ADC formally requests to move to DR site

4. 9:45 am - B&D begins process of bringing up the DR site
   - Hardware, software, database, network

5. 2- 8 hours later - B&D verifies that the DR site is fully functional (11:45 thru 5:45) and notifies ADC to resume operations

6. 1-2 hours - ADC verifies DR site is fully functional
   - Application, interfaces, Reports
   - Database has transactions up to the time of the disaster (9:00 am)

7. Turn back point - ADC and B&D meet
   - ADC advises that:
     - The DR site is fully functional
     - The failover was a success
   - ADC formally requests to move back to original site
   - B&D begins process of moving DR to PROD

8. 2- 8 hours later - B&D verifies that the original site is fully functional and notifies ADC to resume operations

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9. 1-2 hours - ADC verifies original site is fully functional
    - Application, interfaces, Reports
    - Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meet to discuss completion of test

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd. Suite #103

Scottsdale, AZ 85260 US

M: [redacted]
E: marissa.boice@businessdecision.com

--

Sincerely,

Jacob “Jey” Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADC CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

AMERICAN OVERSIGHT

> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

AMERICAN OVERSIGHT

From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice
Cc:	Matt DeClue; Amal Houass; Michael Gomez; Chris Masson; Jey Whitson1; Thad Lowry; Aaron Bailey; Dean Allen; Dwight Cloud; Keith Francen; Lisa Dee Meyerson Marshall; Marlene Coffee; Mary Suhre; Stacey Crabtree; gmartinez1; Joseph Nicoletti; Rusty Johnson
Subject:	Re: Disaster Recovery Test
Date:	Monday, November 18, 2019 4:21:50 PM
Attachments:	image002.png image003.png image004.png image005.png image006.png

---

Yes, I will follow-up with Michael verbally as well.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Mon, Nov 18, 2019 at 4:17 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> +looping in Mike Gomez.
>
> @Mike: We moved over to DR environment, but are unable to pull over MugPhotos. Can you please assist to confirm if this is a possible firewall issue?
>
> @Holly: Can you please ask Mike Gomez to assist with the MugPhoto not appearing?
>
> Thank you.

AMERICAN OVERSIGHT

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Matt DeClue
Sent: Monday, November 18, 2019 4:13 PM
To: Marissa Boice <marissa.boice@bndna.com>; Amal Houass <amal.houass@bndna.com>
Cc: Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: Disaster Recovery Test

I suspect the same issue as email? I don't know how mugshots world.

Matt DeClue

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Monday, November 18, 2019 4:12:28 PM
To: Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Chris Masson <chris.masson@bndna.com>; Jey Whitson1 <jwhitson@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Amal Houass <amal.houass@bndna.com>; Dean Allen <dean.allen@bndna.com>; Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Marlene Coffee <mcoffey@azadc.gov>; Mary Suhre <msuhre@azadc.gov>; Stacey Crabtree <scrabtre@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: Disaster Recovery Test

Matt:

Can you please look into the Mug Photo appearing in DR?

AMERICAN OVERSIGHT

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

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> **From:** Matt DeClue
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AMERICAN OVERSIGHT

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   (Yellowstone volcanic eruption)

   - (B&D shuts down access to PROD)

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   - B&D investigates the extent of the disaster in the current AWS facility
   - B&D investigates the state of DR site
   - ADC investigates the state of the AZ facilities, network, power

3. 9:30 AM - ADC and B&D meet to discuss situation

   - B&D advises that
     - current AWS location is a disaster and will not recover for the foreseeable future
     - the DR site has a database backup from 9:00 that can be used
   - ADC advises that:
     - AZ facilities are unharmed
     - Network is intact

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- All facilities have power

- ADC formally requests to move to DR site

4. 9:45 am - B&D begins process of bringing up the DR site
    - Hardware, software, database, network

5. 2- 8 hours later - B&D verifies that the DR site is fully functional (11:45 thru 5:45) and notifies ADC to resume operations

6. 1-2 hours - ADC verifies DR site is fully functional
    - Application, interfaces, Reports
    - Database has transactions up to the time of the disaster (9:00 am)

7. Turn back point - ADC and B&D meet
    - ADC advises that:
        - The DR site is fully functional
        - The failover was a success
    - ADC formally requests to move back to original site
    - B&D begins process of moving DR to PROD

8. 2- 8 hours later - B&D verifies that the original site is fully functional and notifies ADC to resume operations

9. 1-2 hours - ADC verifies original site is fully functional
    - Application, interfaces, Reports

AMERICAN OVERSIGHT

- Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meet to discuss completion of test

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

Scottsdale, AZ 85260 US

M: [redacted]
E: marissa.boice@businessdecision.com

--

Sincerely,

Jacob "Jey" Whitson

Time Computation Quality Assurance Administrator

Offender Information Unit Liaison

ADC CIRT Team Leader & Equal Opportunity Liaison

(602) 364-0021

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	Dwight Cloud; Aaron Bailey; Holly Greene; Dean Allen; Thad Lowry; Stacey Crabtree; Jey Whitson1; Marlene Coffee; gmartinez1; Chris Masson; Matt DeClue; Amal Houass; Keith Francen; Lisa Dee Meyerson Marshall; Mary Suhre
Subject:	RE: Disaster Recovery Test
Date:	Monday, November 18, 2019 3:26:54 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

Hello All:

Current Update:
We are on the task item below. We are in the process of verifying the DR site.

We are 2- 8 hours later - B&D verifies that the DR site is fully functional
(9:00am thru 5:00pm) and notifies ADC to resume operations

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Monday, November 18, 2019 10:17 AM
To: 'Dwight Cloud' <dcloud@azadc.gov>; 'Aaron Bailey' <abailey1@azadc.gov>; 'Holly Greene' <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; 'George Martinez' <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; 'Lisa Dee Meyerson Marshall' <lisa.meyerson@azdoa.gov>; 'Mary Suhre' <msuhre@azadc.gov>
Subject: RE: Disaster Recovery Test

Hello All:

We kicked off DR activities with the assumption that everything in yellow was executed and the final decision was made to go to DR.

We are currently on the green task.

9:00 am - B&D begins process of bringing up the DR site
Hardware, software, database, network

AMERICAN OVERSIGHT

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Marissa Boice
Sent: Monday, November 18, 2019 9:57 AM
To: Dwight Cloud <dcloud@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Stacey Crabtree <scrabtre@azadc.gov>; Jey Whitson1 <jwhitson@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; George Martinez <gmartinez1@azadc.gov>; Chris Masson <chris.masson@bndna.com>; Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Mary Suhre <msuhre@azadc.gov>
Subject: Disaster Recovery Test

Hello Everyone:

This will be the official communication chain for our DR test being conducted on 11/18 and 11/19. ADC and B&D will reply all too this email chain to provide updates based on where we are in the task list. The DR test has begun. I will provide an update on progress shortly, and then be providing periodic updates throughout the day as we meet the major milestones.

Please find the schedule below:

Scenario:

1. 9:00 AM - Natural Disaster occurs in the current AWS datacenter region (Yellowstone volcanic eruption)
   - (B&D shuts down access to PROD)
2. 9:00 AM – 9:30 AM - B&D becomes aware of the natural disaster
   - B&D investigates the extent of the disaster in the current AWS facility
   - B&D investigates the state of DR site
   - ADC investigates the state of the AZ facilities, network, power
3. 9:30 AM - ADC and B&D meet to discuss situation
   - B&D advises that
     - current AWS location is a disaster and will not recover for the foreseeable future

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        - the DR site has a database backup from 9:00 that can be used
    - ADC advises that:
        - AZ facilities are unharmed
        - Network is intact
        - All facilities have power
- ADC formally requests to move to DR site

4. 9:45 am - B&D begins process of bringing up the DR site
    - Hardware, software, database, network

5. 2- 8 hours later (11:45 thru 5:45) - B&D verifies that the DR site is fully functional and notifies ADC to resume operations

6. 1-2 hours - ADC verifies DR site is fully functional
    - Application, interfaces, Reports
    - Database has transactions up to the time of the disaster (9:00 am)

7. Turn back point - ADC and B&D meet
    - ADC advises that:
        - The DR site is fully functional
        - The failover was a success
- ADC formally requests to move back to original site
- B&D begins process of moving DR to PROD

8. 2- 8 hours later - B&D verifies that the original site is fully functional and notifies ADC to resume operations

9. 1-2 hours - ADC verifies original site is fully functional
    - Application, interfaces, Reports
    - Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meet to discuss completion of test

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

AMERICAN OVERSIGHT

Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

Business & Decision
Empowering Digital Business

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From: Rajkumar Gopal on behalf of Rajkumar Gopal <rajkumar.gopal@bndna.com>
To: Holly Greene; Marissa Boice; Michael Gomez; Hung Tran
Cc: Aaron Bailey; Thad Lowry; gmartinez1; Lisa Dee Meyerson Marshall; Spencer Scott; Dwight Cloud; Robert Maneer; William James; James Tarantino; Amal Houass; Chris Campion; Keith Francen
Subject: RE: Data Migration: Umami
Date: Monday, November 18, 2019 1:37:11 PM

Thanks Holly. We received all the folders you've listed. We will verify the counts and process them once the DR Testing is complete.

From: Holly Greene <hgreene@azadc.gov>
Sent: Monday, November 18, 2019 11:09 AM
To: Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

Hello Marissa (et al)-

The 3 files below successfully completed on Saturday morning. This delivery completed the 27 directories of full attachments.

	Zip Files	Number of Records
1	Attach_CH	101,275
2	AttachPSI	93,737
3	AttachSODoc	102,679

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 15, 2019 at 3:26 PM Holly Greene <hgreene@azadc.gov> wrote:

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Hi Marissa (et al)-

The 14 files below have been successfully transferred to the B&D Directory..

	Zip Files	Number of Records
1	Attach1002_3	91,521
2	Attach35days	248
3	AttachNSCOS	7,236
4	AttachPoliceReport	3,209
5	AttachRefuseTransition	4,118
6	AttachSAR	1,308
7	AttachTransDPTP	2,140
8	AttachTransProgram	12,476
9	OMSForm1002_25	9,125
10	OMSForm1002_3	4,870
11	OMSForm1003_6	9,257
12	OMSReleaseNotification1003_21	8,227
13	WarrantExhibits	88,738
14	WarrantServedExhibit	32,692

There are still 3 files (below) that are between 35 to 45 GB each that are still in the process of transferring. These most likely will not finish until early Saturday morning.

	Zip Files	Number of Records
1	Attach_CH	101,275
2	AttachPSI	93,737
3	AttachSODoc	102,679

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Nov 14, 2019 at 9:56 AM Holly Greene <hgreene@azadc.gov> wrote:

AMERICAN OVERSIGHT

Hi Marissa (et al)-

The following attachment directories have been successfully transferred to the B&D Directory. There is a batch of new directories being created today. We will keep you apprised of the status.

	Zip File	Number of Files
1	Attach1002_34	0
2	Attachments	330,977
3	AttachRefusedDPTP	128
4	AttachSMI	50
5	AttachWSFiles	108,566
6	FaceSheetForms1002_3	142,457
7	FaceSheetForms1002_3GPS	5,093
8	FaceSheetForms1002_3SO	6,388
9	FaceSheetForms1002_3SPCL	94,830
10	WarrantAdminExhibit	2

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 4:21 PM Holly Greene <hgreene@azadc.gov> wrote:

> Thanks, Marissa.
>
> **Hi Michael and Hung-**
>
> The full set of KeepTrak files will need to be sent post 17:00 on Thursday, 11/14.
>
> The full set of PC AIMS files (27 folders) are expected to be downloaded and delivered to Michael for transfer late Friday evening (COB). We will need to begin the process of transferring those files once received. I will look to the two of you to coordinate the transfer to B&D (Keefe) and circle back with me regarding the estimation of delivery.

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Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 4:14 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> Yes, Keefe is going to perform the refresh starting on Friday and if the files are pulled at 5pm on 11/14/19 then all transactions in AIMS are captured up until that point, which if Keefe performs a refresh it will allow KeepTrak and AIMS to stay pretty close in sync.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 3:56 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
> **Subject:** Re: Data Migration: Umami
>
> Yes - cleared it all up. Thank you.
>
> The full set of Keefe files can be sent at any time and will not impact the transfer of full set of PC AIMS files. That said, is there a particular reason we're waiting for 11/14? If so, what time do they need to be sent to B&D or Keefe on 11/14?

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Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 3:52 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> AIMS2 is in need of a full data set, which is what Hung kicked off today and what we previously agreed to.
>
> However, there is a separate request for just the Keefe files to be pulled on EOD Thursday 11/14/19 so that Keefe can run a refresh of KeepTrak this weekend (separate effort from Umami or AIMS2 files). Keefe received the files last week for Umami, but is asking for another set so that they can capture all the transactions for this week.
>
> I hope this clarifies the confusion.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 3:49 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
> **Subject:** Re: Data Migration: Umami
>
> To clarify, pulled and pushed by my team? Or is this a separate effort which Keefe is performing? My previous response is in reference to

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Umami and all files for Keefe were provided..did I miss something?.

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 3:40 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> Thank you for the information. There is also a separate request for the Keefe files to be pulled as of EOD 11/14/19 that will allow Keefe to perform a refresh of KeepTrak starting on Friday. Can the Keefe files be ran in parallel on 11/14/19 in addition to the full file set for AIMS2?
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 3:37 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
> **Subject:** Re: Data Migration: Umami
>
> Hi Marissa-
>
> Regarding item 4 (request for full set): Hung began the process and anticipates the delivery to be no later than COB Friday (11/15).

AMERICAN OVERSIGHT

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 4:39 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Marissa-
>
> Sorry, I responded to your earlier email because this one took a bit to get through to me. Either way, my responses are in the previous email and below. I added my team to this communication to keep them informed and allow them to respond as appropriate.
>
> 1. The schedule below shows ADC pulling DOC O tomorrow (Thursday and delivering it to B&D by EOD 11/7/19). Is my understanding correct? **- Yes.**
> 2. ADC is only providing delta's for the files, correct? **- Yes.**
> 3. Is ADC prepared to provide Keefe will all 6 full files so that ADC can use them to execute a refresh? **- If the full for Keefe is requested, we can certainly do so, but I think this would need to be discussed. However, with the timing of transmission previously, I don't see this as an issue. I will defer to Michael.**
> 4. When would ADC be able to provide B&D with a full set of all files (preferably as soon as possible without impacting migration activities)? **- I've confirmed that we haven't really sent a full set in quite some time, so it's grown/changed since. Last time the packaging and transmission took 17hrs. We can begin the process on Tuesday (Monday is a holiday).**
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

AMERICAN OVERSIGHT

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 4:12 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Holly:
>
> To confirm we are on the same page. A few questions for you:
>
> 1. The schedule below shows ADC pulling DOC O tomorrow (Thursday and delivering it to B&D by EOD 11/7/19). Is my understanding correct?
> 2. ADC is only providing delta's for the files, correct?
> 3. Is ADC prepared to provide Keefe will all 6 full files so that ADC can use them to execute a refresh?
> 4. When would ADC be able to provide B&D with a full set of all files (preferably as soon as possible without impacting migration activities)?
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 5, 2019 9:02 AM
> **To:** Aaron Bailey <abailey1@azadc.gov>
> **Cc:** Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
> **Subject:** Re: Data Migration: Umami
>
> No need for a meeting if the timing and instruction remain unchanged.
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections

AMERICAN OVERSIGHT

Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 5, 2019 at 8:50 AM Aaron Bailey <abailey1@azadc.gov> wrote:

> A meeting specifically to discuss Umami timing has not been scheduled, but I'm happy to do that if we think it would be helpful. Here's the timeline that is in the project schedule:
>
> | Task Name | Duration | Start | Finish |
> |---|---|---|---|
> | **Data Iteration Umami** | **10d** | **11/7/19 8:00 AM** | **11/20/19 5:00 PM** |
> | DOC O & AIMS data extract | 1d | 11/7/19 8:00 AM | 11/7/19 5:00 PM |
> | Freeze Reference Data | 0d | 11/7/19 5:00 PM | 11/7/19 5:00 PM |
> | Data Migration | 4d | 11/8/19 8:00 AM | 11/13/19 5:00 PM |
> | Smoke test Data Migration | 1d | 11/14/19 8:00 AM | 11/14/19 5:00 PM |
> | Migrate to MIG, REPT, QA-INT, DEV, UAT, QA | 1d | 11/15/19 8:00 AM | 11/15/19 5:00 PM |
> | Validate MIG (too late for bug fixes) | 3d | 11/18/19 8:00 AM | 11/20/19 5:00 PM |
>
> On Mon, Nov 4, 2019 at 1:21 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hi Aaron, Thad and Marissa-
> >
> > Is threre a plan to meet this week concerning the Umami data migration?
> >
> > My team will need to know when they'll need to begin their steps.
> >
> > Respectfully,
> >
> > Holly Greene
> > Sr. Apps, Data, Web Manager | ITIL V4 Certified
> > Arizona Department of Corrections
> > Administrative Services Division, Information Technology
> > 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> > Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Sincerely,
Aaron Bailey

Program Manager, AIMS2
Office: 602.542.8467 | abailey1@azadc.gov

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From:	Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To:	Joshua Connolly; Keith Francen
Cc:	Matt DeClue; Amal Houass; Michael Gomez; Hung Tran; Holly Greene
Subject:	RE: MiCase Production Database
Date:	Monday, November 18, 2019 9:47:15 AM
Attachments:	image002.png image003.png image004.png image005.png image006.png

DR test started at 9:00 this morning – prod will be unavailable for at least today perhaps until tomorrow

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Monday, November 18, 2019 9:22 AM
To: Keith Francen <keith.francen@bndna.com>
Cc: Matt DeClue <matt.declue@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: MiCase Production Database

Hello, Keith - Is there anything our team should be made aware of regarding our connection to the Oracle production environment?
We are all receiving "Unknown host specified" errors (Vendor code 17002).

Thank you for your assistance,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Wed, Oct 23, 2019 at 12:31 PM Keith Francen <keith.francen@bndna.com> wrote:

> Telerik does not have any tables.
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>

AMERICAN OVERSIGHT

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Subject: Re: MiCase Production Database

Looking good now, Matt. Michael Gomez and I are connected to prodrr with MICASE_MIG schema tables appearing. Nothing showing for TELERIK but I'll just assume that can be sorted out later.

Many thanks good sir,
- josh C.

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>
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> >
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> >
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> >
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> > **Sent:** Wednesday, October 23, 2019 11:02 AM
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AMERICAN OVERSIGHT

Cc: Keith Francen <keith.francen@bndna.com>; Amal Houass <amal.houass@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: MiCase Production Database

Yes sir, got the IP in my result, just no packets recieved back.

On Wed, Oct 23, 2019 at 10:58 AM Matt DeClue <matt.declue@bndna.com> wrote:

> Did it return [redacted] as the IP?
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
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> **Subject:** Re: MiCase Production Database
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> > >
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> > >
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> > >
> > > ---
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AMERICAN OVERSIGHT

Subject: RE: MiCase Production Database

Adding @Amal Houass

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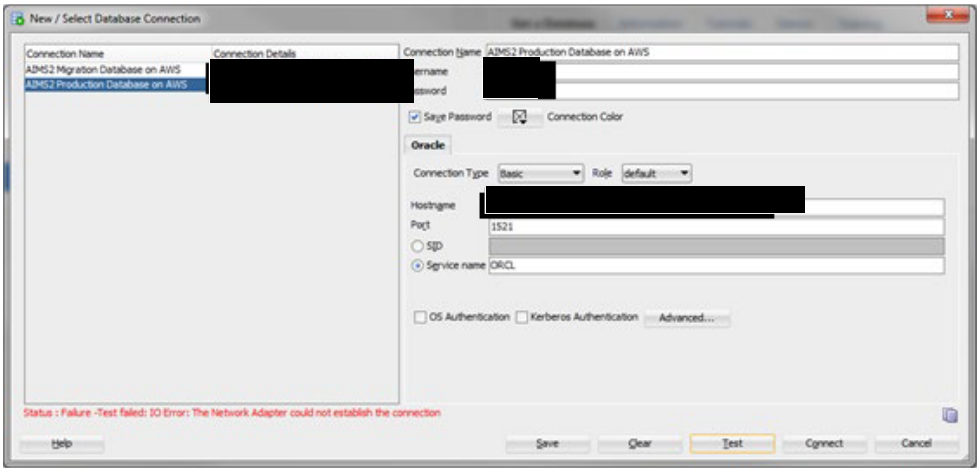
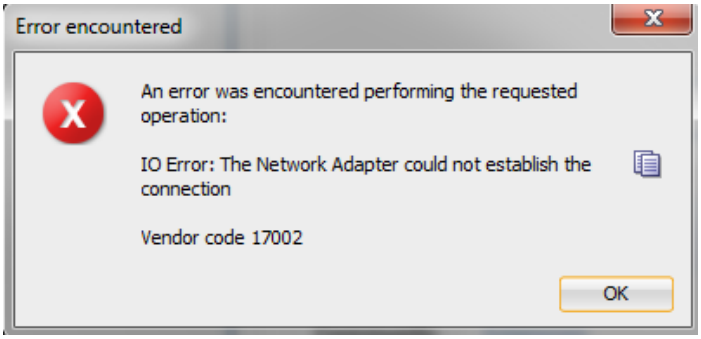
Subject: Re: MiCase Production Database

Yes, it's coming up as an IO Error, Vendor code 17002:





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>
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> **Subject:** Re: MiCase Production Database
>
> Good morning, Keith & Matt - All of our Apps team is now connected to 'dbnonprod' with MICASE_MIG tables appearing however no one on the ADC side has been able to connect to the 'prodrr' instance of Oracle as of now. Please do keep us in the loop on any change in that status.

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In the very near term, we'd like to have our database, apps and reporting teams be able to connect to the production Oracle database environments for both the live system as well as the replicated reporting database.

Thanks very much,
- josh C.

--

Joshua Connolly

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IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Tue, Oct 22, 2019 at 8:36 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Keith - Just an update on the other users I mentioned yesterday Jey Whitson [jwhitson] does want to keep his database account and I have not heard back from the other three that were possible removals.
>
> I did get the network IO error again this morning when I tried to connect using the newer credentials.
>
> Speak with you soon,
> - josh C.
>
> --
>
>
> ## Joshua Connolly
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
>
> On Mon, Oct 21, 2019 at 9:10 AM Joshua Connolly <jconnolly@azadc.gov> wrote:
>
> > Hello, Keith - Thanks for sending out the details. I'm still getting held up by a network IO error:

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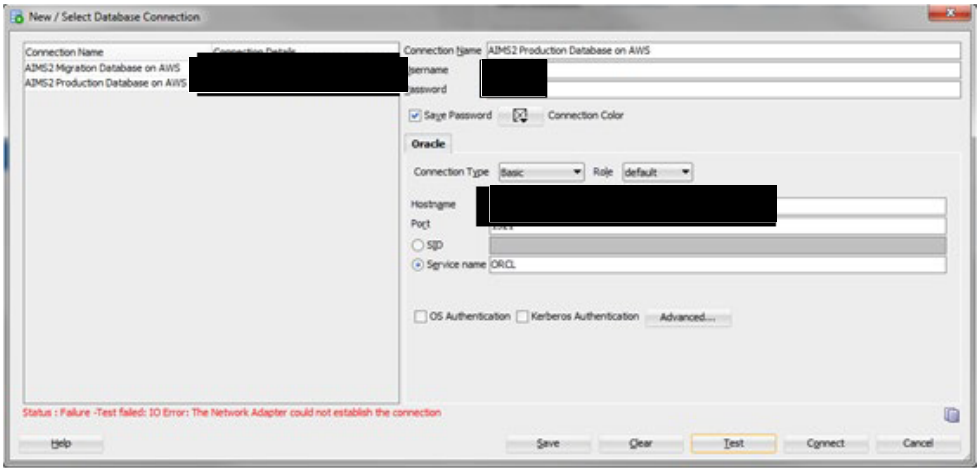

My network, machine and other specs have not changed and I can still get into the 'dbnonprod' instance fine right now.
Once I get in, I'll assist the other users on my team and the folks from our Reporting group (PBR). Since the queries most of us will be hitting the system with could be resource-intensive, can we also get access to the reporting database schema? I'm assuming it's the same instance, just the user name of "TELERIK" versus "MICASE" -- is that an accurate assumption?

There are a few names on that list you sent that can definitely be removed (adean, jtaranti, hgreene) and then four more on which I will check with the user to find out whether their direct access is necessary (bcassiano, abailey, jwhitson, hhaley) but I assume now that they will come back to me saying they do not require it.

Your help is very much appreciated.
Take care,
- josh C.

--

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On Mon, Oct 21, 2019 at 6:30 AM Keith Francen <keith.francen@bndna.com> wrote:

> I have set up the following users in PROD RR. The passwords are the defaults that I originally sent out.
> jconnolly
> mdolny
> mgomez
> pschroed
> jsquires
> adean
> htran

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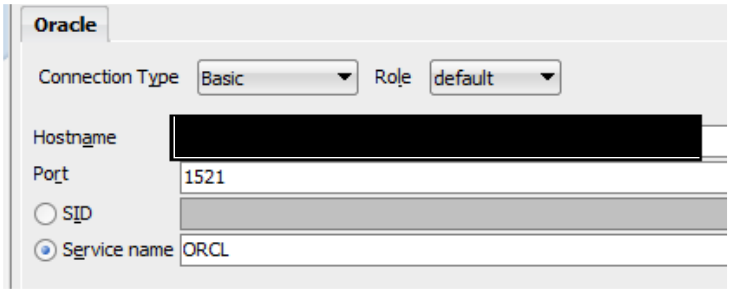
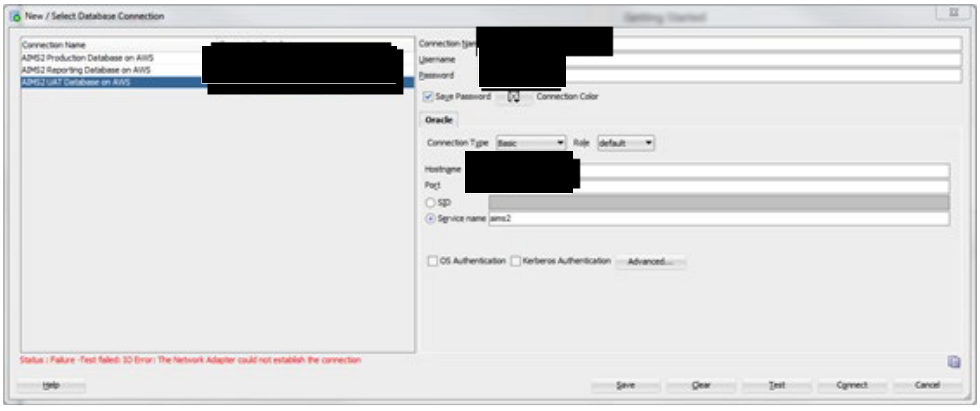
mgomez
jtarantin
jwhitson
hgreene
hhaley
gmartinez
bcassiano
abailey
lvelamak
Jwoodward
hchennoj
zfishman
mphan

The connection information is below



From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Sunday, October 20, 2019 7:58 PM
To: Keith Francen <keith.francen@bndna.com>
Subject: Re: MiCase Production Database

Hello, Keith - Is there a different port or any other changed parameters?
I just changed the hostname and nothing else.
Thanks very much,
- josh C.



--

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AMERICAN OVERSIGHT

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IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Sun, Oct 20, 2019 at 9:06 AM Keith Francen <keith.francen@bndna.com> wrote:

> The url you will want to use [redacted]
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Saturday, October 19, 2019 1:30 PM
> **To:** Keith Francen <keith.francen@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>
> **Cc:** Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** MiCase Production Database
>
> Good afternoon, Keith - Will our database and applications teams need a different connection string for a production environment database starting next week or will the current [redacted] address and 'micase_mig' schema be the correct location from which to query data during the Perryville pilot?
>
> Very much appreciated,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
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>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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AMERICAN OVERSIGHT

From:	Amal Houass on behalf of Amal Houass <amal.houass@bndna.com>
To:	Joshua Connolly; Keith Francen
Cc:	Matt DeClue; Thad Lowry; Michael Gomez; Hung Tran; Holly Greene
Subject:	RE: MiCase Production Database
Date:	Monday, November 18, 2019 9:24:29 AM
Attachments:	image001.png image002.png image003.png image004.png image005.png image006.png

Hi All,

We are Running the Disaster Recovery test this morning,
All Prod Systems are offline until Disaster Recovery test is completed.

Regards

Amal Houass
Development Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: amal.houass@bndna.com

Business & Decision
Hosting & Consulting Services in BI, CRM, ERP, Life Sciences, and Compliance.

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We are all receiving "Unknown host specified" errors (Vendor code 17002).

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

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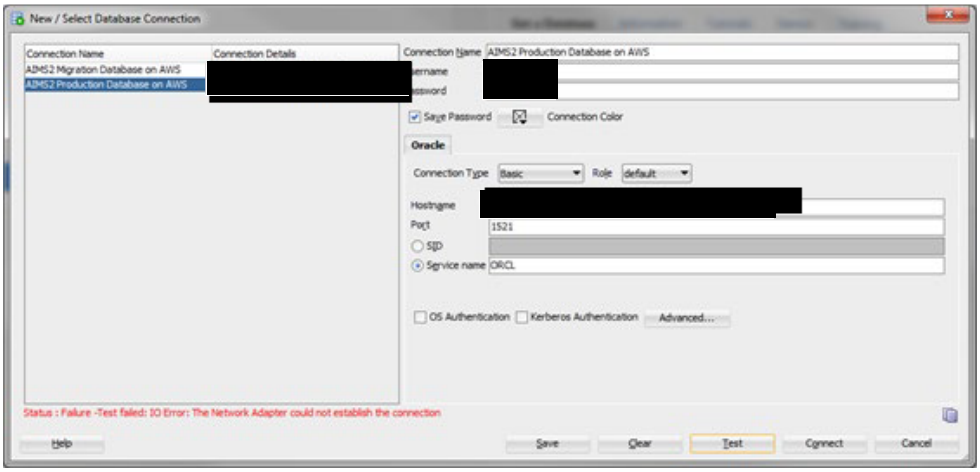
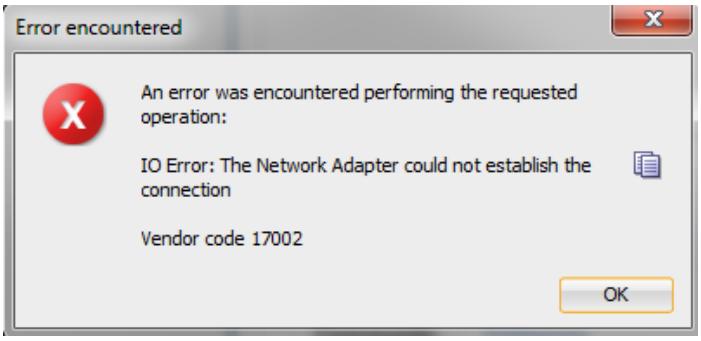
Yes, it's coming up as an IO Error, Vendor code 17002:





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> **To:** Keith Francen <keith.francen@bndna.com>; Matt DeClue <matt.declue@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: MiCase Production Database
>
> Good morning, Keith & Matt - All of our Apps team is now connected to

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'dbnonprod' with MICASE_MIG tables appearing however no one on the ADC side has been able to connect to the 'prodrr' instance of Oracle as of now. Please do keep us in the loop on any change in that status.

In the very near term, we'd like to have our database, apps and reporting teams be able to connect to the production Oracle database environments for both the live system as well as the replicated reporting database.

Thanks very much,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Tue, Oct 22, 2019 at 8:36 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Keith - Just an update on the other users I mentioned yesterday Jey Whitson [jwhitson] does want to keep his database account and I have not heard back from the other three that were possible removals.
>
> I did get the network IO error again this morning when I tried to connect using the newer credentials.
>
> Speak with you soon,
> - josh C.
>
> --
>
>
> ## Joshua Connolly
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>

On Mon, Oct 21, 2019 at 9:10 AM Joshua Connolly <jconnolly@azadc.gov> wrote:

> Hello, Keith - Thanks for sending out the details. I'm still getting held up by a network IO error:

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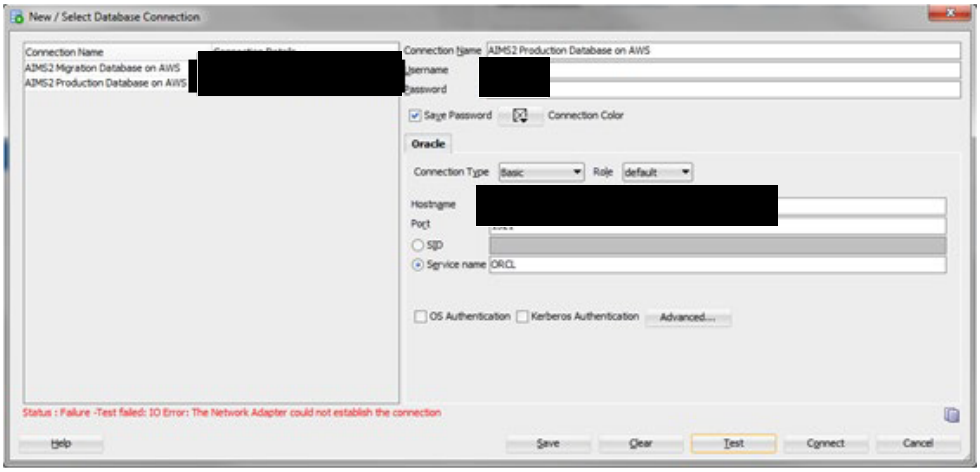

My network, machine and other specs have not changed and I can still get into the 'dbnonprod' instance fine right now.
Once I get in, I'll assist the other users on my team and the folks from our Reporting group (PBR). Since the queries most of us will be hitting the system with could be resource-intensive, can we also get access to the reporting database schema? I'm assuming it's the same instance, just the user name of "TELERIK" versus "MICASE" -- is that an accurate assumption?

There are a few names on that list you sent that can definitely be removed (adean, jtaranti, hgreene) and then four more on which I will check with the user to find out whether their direct access is necessary (bcassiano, abailey, jwhitson, hhaley) but I assume now that they will come back to me saying they do not require it.

Your help is very much appreciated.
Take care,
- josh C.

--

Joshua Connolly

Data Analyst
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Mon, Oct 21, 2019 at 6:30 AM Keith Francen <keith.francen@bndna.com> wrote:

> I have set up the following users in PROD RR. The passwords are the defaults that I originally sent out.
> jconnolly
> mdolny
> mgomez
> pschroed
> jsquires
> adean
> htran

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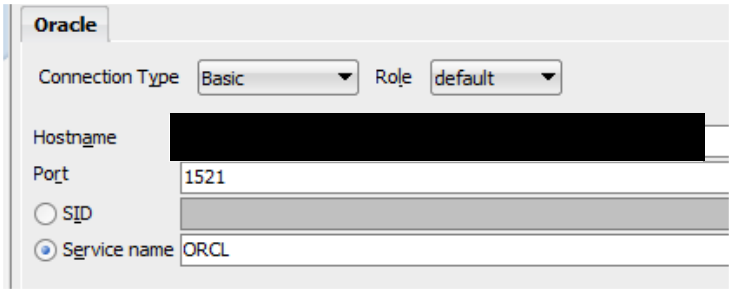
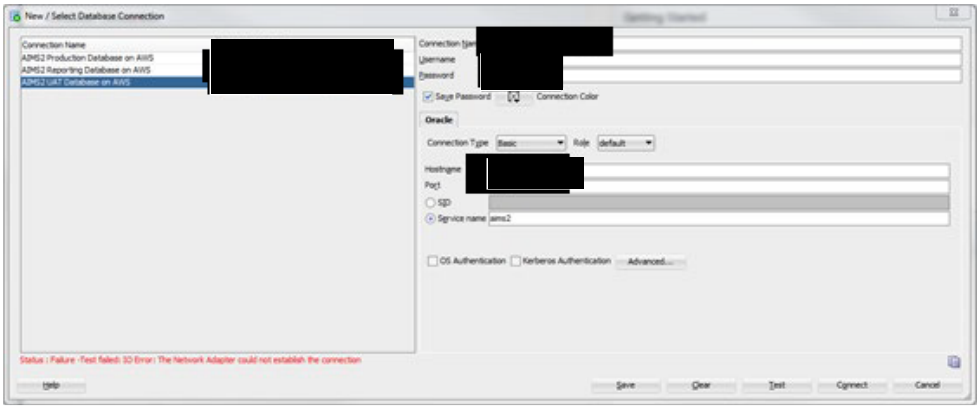
mgomez
jtarantin
jwhitson
hgreene
hhaley
gmartinez
bcassiano
abailey
lvelamak
Jwoodward
hchennoj
zfishman
mphan

The connection information is below



From: Joshua Connolly <jconnolly@azadc.gov>
Sent: Sunday, October 20, 2019 7:58 PM
To: Keith Francen <keith.francen@bndna.com>
Subject: Re: MiCase Production Database

Hello, Keith - Is there a different port or any other changed parameters?
I just changed the hostname and nothing else.
Thanks very much,
- josh C.



--

Joshua Connolly

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Data Analyst
Arizona Department of Corrections
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1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007

Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov

On Sun, Oct 20, 2019 at 9:06 AM Keith Francen <keith.francen@bndna.com> wrote:

> The url you will want to use is [redacted]
>
> **From:** Joshua Connolly <jconnolly@azadc.gov>
> **Sent:** Saturday, October 19, 2019 1:30 PM
> **To:** Keith Francen <keith.francen@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; David Wrbelis <David.Wrbelis@bndna.com>
> **Cc:** Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
> **Subject:** MiCase Production Database
>
> Good afternoon, Keith - Will our database and applications teams need a different connection string for a production environment database starting next week or will the current [redacted] address and 'micase_mig' schema be the correct location from which to query data during the Perryville pilot?
>
> Very much appreciated,
> - josh C.
>
> --
>
> **Joshua Connolly**
>
> Data Analyst
> **Arizona Department of Corrections**
> Administrative Services Division, Information Technology
> 1645 West Jefferson, Suite 2115, MC 310 | Phoenix AZ 85007
>
> Office: 602.364.0583 | Cell: 480.356.4493 |JConnolly@azcorrections.gov
> IT Service Desk: 602.542.AZDC | mailto:ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

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> > > > addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
> > > > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
>
> > > This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
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From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Gravier, Timothy; Lynda Wade
Cc: Aaron Bailey; Gergana Kovatcheva; Holly Greene; Linda Finchum; Spencer Scott; Trevor Baker; Vitale, John; Wissem BenAissa; Wissem Souissi; gdenning; gmartinez1
Subject: RE: payroll
Date: Saturday, November 16, 2019 3:01:23 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png
image006.png
image007.png
image008.png
image009.png

That's what we need. Thank you Tim.

Approved to move forward with the refresh.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M [redacted]

From: Gravier, Timothy [mailto:tgravier@keefegroup.com]
Sent: Saturday, November 16, 2019 2:59 PM
To: Lynda Wade <lwade@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Spencer Scott <sscott3@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; gdenning <gdenning@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: RE: payroll

Here's the same report with ADC numbers. The numbers are slightly different, but I didn't exactly know the right dates. The range I chose was a random date in October to today. You may have to filter out the first few rows; they're from October.

From: Lynda Wade <lwade@azadc.gov>
Sent: Saturday, November 16, 2019 12:37 PM
To: Gravier, Timothy <tgravier@keefegroup.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Spencer Scott <sscott3@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; gdenning <gdenning@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
Subject: Re: payroll

If Marissa is okay with this payroll file you provided.. you can proceed with the clean and refresh
See Summary below:

1,108,950.36- ACIS
-1,098,509.46- Keep Trak
=10,440.90 Difference
-10,085.00-PIE payroll 12 missing transactions
= $355.90 still unidentified

On Sat, Nov 16, 2019 at 11:13 AM Gravier, Timothy <tgravier@keefegroup.com> wrote:

> The total is 1,098,509.46. There are 17,370 transactions.
>
> **From:** Lynda Wade <lwade@azadc.gov>
> **Sent:** Saturday, November 16, 2019 11:25 AM
> **To:** Gravier, Timothy <tgravier@keefegroup.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Spencer Scott <sscott3@azadc.gov>; Trevor Baker <trevor.baker@bndna.com>; Vitale, John <jvitale@keefegroup.com>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; gdenning <gdenning@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>
> **Subject:** Re: payroll
>
> I didn't see a total at the bottom of the attachment and I'm on my phone in the car. If it totals $1,098,353.56 with 17,311 transactions.. then it's what Marissa needs to be able identify the missing transactions that didn't make it to Keep Trak from ACIS.
>
> On Sat, Nov 16, 2019 at 9:39 AM Gravier, Timothy <tgravier@keefegroup.com> wrote:
>
> > And, because I forgot the attachment, here it is in another email!
> >
> > **From:** Gravier, Timothy
> > **Sent:** Saturday, November 16, 2019 10:38 AM
> > **To:** 'Gergana Kovatcheva' <gkovatcheva@azadc.gov>
> > **Cc:** Marissa Boice <marissa.boice@bndna.com>; Lynda Wade <lwade@azadc.gov>; gdenning <gdenning@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Trevor Baker <trevor.baker@bndna.com>
> > **Subject:** RE: payroll
> >
> > Hello, Gergana;
> >
> > I've done a transaction export for all Payroll accounting events for the past month. I'm not sure if it's the data that you're looking for. I've also put a total at the bottom. The total is in the ballpark of what you're looking for.
> >
> > I think it's worth mentioning that knowing the Export system and knowing how to create your own custom export that gives you data that you need is going to be a very powerful tool as you continue to use KeepTrak Banking. It would be worth going into the Export system and getting familiar with creating your own custom reports. We can create scripts to guide you through the creation of a wide variety of reports and exports, but the scripts can't cover every possible data export you might need.
> >
> > Let me know if there's anything wrong with this data, and let me know if you need anything else. If this is the data you need, please let me know so I can proceed with wiping out the AZ31855P agency.
> >
> > **From:** Gergana Kovatcheva <gkovatcheva@azadc.gov>
> > **Sent:** Friday, November 15, 2019 5:29 PM
> > **To:** Gravier, Timothy <tgravier@keefegroup.com>
> > **Cc:** Marissa Boice <marissa.boice@bndna.com>; Lynda Wade <lwade@azadc.gov>; gdenning <gdenning@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Trevor Baker <trevor.baker@bndna.com>
> > **Subject:** Re: payroll
> >
> > Hi Tim,
> >
> > Can you run a report for all payroll transactions from Keep Trak to be used to identify the difference between the two systems? And email it to us. We were not able to do it using the scripts and the existing reports in Keep Trak.
> >
> > After that you can reset AZ31855P.
> >
> > Regards,
> > Gergana Kovatcheva, CPA, CGFM, CPM
> > Chief Financial Officer/ Bureau Administrator
> > Arizona Department of Corrections
> > 1645 W. Jefferson St. Phoenix, AZ 85007
> > Office :602-364-3418
> > gkovatcheva@azadc.gov

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On Fri, Nov 15, 2019 at 4:22 PM Gravier, Timothy <tgravier@keefegroup.com> wrote:

> We are in a holding pattern for the migration until we can reset the AZ31855P agency. The conversion files have been created already.
>
> ---
>
> **From:** Marissa Boice <marissa.boice@bndna.com>
> **Sent:** Friday, November 15, 2019 5:03 PM
> **To:** Lynda Wade <lwade@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>
> **Cc:** gdenning <gdenning@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Trevor Baker <trevor.baker@bndna.com>
> **Subject:** RE: payroll
>
> Lynda/Gergana:
>
> What is the plan for KeepTrak refresh this weekend? Can John and Tim proceed or do they need to hold off?
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> [redacted]
>
> **From:** Lynda Wade [mailto:lwade@azadc.gov]
> **Sent:** Friday, November 15, 2019 2:03 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** gdenning <gdenning@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Trevor Baker <trevor.baker@bndna.com>
> **Subject:** Re: payroll
>
> No... we followed the script to run the payroll report for all payroll types but the report is missing several payroll types... Gergana is going to call Hannah from Keefe.
>
> Lynda Wade
> Accounting Specialist Manager
> Inmate Trust Accounts
> 602 364-3412
> LWADE@AZADC.GOV
>
> On Fri, Nov 15, 2019 at 12:59 PM Marissa Boice <marissa.boice@bndna.com> wrote:
>
> > Hi Lynda:
> >
> > Do you have KeepTrak payroll reports run and saved so that we can continue looking into the PIE issue? It will help if we have the KeepTrak reports after the wipe occurs.
> >
> > Thank you.
> >
> > **Marissa Boice, PMP**
> > Sr. Program Manager
> > Business & Decision, North America
> > [redacted]
> >
> > **From:** Lynda Wade [mailto:lwade@azadc.gov]
> > **Sent:** Friday, November 15, 2019 12:52 PM
> > **To:** Marissa Boice <marissa.boice@bndna.com>
> > **Cc:** gdenning <gdenning@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Trevor Baker <trevor.baker@bndna.com>
> > **Subject:** Re: payroll
> >
> > Gergana is running some WIPP reports out of Keep Trak so she can test the WIPP/AFIS process. After Gergana is done... if Keep Trak is not needed by any other staff... the wipe and refresh can be started. Gergana will respond to this email when she is finished.
> >
> > Regards,
> >
> > Lynda Wade
> > Accounting Specialist Manager
> > Inmate Trust Accounts
> > 602 364-3412
> > LWADE@AZADC.GOV
> >
> > On Fri, Nov 15, 2019 at 12:34 PM Marissa Boice <marissa.boice@bndna.com> wrote:
> >
> > > We can try to figure that out, but we need to know all the PIE transactions that were entered and what pay type was selected, etc. At this point we need to pinpoint the possible reason why these records are not coming over. We saw some errors in the log that said the wrong pay type was selected, but until I have the steps to reproduce and the difference of what was entered and not sent to the record that were successfully sent I can't really determine the root cause of the issue.
> > >
> > > Thank you.
> > >
> > > **Marissa Boice, PMP**
> > > Sr. Program Manager
> > > Business & Decision, North America
> > > [redacted]
> > >
> > > **From:** Lynda Wade [mailto:lwade@azadc.gov]
> > > **Sent:** Friday, November 15, 2019 12:29 PM
> > > **To:** Marissa Boice <marissa.boice@bndna.com>
> > > **Cc:** gdenning <gdenning@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Wissem BenAissa <Wissem.BenAissa@bndna.com>; Wissem Souissi <wissem.souissi@businessdecision.com>; Trevor Baker <trevor.baker@bndna.com>
> > > **Subject:** Re: payroll
> > >
> > > Will you be able to identify the additional $511.80 difference?
> > >
> > > Lynda Wade
> > > Accounting Specialist Manager
> > > Inmate Trust Accounts
> > > 602 364-3412
> > > LWADE@AZADC.GOV
> > >
> > > On Fri, Nov 15, 2019 at 12:19 PM Marissa Boice <marissa.boice@bndna.com> wrote:
> > >
> > > > Lynda/Greg:
> > > >
> > > > Please enter a bug and we can look into the PIE transactions. We will need more detailed information as to exactly what was entered into ACIS. Please provide us a description of what was the difference between what was entered for the Inmate that made it to KeepTrak vs. the Inmate that didn't make it to KeepTrak.

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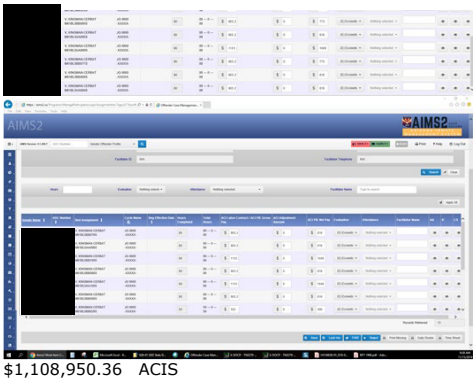
Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
[redacted]

From: Lynda Wade [mailto:lwade@azadc.gov]
Sent: Friday, November 15, 2019 11:51 AM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Gergana Kovatcheva <gkovatcheva@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Spencer Scott <sscott3@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Re: payroll

[redacted]



$1,108,950.36 ACIS
$1,098,353.56 KEEP TRAK

10,596.80 DIFFERENCE
- 10,085.00 <=Missing PIE Transactions
=511.80 <=unidentified difference

There were 13 ACI Pie Payroll entries made into ACIS, however only 1 of the transactions made it into Keep Trak. (See Attachment from Greg Denning) The only inmate (PIE) that made it into Keep Trak was #166013 $816.00.

The missing 12 PIE entries total: $10,085.00

Report ID: 2130
Run Date: 11/14/2019 21:38
Page: 6760 of 6760

ARIZONA DEPARTMENT OF CORRECTIONS
INMATE PAY DETAIL REPORT

Capacity	Total Hours	Total Pay Amount
YU2	34,782.00	$10,550.10
YU3	19,008.00	$5,530.80
YU4	51,150.00	$17,430.60
YU5	41,778.00	$13,513.50
ZZ1	5,668.00	$1,723.30
ZZ2	396.00	$125.40
ZZ3	396.00	$148.50
ZZ4	66.00	$33.00
ZZ5	132.00	$42.90
ZZ6	132.00	$42.90
Grand Total	1,120,884.00	$1,108,950.36

Keep Trak

Transactions

Commit | Print Receipts | Delete | Void | Select Uncommitted | Select Committed

	ADC#	Name	Accounting Event	Description	Amount	Status
☐	[redacted]		01 PYRL AC G2 TR	ACI Payroll GTE $2 Transition	320.00	Committed
☐			15 PYRL WI L2 TR	WIPP Payroll LT $2 Transition	11.20	Committed
☐			15 PYRL WI L2 TR	WIPP Payroll LT $2 Transition	23.10	Committed
☐			15 PYRL WI L2 TR	WIPP Payroll LT $2 Transition	29.70	Committed
☐			15 PYRL WI L2 TR	WIPP Payroll LT $2 Transition	11.20	Committed
☐			01 PYRL AC G2 TR	ACI Payroll GTE $2 Transition	320.00	Committed
☐			15 PYRL WI L2 TR	WIPP Payroll LT $2 Transition	29.70	Committed
☐			15 PYRL WI L2 TR	WIPP Payroll LT $2 Transition	11.20	Committed
☐			15 PYRL WI L2 TR	WIPP Payroll LT $2 Transition	23.10	Committed

ncommitted $0.00

ommitted Entries: 17311 Committed Total: $1,098,353.56

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

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On Fri, Nov 15, 2019 at 9:36 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Lynda:
>
> It looks like payroll successfully ran in KeepTrak today.
>
> Keefe is awaiting your confirmation they can wipe KeepTrak and start the refresh.
>
> Can you please run your reports and any complete any other validation needed this morning on KeepTrak.
>
> Upon completion please email John Vitale and Tim Gravier with the green light that they can wipe and start the refresh.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> 15333 N Pima Rd. Suite #103
> Scottsdale, AZ 85260 US
> M: [redacted]
> E: marissa.boice@businessdecision.com
>
>
>
>
>
>
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--

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--

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Rajkumar Gopal
Cc:	Marissa Boice; Thad Lowry; Aaron Bailey; gmartinez1; Spencer Scott; Dwight Cloud; James Tarantino; Rusty Johnson; Joseph Nicoletti; Dean Allen; Amal Houass; Keith Francen; Michael Gomez; Hung Tran
Subject:	Re: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)
Date:	Saturday, November 16, 2019 8:46:55 AM
Attachments:	image001.png

Fantastic! Thank you for the quick response :) Have an amazing weekend

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Sat, Nov 16, 2019 at 8:43 AM Rajkumar Gopal <rajkumar.gopal@bndna.com> wrote:

> Hi Holly,
>
> Understood, and we are good with the folder names.
>
> Thanks for the clarification.
>
> **From:** Holly Greene <hgreene@azadc.gov>
> **Sent:** Saturday, November 16, 2019 8:24 AM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Dean Allen

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<dean.allen@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>
Subject: Re: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)

Hi Raj and Marissa-

Just following up. Any input on the below?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 10:04 AM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Marissa and Raj-
>
> OMSFORM1002_25 and OMSFORM1002_3 are two different directories. My team has been including the attachment directory OMSFORM1002_3 since we began the Data Migraitons. The OMSFORM1002_25 attachment directory is a more recent addition which has been included in the last couple of file transfers as shown below.
>
> 10/15/2019

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OMSForm1002_25 - 4872 Files
OMSFORM1002_3 - 9073 Files

10/18/2019
OMSForm1002_25 - 3 Files
OMSFORM1002_3 - 21 Files

11/07/2019
OMSForm1002_25 - 3 Files
OMSFORM1002_3 - 50 Files

Our thought is to continue to provide 25 & 3 and allow B&D to remove as necessary. Please let us know how the B&D team would like us to proceed beased on the above...

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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On Fri, Nov 8, 2019 at 3:55 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> OMSFORM1002_25 changed to OMSFORM1002_3
>
> We have already adjusted for this change, but we want to make sure ADC is aware so it doesn't happen again especially on Go Live.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Friday, November 8, 2019 3:50 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Michael Gomez <mgomez@azadc.gov>
> **Subject:** Re: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)
>
> Agreed.
>
> What files (in the list) were changed? *What should they be and what are they now?
>
> Respectfully,

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Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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On Fri, Nov 8, 2019 at 3:37 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> We were reviewing the files this afternoon in preparation for Umami and found file names and directory names that have been changed. Our scripts are developed to read the exact name (Case sensitive) so if any name changes or if any of the letter cases changes (even if the name stays the same) it causes us delays because we have to then make updates. We ask that ADC please do not make any changes to file names or directories going forward to ensure we have as smooth Go Live migration as possible. If there is something that requires changes please communicate that well in advance of Go Live weekend so that we can make the update and be prepared.
>
> Also, The Keefe file 07AA is not needed by Keefe. This was requested by George, but it is not a file that is used by Keefe and does not need to be supplied at go Live. If it is being provided to B&D that process needs to remain in place.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]

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From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Thursday, November 7, 2019 6:28 PM
To: Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
Subject: Re: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)

The below files have been transferred to the B&D Directory.

Zipped File Name	Number of Records
Attach1002_3	1632
Attach1002_34	0
Attach35days	19
Attachments	4727
AttachNSCOS	55
AttachPoliceReport	68
AttachPSI	1839
AttachRefusedDPTP	14
AttachRefuseTransition	84
AttachSAR	19
AttachSMI	0
AttachSODoc	2108
AttachTransDPTP	222
AttachTransProgram	305
AttachWSFiles	1136
Attach_CH	2047
FaceSheetForms1002_3	1163
FaceSheetForms1002_3GPS	88
FaceSheetForms1002_3SO	111
FaceSheetForms1002_3SPCL	844
OMSForm1002_25	3
OMSForm1002_3	50
OMSForm1003_6	51
OMSReleaseNotification1003_21	25
WarrantAdminExhibit	0
WarrantExhibits	473
WarrantServedExhibit	170

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PC_Files
AppealReviewDisciplinary.txt
CReviewMaxCustodyLevel.txt
DetentionData.txt
GrievanceLetter.txt
GrievanceLog.txt
GrievanceReturn.txt
OMSACCAT.txt
OMSACCATCasePlan.txt
OMSAppointments.txt
OMSCasePlan.txt
OMSCasePlanHistory.txt
OMSChronoNotes.txt
OMSFaceSheetForms.txt
OMSForms.txt
OMSFrostMaster.txt
OMSReleaseNotification.txt
OMSSanctionForFaceSheet.txt
OMSUsers.txt
RMSAIMSDI17Data.txt
RMSAppointmentCategoryData.txt
RMSAppointmentData.txt
RMSATS.txt
RMSAttach_CHData.txt
RMSAttach1002_34Data.txt
RMSAttach1002_3Data.txt
RMSAttach35daysData.txt
RMSAttachmentsData.txt
RMSAttachNSCOSData.txt
RMSAttachPoliceReportData.txt
RMSAttachPSIData.txt
RMSAttachRefusedDPTPData.txt
RMSAttachRefuseTransitionData.txt
RMSAttachSARData.txt
RMSAttachSMIData.txt
RMSAttachSODocData.txt
RMSAttachTransDPTPData.txt
RMSAttachTransProgramData.txt
RMSAttachWSData.txt
RMSCCSupervisorApprovalData.txt
RMSCOSByADCData.txt
RMSCounselors.txt
RMSDomain.txt

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RMSInmateTransportationData.txt
RMSISCData.txt
RMSOIUApprovalData.txt
RMSOIUCheckListData.txt
RMSParoleOfficersData.txt
RMSPlacementData.txt
RMSPOApprovalData.txt
RMSProgress.txt
RMSRecommendations.txt
RMSReleaseInfoData.txt
RMSReleaseTypeData.txt
RMSTCCheckListData.txt
RMSTransitionData.txt
RMSTreatmentType.txt
WarrantAdminExhibit.txt
WarrantArrest.txt
WarrantAttributes.txt
WarrantConditionData.txt
WarrantData.txt
WarrantExhibits.txt
WarrantServedExhibit.txt
WarrantSupervisionSummary.txt
WarrantType.txt
WarrantUsers.txt
WarrantViolations.txt

AIMs Files
AIMS2ASITABLEDATA.TXT
AIMS2DORS03AADATA.TXT
AIMS2DORS03BADATA.TXT
AIMS2DORS03BBDATA.TXT
AIMS2DORS03BDDATA.TXT
AIMS2DORS03BEDATA.TXT
AIMS2DORS03BHDATA.TXT
AIMS2DORS03BJDATA.TXT
AIMS2DORS03BKDATA.TXT
AIMS2DORS03BLDATA.TXT
AIMS2DORS03BMDATA.TXT
AIMS2DORS03BNDATA.TXT
AIMS2DORS03CEDATA.TXT
AIMS2DORS04AADATA.TXT
AIMS2DORS04B1DATA.TXT
AIMS2DORS04BBDATA.TXT
AIMS2DORS04BCDATA.TXT

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AIMS2DORS04BDDATA.TXT
AIMS2DORS04BEDATA.TXT
AIMS2DORS04BFDATA.TXT
AIMS2DORS04BGDATA.TXT
AIMS2DORS04BHDATA.TXT
AIMS2DORS04BIDATA.TXT
AIMS2DORS04BJDATA.TXT
AIMS2DORS04BMDATA.TXT
AIMS2DORS04BNDATA.TXT
AIMS2DORS04BODATA.TXT
AIMS2DORS04BPDATA.TXT
AIMS2DORS04BQDATA.TXT
AIMS2DORS04BRDATA.TXT
AIMS2DORS04BTDATA.TXT
AIMS2DORS04BUDATA.TXT
AIMS2DORS04BYDATA.TXT
AIMS2DORS04CADATA.TXT
AIMS2DORS04CGDATA.TXT
AIMS2DORS04CTDATA.TXT
AIMS2DORS05AADATA.TXT
AIMS2DORS05BADATA.TXT
AIMS2DORS05BBDATA.TXT
AIMS2DORS05BCDATA.TXT
AIMS2DORS05BDDATA.TXT
AIMS2DORS05BEDATA.TXT
AIMS2DORS05BFDATA.TXT
AIMS2DORS05BGDATA.TXT
AIMS2DORS05BHDATA.TXT
AIMS2DORS05CIDATA.TXT
AIMS2DORS06BEDATA.TXT
AIMS2DORS06CEDATA.TXT
AIMS2DORS07AADATA.TXT
AIMS2DORS07BBDATA.TXT
AIMS2DORS07BCDATA.TXT
AIMS2DORS07BDDATA.TXT
AIMS2DORS07BEDATA.TXT
AIMS2DORS07BFDATA.TXT
AIMS2DORS07BHDATA.TXT
AIMS2DORS08AADATA.TXT
AIMS2DORS08BADATA.TXT
AIMS2DORS08BBDATA.TXT
AIMS2DORS08BCDATA.TXT
AIMS2DORS08BFDATA.TXT
AIMS2DORS08BGDATA.TXT
AIMS2DORS09AADATA.TXT

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AIMS2DORS09AALOCDATA.TXT
AIMS2DORS09BADATA.TXT
AIMS2DORS09BCDATA.TXT
AIMS2DORS09BDDATA.TXT
AIMS2DORS12AADATA.TXT
AIMS2DORS12BBDATA.TXT
AIMS2DORS12BCDATA.TXT
AIMS2DORS12BDDATA.TXT
AIMS2DORS12BFDATA.TXT
AIMS2DORS12BHDATA.TXT
AIMS2DORS12BIDATA.TXT
AIMS2DORS13AADATA.TXT
AIMS2DORS13BBDATA.TXT
AIMS2DORS15BBDATA.TXT
AIMS2DORS16AADATA.TXT
AIMS2DORS16BBDATA.TXT
AIMS2DORS16BCDATA.TXT
AIMS2DORS16CADATA.TXT
AIMS2DORS17AADATA.TXT
AIMS2DORS17BBDATA.TXT
AIMS2DORS18AADATA.TXT
AIMS2DORS18BADATA.TXT
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AIMS2DORS18BNDATA.TXT
AIMS2DORS18BODATA.TXT
AIMS2DORS18BPDATA.TXT
AIMS2DORS18BQDATA.TXT
AIMS2DORS18BRDATA.TXT
AIMS2DORS18BSDATA.TXT
AIMS2DORS18BTDATA.TXT
AIMS2DORS18BUDATA.TXT
AIMS2DORS18BVDATA.TXT
AIMS2DORS18CADATA.TXT
AIMS2DORS18CBDATA.TXT
AIMS2DORS18CKDATA.TXT

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AIMS2DORS19AADATA.TXT
AIMS2DORS19BBDATA.TXT
AIMS2DORS19BEDATA.TXT
AIMS2DORS19BDDATA.TXT
RecordLayouts.txt

Respectfully,

Holly Greene

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On Thu, Nov 7, 2019 at 1:09 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Marissa and Thad-
>
> Below is a timeline of events in Arizona MT from today concerning Umami:
>
> - **02:31:** Bill James began submission of batch jobs
> - **03:07:** Bill confirmed completion of the above.
> - **06:50:** Jim confirmed completion of flat files and turn over to Robert Maneer
> - **07:04:** Robert confirmed start of clean and delivery of IMS segments
> - **10:41:** Hung confirmed download and packaging of 67 text files and 27 folders of pdf files (17254 files). This is the delta version of the data from 10/17/19 to 11/7/19. It began at 09:00 AZ MT and ended at 10:40 AZ MT.
> - **10:50:** Michael noted that he had to create an entirely new file for Keefe. He confirmed that he started the transmission process at this time.
> - **11:12:** Robert Maneer confirmed that all mainframe data was

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delivered to Michael at to transmit to B&D. The transmission of the files are currently in progress (Mainframe and PDF/TXT).

- **12:15:** Michael confirmed that the 10 files below have been successfully transferred to the KEEFE Directory.

    1_Active_Inmates.CSV

    2_iBank.csv

    3_One_Day_of_AIMs_Transactions.csv

    4_COS_Account_Status_Detailed.csv

    5_Transaction_Detail.csv

    6_Outstanding_Checks.csv

    6_Outstanding_Checks_COMPLETE.csv

    7_41_Discipline_Restitution

    8_33_Escapee_Apprehension

    9_34_Tax_Risk_Management

    10_Tbl_DORS07AA

Again, all remaining files are still in progress. At this point no issues / roadblocks have been reported.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Marissa Boice; Amal Houass; Matt DeClue
Cc: Aaron Bailey; Dwight Cloud; Michael Kearns; Lisa Dee Meyerson Marshall; Holly Greene; Dean Allen; Chris Masson; Christopher Little
Subject: RE: DR Testing Strategy
Date: Friday, November 15, 2019 4:17:59 PM
Attachments: image003.png

We have worked out with ADC that the DR test will officially begin at 9:00 am on Monday Morning Nov 18 (see the rough timeline below)

We will not have to have any formal meetings as described below but ADC would appreciate timely periodic updates of progress

- For instance: ADC has given us permission to move to the DR site we don't need to have a meeting to assess the situation and get permission

As a side note, we need to document the exact steps that were taken, along with the time and duration of each process

This documentation will then be posted to the SharePoint site in the DR folder

Thanks,

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision

From: Thad Lowry
Sent: Friday, November 15, 2019 12:34 PM
To: Aaron Bailey <abailey1@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Michael Kearns <mkearns@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>
Cc: Dean Allen <dean.allen@bndna.com>; Marissa Boice <marissa.boice@bndna.com>; Chris Masson <chris.masson@bndna.com>; Christopher Little <Christopher.Little@bndna.com>; Amal Houass <amal.houass@bndna.com>
Subject: RE: DR Testing Strategy

Here is a synopsis of the Disaster Recovery strategy that was discussed earlier this week (with the exception of optional date for the test which is a new offering that wasn't discussed)

Date: TBD

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Originally: Thursday Nov 14
Discussed: Monday Nov 18
Thursday Nov 21
Optionally: Monday Nov 25

Best case scenario - round trip occurs in 7 hours
Worst case - test done over course of 2 days

Scenario:

1. 9:00 AM - Natural Disaster occurs in the current AWS datacenter region (Yellowstone volcanic eruption)
   - (B&D shuts down access to PROD)

2. 9:00 AM – 9:30 AM - B&D becomes aware of the natural disaster
   - B&D investigates the extent of the disaster in the current AWS facility
   - B&D investigates the state of DR site
   - ADC investigates the state of the AZ facilities, network, power

3. 9:30 AM - ADC and B&D meet to dicuss situation
   - B&D advises that
     - current AWS location is a disaster and will not recover for the foreseeable future
     - the DR site has a database backup from 9:00 that can be used
   - ADC advises that:
     - AZ facilities are unharmed
     - Network is intact
     - All facilities have power
   - ADC formally requests to move to DR site

4. 9:45 am - B&D begins process of bringing up the DR site
   - Hardware, software, database, network

5. 2- 8 hours later (11:45 thru 5:45) - B&D verifies that the DR site is fully functional and notifies ADC to resume operations

6. 1-2 hours - ADC verifies DR site is fully functional
   - Application, interfaces, Reports
   - Database has transactions up to the time of the disaster

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(9:00 am)

7. Turn back point - ADC and B&D meet
    - ADC advises that:
        - The DR site is fully functional
        - The failover was a success
    - ADC formally requests to move back to original site
    - B&D begins process of moving DR to PROD

8. 2- 8 hours later - B&D verifies that the original site is fully functional and notifies ADC to resume operations

9. 1-2 hours - ADC verifies original site is fully functional
    - Application, interfaces, Reports
    - Database has transactions entered on the DR site

10. Completion Point - ADC and B&D meeet to discuss completion of test

Thad

Thad Lowry
Customer Relationship Manager / Principal Consultant
Business & Decision, North America
M: [redacted]
E: thad.lowry@bndna.com

Business & Decision
Empowering Digital Business

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice
Subject:	Re: Tentative: Invitation: DM: AIMS1, Interfaces, PC AIMS @ Fri Nov 15, 2019 10:30am - 12pm (MST) (marissa.boice@bndna.com)
Date:	Friday, November 15, 2019 3:30:02 PM

It morphed into a forum where all sides (IT, Ops and B&D) could discuss the request for dual entry. .It was really just to talk through the why, how, when, risks, etc.. A higher level discussions still needs to take place. No decision was made

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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On Fri, Nov 15, 2019 at 3:25 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> What was discussed?
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Friday, November 15, 2019 3:24 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Subject:** Re: Tentative: Invitation: DM: AIMS1, Interfaces, PC AIMS @ Fri Nov 15, 2019 10:30am - 12pm (MST) (marissa.boice@bndna.com)
>
> Apologies for missing this. You were covered by Dean, Thad and Chris M. :) All

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good

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 15, 2019 at 8:47 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Holly:
>
> Please let me know what you will be reviewing. I have higher priority things that have to be addressed this morning.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Thursday, November 14, 2019 10:23 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Subject:** Re: Tentative: Invitation: DM: AIMS1, Interfaces, PC AIMS @ Fri Nov 15, 2019 10:30am - 12pm (MST) (marissa.boice@bndna.com)

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My apologies Marissa, but we can't.

On Thu, Nov 14, 2019 at 5:45 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Holly:
>
> I have a conflict at this time. Is it possible to move this meeting to Tuesday? With DR, Umami, and Keefe refresh this weekend my Friday is very full, and in addition to the conflict it would be easier for me to focus on this next week.
>
> Thank you.

--

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Lynda Wade
Cc:	Marissa Boice; George Martinez; Gergana Kovatcheva; Linda Finchum; Spencer Scott; Aaron Bailey; James Tarantino; Jacob Whitson
Subject:	Re: Banker Roster/ AIMS1 Screens
Date:	Friday, November 15, 2019 2:31:10 PM

Thank you. I've passed this info onto Jim and Jey.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Fri, Nov 15, 2019 at 2:23 PM Lynda Wade <lwade@azadc.gov> wrote:

> Hello! Attached is a list of all the Bankers Statewide that will need access to AIMS1 "Read-Only" after go live.
>
> **AIMS1 BNK SCREENS**
> BK03 4
> BK11 9
>
> **AIMS1 SCREENS**
> DI43
> DI24
> DT02
> DI17
> DI26
> DI27
> DT08
>
> Lynda Wade

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Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice
Cc: Michael Gomez; Hung Tran; Gravier, Timothy; Vitale, John
Subject: Re: Data Migration: Umami
Date: Friday, November 15, 2019 2:29:32 PM

Hi Marissa-

The KEEFE files below have been successfully transferred to the KEEFE Directory as of 13:30.

KEEFE Transfer Files

1_Active_Inmates.csv
2_iBank.csv
3_One_Day_of_AIMs_Transactions.csv
4_COS_Account_Status_Detailed.csv
5_Transaction_Detail.csv
6_Outstanding_Checks.csv
7_41_Discipline_Restitution.csv
8_33_Escapee_Apprehension.csv
9_34_Tax_Risk_Management.csv

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Nov 14, 2019 at 3:45 PM Holly Greene <hgreene@azadc.gov> wrote:

> The files are still on track for delivery tomorrow morning :)
>
> Respectfully,

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Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Nov 14, 2019 at 3:43 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> I just wanted to follow up that the plan for the KeepTrak files is still on track for this evening?
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 4:22 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
> **Subject:** Re: Data Migration: Umami
>
> Thanks, Marissa.

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Hi Michael and Hung-

The full set of KeepTrak files will need to be sent post 17:00 on Thursday, 11/14.

The full set of PC AIMS files (27 folders) are expected to be downloaded and delivered to Michael for transfer late Friday evening (COB). We will need to begin the process of transferring those files once received. I will look to the two of you to coordinate the transfer to B&D (Keefe) and circle back with me regarding the estimation of delivery.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 4:14 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> Yes, Keefe is going to perform the refresh starting on Friday and if the files are pulled at 5pm on 11/14/19 then all transactions in AIMS are captured up until that point, which if Keefe performs a refresh it will allow KeepTrak and AIMS to stay pretty close in sync.

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Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Tuesday, November 12, 2019 3:56 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

Yes - cleared it all up. Thank you.

The full set of Keefe files can be sent at any time and will not impact the transfer of full set of PC AIMS files. That said, is there a particular reason we're waiting for 11/14? If so, what time do they need to be sent to B&D or Keefe on 11/14?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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On Tue, Nov 12, 2019 at 3:52 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> AIMS2 is in need of a full data set, which is what Hung kicked off today and what we previously agreed to.
>
> However, there is a separate request for just the Keefe files to be pulled on EOD Thursday 11/14/19 so that Keefe can run a refresh of KeepTrak this weekend (separate effort from Umami or AIMS2 files). Keefe received the files last week for Umami, but is asking for another set so that they can capture all the transactions for this week.
>
> I hope this clarifies the confusion.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 3:49 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
> **Subject:** Re: Data Migration: Umami
>
> To clarify, pulled and pushed by my team? Or is this a separate effort which Keefe is performing? My previous response is in reference to Umami and all

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files for Keefe were provided..did I miss something?.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 3:40 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> Thank you for the information. There is also a separate request for the Keefe files to be pulled as of EOD 11/14/19 that will allow Keefe to perform a refresh of KeepTrak starting on Friday. Can the Keefe files be ran in parallel on 11/14/19 in addition to the full file set for AIMS2?
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]

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Sent: Tuesday, November 12, 2019 3:37 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

Hi Marissa-

Regarding item 4 (request for full set): Hung began the process and anticipates the delivery to be no later than COB Friday (11/15).

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 4:39 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Marissa-
>
> Sorry, I responded to your earlier email because this one took a bit to get through to me. Either way, my responses are in the previous email and

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below. I added my team to this communication to keep them informed and allow them to respond as appropriate.

1. The schedule below shows ADC pulling DOC O tomorrow (Thursday and delivering it to B&D by EOD 11/7/19). Is my understanding correct? **- Yes.**
2. ADC is only providing delta's for the files, correct? **- Yes.**
3. Is ADC prepared to provide Keefe will all 6 full files so that ADC can use them to execute a refresh? **- If the full for Keefe is requested, we can certainly do so, but I think this would need to be discussed. However, with the timing of transmission previously, I don't see this as an issue. I will defer to Michael.**
4. When would ADC be able to provide B&D with a full set of all files (preferably as soon as possible without impacting migration activities)? **- I've confirmed that we haven't really sent a full set in quite some time, so it's grown/changed since. Last time the packaging and transmission took 17hrs. We can begin the process on Tuesday (Monday is a holiday).**

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 4:12 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Holly:
>
> To confirm we are on the same page. A few questions for you:

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1. The schedule below shows ADC pulling DOC O tomorrow (Thursday and delivering it to B&D by EOD 11/7/19). Is my understanding correct?
2. ADC is only providing delta's for the files, correct?
3. Is ADC prepared to provide Keefe will all 6 full files so that ADC can use them to execute a refresh?
4. When would ADC be able to provide B&D with a full set of all files (preferably as soon as possible without impacting migration activities)?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Tuesday, November 5, 2019 9:02 AM
To: Aaron Bailey <abailey1@azadc.gov>
Cc: Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: Data Migration: Umami

No need for a meeting if the timing and instruction remain unchanged.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 5, 2019 at 8:50 AM Aaron Bailey <abailey1@azadc.gov> wrote:

> A meeting specifically to discuss Umami timing has not been scheduled, but I'm happy to do that if we think it would be helpful. Here's the timeline that is in the project schedule:
>
> | Task Name | Duration | Start | Finish |
> |---|---|---|---|
> | **Data Iteration Umami** | **10d** | **11/7/19 8:00 AM** | **11/20/19 5:00 PM** |
> | DOC O & AIMS data extract | 1d | 11/7/19 8:00 AM | 11/7/19 5:00 PM |
> | Freeze Reference Data | 0d | 11/7/19 5:00 PM | 11/7/19 5:00 PM |
> | Data Migration | 4d | 11/8/19 8:00 AM | 11/13/19 5:00 PM |
> | Smoke test Data Migration | 1d | 11/14/19 8:00 AM | 11/14/19 5:00 PM |
> | Migrate to MIG, REPT, QA-INT, DEV, UAT, QA | 1d | 11/15/19 8:00 AM | 11/15/19 5:00 PM |
> | Validate MIG (too late for bug fixes) | 3d | 11/18/19 8:00 AM | 11/20/19 5:00 PM |
>
> On Mon, Nov 4, 2019 at 1:21 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hi Aaron, Thad and Marissa-
> >
> > Is threre a plan to meet this week concerning the Umami data migration?
> >
> > My team will need to know when they'll need to begin their steps.

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Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--

Sincerely,

Aaron Bailey

Program Manager, AIMS2
Office: 602.542.8467 | abailey1@azadc.gov

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> > > whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.
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From: Amal Houass on behalf of Amal Houass <amal.houass@bndna.com>
To: Rajkumar Gopal; Holly Greene
Cc: Aaron Bailey; Thad Lowry; gmartinez1; Lisa Dee Meyerson Marshall; Spencer Scott; Dwight Cloud; Robert Maneer; William James; James Tarantino; Marissa Boice; Michael Gomez; Hung Tran; Chris Campion; Keith Francen
Subject: RE: Data Migration: Umami
Date: Thursday, November 14, 2019 4:16:28 PM

Done

From: Rajkumar Gopal <rajkumar.gopal@bndna.com>
Sent: Thursday, November 14, 2019 10:04 AM
To: Holly Greene <hgreene@azadc.gov>; Amal Houass <amal.houass@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Chris Campion <chris.campion@bndna.com>; Keith Francen <keith.francen@bndna.com>
Subject: RE: Data Migration: Umami

Thanks Holly.

Amal, can you please move these to /data/files?

Thanks.

From: Holly Greene <hgreene@azadc.gov>
Sent: Thursday, November 14, 2019 9:57 AM
To: Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

Hi Marissa (et al)-

The following attachment directories have been successfully transferred to the B&D Directory. There is a batch of new directories being created today. We will keep you apprised of the status.

	Zip File	Number of Files
1	Attach1002_34	0

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2	Attachments	330,977
3	AttachRefusedDPTP	128
4	AttachSMI	50
5	AttachWSFiles	108,566
6	FaceSheetForms1002_3	142,457
7	FaceSheetForms1002_3GPS	5,093
8	FaceSheetForms1002_3SO	6,388
9	FaceSheetForms1002_3SPCL	94,830
10	WarrantAdminExhibit	2

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
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Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 4:21 PM Holly Greene <hgreene@azadc.gov> wrote:

> Thanks, Marissa.
>
> **Hi Michael and Hung-**
>
> The full set of KeepTrak files will need to be sent post 17:00 on Thursday, 11/14.
>
> The full set of PC AIMS files (27 folders) are expected to be downloaded and delivered to Michael for transfer late Friday evening (COB). We will need to begin the process of transferring those files once received. I will look to the two of you to coordinate the transfer to B&D (Keefe) and circle back with me regarding the estimation of delivery.
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 4:14 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> Yes, Keefe is going to perform the refresh starting on Friday and if the files are pulled at 5pm on 11/14/19 then all transactions in AIMS are captured up until that point, which if Keefe performs a refresh it will allow KeepTrak and AIMS to stay pretty close in sync.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 3:56 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
> **Subject:** Re: Data Migration: Umami
>
> Yes - cleared it all up. Thank you.
>
> The full set of Keefe files can be sent at any time and will not impact the transfer of full set of PC AIMS files. That said, is there a particular reason we're waiting for 11/14? If so, what time do they need to be sent to B&D or Keefe on 11/14?
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
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On Tue, Nov 12, 2019 at 3:52 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> AIMS2 is in need of a full data set, which is what Hung kicked off today and what we previously agreed to.
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> I hope this clarifies the confusion.
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> **Marissa Boice, PMP**
> Sr. Program Manager
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> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 3:49 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
> **Subject:** Re: Data Migration: Umami
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> To clarify, pulled and pushed by my team? Or is this a separate effort which Keefe is performing? My previous response is in reference to Umami and all files for Keefe were provided..did I miss something?.
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> Arizona Department of Corrections
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> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

On Wed, Nov 6, 2019 at 4:39 PM Holly Greene <hgreene@azadc.gov> wrote:

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Cc: Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: Data Migration: Umami

No need for a meeting if the timing and instruction remain unchanged.

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
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On Tue, Nov 5, 2019 at 8:50 AM Aaron Bailey <abailey1@azadc.gov> wrote:

> A meeting specifically to discuss Umami timing has not been scheduled, but I'm happy to do that if we think it would be helpful. Here's the timeline that is in the project schedule:

Task Name	Duration	Start	Finish
Data Iteration Umami	**10d**	**11/7/19 8:00 AM**	**11/20/19 5:00 PM**

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DOC O & AIMS data extract	1d	11/7/19 8:00 AM	11/7/19 5:00 PM
Freeze Reference Data	0d	11/7/19 5:00 PM	11/7/19 5:00 PM
Data Migration	4d	11/8/19 8:00 AM	11/13/19 5:00 PM
Smoke test Data Migration	1d	11/14/19 8:00 AM	11/14/19 5:00 PM
Migrate to MIG, REPT, QA-INT, DEV, UAT, QA	1d	11/15/19 8:00 AM	11/15/19 5:00 PM
Validate MIG (too late for bug fixes)	3d	11/18/19 8:00 AM	11/20/19 5:00 PM

On Mon, Nov 4, 2019 at 1:21 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Aaron, Thad and Marissa-
>
> Is threre a plan to meet this week concerning the Umami data migration?
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> My team will need to know when they'll need to begin their steps.
>
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>
> Holly Greene
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>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Sincerely,
Aaron Bailey

Program Manager, AIMS2
Office: 602.542.8467 | abailey1@azadc.gov

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From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	James Tarantino
Cc:	Lynda Wade; Gergana Kovatcheva; Holly Greene; Andrew Dorre; Mary Suhre; gmartinez1; Aaron Bailey; Thad Lowry; Dean Allen
Subject:	ACH
Date:	Thursday, November 14, 2019 3:47:17 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

Hi Jim:

A question came up today in the Operational Readiness meeting regarding the ACH transfer files. Lynda explained that there are no ACH deposits that occur on Saturday and Sundays, which means we don't have to worry about those feeds over Go Live Weekend. However, can you please let me know what time the ACH transfers come in on Fridays? Will the ACH's be applied to the AIMS accounts prior to the kick off of migration at 5pm on Friday?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice
Cc: Michael Gomez; Hung Tran; Gravier, Timothy; Vitale, John
Subject: Re: Data Migration: Umami
Date: Thursday, November 14, 2019 3:45:05 PM

The files are still on track for delivery tomorrow morning :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Nov 14, 2019 at 3:43 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> I just wanted to follow up that the plan for the KeepTrak files is still on track for this evening?
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 4:22 PM

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To: Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>
Cc: Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

Thanks, Marissa.

Hi Michael and Hung-

The full set of KeepTrak files will need to be sent post 17:00 on Thursday, 11/14.

The full set of PC AIMS files (27 folders) are expected to be downloaded and delivered to Michael for transfer late Friday evening (COB). We will need to begin the process of transferring those files once received. I will look to the two of you to coordinate the transfer to B&D (Keefe) and circle back with me regarding the estimation of delivery.

Respectfully,

Holly Greene

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On Tue, Nov 12, 2019 at 4:14 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> Yes, Keefe is going to perform the refresh starting on Friday and if the files are pulled at 5pm on 11/14/19 then all transactions in AIMS are captured up until that point, which if Keefe performs a refresh it will allow KeepTrak and AIMS to stay pretty close in sync.
>
> Thank you.
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> **Subject:** Re: Data Migration: Umami
>
> Yes - cleared it all up. Thank you.
>
> The full set of Keefe files can be sent at any time and will not impact the transfer of full set of PC AIMS files. That said, is there a particular reason we're waiting for 11/14? If so, what time do they need to be sent to B&D or Keefe on 11/14?
>
> Respectfully,

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Holly Greene

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Sincerely,

Aaron Bailey

Program Manager, AIMS2
Office: 602.542.8467 | abailey1@azadc.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: David Wrbelis; Wissem BenAissa; Joshua Connolly; Michael Gomez; Marissa Boice; Trevor Baker
Subject: PC AIMS Touchpoint Reschedule
Date: Thursday, November 14, 2019 10:13:16 AM

Hello everyone-

I've rescheduled our touchpoint at 14:00 Friday, 11/15 as Josh is out of the office today.

Thank you! :)

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Hema Chennojwala
Cc: Dean Allen; Holly Greene; Matt Stratton
Subject: RE: QlikView
Date: Wednesday, November 13, 2019 8:29:02 AM
Attachments: ADOC - DW Documentation and SSIS files.zip
SECURITY FOR QLIKVIEW USERS FOR Community Correction Dashboard.docx
Overview of Job scheduling to reload data.docx
ADC Qlikview Access License Guide.V1.docx
ADC Qlikview Development Training.V1.docx
image002.png

Here is the documentation that we have on file for the QlikView product along with the 4 documents that you found (so everything is in one place)

It identifies all of the processes and contains source code for the SSIS

It looks like there are quite a few sources of data that may need to be adjusted

Please let Matt know if you need help and need an engagement to adjust this product to source from AIMS2 data

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com
Business & Decision

From: Hema Chennojwala <hchennoj@azadc.gov>
Sent: Tuesday, November 12, 2019 3:17 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Dean Allen <dean.allen@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: QlikView

Hi Thad, Found 4 documents.. Please see attached...

Hema

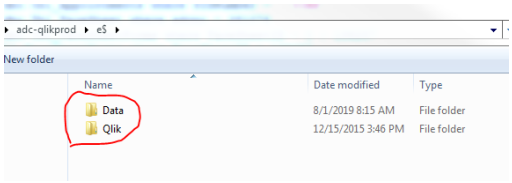
Sincerely,
Hema Chennojwala
Apps Developer

Arizona Department of Corrections

Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
Office: 602.542.4459 | hchennoj@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Tue, Nov 12, 2019 at 11:04 AM Hema Chennojwala <hchennoj@azadc.gov> wrote:

> Hi Thad, please see below..
>
> First, there must have been some documentation that the team left when they finished . Do you have a copy of that / can I see it?
>
> No, Personally to me I was not given any documentation. I checked the folder in server, I don't see any documentation under these folders...
>
> 
>
>
> Second, do you know how to access the SSIS code that moves the data from PCAIMS to QlikView?
>
> No, never worked with SSIS code before.
>
> *Hema*
>
> Sincerely,
> Hema Chennojwala
> Apps Developer
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> Office: 602.542.4459 | hchennoj@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Tue, Nov 12, 2019 at 8:32 AM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > Hi Hema
> >
> > It was good talking to you last week
> >
> > I have a couple of questions
> >
> > First, there must have been some documentation that the team left when they finished . Do you have a copy of that / can I see it?
> >
> > Second, do you know how to access the SSIS code that moves the data from PCAIMS to QlikView?
> >
> > If we can access it – I'd like to take a look at it if possible – I'll be downtown for the status meeting I could stop by after the meeting

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Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

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APRIL, 2016

ADC QLIKVIEW DEVELOPMENT GUIDE

ADC BUSINESS INTELLIGENCE PROJECT: COMMUNITY CORRECTIONS

Business & Decision

Authors

Rick Arora
Graham Curry

AMERICAN OVERSIGHT

AZ-DOC-21-0315-A-004474

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REVISION HISTORY

Version	Date	Name	Description

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INTRODUCTION

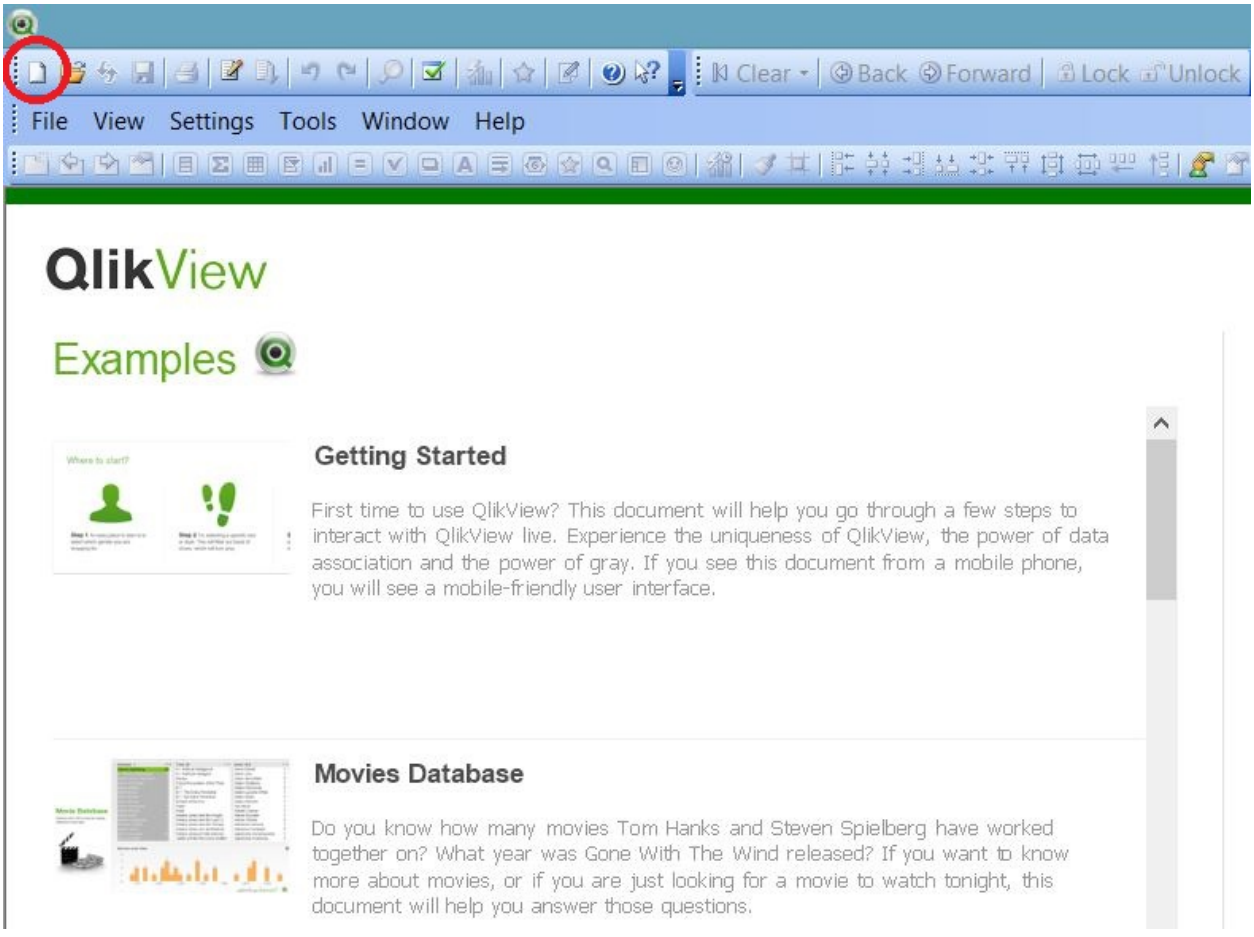
This document will detail through steps and examples how to create visualizations and connect to a database with Qlikview software.

1.0 CONNECTING QLIKVIEW TO A DATABASE

The following steps will detail connecting Qlikview to a database.

1.1 Accessing script editor

1.1.1 Select the new document icon.



1.1.2 Open the script editor (you can also press “CTRL + E” to access)

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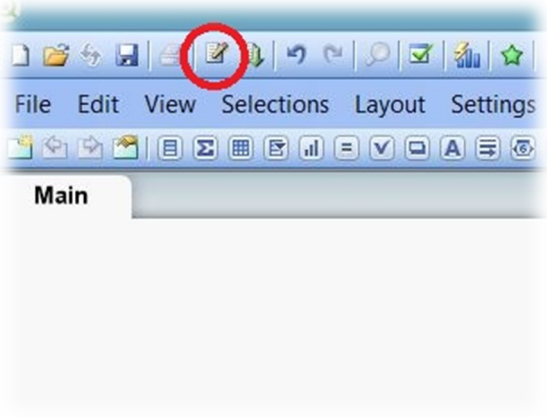
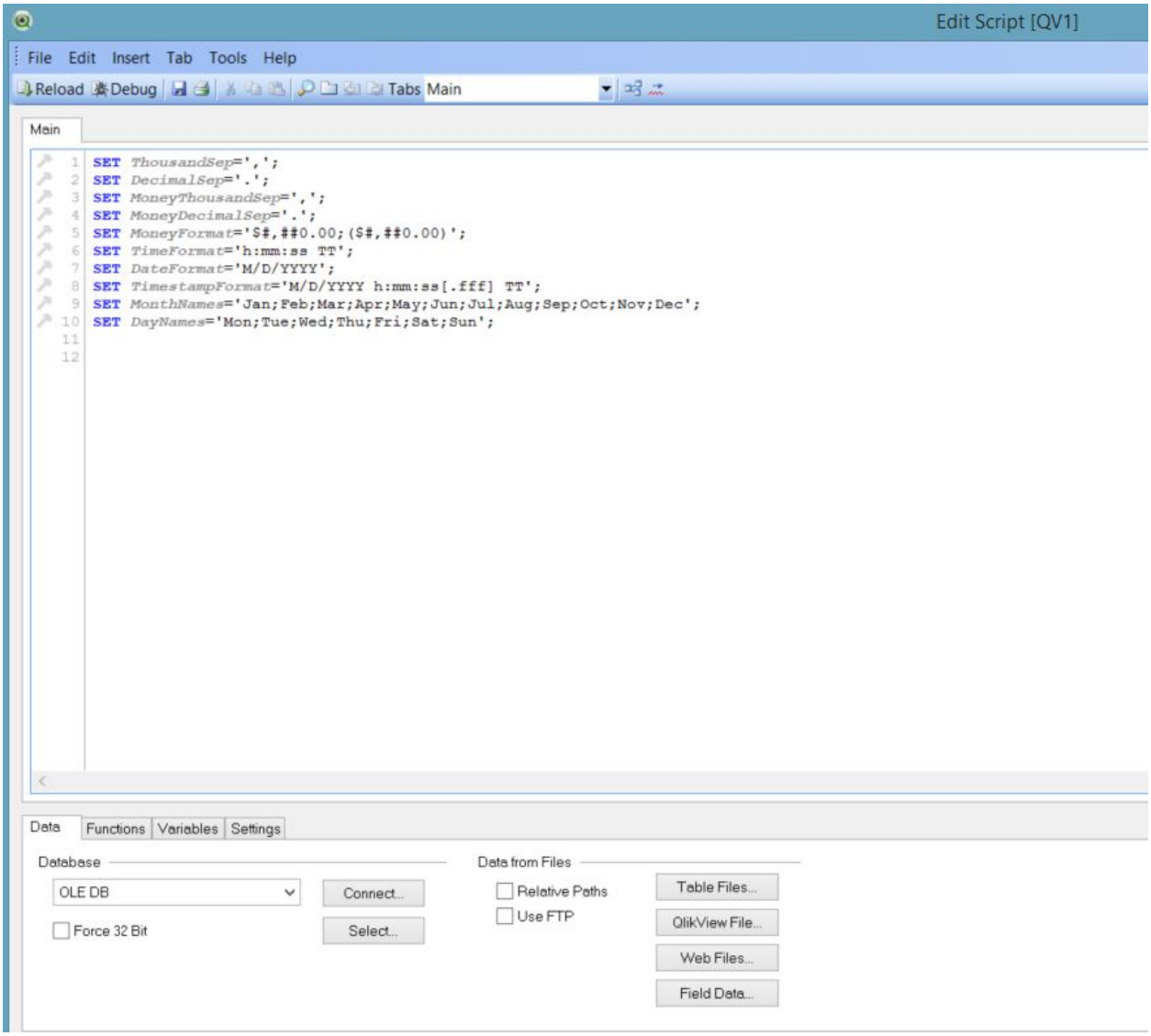


1.1.3 The script editor will open



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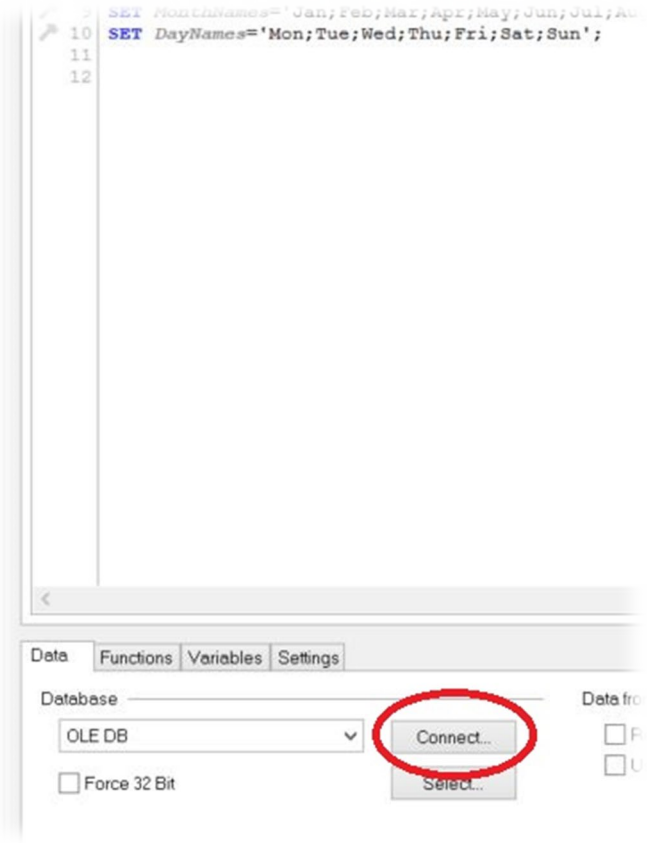
1.2 Using connection wizard

1.2.1 In the script editor ensure that “OLE DB” is selected, and then **press the “Connect” button.**



1.2.2 The Data Link Properties window will open. **Ensure “Microsoft OLE DB Provider for SQL Server” is selected and then press “Next.”**

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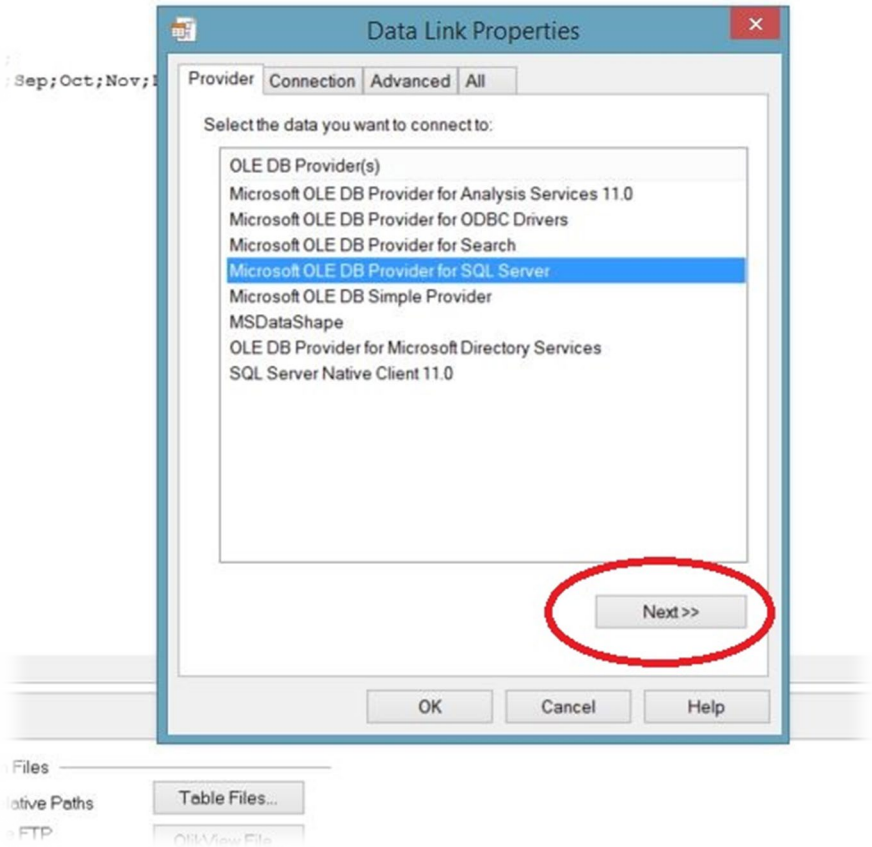

1.2.3 On line 1 specify which database you are connecting to, then select "Use Windows NT Integrated security" on line 2.

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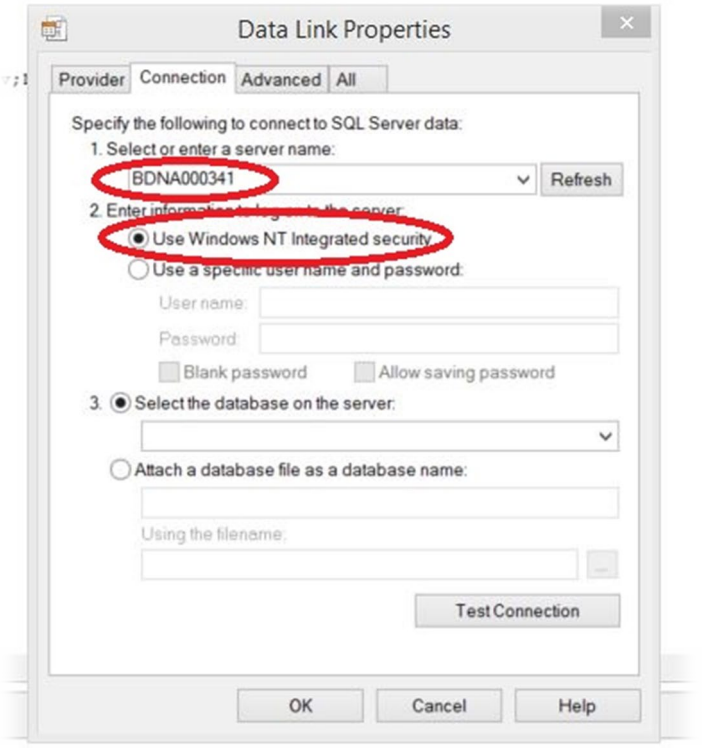
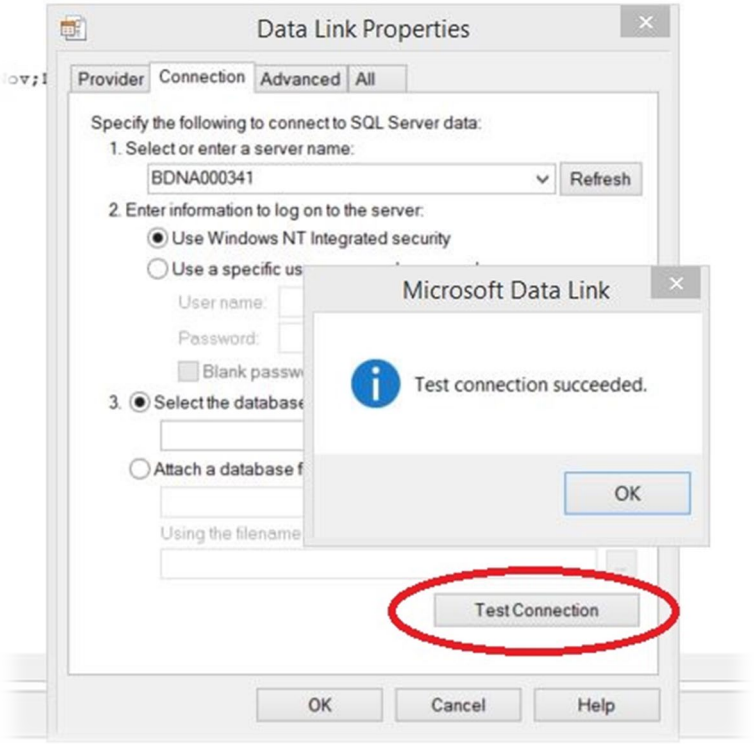


1.2.4 **Press the "Test Connection" button to ensure the connection to the database is functioning.** You should see a pop-up that indicates the connection to the database has succeeded.



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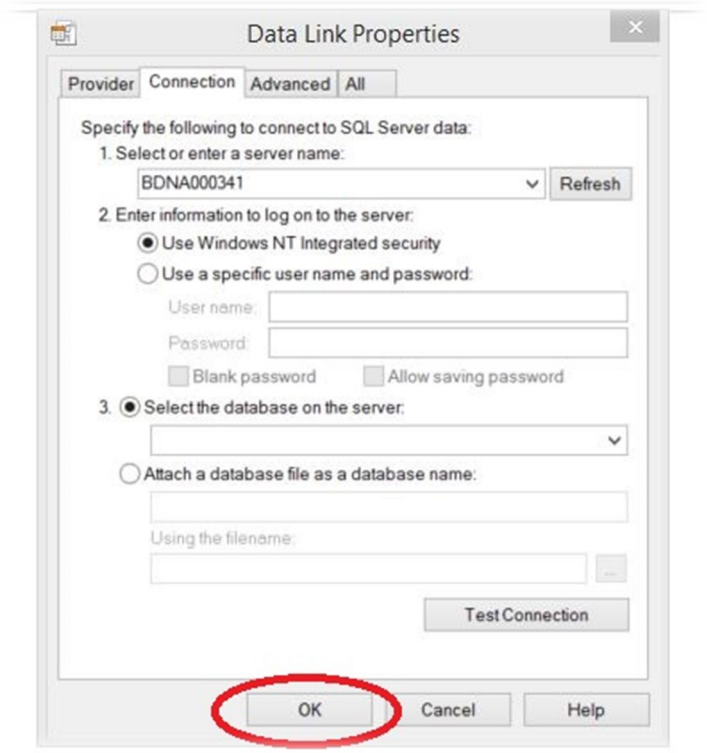
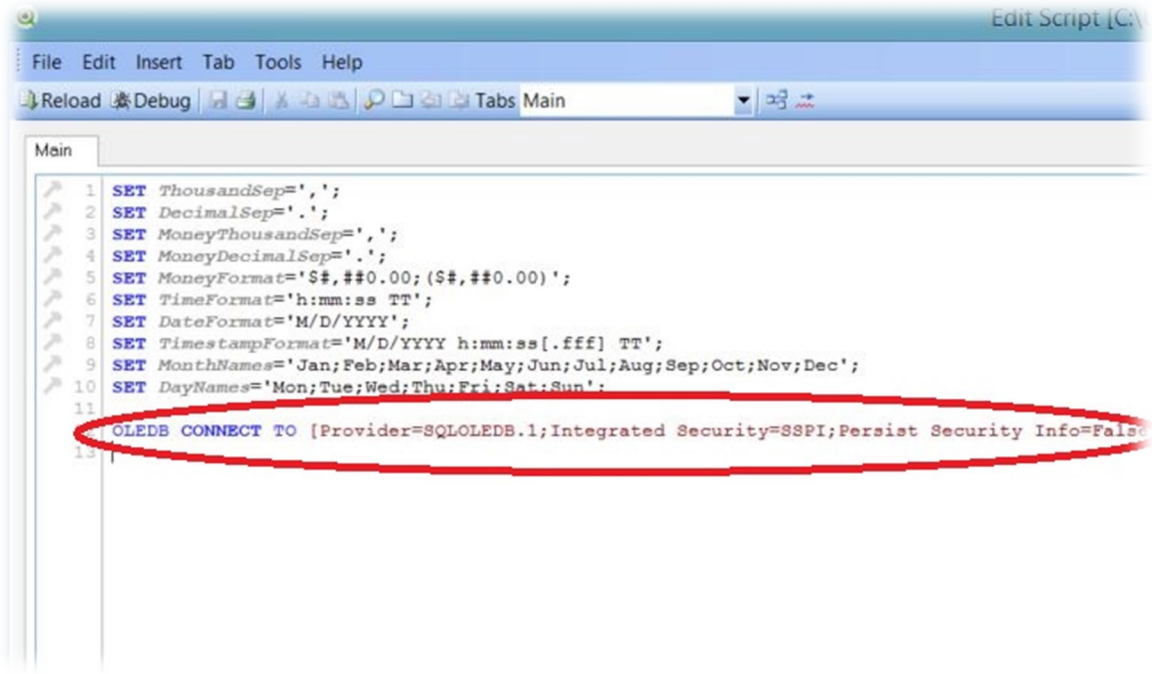
1.2.5 Press “OK” to generate database connection string.



1.2.6 The connection string should display in the script editor. When the script is reloaded the connection to the specified database will be established.



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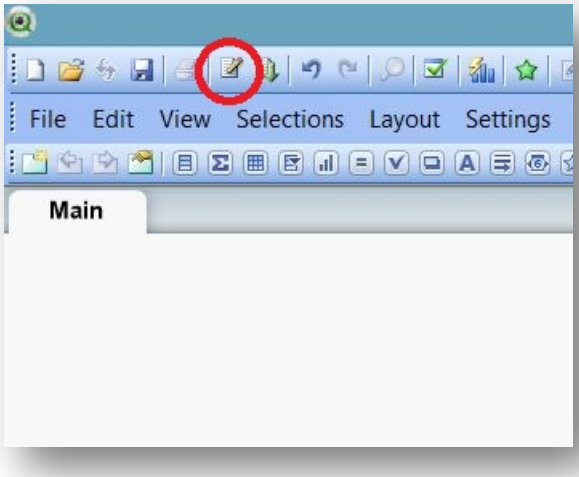
2.0 CONNECTING TO TABLES IN QLIKVIEW

The following steps will demonstrate how to connect to specific database tables in Qlikview.

2.1 Opening the Table Wizard

2.1.1 Open the script editor.



2.1.2 In the script editor choose the “Select” button to open the table wizard.

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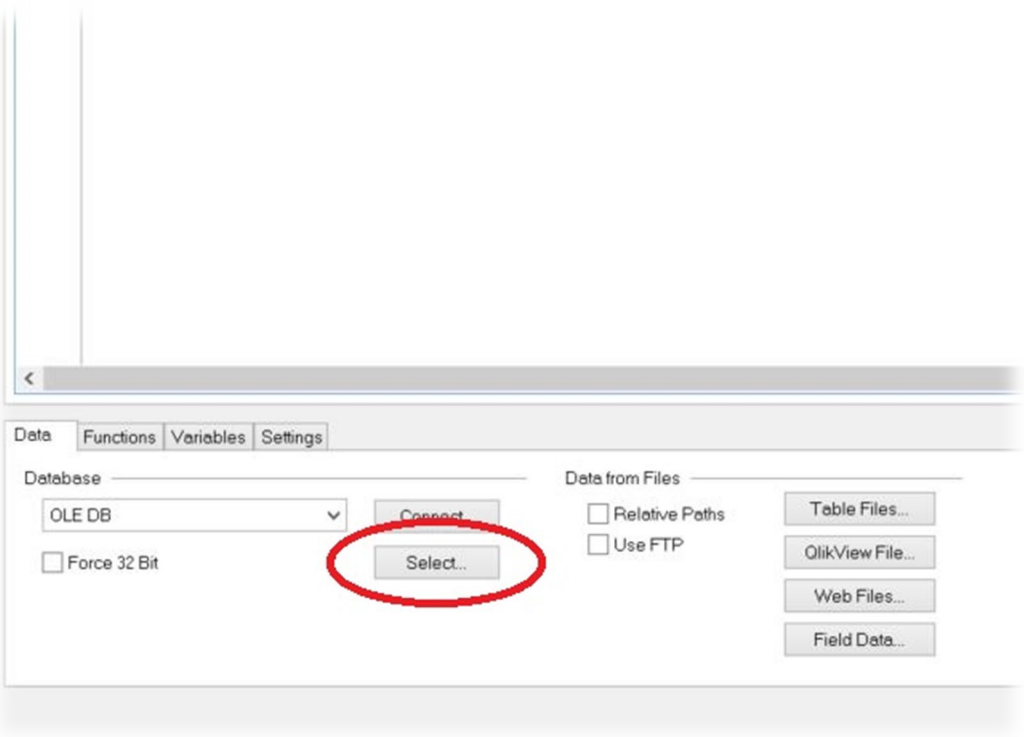

2.1.3 Select the needed database on the drop down column if not already selected.

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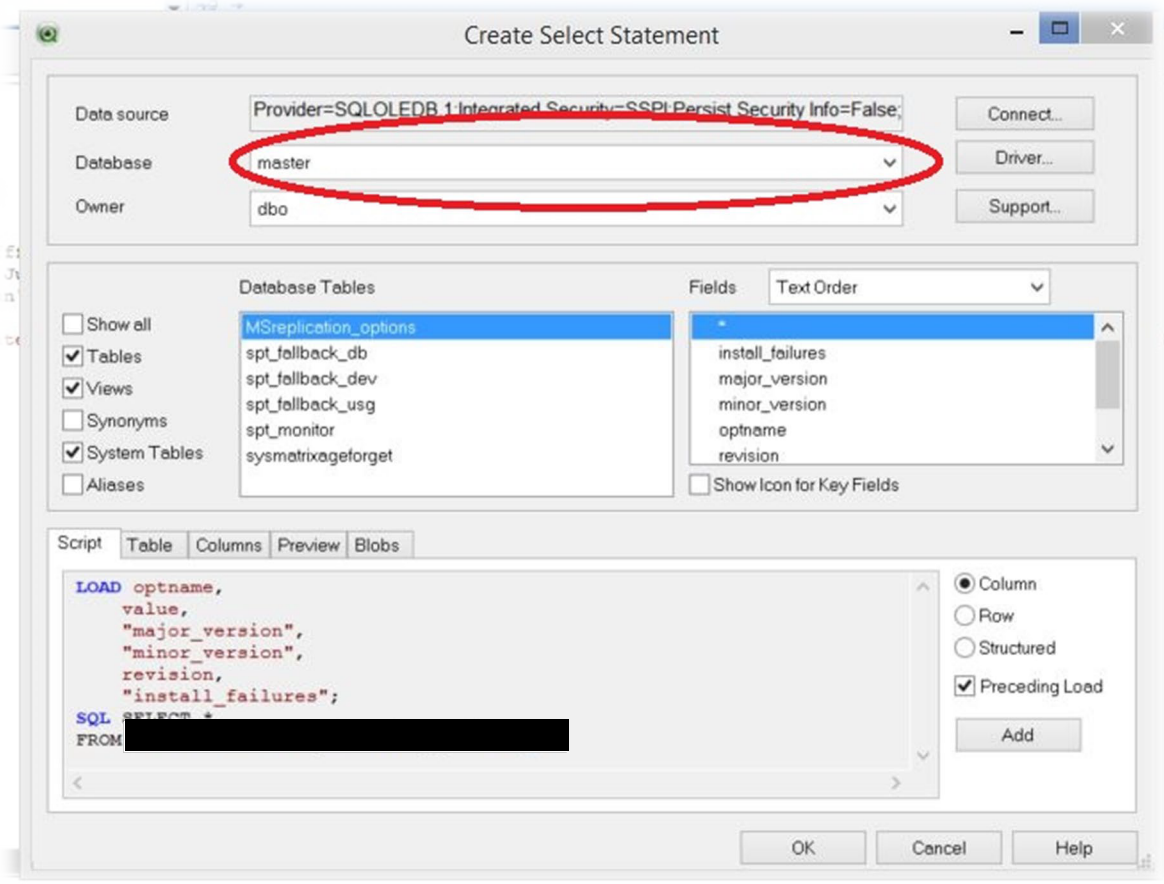

2.1.4 Select the schema owner of the database if required.

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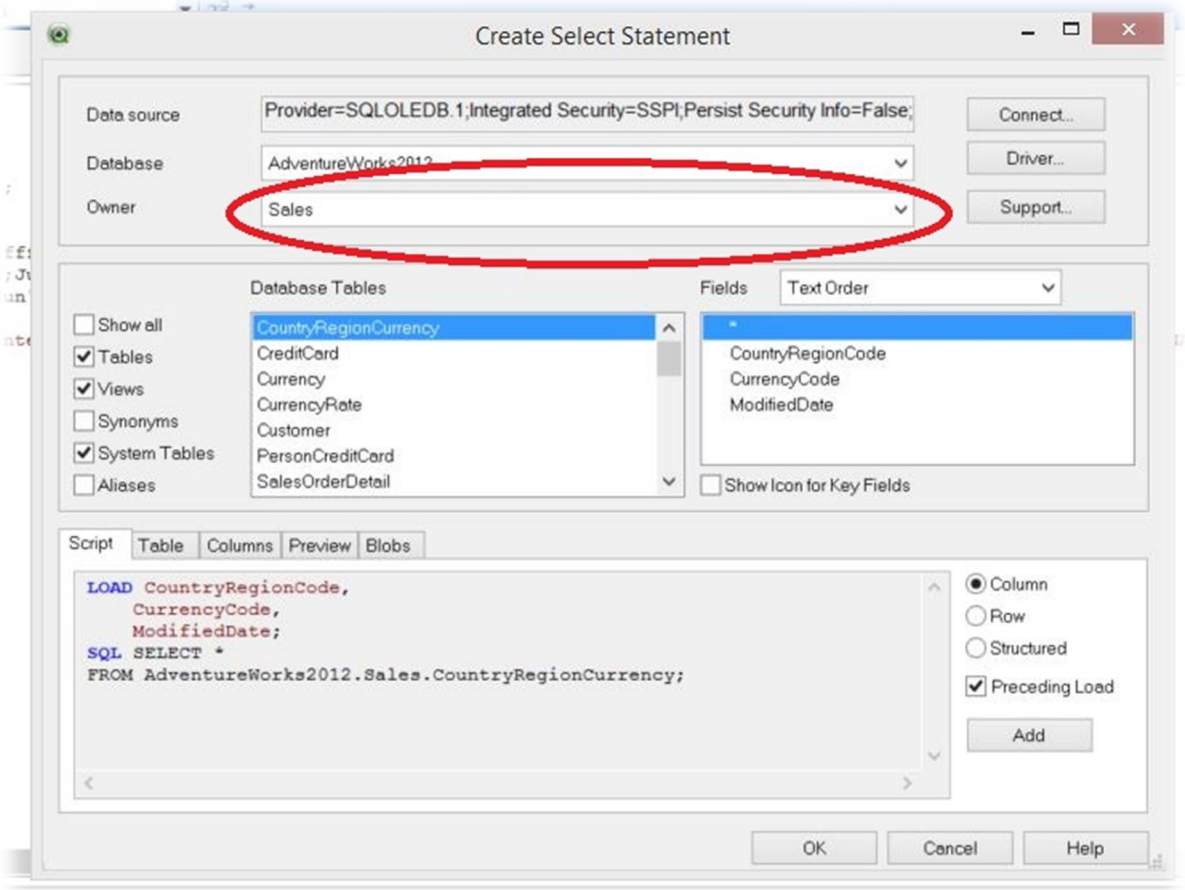

2.1.5 Select the needed table from the list of "Database Tables."

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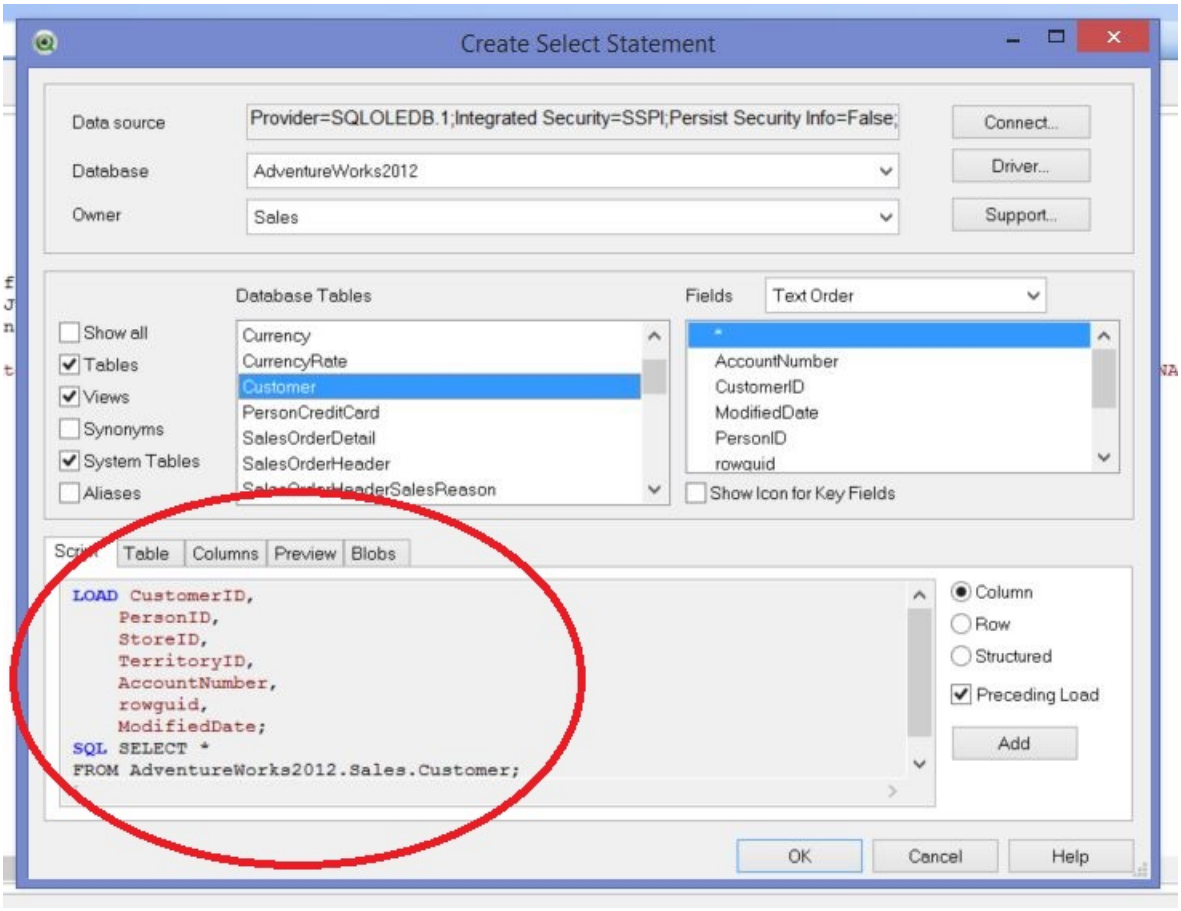

2.1.6 Select “OK” to generate the load table script in the script editor.

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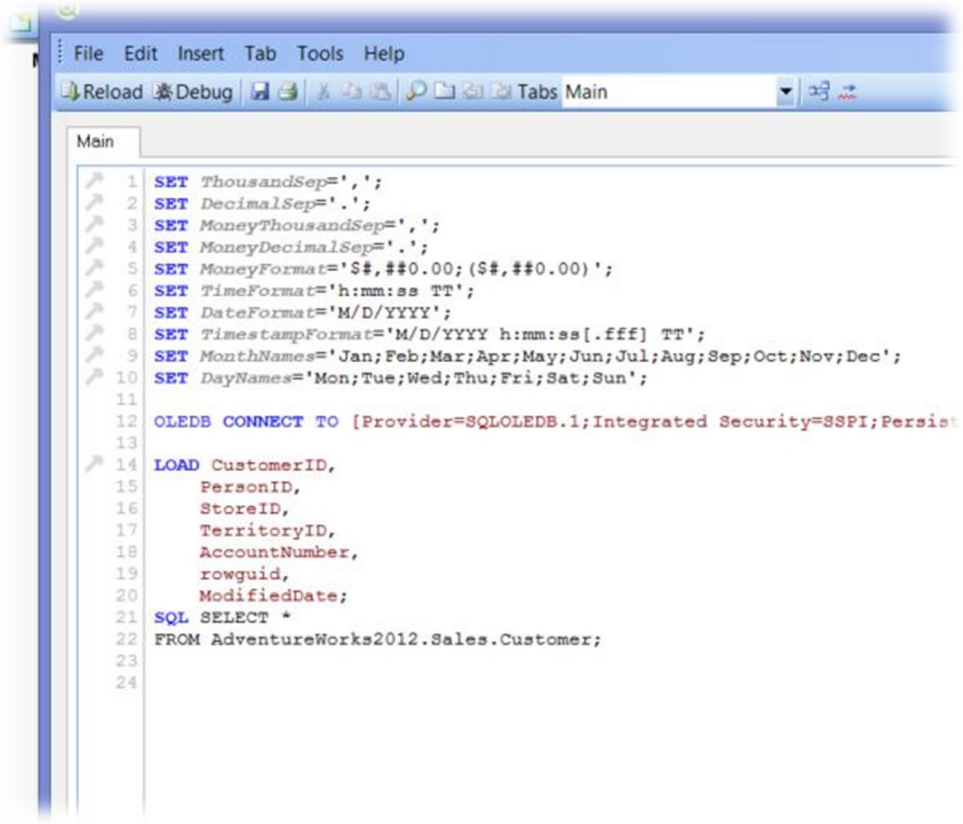

2.1.7 **Select “Reload” or press “CTRL + R” to reload the Qlikview script.** You should see the database fields in the “Select Fields” box that appears after loading. These database fields are now useable in Qlikview.

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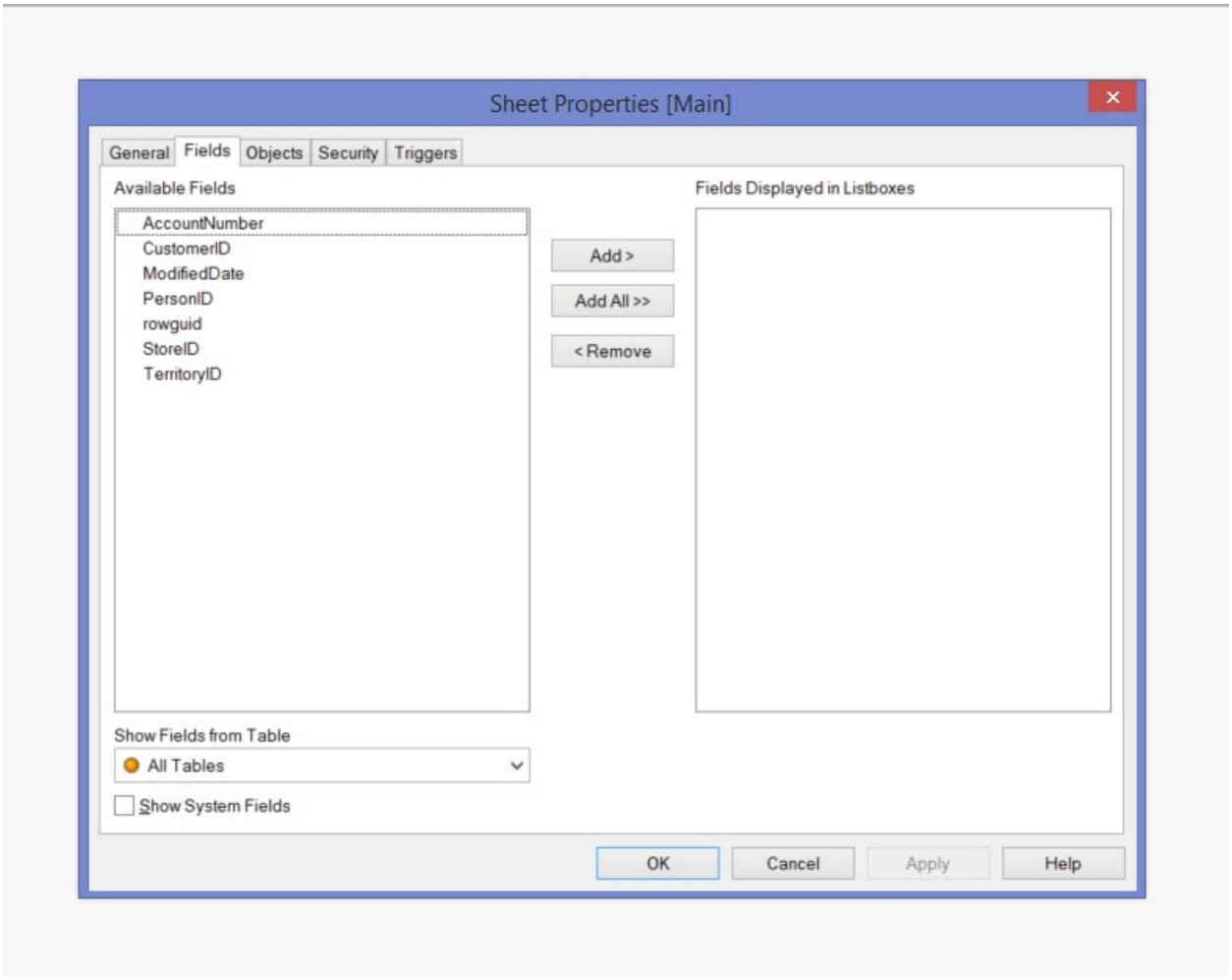

3.0 DISPLAYING DATA IN QLIKVIEW

The following steps will demonstrate how to create a basic chart in Qlikview.

3.1 Opening the chart wizard

3.1.1 **Right-click any free space on the Qlikview sheet and select "Chart" from "New Sheet Object."**

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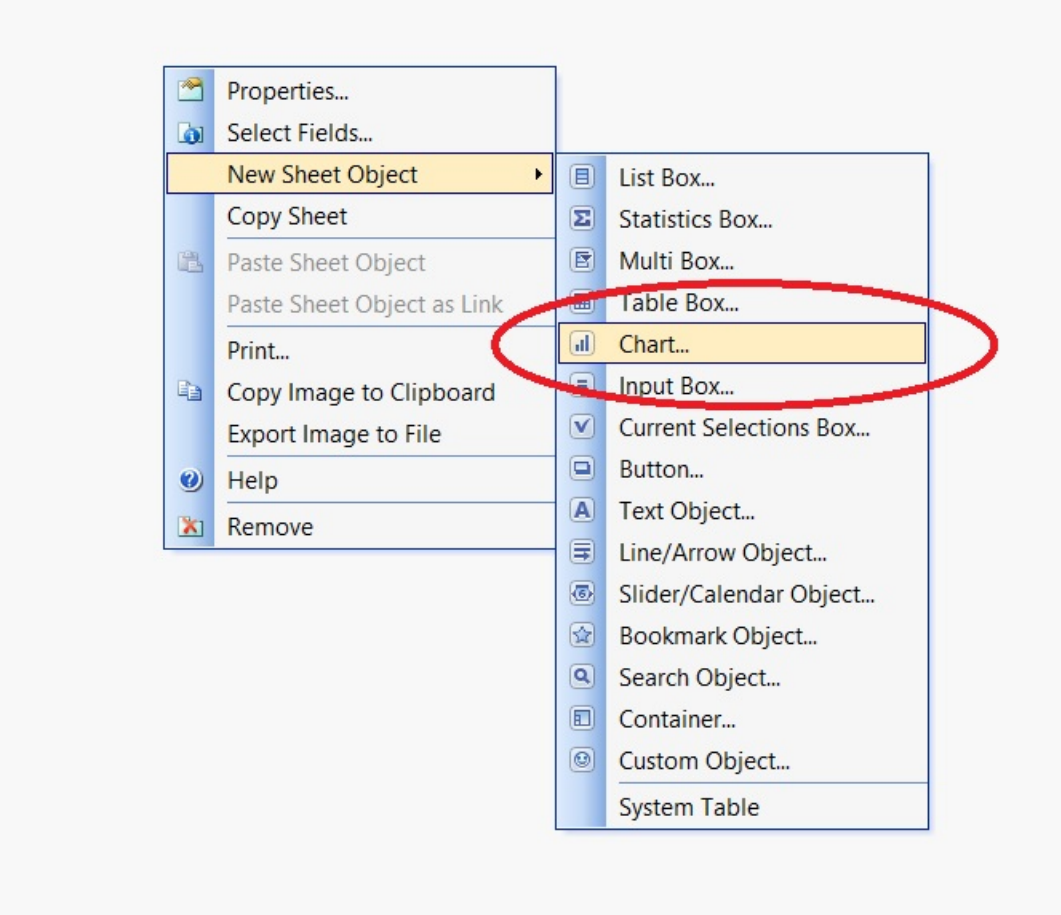
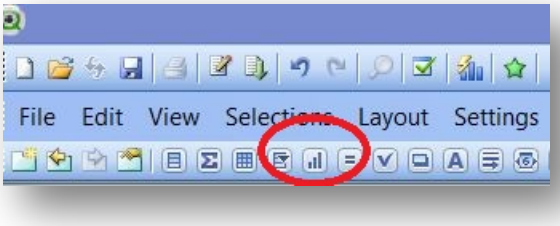


3.1.2 The chart button is also available on the developer toolbar.



3.2 Creating a new chart

3.2.1 On the first page of the chart wizard you can specify the chart name. The type of chart is indicated below. Hovering over each chart selection will display the name of the chart type. **Enter a chart name and select a chart type. Uncheck the "Show Title in Chart" box and then select the "Next" button.**

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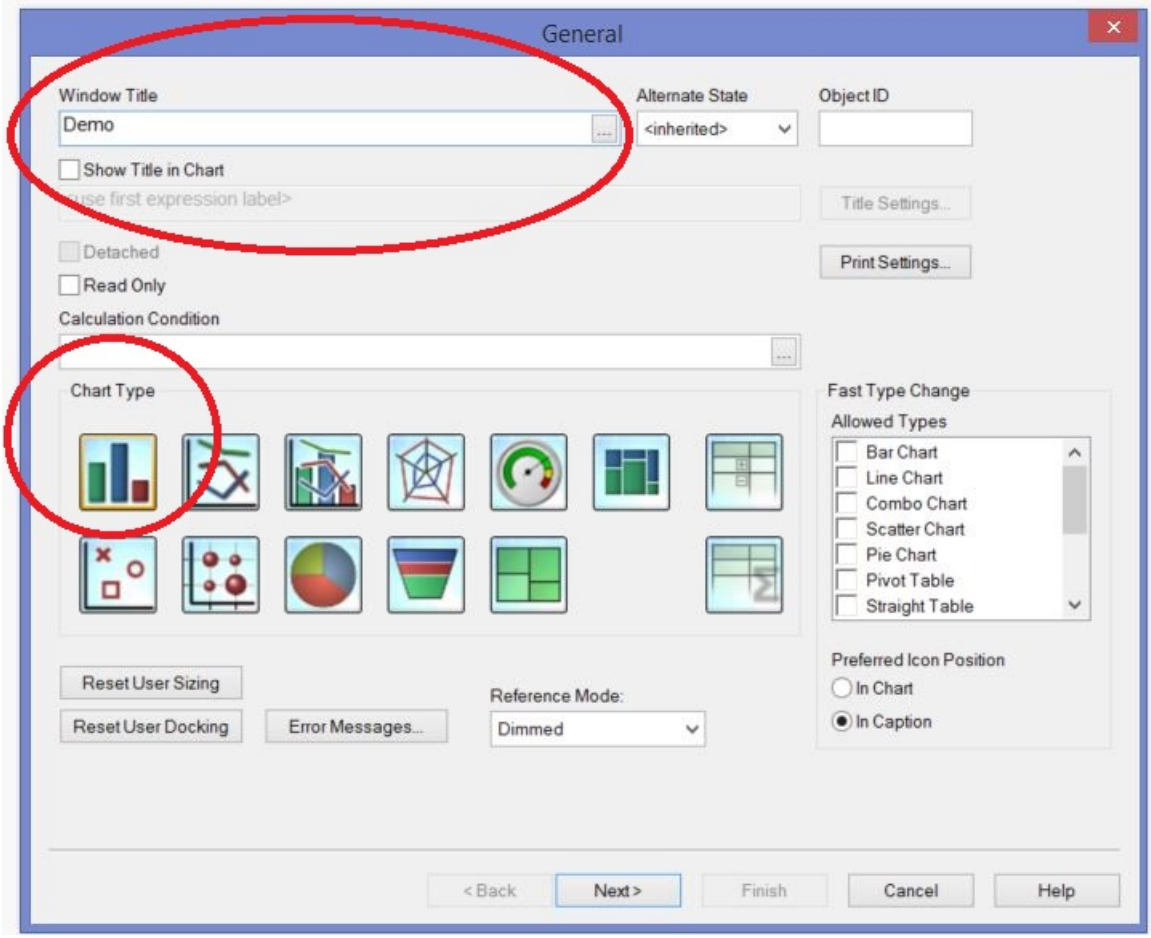

3.2.2 The next page controls the possible dimensions for the chart. Dimensions are fields that have a particular calculation/expression performed on them. For example, we need this chart to display total revenue for each year. We will select “Year” as our dimension in this chart because we need to display yearly data but we need to calculate revenue. **Select “Year” and then press the “Add” to add it to the dimensions of the chart. Then select the “Next” button.**

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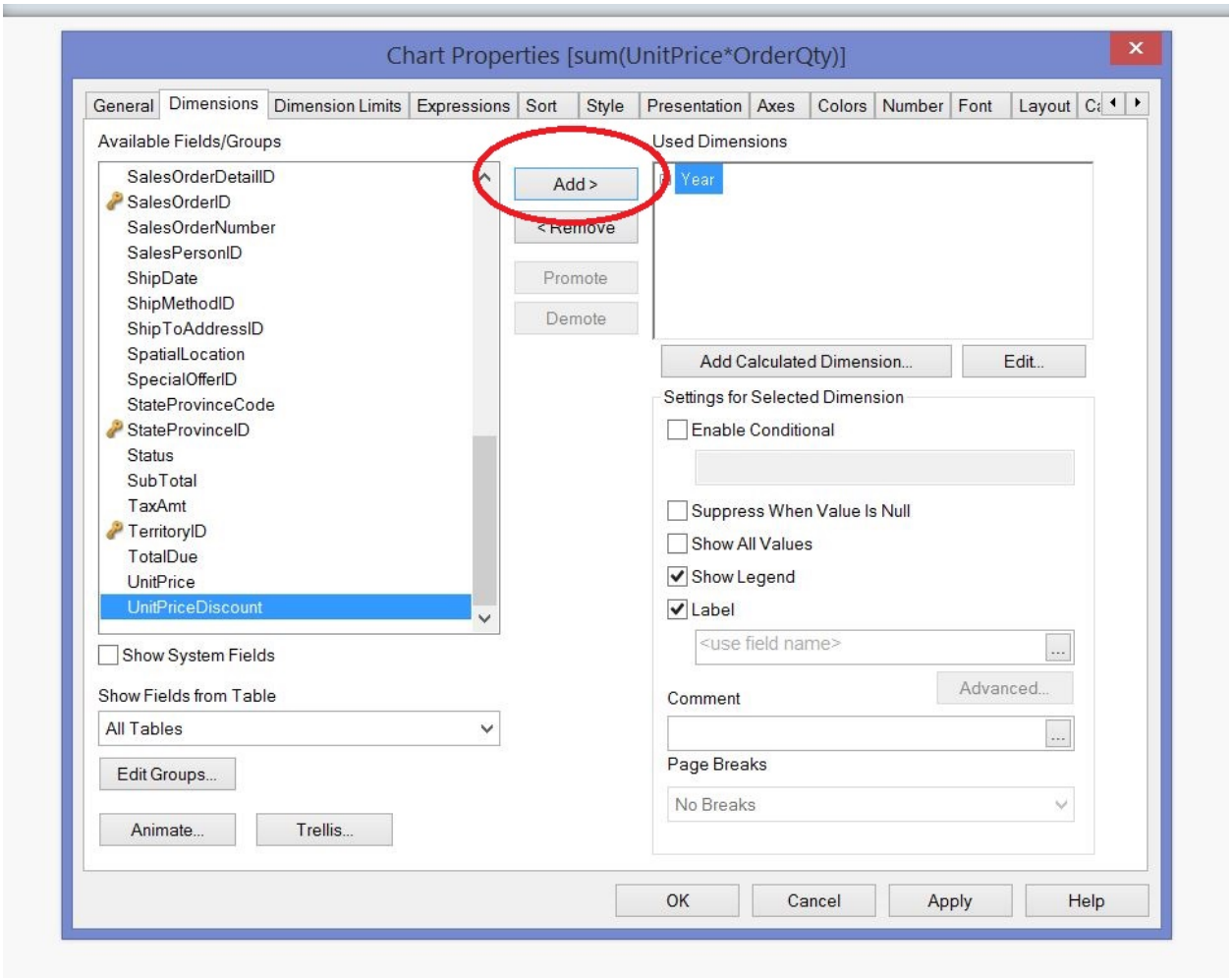

3.2.3 The next page is the expressions page, which will define the calculations being performed on the dimension. **The expression pane will automatically display when you enter this page, or you can select the "Add" button.**

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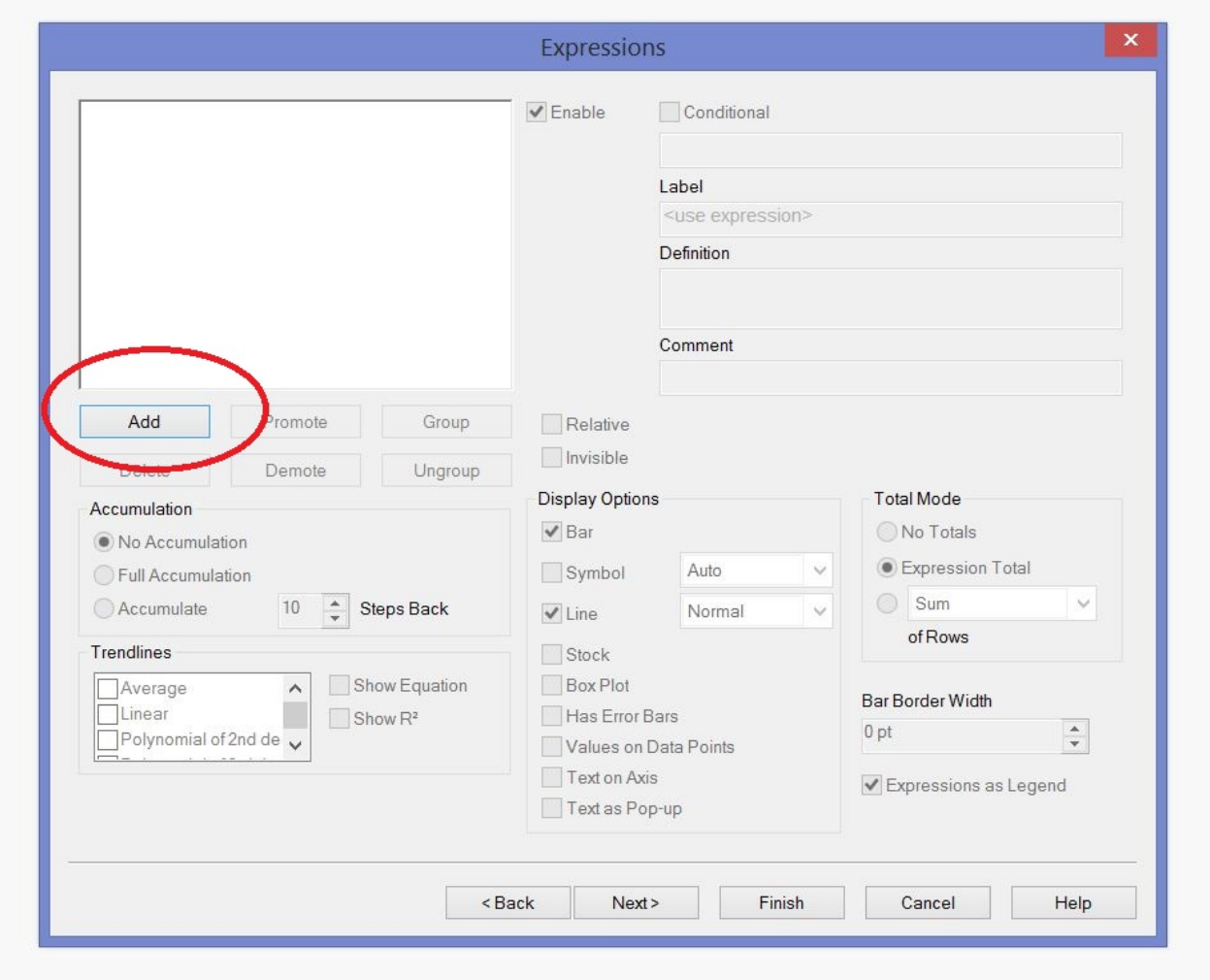

3.2.4 In this example, we are calculating total revenue for each year, which is the sum of the product of unit price and each order quantity. **Here we enter "sum(UnitPrice*OrderQty)" in the expression pane. Then select "Ok."**

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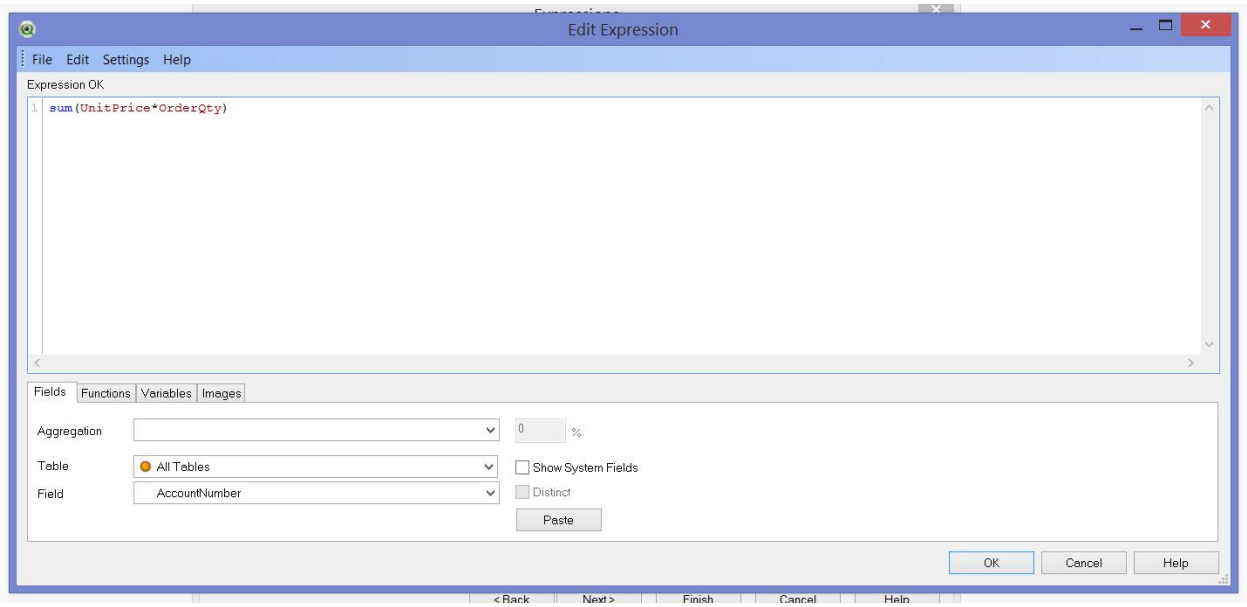

3.2.5 We also need to display the actual numeric value associated with bar in the chart. The “Values on Data Points” option allows for each dimension to indicate the actual calculated value from the expression. **Select the “Values on Data Points” box. Then select the “Next” button.**

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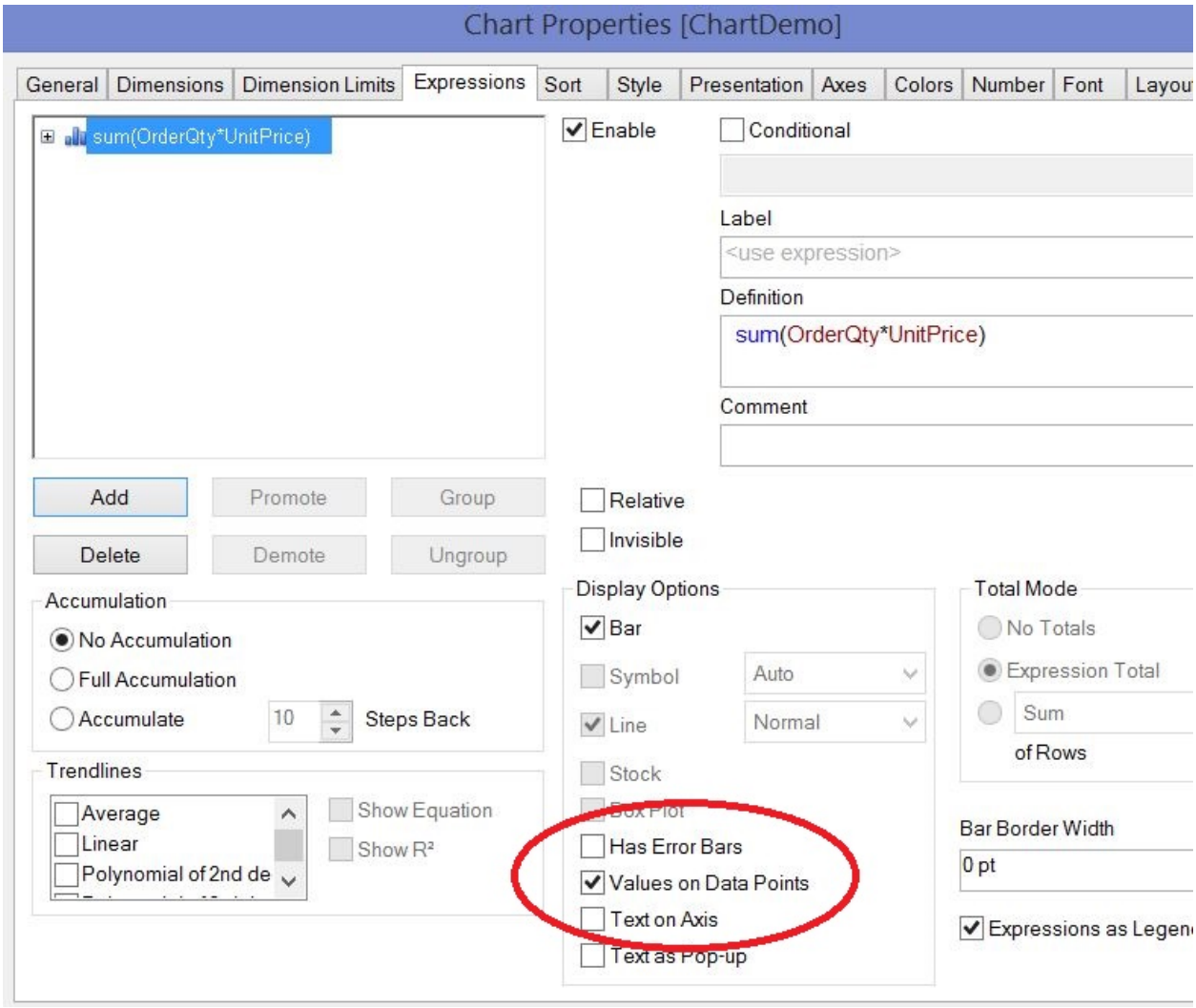

3.2.6 This page displays how the dimensions can be sorted in the chart. **Select "Y-value" and then select ascending. Then select the "Next" button.**

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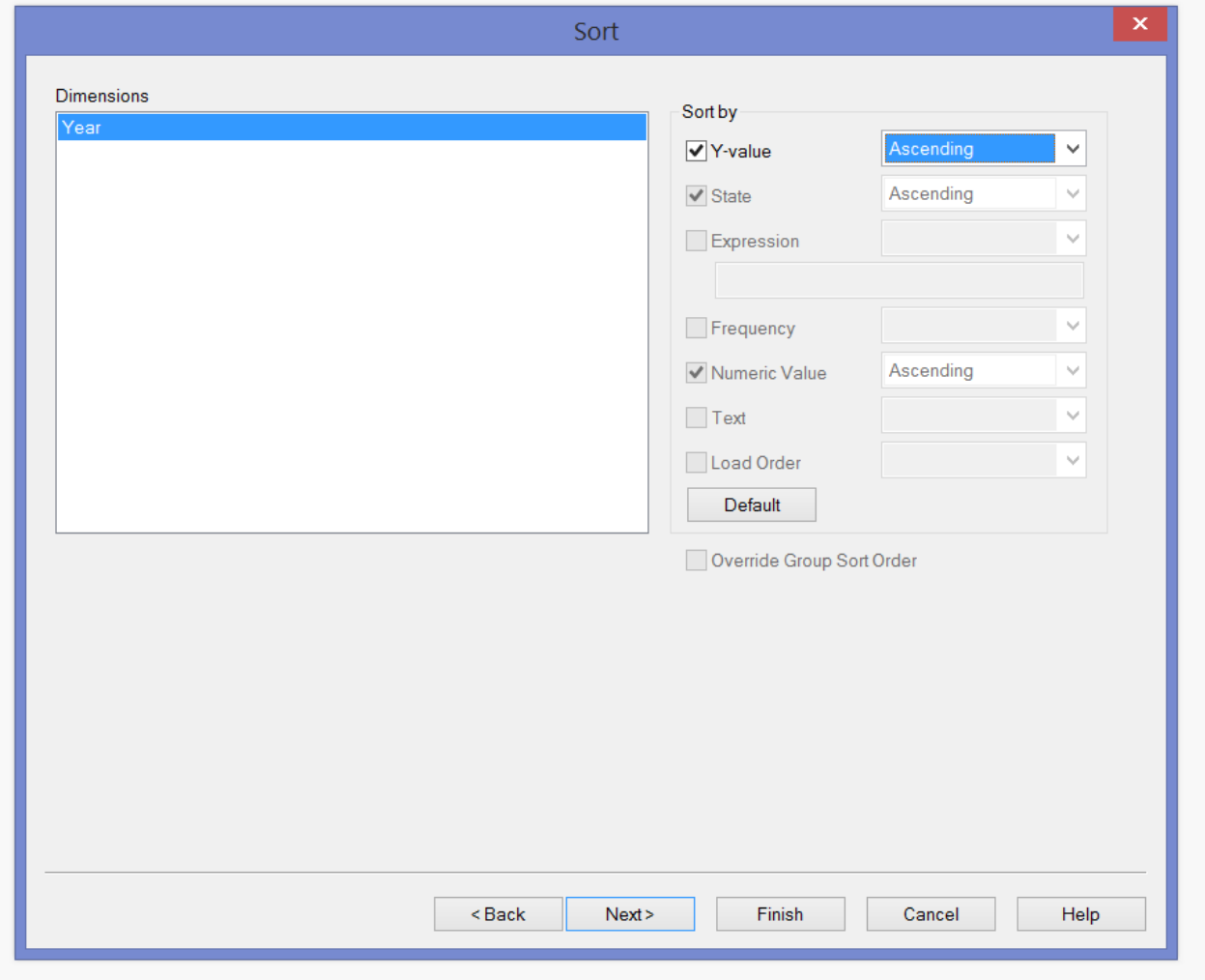

3.2.6 The next style and presentation pages change the overall look and feel of the chart itself. For this demonstration we will leave these options unchanged. **Select the "Next" button until the "Axes" page.**

3.2.7 The axes page has options for both "Y" and "X" axes of the chart. We need the dimension axis visible on this chart. **On the dimension axis options increase the axis width to 1. Then select the "Next" button.**

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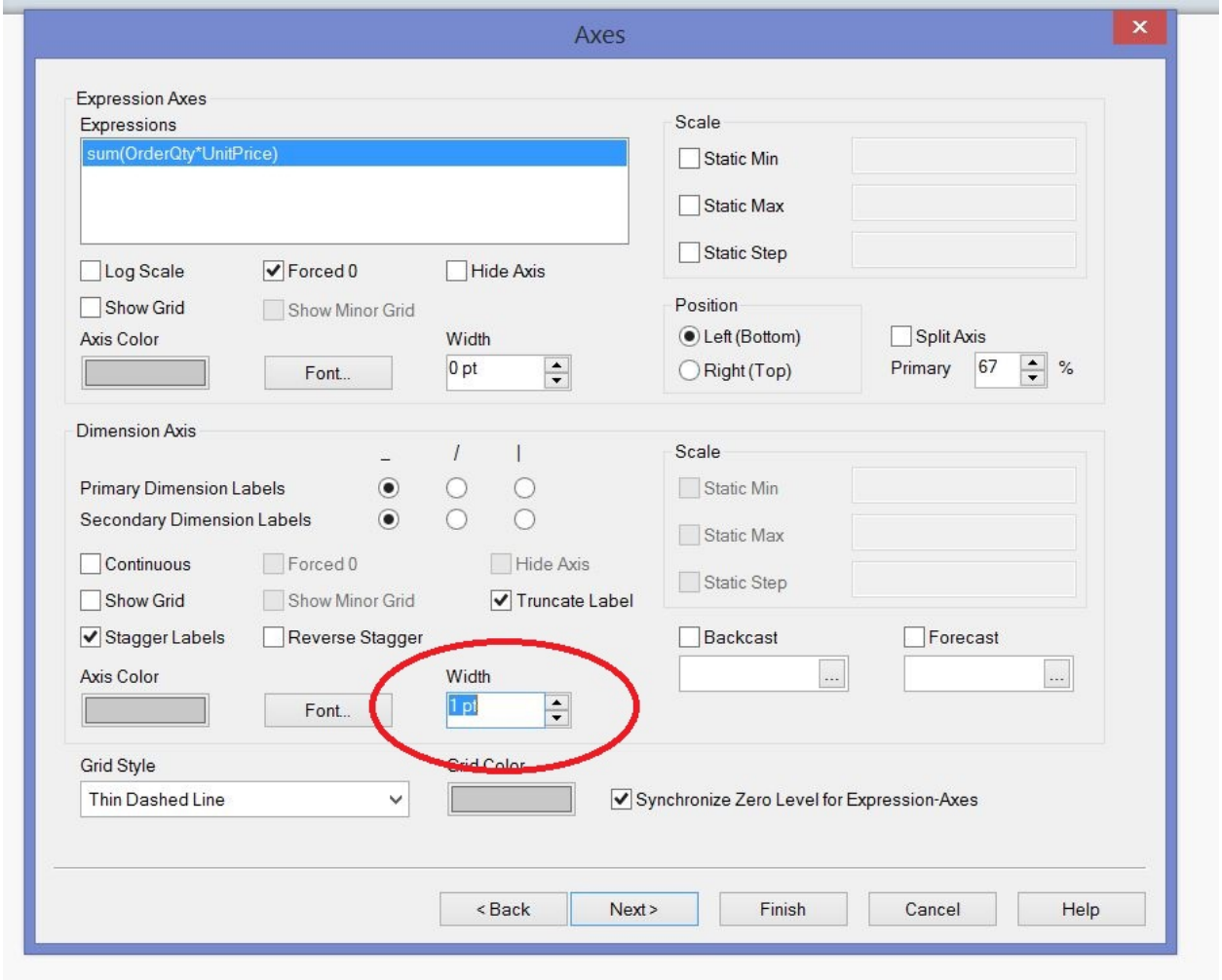

3.2.7 The colors page can change the color scheme of the chart. We need to have a different bar color for each year we display. The multicolored option will change each dimension color, otherwise all the chart colors will remain the same. **Check the "multicolored" box. Then select the "Next" button.**

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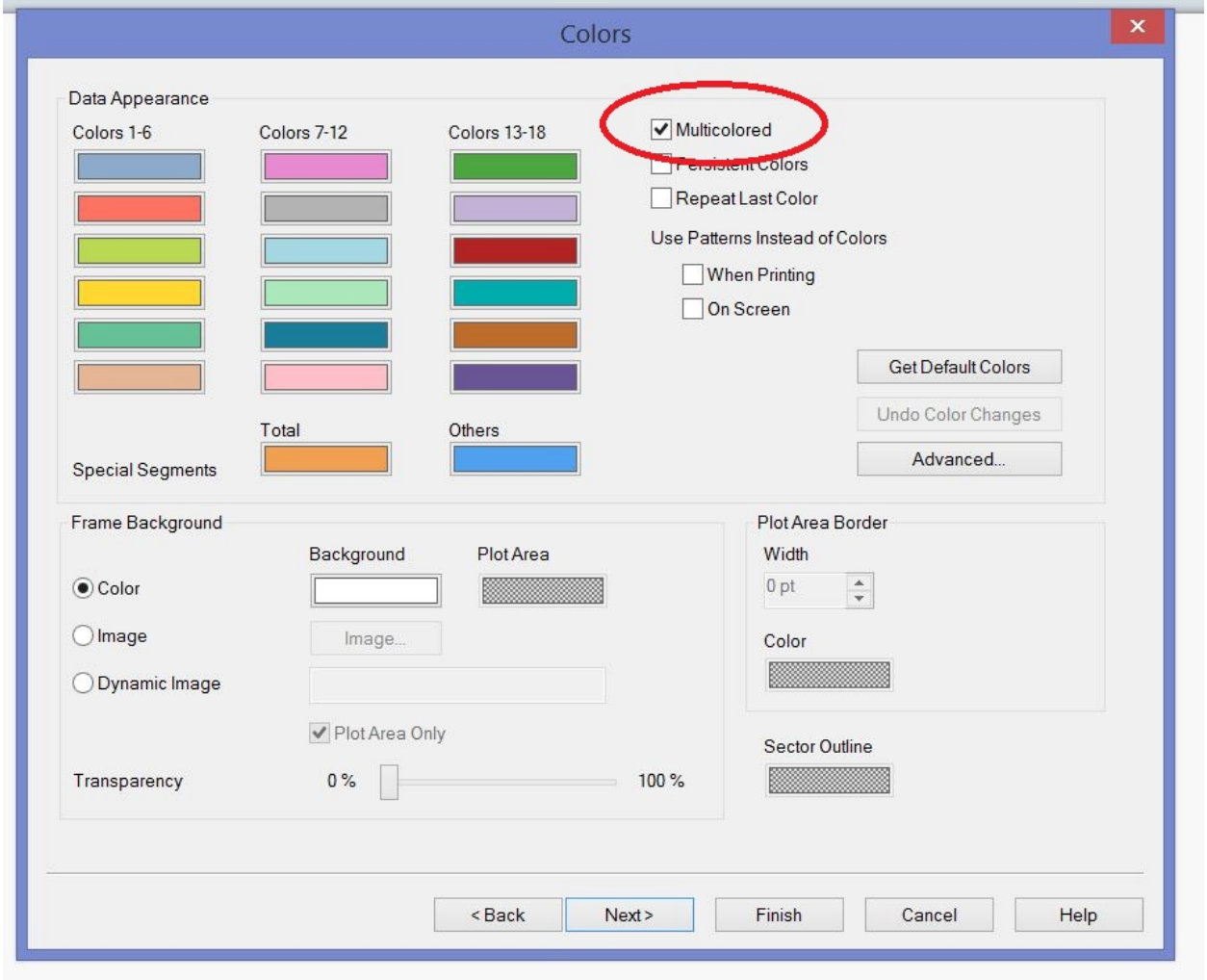

3.2.8 The next page changes the number format used in the chart. Since we are calculating revenue, we need to display our numbers as monetary values. **Choose "Money" from the bullet list. Then select the "Next" button.**

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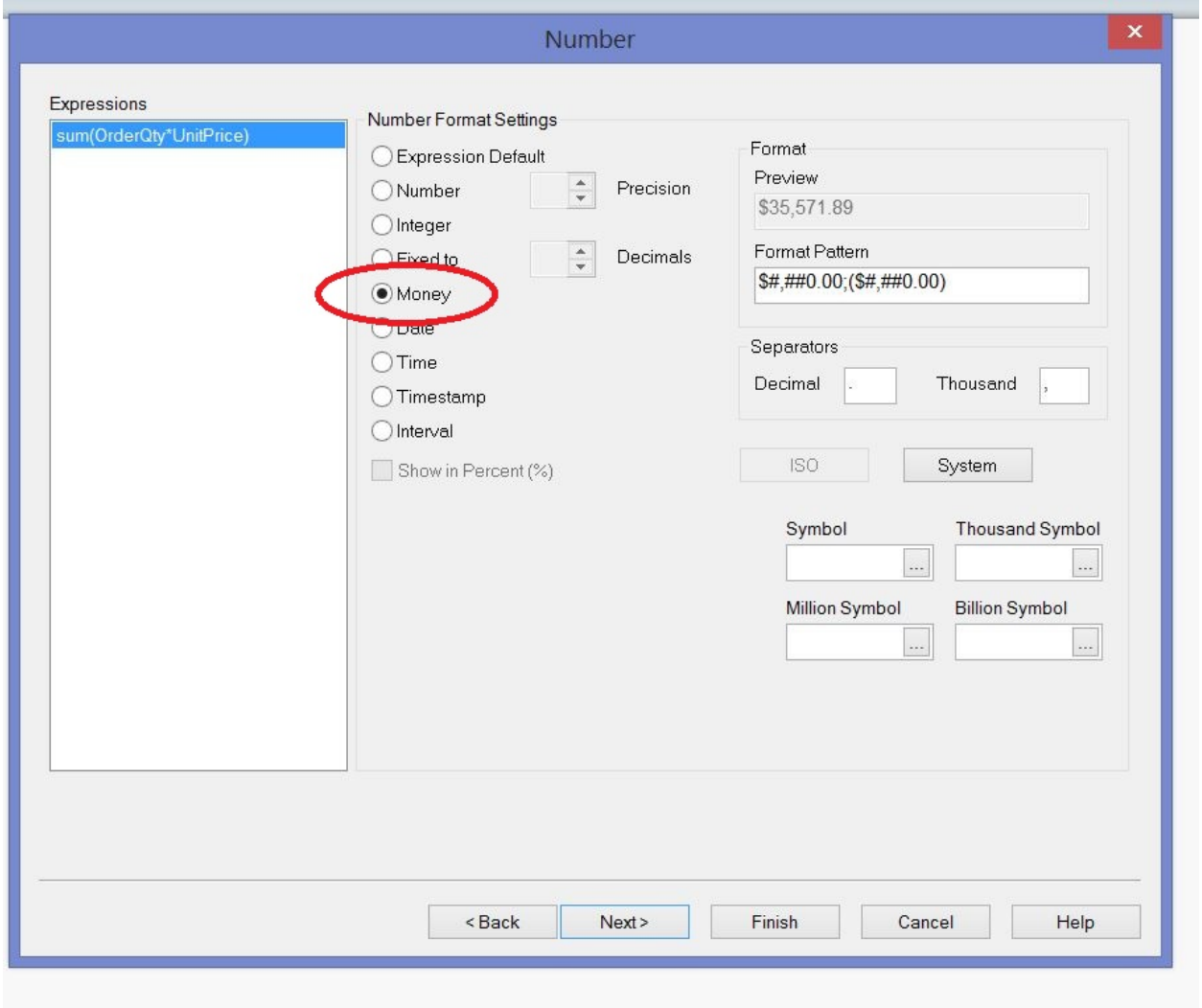

3.2.9 The next page changes the font of the chart. For this demonstration we will leave these options unchanged. **Select the "Next" button.**

3.2.10 The layout page displays options for changing the object values of the chart (e.g. borders, layering). We do not want our chart to have borders. **Uncheck the "Use Borders" box on the top left of the chart. Select the "Next" button.**

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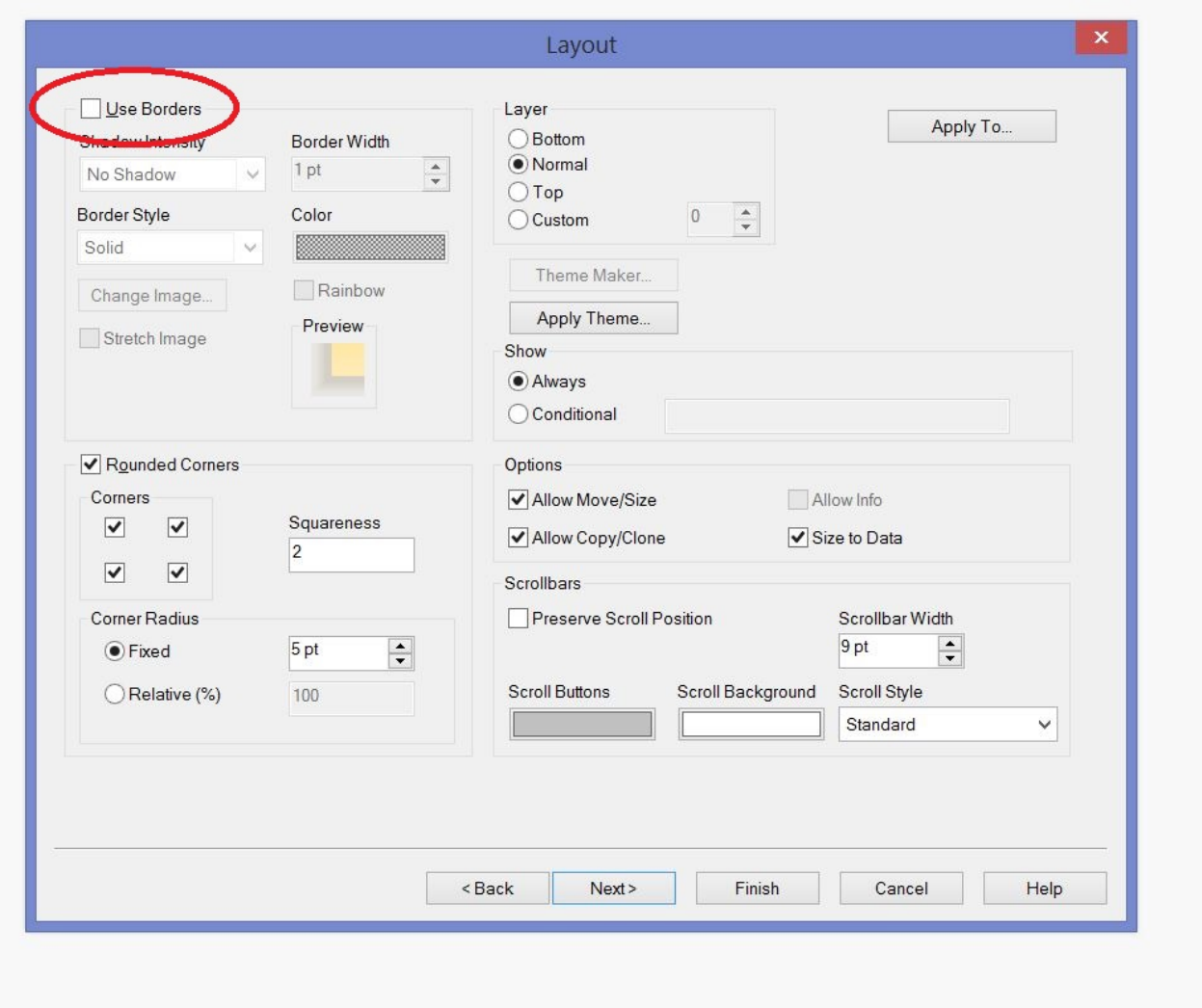

3.2.11 The last page controls the caption of the chart object. The caption will appear on the border of the chart and can display text. **Enter "ChartDemo" in the title text then select the "Finish" button.**

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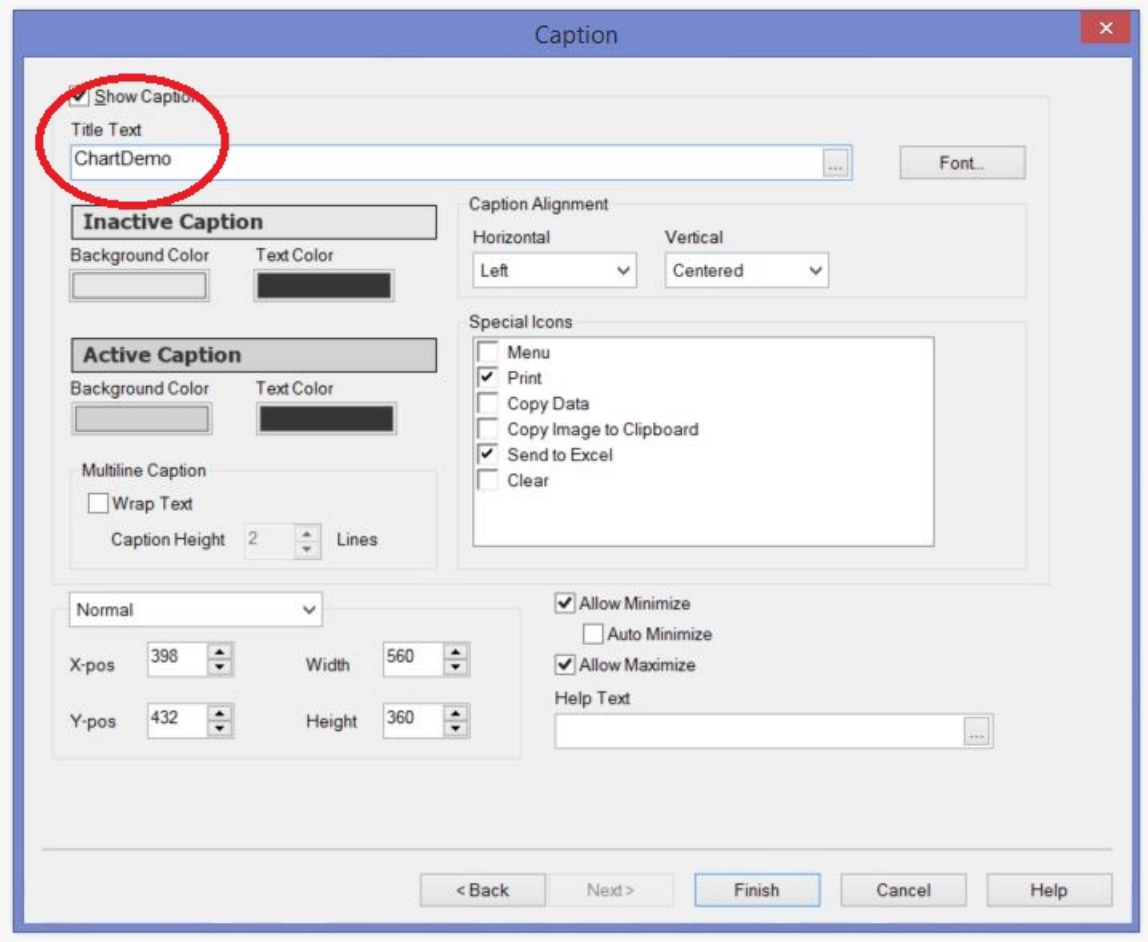

3.2.12 The finished chart will display on the dashboard.

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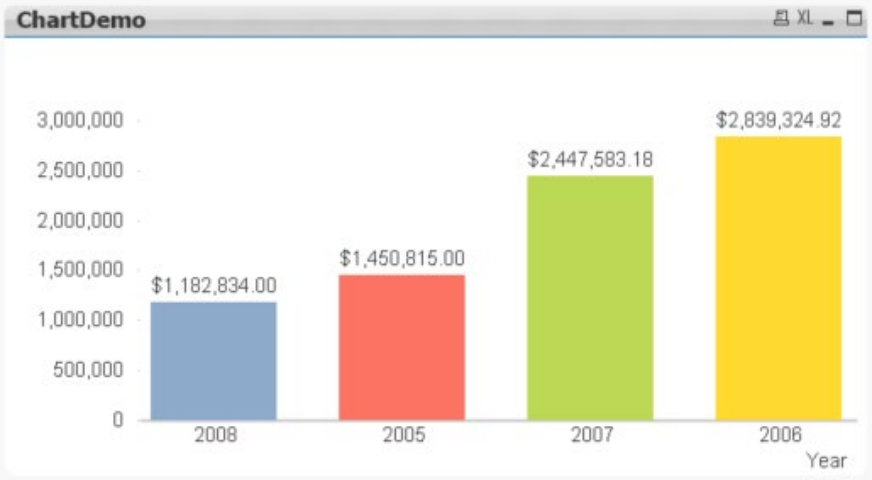

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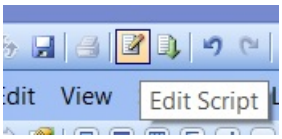
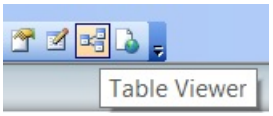
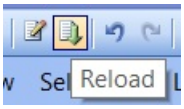
4.0 KEYBOARD SHORTCUTS

4.1 Qlikview Shortcuts

Shortcut	Result	Manual Button
CTRL + E	Qlikview Script Editor	
CTRL + T	Qlikview Table Viewer/Data Model	
CTRL + R	Reloads Qlikview Script	

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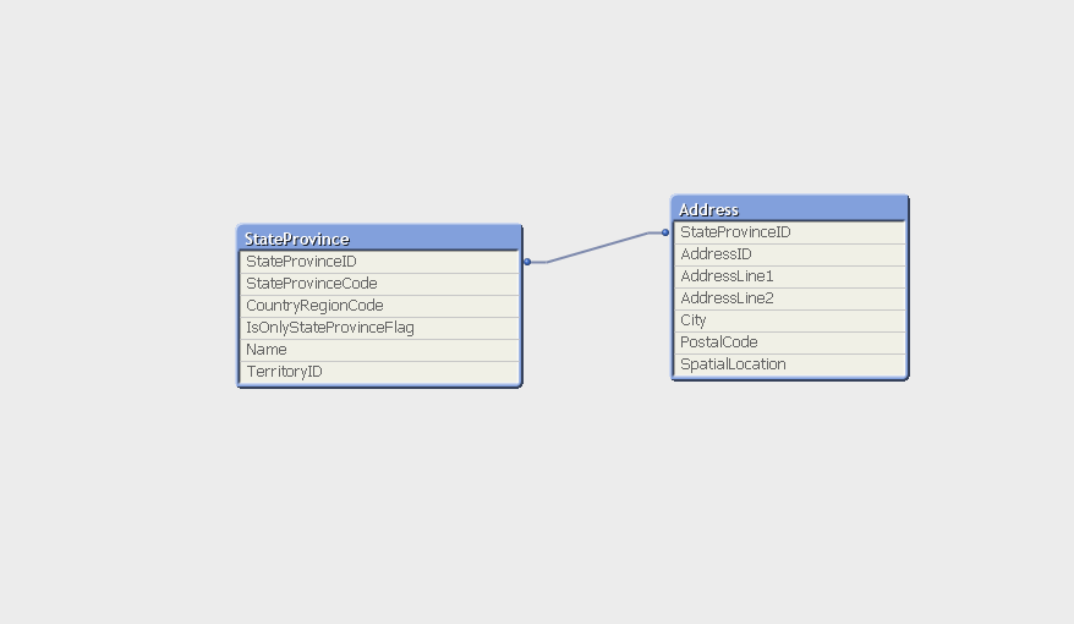
5.0 APPENDIX

5.1 Qlikview Join Example

In a Qlikview document we have two location tables that are joined on “StateProvinceID”



In the Qlikview script editor we write the following join statement. In the join statement we specify the table we are joining to. In this example, we are joining the StateProvince table to the Address table.

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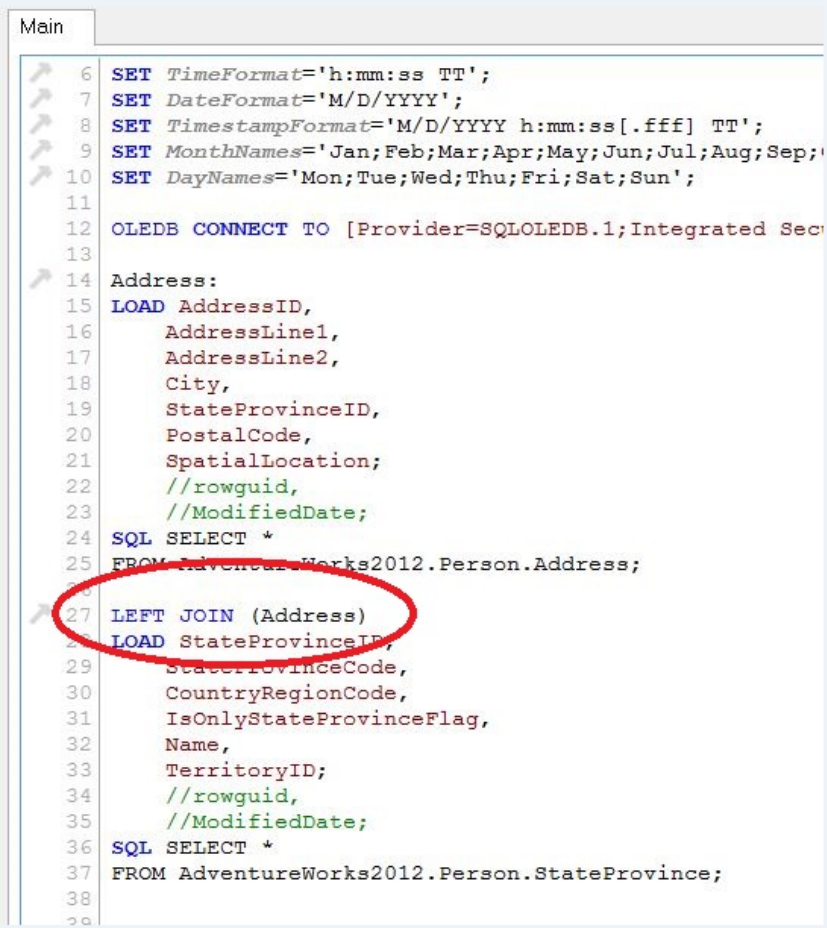

Now back in the table viewer we see that the Address table has both the StateProvince and Address fields. Qlikview is reading this data as one table.

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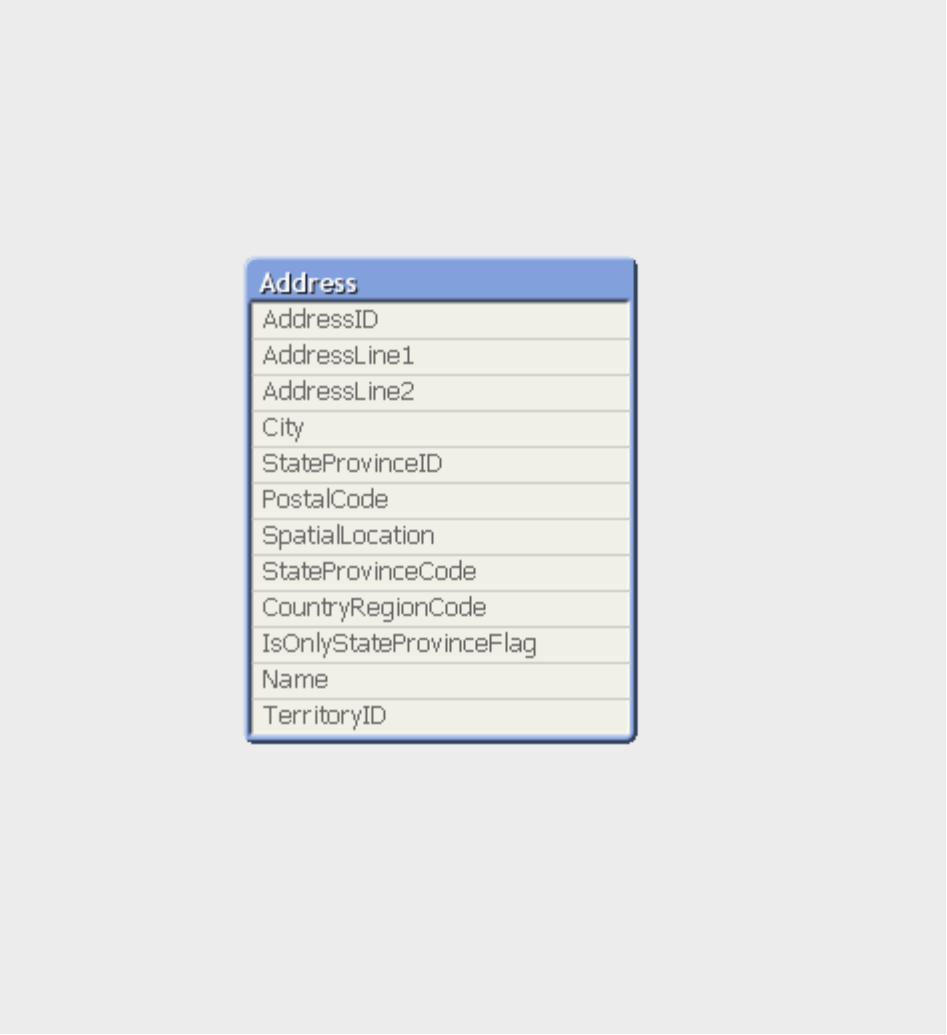

5.2 Qlikview Accumulation

Accumulation is a calculation that involves other dimension totals.

Full accumulation: is a calculation that presents the current results plus all the prior results. For example, on the third dimension would be a combination of the 1^{st} + 2^{nd} + 3^{rd} dimension totals. It is a running total.

Step Back: Allows you to control how far back the running total should go. For example, step 3 back would be a combination of the 3^{rd} + 4^{th} + 5^{th} dimension totals.

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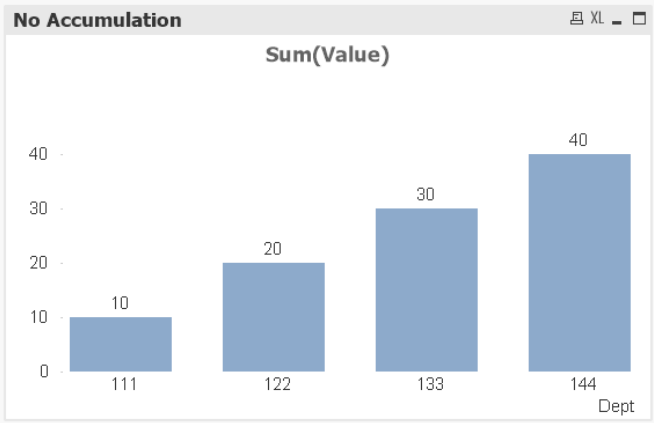

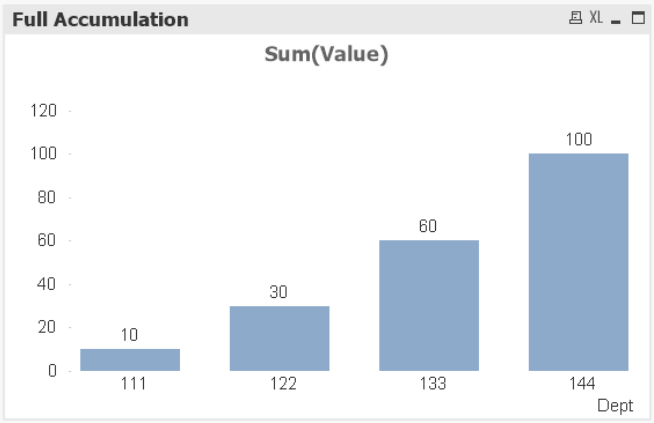

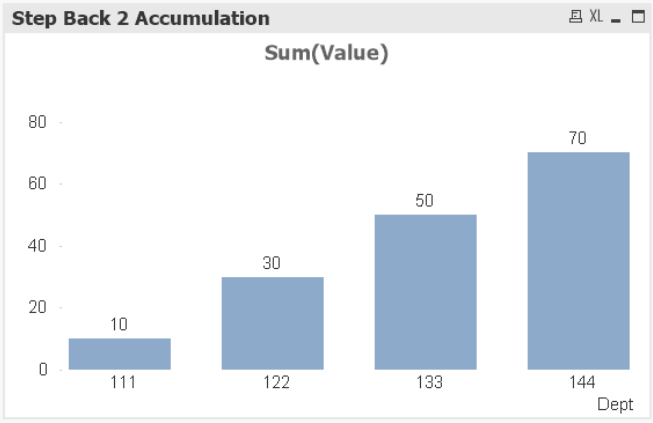

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APRIL, 2016

ADC QLIKVIEW ACCESS LICENSE GUIDE

ADC BUSINESS INTELLIGENCE PROJECT: COMMUNITY CORRECTIONS

Business & Decision

Authors

Rick Arora
Graham Curry

AMERICAN OVERSIGHT

AZ-DOC-21-0315-A-004508

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REVISION HISTORY

Version	Date	Name	Description

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INTRODUCTION

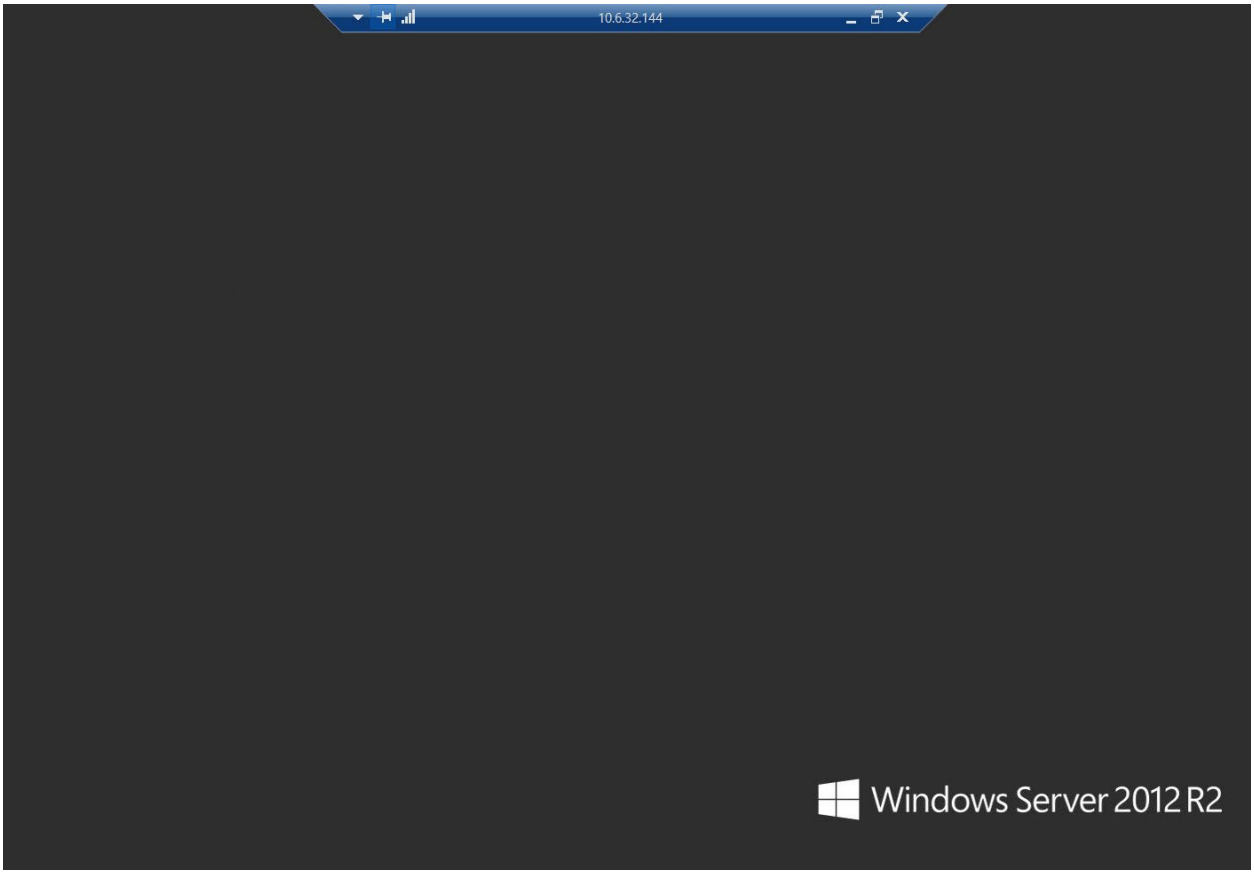
This document demonstrates how to use the Arizona Department of Corrections (ADC) Community Corrections Qlikview dashboard through steps and example user scenarios.

1.0 ASSIGNING QLIKVIEW NAMED CLIENT ACCESS LICENSES

The following steps will demonstrate how to access the Qlikview Management Console and the CAL license assignments page.

1.1 Opening the Qlikview Management Console

1.1.1 Log into the 10.6.32.144 Qlikview production server.



1.1.2 Navigate towards the applications menu and select “Qlikview Management Console”

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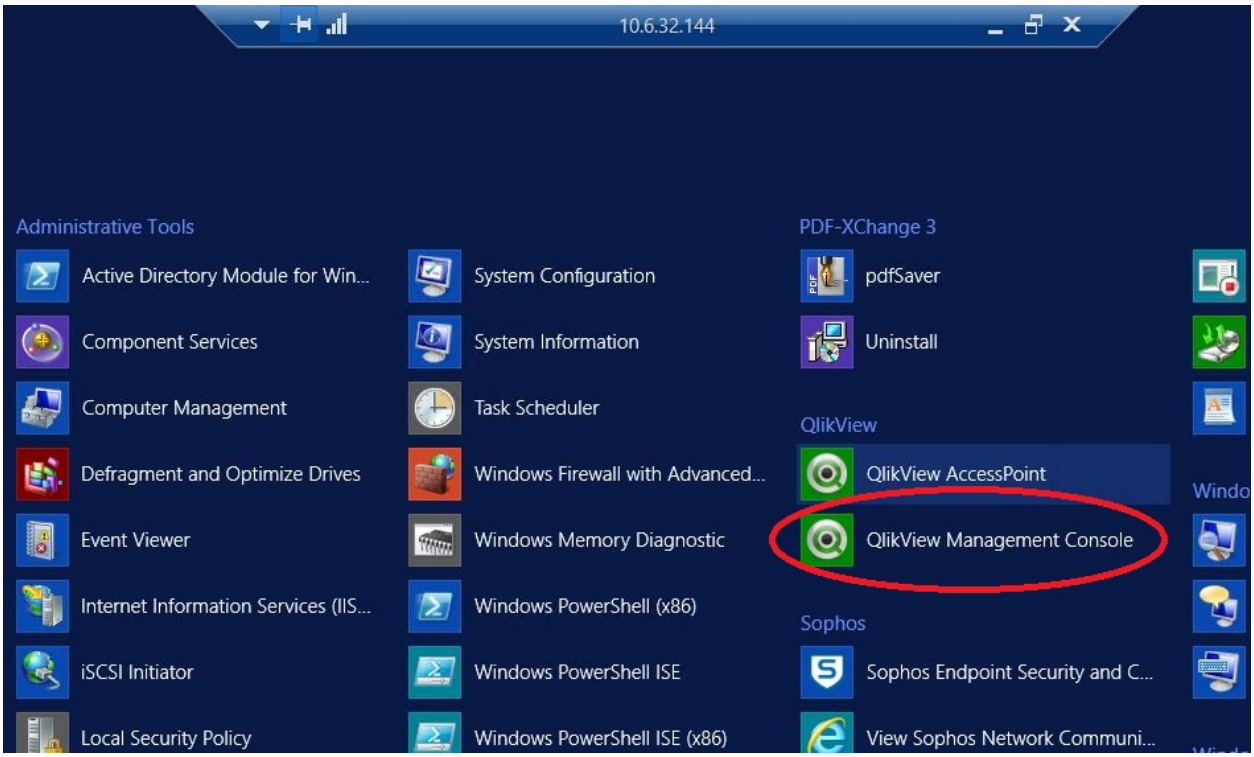

1.2 Modifying the Qlikview named CAL access list

1.2.1 In the Qlikview Management Console, navigate to the System tab, then select “Licenses.” Select the “Qlikview Server” from the type list displayed. The license options will display on the right side of the screen.

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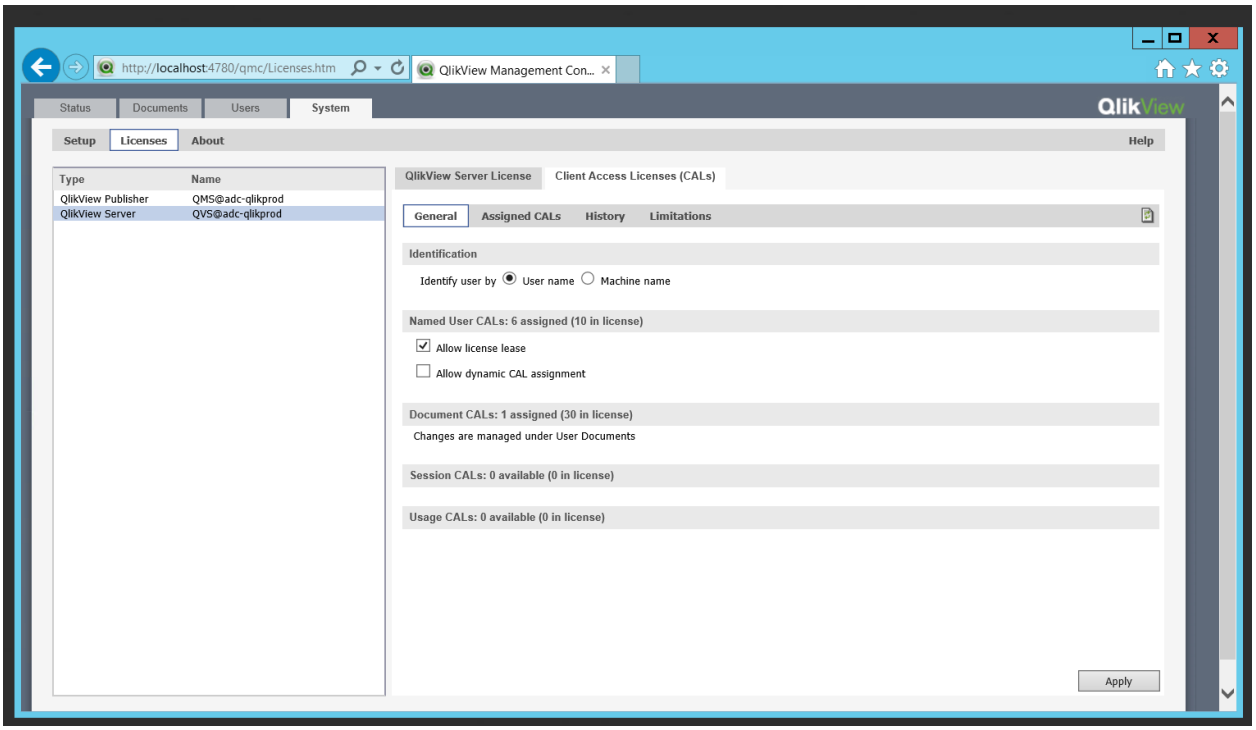

1.2.2 Select “Assigned CALs” to display all the users assigned a named CAL in Qlikview. Then select the manage users icon on the right.

1.2.3 To add or remove a user from the named CAL list, delete or type out the username and domain of the user under the “Manual Input of User Names” box. The format should follow this example: “azcorrections\hchennoj” Each username is separated by “;” When finished select “Ok.”

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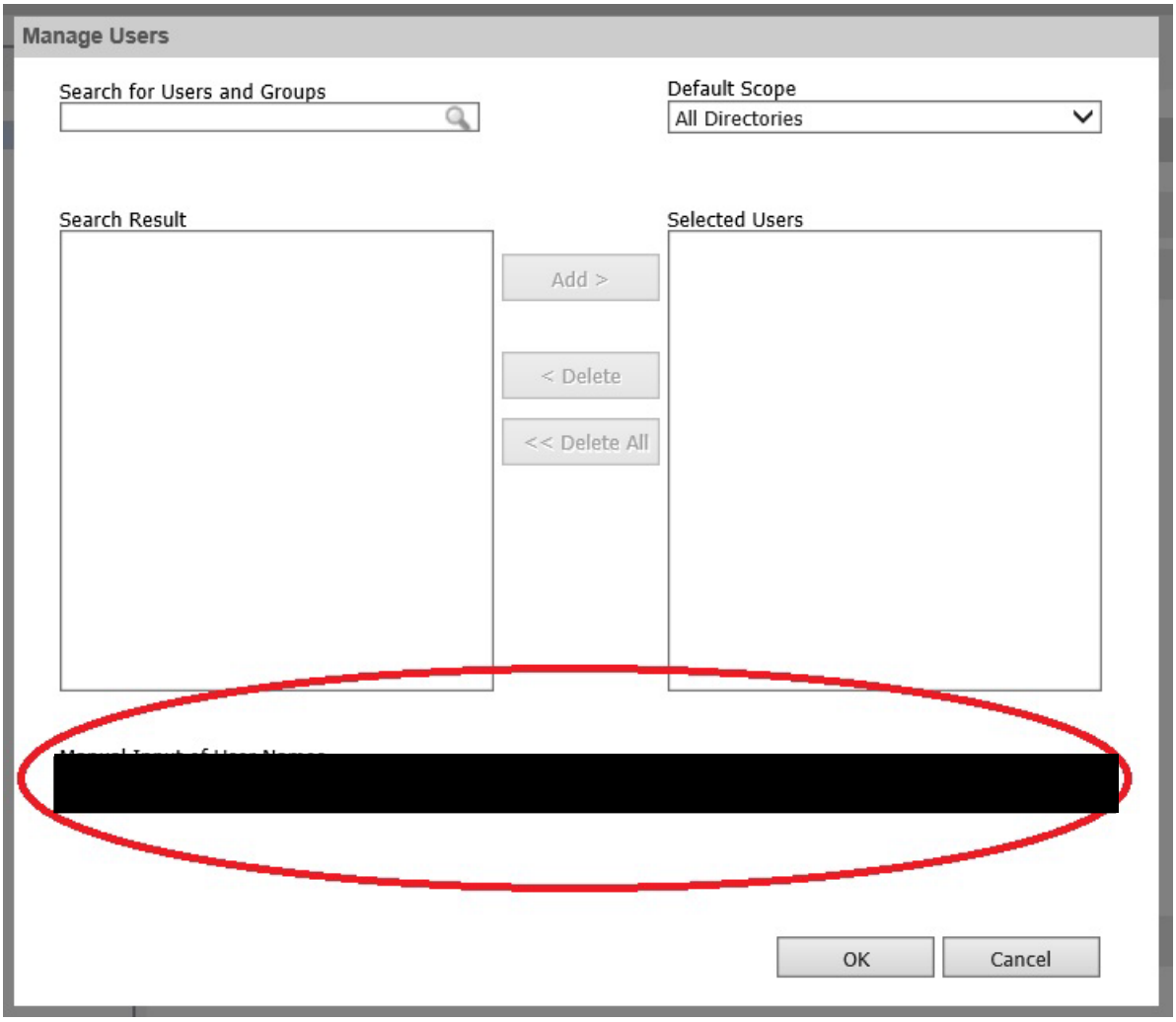

1.2.4 The updated list of named CAL user will now display. Select “Apply” to save the changes to the named CAL list.

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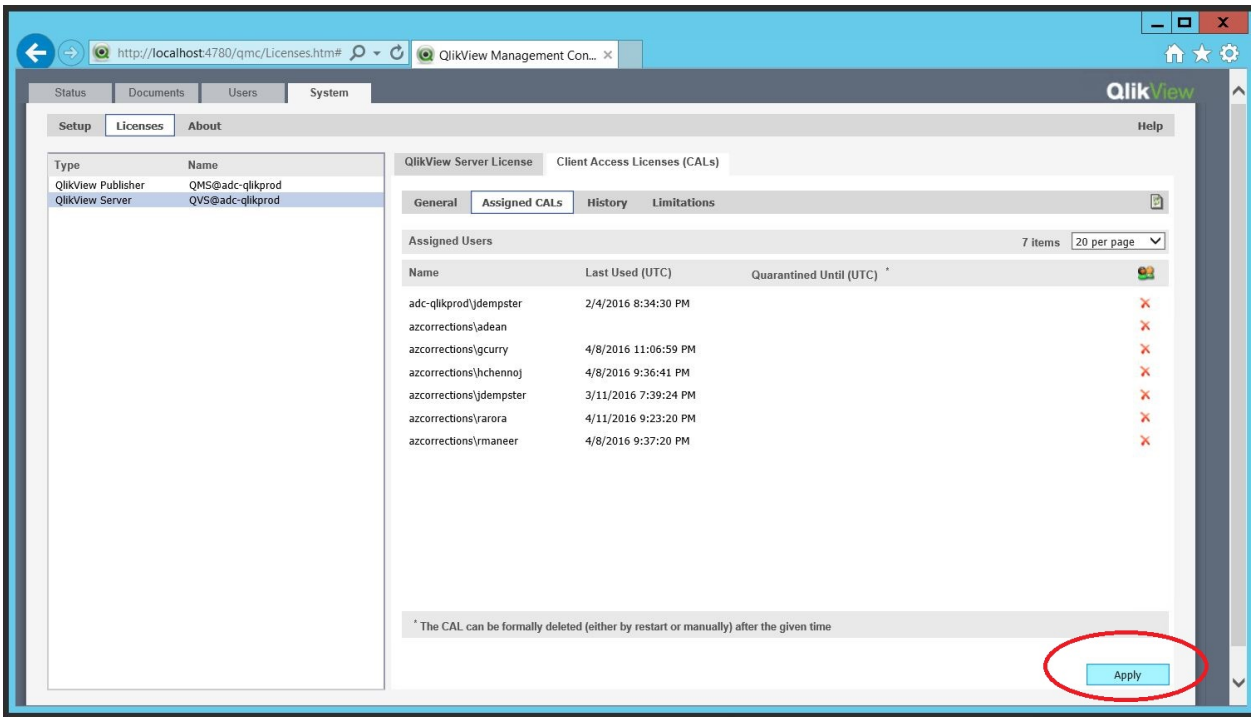

2.0 ASSIGNING QLIKVIEW DOCUMENT CLIENT ACCESS LICENSES

2.1 Modifying the Qlikview document CAL access list

2.1.1 In the Qlikview management console, first navigate to the documents tab. In the “PrimaryAP” folder select the Qlikview document you wish to grant access, and then select the “Document CALs” tab.

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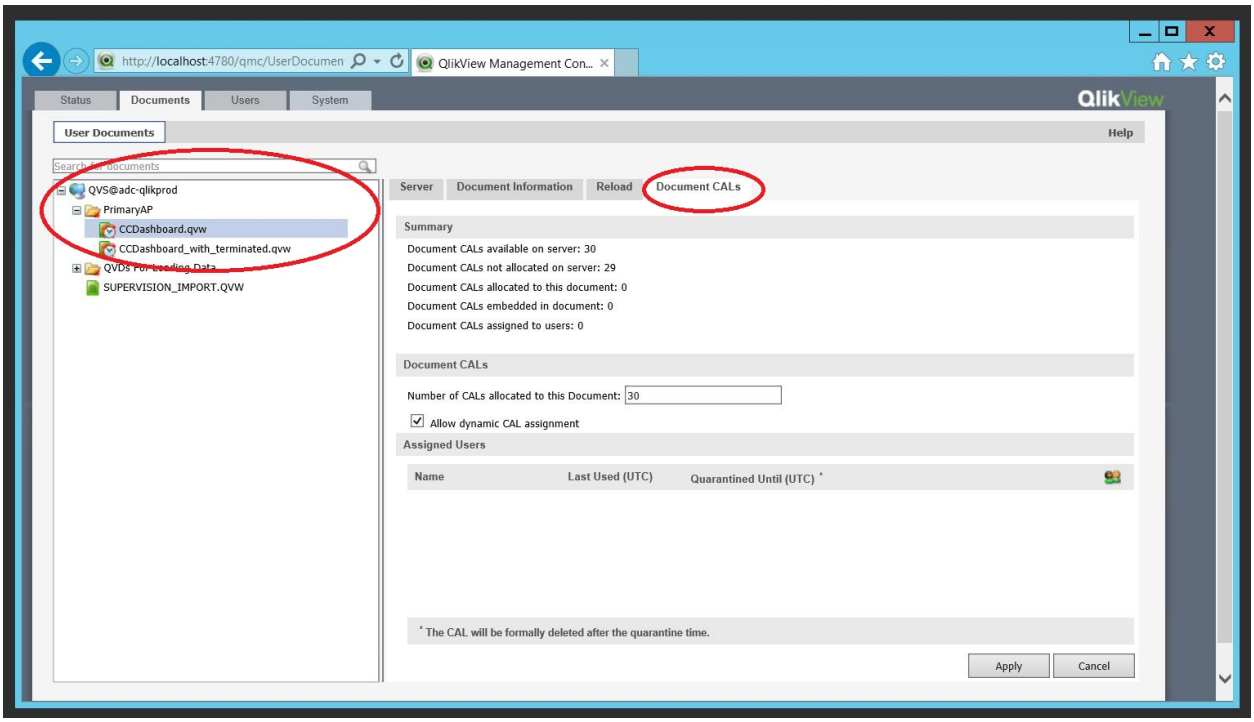
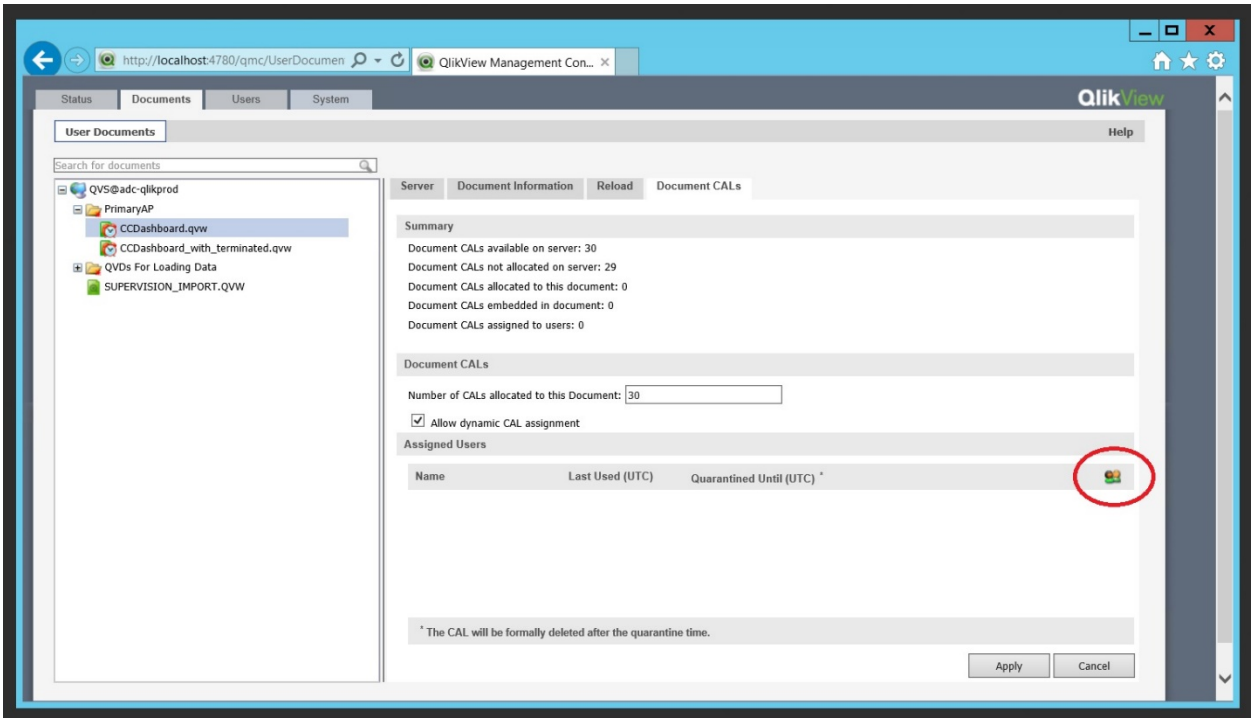


2.1.2 Ensure that the allocation document CAL box is populated with the appropriate number of users for this document. Then select the manage users icon on the right.



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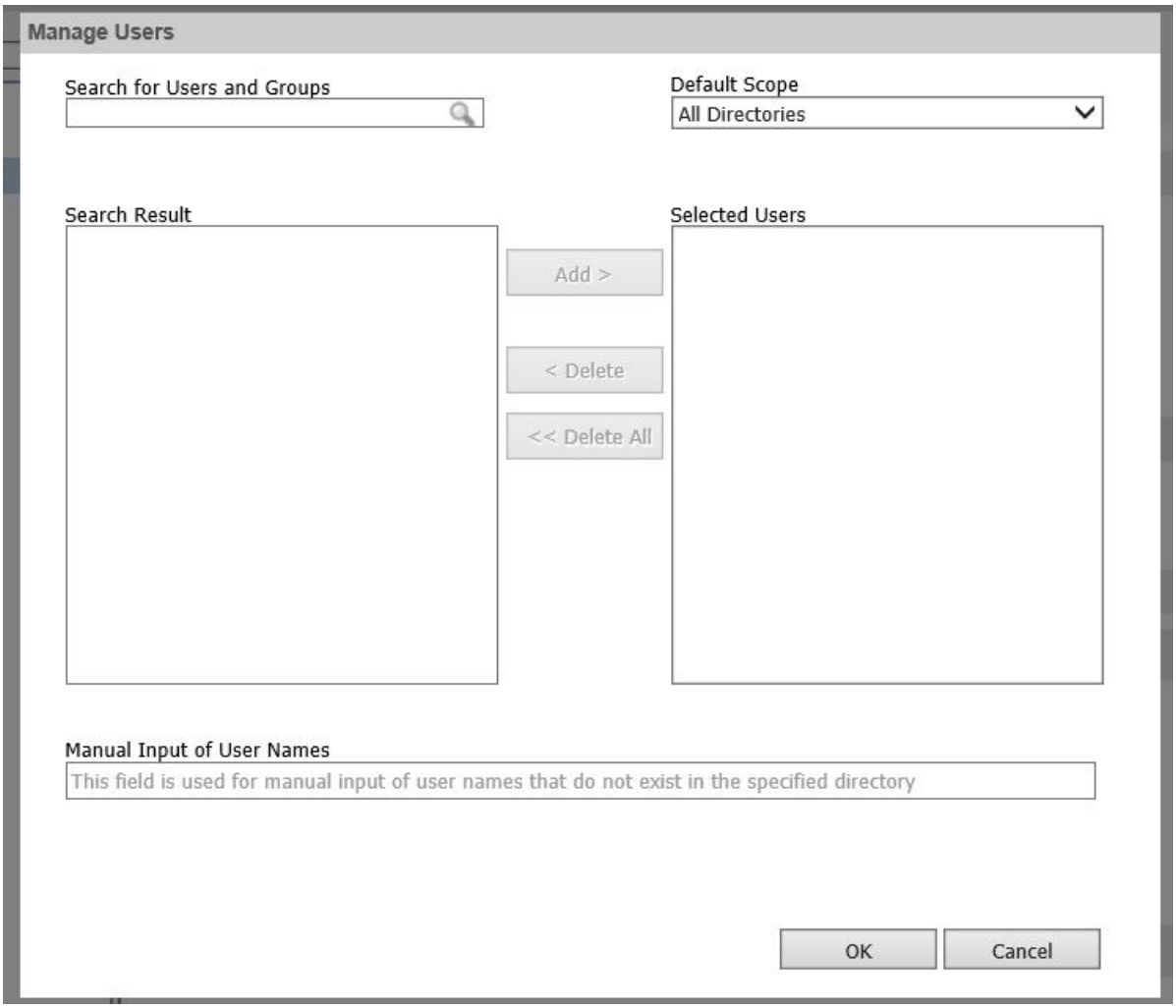
2.1.3 To add or remove a user from the named CAL list, delete or type out the username and domain of the user under the “Manual Input of User Names” box. The format should follow this example: “azcorrections\hchennoj” Each username is separated by “;” When finished select “Ok.”



2.1.4 The updated list of document CAL user will now display. Select “Apply” to save the changes to the document CAL list.

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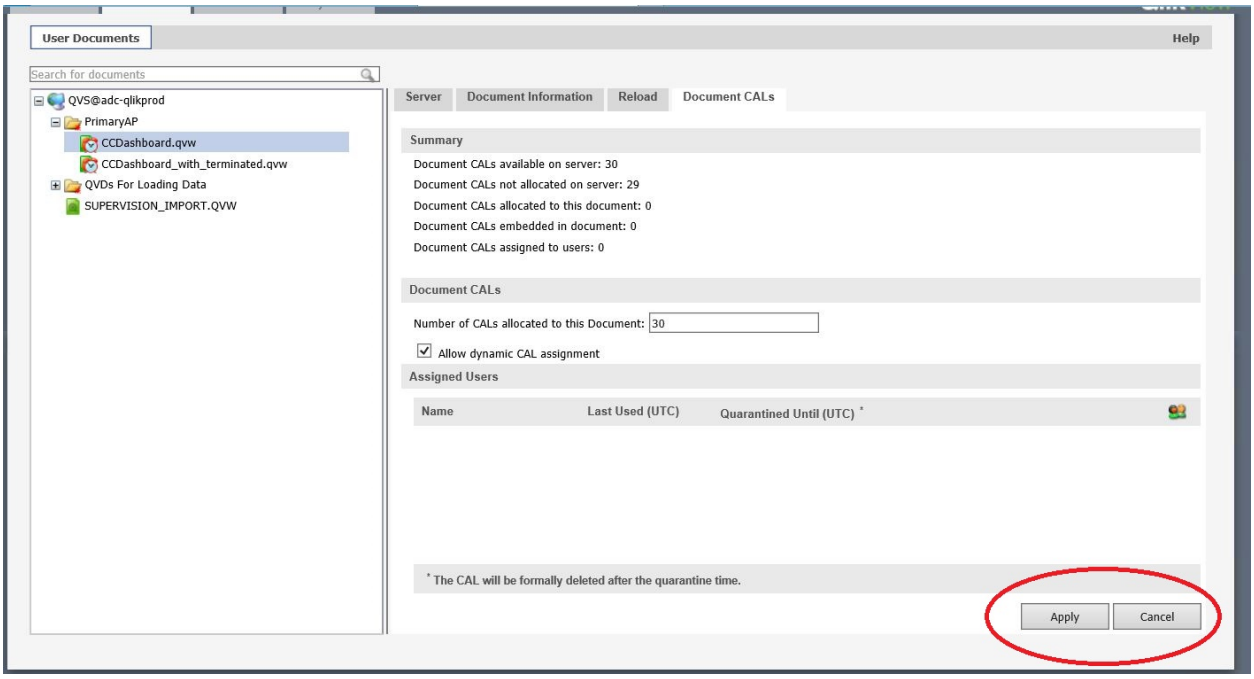

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REFRESH PROCESS for ADC Community Corrections Dashboard

Rick Arora March 2016

Purpose of QlikView Management Console on [redacted]

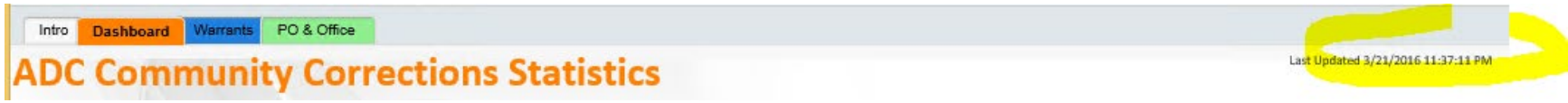
The purpose of the scheduler is to load data from the ADC Data Warehouse on a daily basis automatically so manual intervention is only needed when there are exceptions or changes required. The schedules is based on time and on prior job completion. The process starts at 8 am every day after the PCAIMS, Releases & Warrants data is copied from the mainframe to the client server for ADC. Selected data is then transformed and cleansed and imported into the ADC Data Warehouse. The QlikView application uses the clean data from the ADC Data Warehouse for display of statistics to the ADC Management team.

Flow of data from Source to Destination

PCAIMS, Releases, Warrants data from Mainframe → PCAIMS Client Server→ ADC Data Warehouse→ ADC QlikView Import → ADC Dashboard

Refresh of data in the Community Corrections Dashboard

The reload of the dashboard is displayed by the "Last Updated" date on the right top of the ADC Community Corrections Dashboard. If the date is more than one day old then analysis and investigation is needed to determine the root cause of why the data was not refreshed. This document details the steps to start the investigation process.



Overview of Job scheduling to reload data

- The reload process is setup on server [redacted] in the QlikView Management Console
- The reload or refresh of data in the QlikView dashboard is an automated process that is depended on several import jobs in QMC, QlikView Management Console & on the time of the day.
- There are a total of 12 jobs or qvw loads for the dashboard
- The separation provides easy debugging and keeps performance at its highest level
- The data is loaded into binary format and read by the QlikView dashboard to display more than 25 years of information

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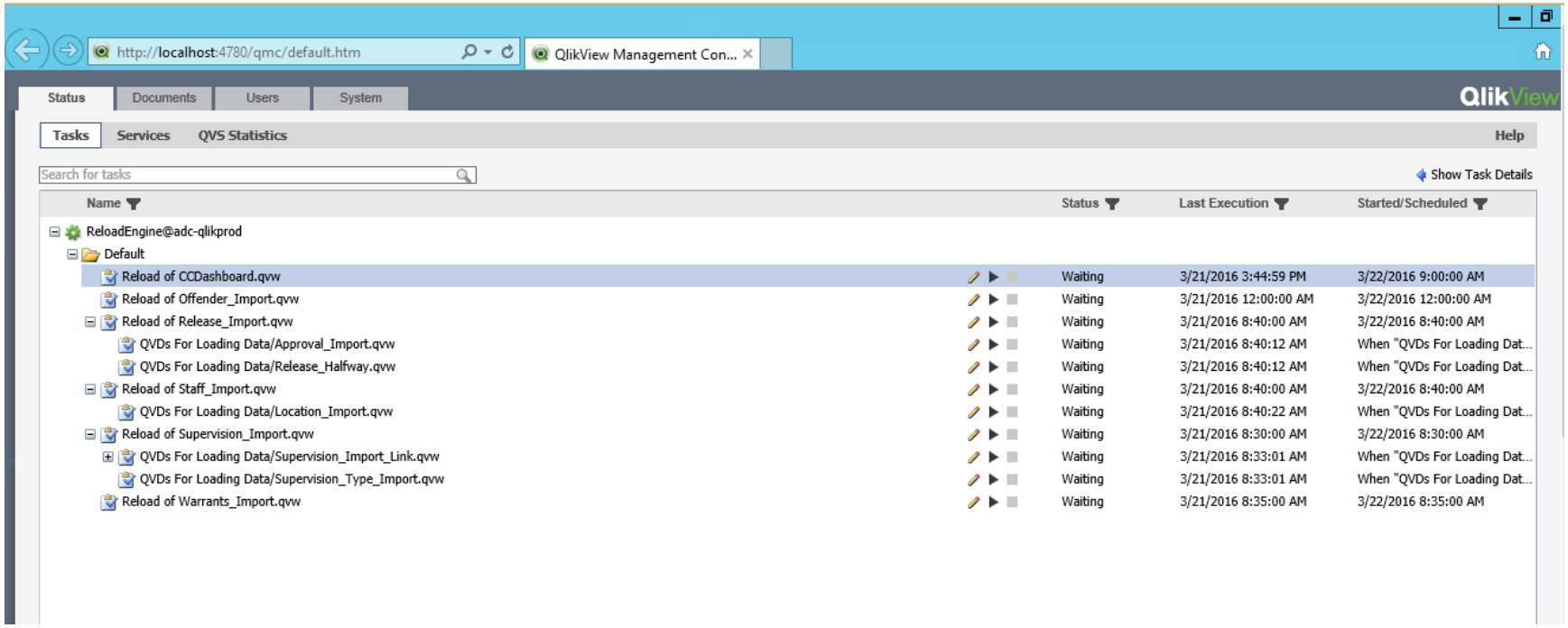
- The main dashboard load is of the “CCDashboard.qvw” displayed on the top of the scheduled jobs.
- The jobs are scheduled based on time and on Dependency starting at 8:00 am every morning
- The offender, warrant, release, facility, staff, supervision& Gain Loss information needs to be imported BEFORE the main Dashboard job (CCDashboard.qvw) can be refreshed.
- If one of the preceding jobs fail then its best to rerun all the jobs again to be sure to load all data
- The scheduling starts at 8:00 am after the data is copied from the mainframe to the client server for ADC, client server to the Data Warehouse
- Failure of reload steps will be signified by a red **X**
- Success of reload steps will be displayed by a neutral color as displayed below and Status of “Waiting” for the next day of refresh
- Import qlikview documents are stored on the server in folder E:\Qlik\Production\3_Transformation\QVD
- The main dashboard CCDashboard.qvw is stored on the server in the folder E:\Qlik\Production\AccessPoint



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Schedule of Reload – Daily (Dependencies and Timing)

Supervision Import Link with new enddt NEWMETHODWITHJOIN– 8:30 am → Triggers Supervision Import ,Master calendar, Supervision Type

Master Calendar Import → Triggers CCDashboardRevised

Warrants Import -8:00 am

Staff Import – 8:00 am → Triggers Location Import

Release Import – 8:00 am → Triggers Release Halfway , Approval Import

Offender Import - 8:00 am

Description/Purpose of Import Job

Supervision Import- Imports Gain Loss data from the PCAIMS Database

Supervision Import Link – Imports Supervision population, begin and end dates for Supervision

Master Calendar – Creates a calendar so the user can select a date range or a calendar date or year or Quarter for analysis

Supervision Type – Imports the latest Supervision Level of Min, Max, Intense for the Offender from PCAIMS Database

Warrants Import- Imports the Warrants information for different warrant types and warrant dates for analysis from the Warrants Database

Staff Import- Imports the Staff information, SID Numbers and the Manager information for the ADC locations and facilities from PCAIMS Database

Location Import- Imports the address and type of facility from PCAIMS Database

Release Import- Imports release information from Releases Database, total releases & release category

Release Halfway – Imports releases related to offenders in Halfway houses from Release Database

Approval Import- Imports the Release Pre Release Investigation that have been approved before release of offender from Release Database

Offender Import – Imports information about offender, their demographics, offenses, education and background information from PCAIMS Database

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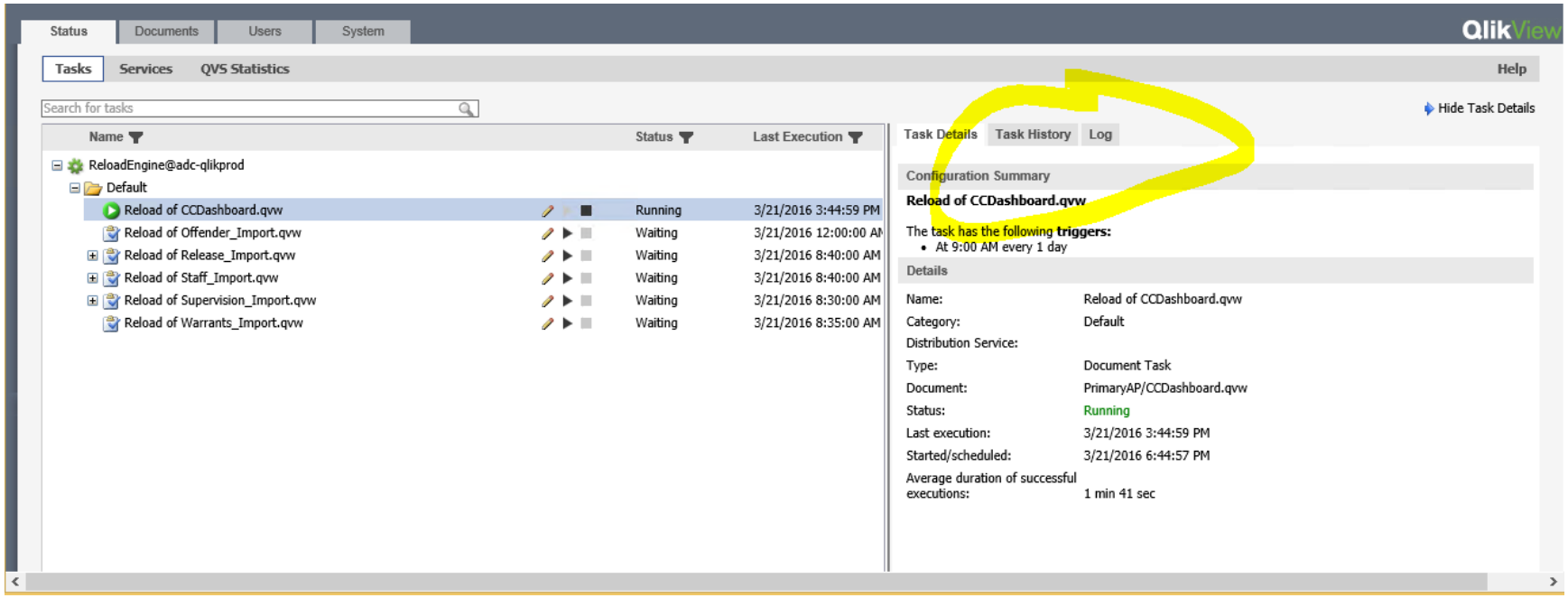
Folder Location for QlikView Code

E:\Qlik\Production\3_Transformation\QVD – All the import code lives here and is not visible to the users – 11 Qvws

E:\Qlik\Production\AccessPoint- the main dashboard lives here and IS visible to the user → CCDashboard.qvw

Operational steps and Troubleshooting Tips



- The task details, task history and Log can provide information about the failure or success of the job to reload data
- Its best to turn additional logging on for the qvw to find detailed errors
- If column names are removed from the tables then the jobs will fail with errors

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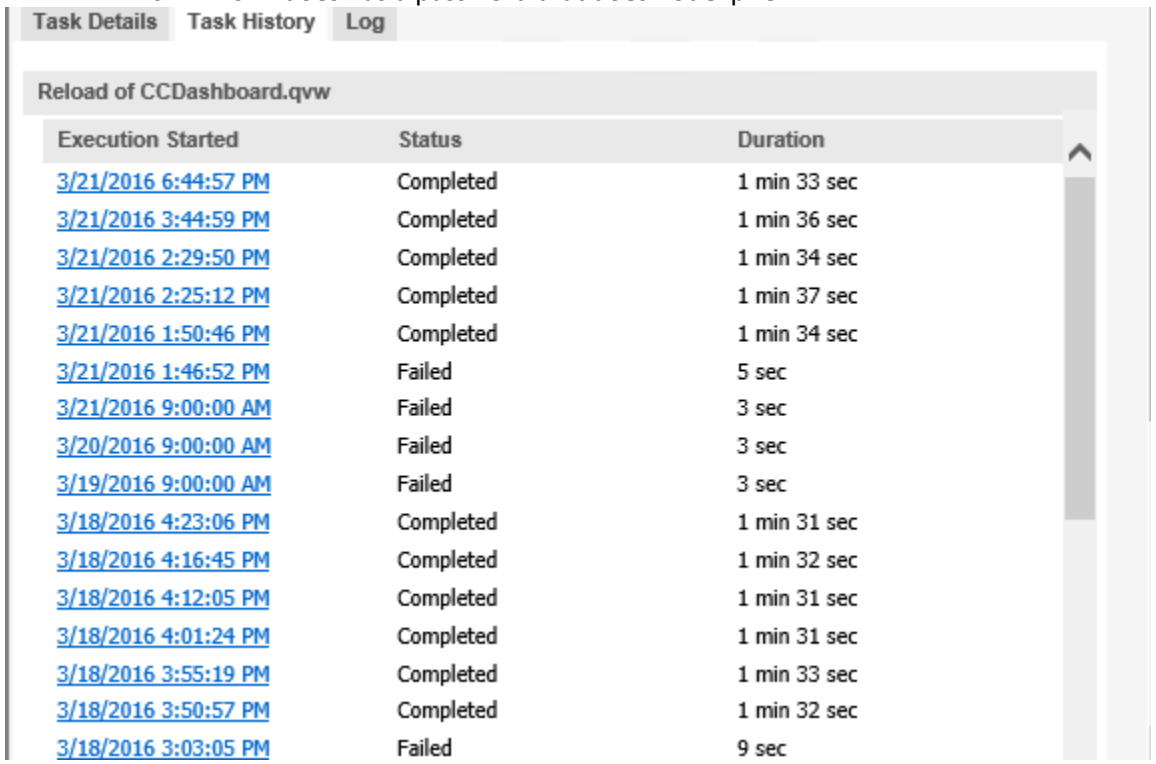
- If access is removed from the userid then the jobs will fail with the appropriate login errors
- If syntax errors are introduced in the code then the job will fail with errors
- The Userid "`Qlikview_User`" is used to connect to the database and load the data for the dashboard
    - This ID does has a password that does not expire



Task Details | Task History | Log

Reload of CCDashboard.qvw

Execution Started	Status	Duration
3/21/2016 6:44:57 PM	Completed	1 min 33 sec
3/21/2016 3:44:59 PM	Completed	1 min 36 sec
3/21/2016 2:29:50 PM	Completed	1 min 34 sec
3/21/2016 2:25:12 PM	Completed	1 min 37 sec
3/21/2016 1:50:46 PM	Completed	1 min 34 sec
3/21/2016 1:46:52 PM	Failed	5 sec
3/21/2016 9:00:00 AM	Failed	3 sec
3/20/2016 9:00:00 AM	Failed	3 sec
3/19/2016 9:00:00 AM	Failed	3 sec
3/18/2016 4:23:06 PM	Completed	1 min 31 sec
3/18/2016 4:16:45 PM	Completed	1 min 32 sec
3/18/2016 4:12:05 PM	Completed	1 min 31 sec
3/18/2016 4:01:24 PM	Completed	1 min 31 sec
3/18/2016 3:55:19 PM	Completed	1 min 33 sec
3/18/2016 3:50:57 PM	Completed	1 min 32 sec
3/18/2016 3:03:05 PM	Failed	9 sec

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DRUG Testing Information Update on QlikView Dashboard

The Drug Testing results are updated based on an excel spreadsheet located on the shared server folder adc-qlikprod\cc_po_manualstats\TASC_Drug_stats.xlsx

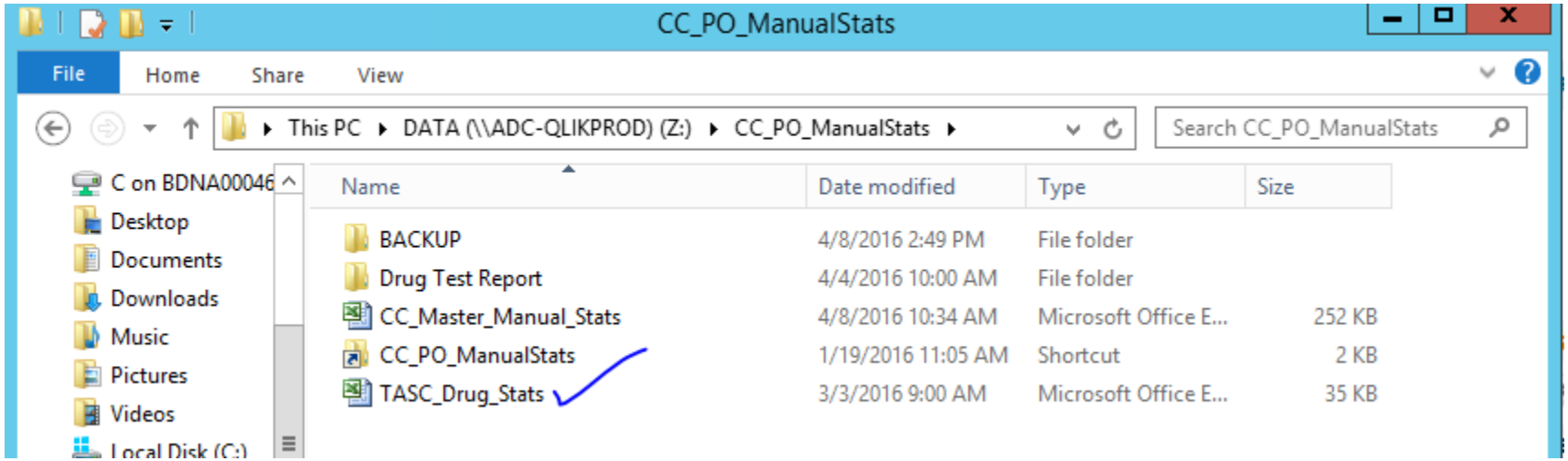
Steps to Update the information:

Archive the old spreadsheet as TASC_Drug_stats_old.xlsx

Load a new spreadsheet in the folder

The name of the spreadsheet should be the same as before with no changes TASC_Drug_stats.xlsx

Reload the CCDashboard.qvw via the management console or wait till the next day when the data is automatically refreshed



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SECURITY FOR QLIKVIEW USERS FOR ADC Community Corrections Dashboard

Rick Arora March 2016

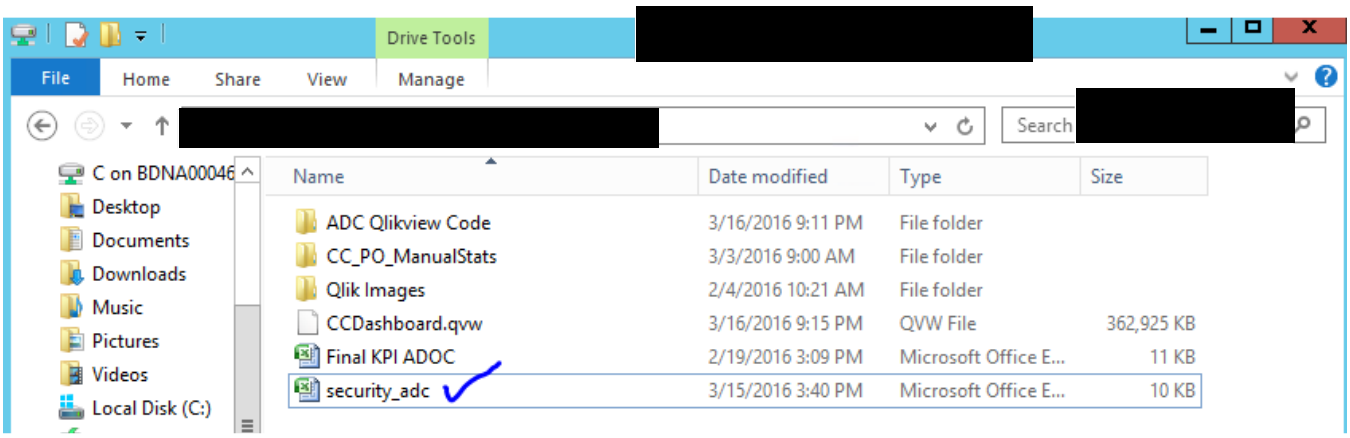
Overview

The security of the ADC Community Corrections dashboard can be maintained by a spreadsheet that is stored on the shared folder \[redacted]

PLEASE NOTE: The format of the spreadsheet should not be modified and the column names should not be modified. The content of the spreadsheet CAN be modified to maintain access.

Step 1

Open the spreadsheet "security_adc.xlsx"



Step 2

There are 3 columns that can be modified

1. User – this is access level – **User of Admin**
2. Userid – the userid it can be any id or the ADC id //e.g. rarora
3. Password – this can be any password that the admin or the user selects

	A	B	C
1	user	USERID	PASSWORD

Access to QlikView documents can be authorized for specified users or groups of users. In the security table, users can be assigned to the access levels ADMIN or USER. If no access level is assigned, the user cannot open the QlikView document.
A person with ADMIN access can change everything in the document. Using the **Security** page in the **Document**

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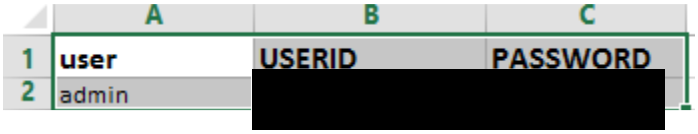
Properties and **Sheet Properties** dialogs, a person with ADMIN access can limit the users' possibilities of modifying the document. A person with USER privileges cannot access the **Security** pages.

Step 3

46 users provided by Holly Dorman and Andrew Dean are already in the spreadsheet and are users with access to the QlikView Dashboard. **Please add or remove members carefully**!



Step 4

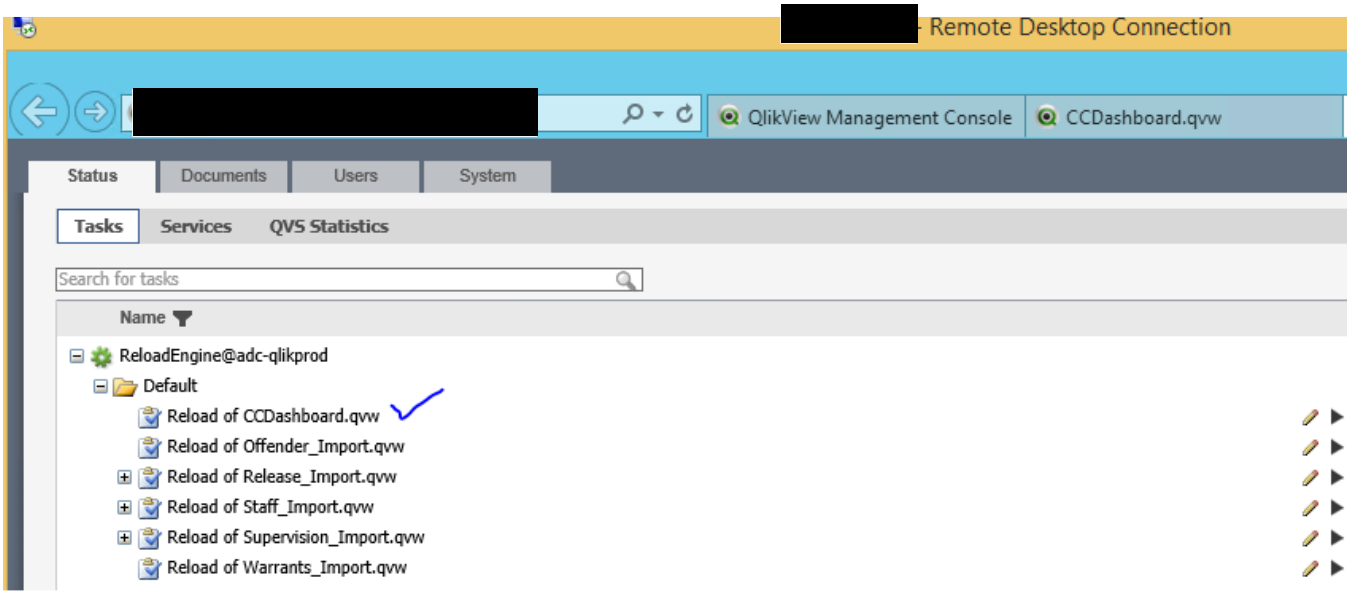
The spreadsheet maintains security for the ADC Community Corrections dashboard ONLY.

New dashboards will need separate security.

Step 5

Security Access will generally take 1 day to process. This can be expedited if the specific dashboard is refreshed manually. If not the change to the spreadsheet will take effect the next day at 8:30 am in the morning when the data automatically refreshes via the QlikView Management console on QlikView production server [redacted]

For manual update of the user – you can manually execute the main dashboard qvw CCDashboard.qvw and this reload will add the new user to the security group for the specific dashboard.



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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice
Subject: Re: Data Migration: Umami
Date: Tuesday, November 12, 2019 4:42:00 PM

Awesome blossom :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 4:41 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Friday morning for the Keefe files will be perfect.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 4:22 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud

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<dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

Thanks, Marissa.

Hi Michael and Hung-

The full set of KeepTrak files will need to be sent post 17:00 on Thursday, 11/14.

The full set of PC AIMS files (27 folders) are expected to be downloaded and delivered to Michael for transfer late Friday evening (COB). We will need to begin the process of transferring those files once received. I will look to the two of you to coordinate the transfer to B&D (Keefe) and circle back with me regarding the estimation of delivery.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 4:14 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:

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Yes, Keefe is going to perform the refresh starting on Friday and if the files are pulled at 5pm on 11/14/19 then all transactions in AIMS are captured up until that point, which if Keefe performs a refresh it will allow KeepTrak and AIMS to stay pretty close in sync.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Tuesday, November 12, 2019 3:56 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

Yes - cleared it all up. Thank you.

The full set of Keefe files can be sent at any time and will not impact the transfer of full set of PC AIMS files. That said, is there a particular reason we're waiting for 11/14? If so, what time do they need to be sent to B&D or Keefe on 11/14?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 3:52 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> AIMS2 is in need of a full data set, which is what Hung kicked off today and what we previously agreed to.
>
> However, there is a separate request for just the Keefe files to be pulled on EOD Thursday 11/14/19 so that Keefe can run a refresh of KeepTrak this weekend (separate effort from Umami or AIMS2 files). Keefe received the files last week for Umami, but is asking for another set so that they can capture all the transactions for this week.
>
> I hope this clarifies the confusion.
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager
> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 12, 2019 3:49 PM
> **To:** Marissa Boice <marissa.boice@bndna.com>
> **Cc:** Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino

AMERICAN OVERSIGHT

<jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

To clarify, pulled and pushed by my team? Or is this a separate effort which Keefe is performing? My previous response is in reference to Umami and all files for Keefe were provided..did I miss something?.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 3:40 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> Thank you for the information. There is also a separate request for the Keefe files to be pulled as of EOD 11/14/19 that will allow Keefe to perform a refresh of KeepTrak starting on Friday. Can the Keefe files be ran in parallel on 11/14/19 in addition to the full file set for AIMS2?
>
> Thank you.
>
> **Marissa Boice, PMP**
> Sr. Program Manager

AMERICAN OVERSIGHT

Business & Decision, North America
M: [redacted]

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Sent: Tuesday, November 12, 2019 3:37 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Michael Gomez <mgomez@azadc.gov>; Hung Tran <htran@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>; William James <wjames@azadc.gov>; James Tarantino <jtaranti@azadc.gov>
Subject: Re: Data Migration: Umami

Hi Marissa-

Regarding item 4 (request for full set): Hung began the process and anticipates the delivery to be no later than COB Friday (11/15).

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 4:39 PM Holly Greene <hgreene@azadc.gov> wrote:

AMERICAN OVERSIGHT

Hi Marissa-

Sorry, I responded to your earlier email because this one took a bit to get through to me. Either way, my responses are in the previous email and below. I added my team to this communication to keep them informed and allow them to respond as appropriate.

1. The schedule below shows ADC pulling DOC O tomorrow (Thursday and delivering it to B&D by EOD 11/7/19). Is my understanding correct? **- Yes.**
2. ADC is only providing delta's for the files, correct? **- Yes.**
3. Is ADC prepared to provide Keefe will all 6 full files so that ADC can use them to execute a refresh? **- If the full for Keefe is requested, we can certainly do so, but I think this would need to be discussed. However, with the timing of transmission previously, I don't see this as an issue. I will defer to Michael.**
4. When would ADC be able to provide B&D with a full set of all files (preferably as soon as possible without impacting migration activities)? **- I've confirmed that we haven't really sent a full set in quite some time, so it's grown/changed since. Last time the packaging and transmission took 17hrs. We can begin the process on Tuesday (Monday is a holiday).**

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 4:12 PM Marissa Boice <marissa.boice@bndna.com> wrote:

AMERICAN OVERSIGHT

Holly:

To confirm we are on the same page. A few questions for you:

1. The schedule below shows ADC pulling DOC O tomorrow (Thursday and delivering it to B&D by EOD 11/7/19). Is my understanding correct?
2. ADC is only providing delta's for the files, correct?
3. Is ADC prepared to provide Keefe will all 6 full files so that ADC can use them to execute a refresh?
4. When would ADC be able to provide B&D with a full set of all files (preferably as soon as possible without impacting migration activities)?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Tuesday, November 5, 2019 9:02 AM
To: Aaron Bailey <abailey1@azadc.gov>
Cc: Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: Data Migration: Umami

No need for a meeting if the timing and instruction remain unchanged.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

AMERICAN OVERSIGHT

Arizona Department of Corrections
Administrative Services Division, Information Technology
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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 5, 2019 at 8:50 AM Aaron Bailey <abailey1@azadc.gov> wrote:

> A meeting specifically to discuss Umami timing has not been scheduled, but I'm happy to do that if we think it would be helpful. Here's the timeline that is in the project schedule:
>
> | Task Name | Duration | Start | Finish |
> |---|---|---|---|
> | **Data Iteration Umami** | **10d** | **11/7/19 8:00 AM** | **11/20/19 5:00 PM** |
> | DOC O & AIMS data extract | 1d | 11/7/19 8:00 AM | 11/7/19 5:00 PM |
> | Freeze Reference Data | 0d | 11/7/19 5:00 PM | 11/7/19 5:00 PM |
> | Data Migration | 4d | 11/8/19 8:00 AM | 11/13/19 5:00 PM |
> | Smoke test Data Migration | 1d | 11/14/19 8:00 AM | 11/14/19 5:00 PM |
> | Migrate to MIG, REPT, QA-INT, DEV, UAT, QA | 1d | 11/15/19 8:00 AM | 11/15/19 5:00 PM |
> | Validate MIG (too late for bug fixes) | 3d | 11/18/19 8:00 AM | 11/20/19 5:00 PM |
>
> On Mon, Nov 4, 2019 at 1:21 PM Holly Greene <hgreene@azadc.gov> wrote:
>
> > Hi Aaron, Thad and Marissa-
> >
> > Is threre a plan to meet this week concerning the Umami data migration?
> >
> > My team will need to know when they'll need to begin their steps.

AMERICAN OVERSIGHT

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC
| ITTECHSUPPORT@azcorrections.gov

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--

Sincerely,

Aaron Bailey

Program Manager, AIMS2
Office: 602.542.8467 | abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice
Cc: Aaron Bailey; Thad Lowry; gmartinez1; Lisa Dee Meyerson Marshall; Spencer Scott; Dwight Cloud; Rajkumar Gopal; Michael Gomez; Hung Tran; Robert Maneer; William James; James Tarantino
Subject: Re: Data Migration: Umami
Date: Tuesday, November 12, 2019 3:56:21 PM

Yes - cleared it all up. Thank you.

The full set of Keefe files can be sent at any time and will not impact the transfer of full set of PC AIMS files. That said, is there a particular reason we're waiting for 11/14? If so, what time do they need to be sent to B&D or Keefe on 11/14?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
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1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 3:52 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> AIMS2 is in need of a full data set, which is what Hung kicked off today and what we previously agreed to.
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AMERICAN OVERSIGHT

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

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To clarify, pulled and pushed by my team? Or is this a separate effort which Keefe is performing? My previous response is in reference to Umami and all files for Keefe were provided..did I miss something?.

Respectfully,

Holly Greene

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AMERICAN OVERSIGHT

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> Business & Decision, North America
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> **Subject:** Re: Data Migration: Umami
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AMERICAN OVERSIGHT

Sr. Apps, Data, Web Manager | ITIL V4 Certified

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IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 4:39 PM Holly Greene <hgreene@azadc.gov> wrote:

Hi Marissa-

Sorry, I responded to your earlier email because this one took a bit to get through to me. Either way, my responses are in the previous email and below. I added my team to this communication to keep them informed and allow them to respond as appropriate.

1. The schedule below shows ADC pulling DOC O tomorrow (Thursday and delivering it to B&D by EOD 11/7/19). Is my understanding correct? **- Yes.**
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Respectfully,

Holly Greene

AMERICAN OVERSIGHT

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 4:12 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Holly:
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> To confirm we are on the same page. A few questions for you:
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> **Marissa Boice, PMP**
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> Business & Decision, North America
> M: [redacted]
>
> **From:** Holly Greene [mailto:hgreene@azadc.gov]
> **Sent:** Tuesday, November 5, 2019 9:02 AM
> **To:** Aaron Bailey <abailey1@azadc.gov>
> **Cc:** Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee

AMERICAN OVERSIGHT

Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: Data Migration: Umami

No need for a meeting if the timing and instruction remain unchanged.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 5, 2019 at 8:50 AM Aaron Bailey <abailey1@azadc.gov> wrote:

> A meeting specifically to discuss Umami timing has not been scheduled, but I'm happy to do that if we think it would be helpful. Here's the timeline that is in the project schedule:

Task Name	Duration	Start	Finish
Data Iteration Umami	**10d**	**11/7/19 8:00 AM**	**11/20/19 5:00 PM**
DOC O & AIMS data extract	1d	11/7/19 8:00 AM	11/7/19 5:00 PM
Freeze Reference Data	0d	11/7/19 5:00 PM	11/7/19 5:00 PM
Data Migration	4d	11/8/19 8:00 AM	11/13/19 5:00 PM
Smoke test Data Migration	1d	11/14/19 8:00 AM	11/14/19 5:00 PM

AMERICAN OVERSIGHT

Migrate to MIG, REPT, QA-INT, DEV, UAT, QA	1d	11/15/19 8:00 AM	11/15/19 5:00 PM
Validate MIG (too late for bug fixes)	3d	11/18/19 8:00 AM	11/20/19 5:00 PM

On Mon, Nov 4, 2019 at 1:21 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Aaron, Thad and Marissa-
>
> Is threre a plan to meet this week concerning the Umami data migration?
>
> My team will need to know when they'll need to begin their steps.
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> Respectfully,
>
> Holly Greene
>
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
>
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
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> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
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--

Sincerely,

Aaron Bailey

AMERICAN OVERSIGHT

Program Manager, AIMS2
Office: 602.542.8467 | abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Charles Spannagel
Subject: Re: IPR Report Testing Plans 11/11-11/16
Date: Tuesday, November 12, 2019 9:39:53 AM
Attachments: image004.png
image005.png
image006.png

Right on!! :) Thank you kindly good sir :)

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 12, 2019 at 9:34 AM Charles Spannagel <charles.spannagel@bndna.com> wrote:

> Yes mam! I think we have a good plan. Just spoke with Greg and Chuck. I will keep everyone posted.
>
> **Charles Spannagel**
>
> Project Manager
> Business & Decision, North America
>
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
>
> M: [redacted]
>
> E: charles.spannagel@bndna.com

AMERICAN OVERSIGHT

Business & Decision
Empowering Digital Business

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, November 12, 2019 9:04 AM
To: Spencer Scott <sscott3@azadc.gov>
Cc: Charles Spannagel <charles.spannagel@bndna.com>
Subject: Fwd: IPR Report Testing Plans 11/11-11/16

Hi Spencer-

Are you working with Charles and others (Hagay) on this?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Charles Manning** <cmanning@azadc.gov>
Date: Tue, Nov 12, 2019 at 8:56 AM
Subject: Re: IPR Report Testing Plans 11/11-11/16
To: Gregory Denning <gdenning@azadc.gov>
Cc: Karen Hellman <khellman@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Michael Kearns <mkearns@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>

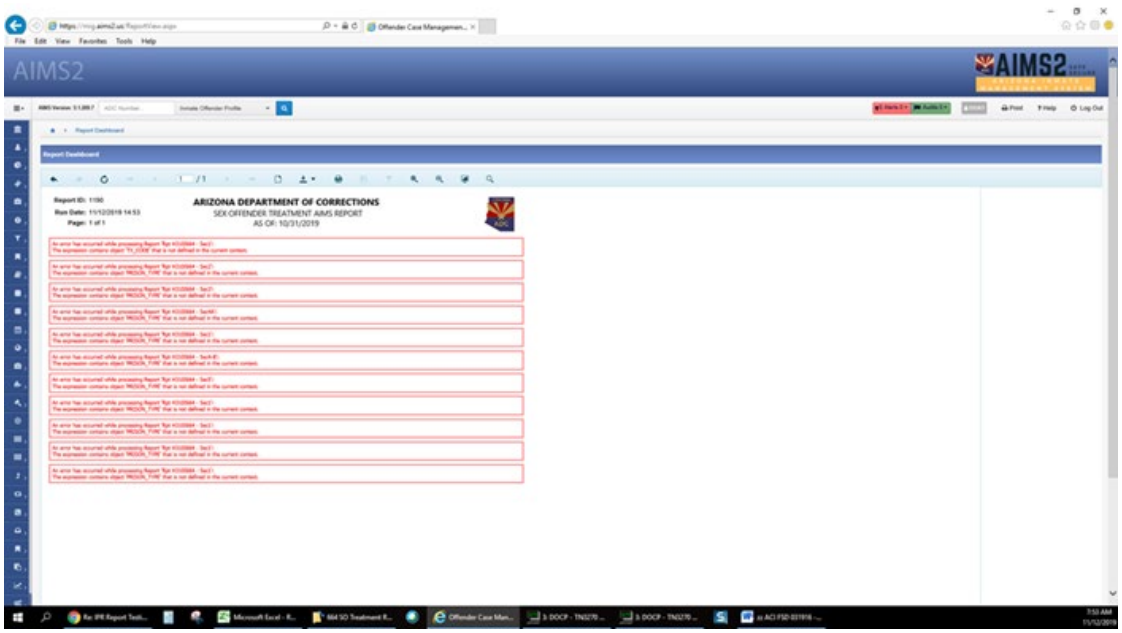
1700: same as previous - vastly undercounting data ("participating" issue)

AMERICAN OVERSIGHT

1730: Most things previously noted are fixed, but still not identifying all inmates - thus, undercounting. see attached.

On Tue, Nov 12, 2019 at 8:01 AM Gregory Denning <gdenning@azadc.gov> wrote:

> I came in first thing this morning, cleaned up some emails from Friday and then started working on the list you sent.
>
> I went into MIG and tried to pull up report 1190 as that was first on your list for me to work and below is the end result.



Greg Denning

Programs Systems Specialist

Division of Inmate Programs and Reentry

Office Phone # (602) 542-3831

ADC Cell # 602-663-7558

ADC Mail Code 320

gdenning@azadc.gov

AMERICAN OVERSIGHT

On Fri, Nov 8, 2019 at 4:24 PM Karen Hellman <khellman@azadc.gov> wrote:

> Looks like a good plan. Thanks, Spencer.
>
> **Karen Hellman, Division Director**
> Inmate Programs and Reentry
> Arizona Department of Corrections
> 1601 W Jefferson, MC320
>
> Phoenix, AZ 85007
> Office: 602.542.5155
> Fax: 602-364-0550
> khellman@azadc.gov
>
> *The information contained in this e-mail message and any attachment is privileged and confidential, intended only for the use of specific individuals and/or entities to which it is addressed. If you are not one of the intended recipients, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you received this communication in error, please immediately notify the sender by return e-mail*

On Fri, Nov 8, 2019 at 3:52 PM Spencer Scott <sscott3@azadc.gov> wrote:

> Currently there are 16 reports in IPR list. In an effort to streamline the IPR testing process, the following steps have been taken:
>
> * BND is going to hardcode all of the remaining reports for IPR on Monday and make them available on MIG & UAT for testing on Tuesday. This allows Greg and Chuck to be free of any dependency to complete their testing as early as possible and log bugs should they arise.
>
> * BND requires bugs to be logged by Wednesday EOD, in order for them to properly work and return the reports for re-testing same week.
>
> * Hagay is ready and available to work with Greg and Chuck during the hours of 8:30-4:30

AMERICAN OVERSIGHT

* Charles has reiterated he is available immediately if Greg or Chuck encounter any issues that stem from testing of the reports.

* I have outlined daily goals and allotted time for BND rework and ADC retesting.

* Productivity Suggestion: Have dedicated sessions with predefined breaks to care for other priorities outside of the meeting.

Report #	Module	Name	ADC Resource	Planned Testing Date	Bug	Status
1190	PROGRAMS	SEX OFFENDER TREATMENT AIMS REPORT - Section I	Gregory Denning	11/12		
1490	PROGRAMS	CTE STATISTICAL DETAIL	Gregory Denning	11/12		
1500	PROGRAMS	CTE PERFORMANCE SUMMARY	Gregory Denning	11/12		
1730	PROGRAMS	MONTHLY PGMS PLACEMENT AND RELEASE RECAP REPORT	Charles Manning	11/12		
2000	PROGRAMS	FUNCTION LITERACY STATISTICAL DETAIL	Gregory Denning	11/12		
1520	OTHER	DI77 STATUS REPORT	Gregory Denning	11/13		
1690	PROGRAMS	INMATE PROGRAM RECORD STATS	Gregory Denning	11/13		
1700	PROGRAMS	WORK PROGRAM HOURS SCHEDULED PER WEEK - Section I	Charles Manning	11/13	Pending submit	
1720	PROGRAMS	WEEKLY PROGRAMS PLACEMENT REPORT	Gregory Denning	11/13		
		WEEKLY EDUCATION TESTING STATUS	Gregory			

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1740	PROGRAMS	REPORT	Denning	11/13		
1810	PROGRAMS	CORRECTIONS PLAN STATISTICAL SUMMARY [HI-TARGET]	Charles Manning	11/13	Pending submit	
1210	PROGRAMS	SUBSTANCE ABUSE TREATMENT AIMS REPORT - Section I	Gregory Denning	11/14	Pending submit	
1220	PROGRAMS	POST-SECONDARY ACADEMIC EDUCATION PERFORMANCE SUMMARY - Section I	Gregory Denning	11/14	Pending submit	
1750	PROGRAMS	MONTHLY EDUCATION TESTING RECAP REPORT	Gregory Denning	11/14		
1990	PROGRAMS	GED STATISTICAL DETAIL - I. GED Enrollment	Gregory Denning	11/14		
2010	PROGRAMS	MONTHLY ACI EVALUATION OVERDUE REPORT	Gregory Denning	11/14		
1870	PROGRAMS	MONTHLY PROGRAM EVALUATION OVERDUE REPORT	Gregory Denning	11/15	Submitted	
1960	PROGRAMS	GED STATISTICAL SUMMARY	Gregory Denning	11/15	Submitted	
1970	PROGRAMS	ACADEMIC EDUCATION PERFORMANCE SUMMARY	Gregory Denning	11/15	Hold for RPT2000	

Warm Regards,
Spencer Scott, PMP

Project Manager (IT)
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Administrative Services Division, Information Technology
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--

Chuck Manning

Deputy Division Director

Inmate Programs and Reentry Division

Arizona Department of Corrections

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Spencer Scott
Cc:	Charles Spannagel
Subject:	Fwd: IPR Report Testing Plans 11/11-11/16
Date:	Tuesday, November 12, 2019 9:03:35 AM
Attachments:	Rpt bug 1730d 111219.doc image.png ADC 50 Year Logo Circle with gold.png

---

Hi Spencer-

Are you working with Charles and others (Hagay) on this?

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

---------- Forwarded message ---------
From: **Charles Manning** <cmanning@azadc.gov>
Date: Tue, Nov 12, 2019 at 8:56 AM
Subject: Re: IPR Report Testing Plans 11/11-11/16
To: Gregory Denning <gdenning@azadc.gov>
Cc: Karen Hellman <khellman@azadc.gov>, Spencer Scott <sscott3@azadc.gov>, Michael Kearns <mkearns@azadc.gov>, Dwight Cloud <dcloud@azadc.gov>, Holly Greene <hgreene@azadc.gov>

1700: same as previous - vastly undercounting data ("participating" issue)
1730: Most things previously noted are fixed, but still not identifying all inmates - thus, undercounting. see attached.

On Tue, Nov 12, 2019 at 8:01 AM Gregory Denning <gdenning@azadc.gov> wrote:

> I came in first thing this morning, cleaned up some emails from Friday and then started working on the list you sent.
>
> I went into MIG and tried to pull up report 1190 as that was first on your list for me to work and below is the end result.

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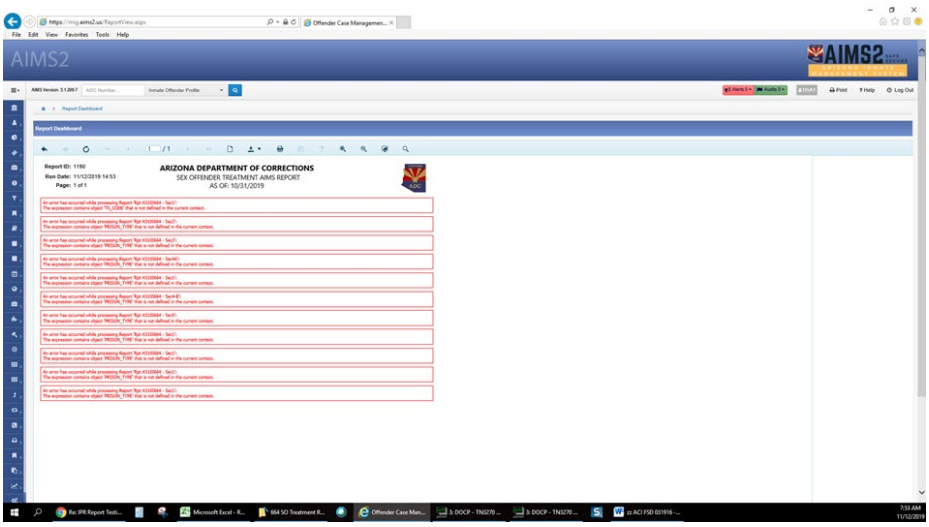

Greg Denning
Programs Systems Specialist
Division of Inmate Programs and Reentry
Office Phone # (602) 542-3831
ADC Cell # 602-663-7558
ADC Mail Code 320
gdenning@azadc.gov

On Fri, Nov 8, 2019 at 4:24 PM Karen Hellman <khellman@azadc.gov> wrote:

> Looks like a good plan. Thanks, Spencer.
>
> **Karen Hellman, Division Director**
> Inmate Programs and Reentry
> Arizona Department of Corrections
> 1601 W Jefferson, MC320
> Phoenix, AZ 85007
> Office: 602.542.5155
> Fax: 602-364-0550
> khellman@azadc.gov
>
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On Fri, Nov 8, 2019 at 3:52 PM Spencer Scott <sscott3@azadc.gov> wrote:

> Currently there are 16 reports in IPR list. In an effort to streamline the IPR testing process, the following steps have been taken:
> * BND is going to hardcode all of the remaining reports for IPR on Monday and make them available on MIG & UAT for testing on Tuesday. This allows Greg and Chuck to be free of any dependency to complete their testing as early as possible and log bugs should they arise.
> * BND requires bugs to be logged by Wednesday EOD, in order for them to properly work and return the reports for re-testing same week.
> * Hagay is ready and available to work with Greg and Chuck during the hours of 8:30-4:30

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* Charles has reiterated he is available immediately if Greg or Chuck encounter any issues that stem from testing of the reports.
* I have outlined daily goals and allotted time for BND rework and ADC retesting.
* Productivity Suggestion: Have dedicated sessions with predefined breaks to care for other priorities outside of the meeting.

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1970	PROGRAMS	ACADEMIC EDUCATION PERFORMANCE SUMMARY	Gregory Denning	11/15	Hold for RPT2000	

Warm Regards,

Spencer Scott, PMP

Project Manager (IT)

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--

Chuck Manning

Deputy Division Director

Inmate Programs and Reentry Division

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Report Bugs

Module:
Programs

Title: SUB TOTAL DATA INCORRECT; UNDERCOUNTING
B&D Report#: 1730
AIMS1 Report #: H310I808
AIMS1 Report Name: MONTHLY PGMS PLACEMENT & RELEASE RECAP REPORT
AIMS2 Version: same
5.1.205.6 MIG

Release Notes Reviewed by Chuck Manning

Bug XXXX:
Sub total data is incorrect. See screen shots on following pages.

C41 Tucson Winchester, 10/1 – 10/31/19:

AIMS1		ACIS
TOTAL ACADEMIC ED "EN"	34	5
TOTAL ACADEMIC ED "RF"	1	1
TOTAL ACADEMIC ED "RM"	0	0
TOTAL ACADEMIC ED "AD"	17	14
TOTAL ACADEMIC ED "CM"	9	0
TOTAL ACADEMIC ED "RL"	1	0
TOTAL ACADEMIC ED	62	20

Expected Results:

Accurate collection and display of real world results.

Steps to Reproduce:

1. Click Reports >Reports List
2. Select “Programs” from the Report Category dropdown
3. Click on “RPT 1730”

See next 2 pages for screen shots.

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ARIZONA DEPARTMENT OF CORRECTIONS

MONTHLY PGMS PLACEMENT & RELEASE RECAP REPORT

C41 ASPC-T WINCHESTER

FOR PERIOD 10/01/2019 THRU 10/31/2019

OVERVIEW: THIS REPORT PROVIDES RECAP INFO ON INMATE PROGRAM PLACEMENT ACTIONS DURING THE MONTH PER THE DI83 DATA. THE PURPOSE IS TO REVIEW AND REINFORCE THE PRINCIPLE OF PLACING HIGH NEED INMATES INTO THE VARIOUS PROGRAMS. FOR EDUCATION, CTE, SEX OFFENDER SX, SELF-IMPRV PGMS PLACEMENTS SHOULD USUALLY BE FROM SECTION I. FOR SUB ABUSE TX, PLACEMENTS SHOULD USUALLY BE INMATES WITHIN THE TOP 500 OF THE PRR OR WITH A NEEDS SCORE OF 4 OR 5.

NAME	ADC #	ADMISSN DATE	RECD AT UNIT	REL DATE	DI83 PGM	STATUS	BEG DATE	END DATE	PRR SEC	PRR RANK
**** Academic Education										
[redacted]		05/31/2017	09/28/2018	07/05/2022	E007	EN	10/03/2019		1	1490
		06/15/2017	06/26/2017	06/03/2020	E007	EN	10/03/2019		4	1812
		12/14/2017	05/03/2019	08/17/2020	E007	EN	10/03/2019			
		01/22/2018	03/26/2018	12/16/2037	E007	EN	10/03/2019		4	10554
		02/05/2018	05/07/2019	08/14/2023	E007	EN	10/03/2019		2	5042
		10/05/2016	06/10/2019	10/28/2021	E003	RF	08/12/2019	10/17/2019	2	3381
		06/15/2017	06/26/2017	06/03/2020	E007	AF	04/09/2018	10/02/2019	4	1812
		01/22/2018	03/26/2018	12/16/2037	E007	AF	05/02/2018	10/02/2019	4	10554
		05/31/2017	09/28/2018	07/05/2022	E007	AF	10/31/2018	10/02/2019	1	1490
		06/12/2012	06/29/2018	01/26/2034	E999	AF	01/03/2019	10/04/2019	4	7243
		08/13/2013	02/13/2015	09/17/2021	E999	AF	01/14/2019	10/04/2019	4	7791
		04/11/2017	07/10/2018	01/10/2020	E999	AF	04/19/2019	10/07/2019	2	3143
		08/30/2017	09/07/2017	07/31/2020	E999	AF	04/19/2019	10/07/2019	4	5479
		12/14/2017	05/03/2019	08/17/2020	E007	AF	05/23/2019	10/02/2019		
		02/07/2019	10/16/2019	01/14/2020	E003	AD	08/12/2019	10/16/2019	4	
		07/03/2019	10/09/2019	05/26/2021	E007	AD	08/22/2019	10/01/2019	4	
		02/05/2018	05/07/2019	08/14/2023	E007	AF	09/09/2019	10/02/2019	2	5042
		09/10/2018	09/12/2019	07/19/2021	E003	AF	09/18/2019	10/03/2019	4	7745

Report ID: 1730
Run Date: 11/12/2019 15:05

ARIZONA DEPARTMENT OF CORRECTIONS

MONTHLY PGMS PLACEMENT & RELEASE RECAP REPORT

C41 ASPC-T WINCHESTER

FOR PERIOD 10/01/2019 THRU 10/31/2019

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NAME	ADC #	ADMISSN DATE	RECD AT UNIT	REL DATE	DI83 PGM	STATUS	BEG DATE	END DATE	PRR SEC	PRR RANK
RICHARDSON, JAMAINE	316477	05/14/2019	10/07/2019	05/22/2026	E001	AD	10/01/2019	10/04/2019	4	2484
VILLELA-DELVAL, CARL	315601	01/04/2017	10/09/2019	08/27/2022	E003	AD	10/07/2019	10/09/2019	4	

TOTAL Academic Education "EN"	5
TOTAL Academic Education "RF"	1
TOTAL Academic Education "RM"	0
TOTAL Academic Education "AD"	14
TOTAL Academic Education "CM"	0
TOTAL Academic Education "RL"	0
TOTAL Academic Education	20

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REPORT: H310I808 C41

ARIZONA DEPARTMENT OF CORRECTIONS
MONTHLY PGMS PLACEMENT & RELEASE RECAP REPORT
C41 ASPC-T WINCHESTER
FOR PERIOD 10/01/2019 THRU 10/31/2019

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NAME	ADC #	ADMISSN DATE	RECD AT UNIT	REL DATE	DI83 PGM	STATUS	BEG DATE	END DATE	PRR SEC	PRR RANK
**** EDUCATION										
[redacted]		02/09/2016	06/20/2019	05/04/2021	E999	EN	10/01/2019		4	3795
		09/04/2019	09/19/2019	02/26/2022	E001	EN	10/01/2019		2	3771
		11/29/2017	03/27/2019	01/30/2023	E999	EN	10/01/2019		4	7697
		11/01/2007	08/01/2019	04/17/2023	E003	EN	10/01/2019		4	4856
		06/18/2015	06/17/2019	12/23/2023	E999	EN	10/01/2019			
		06/13/2018	11/29/2018	09/09/2026	E003	EN	10/01/2019		4	5283
		08/23/2019	08/28/2019	01/24/2020	E007	EN	10/03/2019		1	2
		12/14/2017	05/03/2019	08/17/2020	E007	EN	10/03/2019			1070
		06/15/2017	06/26/2017	11/29/2020	E007	EN	10/03/2019		1	395
		11/16/2016	09/10/2019	07/21/2021	E003	EN	10/03/2019		4	5037
		05/31/2017	09/28/2018	05/26/2022	E007	EN	10/03/2019		3	6
		02/05/2018	05/07/2019	08/13/2023	E007	EN	10/03/2019		1	6977
		01/22/2018	03/26/2018	12/16/2037	E007	EN	10/03/2019		2	7115
		09/10/2018	09/12/2019	07/19/2021	E999	EN	10/04/2019		4	7351
		04/12/2019	07/23/2019	04/28/2020	E003	EN	10/07/2019		3	7
		11/30/2016	10/08/2017	05/31/2020	E999	EN	10/07/2019		4	773
		01/17/2019	10/23/2019	03/27/2021	E003	EN	10/07/2019		4	7819
		04/24/2018	10/03/2019	03/28/2020	E001	EN	10/08/2019		2	218
		10/02/2019	10/07/2019	05/15/2022	E003	EN	10/09/2019		4	6668
		05/16/2018	05/29/2019	08/12/2020	E003	EN	10/16/2019		4	1515
		07/09/2019	09/03/2019	04/04/2021	E001	EN	10/17/2019		2	3719
		10/01/2019	10/07/2019	08/06/2022	E001	EN	10/17/2019		2	6818
		09/18/2019	10/10/2019	03/03/2023	E001	EN	10/17/2019		2	5912
		05/11/2017	08/12/2019	06/27/2020	E003	EN	10/18/2019		1	445
		01/31/2017	10/16/2019	09/15/2020	E007	EN	10/18/2019		3	454
		07/18/2019	08/05/2019	02/08/2021	E003	EN	10/21/2019		4	1227
		10/01/2019	10/16/2019	01/29/2020	E003	EN	10/23/2019		4	1631
		10/08/2019	10/24/2019	10/27/2020	E001	EN	10/31/2019		2	3540
		10/16/2019	10/24/2019	06/16/2021	E001	EN	10/31/2019		2	2318
		10/16/2019	10/24/2019	10/06/2021	E001	EN	10/31/2019		2	7601
		08/13/2019	10/25/2019	12/16/2021	E001	EN	10/31/2019		2	6952
		09/18/2018	10/23/2019	01/24/2022	E001	EN	10/31/2019		2	3815
		10/15/2019	10/24/2019	02/19/2022	E001	EN	10/31/2019		2	7912
		03/21/2019	10/25/2019	10/06/2022	E001	EN	10/31/2019		2	3771
		10/05/2016	06/10/2019	10/15/2021	E003	RF	08/12/2019	10/17/2019	4	4765
		07/03/2019	10/09/2019	03/10/2021	E007	AD	08/22/2019	10/01/2019	1	2242
		12/14/2017	05/03/2019	08/17/2020	E007	AF	05/23/2019	10/02/2019		1070
		06/15/2017	06/26/2017	11/29/2020	E007	AF	04/09/2018	10/02/2019	1	395
		05/31/2017	09/28/2018	05/26/2022	E007	AF	10/31/2018	10/02/2019	3	6

REPORT: H310I808 C41

ARIZONA DEPARTMENT OF CORRECTIONS
MONTHLY PGMS PLACEMENT & RELEASE RECAP REPORT
C41 ASPC-T WINCHESTER
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NAME	ADC #	ADMISSN DATE	RECD AT UNIT	REL DATE	DI83 PGM	STATUS	BEG DATE	END DATE	PRR SEC	PRR RANK
**** EDUCATION										
[redacted]		02/05/2018	05/07/2019	08/13/2023	E007	AF	09/09/2019	10/02/2019	1	6977
		01/22/2018	03/26/2018	12/16/2037	E007	AF	05/02/2018	10/02/2019	2	7115
		09/10/2018	09/12/2019	07/19/2021	E003	AF	09/18/2019	10/03/2019	4	7351
		08/13/2013	02/13/2015	09/17/2021	E999	AF	01/14/2019	10/04/2019	4	7279
		05/14/2019	10/07/2019	05/22/2026	E001	AD	10/01/2019	10/04/2019	2	5165
		06/12/2012	06/29/2018	12/23/2030	E999	AF	01/03/2019	10/04/2019	4	5883
		04/11/2017	11/04/2019	01/09/2020	E999	AF	04/19/2019	10/07/2019	4	1427
		08/30/2017	09/07/2017	07/30/2020	E999	AF	04/19/2019	10/07/2019	4	2534
		01/04/2017	10/29/2019	08/27/2022	E003	AD	10/07/2019	10/09/2019	4	2285
		02/07/2019	11/04/2019	05/03/2020	E003	AD	08/12/2019	10/16/2019	4	652
		11/20/2018	10/24/2019	10/02/2021	E003	AD	10/03/2019	10/24/2019	4	7361
		04/11/2019	10/25/2019	08/28/2021	E001	AD	07/23/2019	10/25/2019	2	7348
		09/06/2019	09/12/2019	08/17/2028	E001	AF	09/17/2019	10/25/2019	1	4
		08/05/2019	10/03/2019	02/13/2020	E001	CM	10/08/2019	10/28/2019	2	1905
		07/22/2019	08/28/2019	09/03/2020	E001	CM	10/01/2019	10/28/2019	2	1960
		04/01/2019	07/15/2019	12/05/2020	E001	CM	10/01/2019	10/28/2019	4	3892
		08/23/2019	08/30/2019	01/10/2022	E001	CM	09/05/2019	10/28/2019	4	9771
		05/08/2018	08/01/2019	02/07/2023	E001	CM	08/06/2019	10/28/2019	4	7399
		09/23/2019	09/27/2019	08/09/2023	E001	CM	10/01/2019	10/28/2019	4	9886
		09/04/2019	09/16/2019	09/15/2024	E001	CM	10/01/2019	10/28/2019	4	8076
		05/10/2019	05/15/2019	05/03/2032	E001	CM	07/23/2019	10/28/2019	4	7224
		10/10/2019	10/18/2019	10/11/2032	E001	CM	10/22/2019	10/28/2019	4	10154
		04/29/2019	08/12/2019	10/28/2019	E003	RL	08/23/2019	10/28/2019	1	2378

TOTAL ACADEMIC ED "EN"	34
TOTAL ACADEMIC ED "RF"	1
TOTAL ACADEMIC ED "RM"	0
TOTAL ACADEMIC ED "AD"	17
TOTAL ACADEMIC ED "CM"	9
TOTAL ACADEMIC ED "RL"	1
TOTAL ACADEMIC ED	62

AMERICAN OVERSIGHT

307904: Example of inmate missing in rpt 1730, showing in AIMS1 rpt 808, and listed as assigned in ACIS:

AMERICAN OVERSIGHT

From: Charles Spannagel on behalf of Charles Spannagel <charles.spannagel@bndna.com>
To: Michael Kearns
Cc: CLOUD, DWIGHT; Spencer Scott; Holly Greene
Subject: RE: Reports plan for this week
Date: Monday, November 11, 2019 8:11:17 AM
Attachments: image002.png

Good Morning Mike,

Spencer and I worked on the email he sent Friday afternoon @ 3:52pm. I think it outlines a good strategy for the week working with Greg and Chuck. We will have Alan and Hagay onsite working with Greg as well as Sunil (lead developer for IPR Reports), Vaishnavi (lead developer for Front End Telerik), and Scott (Team Lead) working remotely on IPR.

The team is working today so we can hit the ground running tomorrow.

While I understand Greg's concerns and frustrations, I disagree with him. It is requiring lengthy discussions to ascertain the issues Greg sees in the reports and timely investigations on both sides before a solution can be found. The reports have passed QA in UAT on the BND side when they make it over to ADC. Greg had to re-write 4 questionnaire documents in order to fix reports that he deemed were built incorrectly. Numerous times we have heard from both Greg and Ops that the *AIMS* report was broken or not running correctly in the legacy system. That paired with the fact that we are being held to a higher standard of development than any other project I have been a part of (100% accuracy on a system that isn't 100% accurate itself *AIMS*) means we will continue to encounter frustration on both sides.

This past week, Hagay worked with Greg and Chuck throughout the day(s) and Greg reported out that he was frustrated by the lack of effort on our side?

None of the above are excuses. We will continue to work with Greg and Chuck daily in order to get the reports accepted for Go Live. I always welcome suggestions and will make sure we are doing everything we can to make this process as easy and straight forward as possible for Greg and Chuck here on out.

Thank you.

Charles Spannagel

Project Manager
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: charles.spannagel@bndna.com

Business & Decision
Empowering Digital Business

From: Michael Kearns <mkearns@azadc.gov>

AMERICAN OVERSIGHT

Sent: Monday, November 11, 2019 7:21 AM
To: Charles Spannagel <charles.spannagel@bndna.com>
Cc: CLOUD, DWIGHT <dcloud@azcorrections.gov>; Spencer Scott <sscott3@azadc.gov>; Holly Greene <hgreene@azadc.gov>
Subject: Reports plan for this week

Charles,
Per our discussion on Friday, have you and Spencer who is available from B&D and what reports should be worked on with Greg Denning and Chuck? We had discussed a rough plan of getting the 9 that have been tested and have bugs cleared this week, and have Greg at least test the other 7. I don't know if you are working today but if you are, can you please let me know how that is going? I had in mind an email that you and Spencer author that goes to Karen, and copied to me and Dwight. You also had some thoughts on how to improve Greg's reviews that is to be included. Also, for your edification, Karen shared that Greg's frustration continues with reports being returned that have obvious flaws (e.g. significant differences to AIMS reports). While I understand there may be good reasons for the discrepancies, what I am hearing is that if your developers or you (or best in person) contacted Greg first, noted the significant differences in results, it would help the conversations.

I want to hit the ground running tomorrow.

I appreciate your efforts.

Mike

Sent from Mail for Windows 10

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AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Michael Kearns; Dean Allen
Cc: KOVATCHEVA, GERGANA; CLOUD, DWIGHT; Holly Greene; Thad Lowry
Subject: RE: KeepTrak Update
Date: Saturday, November 9, 2019 11:22:09 AM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

Hi Mr. Kearns:

The issue log is reviewed every Tuesday and Thursday with John Vitale and the Keefe group, ADC, and B&D. John is very aware of all items on this issue log and each of the items assigned to Keefe have an action item in place. The groups also communicate via email throughout the week. George Martinez has been assigned as the person responsible for the updating and management of the issue log.

Item #96 was reviewed during our call on Thursday and it was an issue with the parameter date being selected by the users. John Vitale clarified this point to both Lynda Wade and Linda Finchum during our call. The issue remained open to allow Lynda Wade and Linda Finchum to retest and confirm that addressed the issue with the report. I think it was an oversight that the comments didn't get updated during the call. George will review this item on Tuesday with Keefe and ADC can confirm it has been resolved and should be able to close the issue.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Michael Kearns [mailto:mkearns@azadc.gov]
Sent: Saturday, November 9, 2019 8:11 AM
To: Marissa Boice <marissa.boice@bndna.com>; Dean Allen <dean.allen@bndna.com>
Cc: KOVATCHEVA, GERGANA <gkovatcheva@azcorrections.gov>; CLOUD, DWIGHT <dcloud@azcorrections.gov>; Holly Greene <hgreene@azadc.gov>
Subject: RE: KeepTrak Update

Marissa and Dean,
Has this been forwarded to John Vitale? If not, could you please do so? I would greatly appreciate if you both and John could discuss this on Monday, especially the spreadsheet attached, as it appears in my quick review that there are a number of items that need to be fixed, and some with no comment (See ID 96).

Mike

AMERICAN OVERSIGHT

Sent from Mail for Windows 10

From: Marissa Boice
Sent: Friday, November 8, 2019 3:34 PM
To: Dean Allen; Michael Kearns; Thad Lowry; Benjamin Bussenault
Subject: KeepTrak Update

Hello All:

Please find below the latest status update for KeepTrak. Please note there are 2 separate iterations of KeepTrak for Inmate's and Offenders so I have provided a separate update for each respective iteration.

KeepTrak Inmate Trust:

Active Inmate Bug 40050: Resolved and will be implemented in PROD upon next push to PROD (scheduled for evening of 11/8/19):

- B&D will coordinate testing with ADC. Testing will take a couple of days as the information needs to be updated in AIMS2 and confirm it is updated correctly in KeepTrak the next day.
- If testing scenarios pass successfully B&D will run the KeepTrak loader to update all statuses in KeepTrak for all Inmates so that Inmates with status "Temp Absent, Out to Court, etc." will show up as Active in KeepTrak.

Payroll:

- Payroll meeting occurred this week between B&D and ADC
  - Confirmed payroll post schedules were in alignment
  - 2130 WIPP Pay Detail Report is available for WIPP Officers and Banker's to test with. Full Summary version of report will be run on scheduled timeline the day before the post date, which is in line with current AIMS process for the report.
  - Lynda Wade and Michele Simmons are working together to input and confirm all Payroll Accounting Events are entered into AIMS2 either through Perryville dual entry or using another prison to ensure all Accounting Events have been tested and confirmed when they are sent to KeepTrak

Dual Entry/Testing:

- Keefe provided final set of test scripts ADC on 11/1/19. ADC has been testing with the scripts all week.
- Lead Bankers are continuing to either perform dual entry at Perryville or they are continuing to run through scenarios with their own prisons using the provided scripts.
- Keefe is coming out on 11/18 – 11/19 to perform training for all remaining bankers

Issue Log:

- Issue log is attached. B&D, ADC, and Keefe review this issue log every Tuesday and Thursday
- The new scripts should address majority if not all the testing issues currently logged on the issue log

AMERICAN OVERSIGHT

Data Migration:

- Disc. Restitution, Escape Apprehension, and Risk Management data was loaded, but the decimal was off. After further research with ADC Keefe was able to organize the data and is confirming with Lynda Wade all data is matching AIMS
- Data Refresh will take place on 11/14/19 that will include all migration including the additional data elements.

KeepTrak Offender Fee Application:

Prior COS/Current COS Migration:

- B&D, ADC, and Keefe met today and resolved issue with Prior COS amounts. ADC continuing to verify accuracy of data.
- Once verification is complete Keefe will refresh KeepTrak Offender Fee so that all Prior and Current COS amounts are loaded into KeepTrak
- All other functionality within KeepTrak Offender Fees is good.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
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E: marissa.boice@businessdecision.com

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AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Michael Kearns; Dean Allen; Thad Lowry
Cc: Holly Greene; CLOUD, DWIGHT; KOVATCHEVA, GERGANA
Subject: RE: KeepTrak Update
Date: Saturday, November 9, 2019 10:58:53 AM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png

Hi Mr. Kearns:

#97 is an issue with the checks. It was identified on Thursday, and John Vitale has since sent it to the Keefe developers to address. It is being addressed a quickly as possible. It is a critical component of checks, and it will be addressed, however, all other testing can proceed as checks is only a small component of the overall banking functionality. The color coding on the spreadsheet does not relate to the health or status of the items, but it relates to which group is assigned. (Red- Bankers, Green – Keefe, Turquoise-George). George is responsible for updating and the tracking of this Issue Log.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Michael Kearns [mailto:mkearns@azadc.gov]
Sent: Saturday, November 9, 2019 9:58 AM
To: Marissa Boice <marissa.boice@bndna.com>; Dean Allen <dean.allen@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; CLOUD, DWIGHT <dcloud@azcorrections.gov>; KOVATCHEVA, GERGANA <gkovatcheva@azcorrections.gov>
Subject: RE: KeepTrak Update

Marissa and Dean
Also note #97, color coded green, yet it says a Critical Bug is going to be entered. Not sure I understand that. Another top of the list for discussion between you and John V please.
Mike

Sent from Mail for Windows 10

From: Marissa Boice
Sent: Friday, November 8, 2019 3:34 PM
To: Dean Allen; Michael Kearns; Thad Lowry; Benjamin Bussenault
Subject: KeepTrak Update

AMERICAN OVERSIGHT

Hello All:

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KeepTrak Offender Fee Application:

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- Once verification is complete Keefe will refresh KeepTrak Offender Fee so that all Prior and Current COS amounts are loaded into KeepTrak
- All other functionality within KeepTrak Offender Fees is good.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
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From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	gmartinez1
Cc:	Holly Greene; Thad Lowry; Aaron Bailey; Spencer Scott; Dwight Cloud; James Tarantino; Rusty Johnson; Joseph Nicoletti; Dean Allen; Rajkumar Gopal; Amal Houass; Keith Francen; Michael Gomez
Subject:	RE: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)
Date:	Friday, November 8, 2019 3:52:12 PM

Great, thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: George Martinez [mailto:gmartinez1@azadc.gov]
Sent: Friday, November 8, 2019 3:46 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>; Aaron Bailey <abailey1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Dean Allen <dean.allen@bndna.com>; Rajkumar Gopal <rajkumar.gopal@bndna.com>; Amal Houass <amal.houass@bndna.com>; Keith Francen <keith.francen@bndna.com>; Michael Gomez <mgomez@azadc.gov>
Subject: Re: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)

Marissa, as far as the 07AA file was requested by me for Keefe, but it was too late for Michael to remove it from the migration yesterday. It will not go to Keefe in any future migrations.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Fri, Nov 8, 2019 at 3:37 PM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:

AMERICAN OVERSIGHT

We were reviewing the files this afternoon in preparation for Umami and found file names and directory names that have been changed. Our scripts are developed to read the exact name (Case sensitive) so if any name changes or if any of the letter cases changes (even if the name stays the same) it causes us delays because we have to then make updates. We ask that ADC please do not make any changes to file names or directories going forward to ensure we have as smooth Go Live migration as possible. If there is something that requires changes please communicate that well in advance of Go Live weekend so that we can make the update and be prepared.

Also, The Keefe file 07AA is not needed by Keefe. This was requested by George, but it is not a file that is used by Keefe and does not need to be supplied at go Live. If it is being provided to B&D that process needs to remain in place.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Holly Greene [mailto:hgreene@azadc.gov]
Sent: Thursday, November 7, 2019 6:28 PM
To: Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>
Cc: Aaron Bailey <abailey1@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; James Tarantino <jtaranti@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>
Subject: Re: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)

The below files have been transferred to the B&D Directory.

Zipped File Name	Number of Records
Attach1002_3	1632
Attach1002_34	0
Attach35days	19
Attachments	4727
AttachNSCOS	55
AttachPoliceReport	68
AttachPSI	1839
AttachRefusedDPTP	14
AttachRefuseTransition	84
AttachSAR	19
AttachSMI	0
AttachSODoc	2108
AttachTransDPTP	222

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AttachTransProgram	305
AttachWSFiles	1136
Attach_CH	2047
FaceSheetForms1002_3	1163
FaceSheetForms1002_3GPS	88
FaceSheetForms1002_3SO	111
FaceSheetForms1002_3SPCL	844
OMSForm1002_25	3
OMSForm1002_3	50
OMSForm1003_6	51
OMSReleaseNotification1003_21	25
WarrantAdminExhibit	0
WarrantExhibits	473
WarrantServedExhibit	170

PC_Files
AppealReviewDisciplinary.txt
CReviewMaxCustodyLevel.txt
DetentionData.txt
GrievanceLetter.txt
GrievanceLog.txt
GrievanceReturn.txt
OMSACCAT.txt
OMSACCATCasePlan.txt
OMSAppointments.txt
OMSCasePlan.txt
OMSCasePlanHistory.txt
OMSChronoNotes.txt
OMSFaceSheetForms.txt
OMSForms.txt
OMSFrostMaster.txt
OMSReleaseNotification.txt
OMSSanctionForFaceSheet.txt
OMSUsers.txt
RMSAIMSDI17Data.txt
RMSAppointmentCategoryData.txt
RMSAppointmentData.txt
RMSATS.txt
RMSAttach_CHData.txt

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RMSAttach1002_34Data.txt
RMSAttach1002_3Data.txt
RMSAttach35daysData.txt
RMSAttachmentsData.txt
RMSAttachNSCOSData.txt
RMSAttachPoliceReportData.txt
RMSAttachPSIData.txt
RMSAttachRefusedDPTPData.txt
RMSAttachRefuseTransitionData.txt
RMSAttachSARData.txt
RMSAttachSMIData.txt
RMSAttachSODocData.txt
RMSAttachTransDPTPData.txt
RMSAttachTransProgramData.txt
RMSAttachWSData.txt
RMSCCSupervisorApprovalData.txt
RMSCOSByADCData.txt
RMSCounselors.txt
RMSDomain.txt
RMSInmateTransportationData.txt
RMSISCData.txt
RMSOIUApprovalData.txt
RMSOIUCheckListData.txt
RMSParoleOfficersData.txt
RMSPlacementData.txt
RMSPOApprovalData.txt
RMSProgress.txt
RMSRecommendations.txt
RMSReleaseInfoData.txt
RMSReleaseTypeData.txt
RMSTCCheckListData.txt
RMSTransitionData.txt
RMSTreatmentType.txt
WarrantAdminExhibit.txt
WarrantArrest.txt
WarrantAttributes.txt
WarrantConditionData.txt
WarrantData.txt
WarrantExhibits.txt
WarrantServedExhibit.txt
WarrantSupervisionSummary.txt

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WarrantType.txt
WarrantUsers.txt
WarrantViolations.txt

AIMs Files
AIMS2ASITABLEDATA.TXT
AIMS2DORS03AADATA.TXT
AIMS2DORS03BADATA.TXT
AIMS2DORS03BBDATA.TXT
AIMS2DORS03BDDATA.TXT
AIMS2DORS03BEDATA.TXT
AIMS2DORS03BHDATA.TXT
AIMS2DORS03BJDATA.TXT
AIMS2DORS03BKDATA.TXT
AIMS2DORS03BLDATA.TXT
AIMS2DORS03BMDATA.TXT
AIMS2DORS03BNDATA.TXT
AIMS2DORS03CEDATA.TXT
AIMS2DORS04AADATA.TXT
AIMS2DORS04B1DATA.TXT
AIMS2DORS04BBDATA.TXT
AIMS2DORS04BCDATA.TXT
AIMS2DORS04BDDATA.TXT
AIMS2DORS04BEDATA.TXT
AIMS2DORS04BFDATA.TXT
AIMS2DORS04BGDATA.TXT
AIMS2DORS04BHDATA.TXT
AIMS2DORS04BIDATA.TXT
AIMS2DORS04BJDATA.TXT
AIMS2DORS04BMDATA.TXT
AIMS2DORS04BNDATA.TXT
AIMS2DORS04BODATA.TXT
AIMS2DORS04BPDATA.TXT
AIMS2DORS04BQDATA.TXT
AIMS2DORS04BRDATA.TXT
AIMS2DORS04BTDATA.TXT
AIMS2DORS04BUDATA.TXT
AIMS2DORS04BYDATA.TXT
AIMS2DORS04CADATA.TXT
AIMS2DORS04CGDATA.TXT
AIMS2DORS04CTDATA.TXT

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AIMS2DORS05AADATA.TXT
AIMS2DORS05BADATA.TXT
AIMS2DORS05BBDATA.TXT
AIMS2DORS05BCDATA.TXT
AIMS2DORS05BDDATA.TXT
AIMS2DORS05BEDATA.TXT
AIMS2DORS05BFDATA.TXT
AIMS2DORS05BGDATA.TXT
AIMS2DORS05BHDATA.TXT
AIMS2DORS05CIDATA.TXT
AIMS2DORS06BEDATA.TXT
AIMS2DORS06CEDATA.TXT
AIMS2DORS07AADATA.TXT
AIMS2DORS07BBDATA.TXT
AIMS2DORS07BCDATA.TXT
AIMS2DORS07BDDATA.TXT
AIMS2DORS07BEDATA.TXT
AIMS2DORS07BFDATA.TXT
AIMS2DORS07BHDATA.TXT
AIMS2DORS08AADATA.TXT
AIMS2DORS08BADATA.TXT
AIMS2DORS08BBDATA.TXT
AIMS2DORS08BCDATA.TXT
AIMS2DORS08BFDATA.TXT
AIMS2DORS08BGDATA.TXT
AIMS2DORS09AADATA.TXT
AIMS2DORS09AALOCDATA.TXT
AIMS2DORS09BADATA.TXT
AIMS2DORS09BCDATA.TXT
AIMS2DORS09BDDATA.TXT
AIMS2DORS12AADATA.TXT
AIMS2DORS12BBDATA.TXT
AIMS2DORS12BCDATA.TXT
AIMS2DORS12BDDATA.TXT
AIMS2DORS12BFDATA.TXT
AIMS2DORS12BHDATA.TXT
AIMS2DORS12BIDATA.TXT
AIMS2DORS13AADATA.TXT
AIMS2DORS13BBDATA.TXT
AIMS2DORS15BBDATA.TXT
AIMS2DORS16AADATA.TXT

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AIMS2DORS16BBDATA.TXT
AIMS2DORS16BCDATA.TXT
AIMS2DORS16CADATA.TXT
AIMS2DORS17AADATA.TXT
AIMS2DORS17BBDATA.TXT
AIMS2DORS18AADATA.TXT
AIMS2DORS18BADATA.TXT
AIMS2DORS18BBDATA.TXT
AIMS2DORS18BDDATA.TXT
AIMS2DORS18BEDATA.TXT
AIMS2DORS18BFDATA.TXT
AIMS2DORS18BGDATA.TXT
AIMS2DORS18BHDATA.TXT
AIMS2DORS18BIDATA.TXT
AIMS2DORS18BJDATA.TXT
AIMS2DORS18BKDATA.TXT
AIMS2DORS18BLDATA.TXT
AIMS2DORS18BMDATA.TXT
AIMS2DORS18BNDATA.TXT
AIMS2DORS18BODATA.TXT
AIMS2DORS18BPDATA.TXT
AIMS2DORS18BQDATA.TXT
AIMS2DORS18BRDATA.TXT
AIMS2DORS18BSDATA.TXT
AIMS2DORS18BTDATA.TXT
AIMS2DORS18BUDATA.TXT
AIMS2DORS18BVDATA.TXT
AIMS2DORS18CADATA.TXT
AIMS2DORS18CBDATA.TXT
AIMS2DORS18CKDATA.TXT
AIMS2DORS19AADATA.TXT
AIMS2DORS19BBDATA.TXT
AIMS2DORS19BEDATA.TXT
AIMS2DORS19BDDATA.TXT
RecordLayouts.txt

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology

AMERICAN OVERSIGHT

1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Nov 7, 2019 at 1:09 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Marissa and Thad-
>
> Below is a timeline of events in Arizona MT from today concerning Umami:
>
> - **02:31:** Bill James began submission of batch jobs
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> 9_34_Tax_Risk_Management
>
> 10_Tbl_DORS07AA
>
> Again, all remaining files are still in progress. At this point no issues / roadblocks have been reported.

AMERICAN OVERSIGHT

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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AMERICAN OVERSIGHT

From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	Aaron Bailey
Cc:	Dwight Cloud; Holly Greene; gmartinez1; Joseph Nicoletti; Rusty Johnson; Keith Barrier
Subject:	RE: DR Plan
Date:	Friday, November 8, 2019 3:49:45 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

Hi Aaron:

Please see my comments in red below, but we can talk more on Tuesday.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Aaron Bailey [mailto:abailey1@azadc.gov]
Sent: Friday, November 8, 2019 3:32 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: Dwight Cloud <dcloud@azadc.gov>; Holly Greene <hgreene@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Joseph Nicoletti <jnicole@azadc.gov>; Rusty Johnson <sjohnson@azadc.gov>; Keith Barrier <kbarrier@azadc.gov>
Subject: Fwd: DR Plan

Marissa,

- I expect I'll do ADC coordination and communication for most 11/14 DR activities
    - I'll need to work with you to understand impacts
    - I'll work with Dwight to communicate any announcements that need a wide distribution
    - Do you have any details about how DR activities will affect ADC users? – should not impact users. We are going to take the snapshot from PROD at a point in time on Thursday and then that will be the data we move to DR. We will leave PROD running to help decrease any impact to dual entry.
- George will be the point of contact on DR for interfaces. – George, can you please start researching in a DR type environment which interfaces are necessary and which interfaces should not be pulled over to DR?
- I'm not sure what action to take on Thursday with snapshoting AIMS2 areas
    - Can you please provide me further details on that? – we will need someone from OPS that can help identify what areas within AIMS2 will be used to verify the data and help navigate within AIMS2 and DR when we are ready for data verification
    - I'll schedule a time to talk with you on Tuesday

AMERICAN OVERSIGHT

---------- Forwarded message ---------
From: **Marissa Boice** <marissa.boice@bndna.com>
Date: Fri, Nov 8, 2019 at 1:24 PM
Subject: DR Plan
To: Aaron Bailey <abailey1@azadc.gov>

Aaron:

Who from ADC can I work with for the execution of the DR plan? The areas where I will need assistance is on Thursday we will need a snapshot of areas within AIMS2 that gives a snapshot in time of data (what areas will be targeted). I also need assistance from ADC of the plan for each interface during a DR type situation (has to be reconnected, can be reconnected, should not be connected, etc). I will also need a point of contact and someone to be responsible from ADC for the tracking of the DR activities and further communication out to ADC as the DR plan is tested. B&D will provide hourly updates throughout the day on the progression of the DR plan.

I am looking to starting working on these details on Tuesday so that the plan is ready and in place for execution on Thursday 11/14/19. Please let me know.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

--
Sincerely,
Aaron Bailey

Program Manager
Office: 602.542.8467 | Cell: 480.268.5726
abailey1@azadc.gov

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice; Thad Lowry
Cc: Aaron Bailey; George Martinez; Spencer Scott; Dwight Cloud; James Tarantino; Rusty Johnson; Joseph Nicoletti
Subject: Re: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)
Date: Thursday, November 7, 2019 6:28:07 PM

The below files have been transferred to the B&D Directory.

Zipped File Name	Number of Records
Attach1002_3	1632
Attach1002_34	0
Attach35days	19
Attachments	4727
AttachNSCOS	55
AttachPoliceReport	68
AttachPSI	1839
AttachRefusedDPTP	14
AttachRefuseTransition	84
AttachSAR	19
AttachSMI	0
AttachSODoc	2108
AttachTransDPTP	222
AttachTransProgram	305
AttachWSFiles	1136
Attach_CH	2047
FaceSheetForms1002_3	1163
FaceSheetForms1002_3GPS	88
FaceSheetForms1002_3SO	111
FaceSheetForms1002_3SPCL	844
OMSForm1002_25	3
OMSForm1002_3	50
OMSForm1003_6	51
OMSReleaseNotification1003_21	25
WarrantAdminExhibit	0
WarrantExhibits	473
WarrantServedExhibit	170

PC_Files
AppealReviewDisciplinary.txt
CReviewMaxCustodyLevel.txt
DetentionData.txt
GrievanceLetter.txt

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GrievanceLog.txt
GrievanceReturn.txt
OMSACCAT.txt
OMSACCATCasePlan.txt
OMSAppointments.txt
OMSCasePlan.txt
OMSCasePlanHistory.txt
OMSChronoNotes.txt
OMSFaceSheetForms.txt
OMSForms.txt
OMSFrostMaster.txt
OMSReleaseNotification.txt
OMSSanctionForFaceSheet.txt
OMSUsers.txt
RMSAIMSDI17Data.txt
RMSAppointmentCategoryData.txt
RMSAppointmentData.txt
RMSATS.txt
RMSAttach_CHData.txt
RMSAttach1002_34Data.txt
RMSAttach1002_3Data.txt
RMSAttach35daysData.txt
RMSAttachmentsData.txt
RMSAttachNSCOSData.txt
RMSAttachPoliceReportData.txt
RMSAttachPSIData.txt
RMSAttachRefusedDPTPData.txt
RMSAttachRefuseTransitionData.txt
RMSAttachSARData.txt
RMSAttachSMIData.txt
RMSAttachSODocData.txt
RMSAttachTransDPTPData.txt
RMSAttachTransProgramData.txt
RMSAttachWSData.txt
RMSCCSupervisorApprovalData.txt
RMSCOSByADCData.txt
RMSCounselors.txt
RMSDomain.txt
RMSInmateTransportationData.txt
RMSISCData.txt
RMSOIUApprovalData.txt
RMSOIUCheckListData.txt
RMSParoleOfficersData.txt

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RMSPlacementData.txt
RMSPOApprovalData.txt
RMSProgress.txt
RMSRecommendations.txt
RMSReleaseInfoData.txt
RMSReleaseTypeData.txt
RMSTCCheckListData.txt
RMSTransitionData.txt
RMSTreatmentType.txt
WarrantAdminExhibit.txt
WarrantArrest.txt
WarrantAttributes.txt
WarrantConditionData.txt
WarrantData.txt
WarrantExhibits.txt
WarrantServedExhibit.txt
WarrantSupervisionSummary.txt
WarrantType.txt
WarrantUsers.txt
WarrantViolations.txt

AIMs Files

AIMS2ASITABLEDATA.TXT
AIMS2DORS03AADATA.TXT
AIMS2DORS03BADATA.TXT
AIMS2DORS03BBDATA.TXT
AIMS2DORS03BDDATA.TXT
AIMS2DORS03BEDATA.TXT
AIMS2DORS03BHDATA.TXT
AIMS2DORS03BJDATA.TXT
AIMS2DORS03BKDATA.TXT
AIMS2DORS03BLDATA.TXT
AIMS2DORS03BMDATA.TXT
AIMS2DORS03BNDATA.TXT
AIMS2DORS03CEDATA.TXT
AIMS2DORS04AADATA.TXT
AIMS2DORS04B1DATA.TXT
AIMS2DORS04BBDATA.TXT
AIMS2DORS04BCDATA.TXT
AIMS2DORS04BDDATA.TXT
AIMS2DORS04BEDATA.TXT
AIMS2DORS04BFDATA.TXT

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AIMS2DORS04BGDATA.TXT
AIMS2DORS04BHDATA.TXT
AIMS2DORS04BIDATA.TXT
AIMS2DORS04BJDATA.TXT
AIMS2DORS04BMDATA.TXT
AIMS2DORS04BNDATA.TXT
AIMS2DORS04BODATA.TXT
AIMS2DORS04BPDATA.TXT
AIMS2DORS04BQDATA.TXT
AIMS2DORS04BRDATA.TXT
AIMS2DORS04BTDATA.TXT
AIMS2DORS04BUDATA.TXT
AIMS2DORS04BYDATA.TXT
AIMS2DORS04CADATA.TXT
AIMS2DORS04CGDATA.TXT
AIMS2DORS04CTDATA.TXT
AIMS2DORS05AADATA.TXT
AIMS2DORS05BADATA.TXT
AIMS2DORS05BBDATA.TXT
AIMS2DORS05BCDATA.TXT
AIMS2DORS05BDDATA.TXT
AIMS2DORS05BEDATA.TXT
AIMS2DORS05BFDATA.TXT
AIMS2DORS05BGDATA.TXT
AIMS2DORS05BHDATA.TXT
AIMS2DORS05CIDATA.TXT
AIMS2DORS06BEDATA.TXT
AIMS2DORS06CEDATA.TXT
AIMS2DORS07AADATA.TXT
AIMS2DORS07BBDATA.TXT
AIMS2DORS07BCDATA.TXT
AIMS2DORS07BDDATA.TXT
AIMS2DORS07BEDATA.TXT
AIMS2DORS07BFDATA.TXT
AIMS2DORS07BHDATA.TXT
AIMS2DORS08AADATA.TXT
AIMS2DORS08BADATA.TXT
AIMS2DORS08BBDATA.TXT
AIMS2DORS08BCDATA.TXT
AIMS2DORS08BFDATA.TXT
AIMS2DORS08BGDATA.TXT
AIMS2DORS09AADATA.TXT
AIMS2DORS09AALOCDATA.TXT

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AIMS2DORS09BADATA.TXT
AIMS2DORS09BCDATA.TXT
AIMS2DORS09BDDATA.TXT
AIMS2DORS12AADATA.TXT
AIMS2DORS12BBDATA.TXT
AIMS2DORS12BCDATA.TXT
AIMS2DORS12BDDATA.TXT
AIMS2DORS12BFDATA.TXT
AIMS2DORS12BHDATA.TXT
AIMS2DORS12BIDATA.TXT
AIMS2DORS13AADATA.TXT
AIMS2DORS13BBDATA.TXT
AIMS2DORS15BBDATA.TXT
AIMS2DORS16AADATA.TXT
AIMS2DORS16BBDATA.TXT
AIMS2DORS16BCDATA.TXT
AIMS2DORS16CADATA.TXT
AIMS2DORS17AADATA.TXT
AIMS2DORS17BBDATA.TXT
AIMS2DORS18AADATA.TXT
AIMS2DORS18BADATA.TXT
AIMS2DORS18BBDATA.TXT
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AIMS2DORS18BPDATA.TXT
AIMS2DORS18BQDATA.TXT
AIMS2DORS18BRDATA.TXT
AIMS2DORS18BSDATA.TXT
AIMS2DORS18BTDATA.TXT
AIMS2DORS18BUDATA.TXT
AIMS2DORS18BVDATA.TXT
AIMS2DORS18CADATA.TXT
AIMS2DORS18CBDATA.TXT

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AIMS2DORS18CKDATA.TXT
AIMS2DORS19AADATA.TXT
AIMS2DORS19BBDATA.TXT
AIMS2DORS19BEDATA.TXT
AIMS2DORS19BDDATA.TXT
RecordLayouts.txt

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Nov 7, 2019 at 1:09 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Marissa and Thad-
>
> Below is a timeline of events in Arizona MT from today concerning Umami:
>
> - **02:31:** Bill James began submission of batch jobs
> - **03:07:** Bill confirmed completion of the above.
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6_Outstanding_Checks.csv
6_Outstanding_Checks_COMPLETE.csv
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8_33_Escapee_Apprehension
9_34_Tax_Risk_Management

10_Tbl_DORS07AA

Again, all remaining files are still in progress. At this point no issues / roadblocks have been reported.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: John Hall; Aaron Bailey; Dwight Cloud
Cc: bcassiano; Herb Haley; Holly Greene; Chris Masson; Keith Francen; Dean Allen
Subject: AD Hoc Developers rights and processes
Date: Thursday, November 7, 2019 5:06:53 PM

I think we've had this conversation before – perhaps with different people which is why I've added Aaron and Dwight

My understanding for what we've agreed to do is:

- No one has direct write access to Prod Report Servers or Prod Databases
    - Certain individuals have Read Only access to production for other purposes (not for Ad Hoc report development)

- The prod database is copied down to our non prod databases on a periodic basis (roughly monthly to date) so the non Prod database is roughly up to date with live data

- We have granted access to a limited number of AD Hoc Report developers to:
    - the Non Prod database where they have read only access and the capability to create and edit their own views that they can then use in writing AD Hoc Reports

    - the Non Prod Telerik Report Server where they can create AD Hoc reports by writing SQL which can use the views they've created

- We still need to create a process for how these AD Hoc reports will be QA'd, tested in UAT and promoted into production where they can be stored in certain places that will allow them to be run or scheduled
    - For now we'll deal with them via email on request until we work out this process

Upon looking into this we may have given people access to the production Telerik Server which we will need to revoke and give them access to the Telerik Test Server

Right now the group of people that have the capability described here are:

1. <mgomez@azadc.gov>	Michael Gomez
2. <mdolny@azadc.gov>	Michael Dolny
3. <jconnolly@azadc.gov>	Joshua Connolly
4. <jsquires@azadc.gov>	John Squires
5. <pschroed@azadc.gov>	"SCHROEDER PHIL"
6. <jtaranti@azadc.gov>	James Tarantino
7. <jwhitson@azadc.gov>	Jacob Whitson
8.	Holly Greene

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<hgreene@azadc.gov>	
9. <hhaley@azadc.gov>	Herbert Haley
10. <gmartinez1@azadc.gov>	George Martinez
11. <bcassiano@azadc.gov>	Brittany Cassiano
12. <abailey1@azadc.gov>	Aaron Bailey
13. lvelamakanni@azadc.gov	Lalitha Velamakanni

And with this email John Hall is asking for inclusion into this group

Also to reduce confusion there should be a process developed to add others to this group

Please let me know if I have anything wrong or if you would like to discuss this further

Thanks,

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Chris Masson <chris.masson@bndna.com>
Sent: Thursday, November 7, 2019 12:41 PM
To: John Hall <jhall2@azadc.gov>
Cc: bcassiano <bcassiano@azadc.gov>; Herb Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: RE: Telerik Production Access

I will defer to Thad on what the standard approach has been to allow access to the database, and what access is granted.

From: John Hall <jhall2@azadc.gov>
Sent: Thursday, November 7, 2019 12:38 PM
To: Chris Masson <chris.masson@bndna.com>
Cc: bcassiano <bcassiano@azadc.gov>; Herb Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Telerik Production Access

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Chris,

I have not received any response to this email. Please let me know how I can get access to the AIMS 2 database.

John Hall, TCU Tech Specialist
Arizona Department of Corrections
Time Comp Unit
1601 W. Jefferson St
Phoenix, AZ 85007
jhall2@azcorrections.gov
602-542-5042

On Tue, Nov 5, 2019 at 2:58 PM John Hall <jhall2@azadc.gov> wrote:

> Chris,
>
> In order to have access to the stored procedures, I need to have access to the database as well. Otherwise, I cannot see the stored procedures with inputs and outputs. I tried to use SQL queries, but was told that would not work for what I need.
>
> I would prefer to have read/write access rather than read-only access so that I can create a new SP if needed. I understand that changing a SP can cause HUGE problems, so I will be extremely careful to not affect any existing SP's. I have worked as a DBA previously using Sybase and SQL Server, so I know how quickly I can get myself into trouble.
>
> John Hall, TCU Tech Specialist
> Arizona Department of Corrections
> Time Comp Unit
> 1601 W. Jefferson St
> Phoenix, AZ 85007
> jhall2@azcorrections.gov
> 602-542-5042
>
> On Tue, Oct 29, 2019 at 11:45 AM Chris Masson <chris.masson@bndna.com> wrote:
>
> > I have set you up with a UAT account (same credentials) – the directions below will still work and then you can work with the rest of the ADC team who have had sessions and been using the tool since we provided training.
> >
> > The UAT Telerik server is [redacted]
> >
> > **From:** John Hall <jhall2@azadc.gov>
> > **Sent:** Tuesday, October 29, 2019 11:38 AM
> > **To:** Chris Masson <chris.masson@bndna.com>
> > **Cc:** bcassiano <bcassiano@azadc.gov>; Herb Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
> > **Subject:** Re: Telerik Production Access

AMERICAN OVERSIGHT

Chris,

I am having trouble with setting up the data connection. Can you help me? I would prefer to access the UAT database for now, but if that is not available, I can carefully work with PROD.

John Hall, TCU Tech Specialist
Arizona Department of Corrections
Time Comp Unit
1601 W. Jefferson St
Phoenix, AZ 85007
jhall2@azcorrections.gov
602-542-5042

On Fri, Oct 25, 2019 at 10:50 AM Chris Masson <chris.masson@bndna.com> wrote:

Hi John,

Please see details below – this should allow you to get the report designer and connect to the report server. Previously trained staff are listed at the bottom of this email who can assist you with creating reports specific to your needs.

Telerik Access

a. **Report Server URL**

   i. [redacted]

b. **Report Server credentials**

   i. [redacted]

   ii.

c. **Report Designer**

   i. Download from this url: [redacted]

d. **Overview & links**

   i. Please find attached my PowerPoint presentation that I used earlier this year for our last ADC session.

   j. This contains a good overview, as well as some helpful links to Teleriks website for further detail on report design and structuring.

2. **Database access**

   a. Joshua Connolly has all the connection information and can help the below users if they have questions, problems connecting or accessing tables/views.

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b. Here are the details for those existing users

1. <mgomez@azadc.gov>	Michael Gomez
2. <mdolny@azadc.gov>	Michael Dolny
3. <jconnolly@azadc.gov>	Joshua Connolly
4. <jsquires@azadc.gov>	John Squires
5. <pschroed@azadc.gov>	"SCHROEDER PHIL"
6. <jtaranti@azadc.gov>	James Tarantino
7. <jwhitson@azadc.gov>	Jacob Whitson
8. <hgreene@azadc.gov>	Holly Greene
9. <hhaley@azadc.gov>	Herbert Haley
10. <gmartinez1@azadc.gov>	George Martinez
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AMERICAN OVERSIGHT

From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice; Thad Lowry
Cc: Aaron Bailey; George Martinez; Spencer Scott; Dwight Cloud; James Tarantino; Rusty Johnson; Joseph Nicoletti
Subject: UPDATE: Umami Data Migration - ADC Tasks (11/7/19)
Date: Thursday, November 7, 2019 1:09:42 PM

Hi Marissa and Thad-

Below is a timeline of events in Arizona MT from today concerning Umami:

- **02:31:** Bill James began submission of batch jobs
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- **06:50:** Jim confirmed completion of flat files and turn over to Robert Maneer
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  10_Tbl_DORS07AA

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Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

AMERICAN OVERSIGHT

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

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From: Chris Masson on behalf of Chris Masson <chris.masson@bndna.com>
To: John Hall
Cc: bcassiano; Herb Haley; Holly Greene; Thad Lowry
Subject: RE: Telerik Production Access
Date: Thursday, November 7, 2019 12:40:37 PM

I will defer to Thad on what the standard approach has been to allow access to the database, and what access is granted.

From: John Hall <jhall2@azadc.gov>
Sent: Thursday, November 7, 2019 12:38 PM
To: Chris Masson <chris.masson@bndna.com>
Cc: bcassiano <bcassiano@azadc.gov>; Herb Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Telerik Production Access

Chris,

I have not received any response to this email. Please let me know how I can get access to the AIMS 2 database.

John Hall, TCU Tech Specialist
Arizona Department of Corrections
Time Comp Unit
1601 W. Jefferson St
Phoenix, AZ 85007
jhall2@azcorrections.gov
602-542-5042

On Tue, Nov 5, 2019 at 2:58 PM John Hall <jhall2@azadc.gov> wrote:

> Chris,
>
> In order to have access to the stored procedures, I need to have access to the database as well. Otherwise, I cannot see the stored procedures with inputs and outputs. I tried to use SQL queries, but was told that would not work for what I need.
>
> I would prefer to have read/write access rather than read-only access so that I can create a new SP if needed. I understand that changing a SP can cause HUGE problems, so I will be extremely careful to not affect any existing SP's. I have worked as a DBA previously using Sybase and SQL Server, so I know how quickly I can get myself into trouble.
>
> John Hall, TCU Tech Specialist
> Arizona Department of Corrections
> Time Comp Unit
> 1601 W. Jefferson St
> Phoenix, AZ 85007
> jhall2@azcorrections.gov
> 602-542-5042

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On Tue, Oct 29, 2019 at 11:45 AM Chris Masson <chris.masson@bndna.com> wrote:

> I have set you up with a UAT account (same credentials) – the directions below will still work and then you can work with the rest of the ADC team who have had sessions and been using the tool since we provided training.
>
> The UAT Telerik server is [redacted]
>
> **From:** John Hall <jhall2@azadc.gov>
> **Sent:** Tuesday, October 29, 2019 11:38 AM
> **To:** Chris Masson <chris.masson@bndna.com>
> **Cc:** bcassiano <bcassiano@azadc.gov>; Herb Haley <hhaley@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
> **Subject:** Re: Telerik Production Access
>
> Chris,
>
> I am having trouble with setting up the data connection. Can you help me? I would prefer to access the UAT database for now, but if that is not available, I can carefully work with PROD.
>
> John Hall, TCU Tech Specialist
> Arizona Department of Corrections
> Time Comp Unit
> 1601 W. Jefferson St
> Phoenix, AZ 85007
> jhall2@azcorrections.gov
> 602-542-5042
>
> On Fri, Oct 25, 2019 at 10:50 AM Chris Masson <chris.masson@bndna.com> wrote:
>
> > Hi John,
> >
> > Please see details below – this should allow you to get the report designer and connect to the report server. Previously trained staff are listed at the bottom of this email who can assist you with creating reports specific to your needs.
> >
> > **Telerik Access**
> >
> > a. **Report Server URL**
> >
> > **i.** [redacted]
> >
> > b. **Report Server credentials**
> >
> > i. [redacted]
> >
> > ii.
> >
> > c. **Report Designer**

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i. Download from this url: [redacted]

d. **Overview & links**

i. Please find attached my PowerPoint presentation that I used earlier this year for our last ADC session.

j. This contains a good overview, as well as some helpful links to Teleriks website for further detail on report design and structuring.

2. **Database access**

a. Joshua Connolly has all the connection information and can help the below users if they have questions, problems connecting or accessing tables/views.

b. Here are the details for those existing users

1. <mgomez@azadc.gov>	Michael Gomez
2. <mdolny@azadc.gov>	Michael Dolny
3. <jconnolly@azadc.gov>	Joshua Connolly
4. <jsquires@azadc.gov>	John Squires
5. <pschroed@azadc.gov>	"SCHROEDER PHIL"
6. <jtaranti@azadc.gov>	James Tarantino
7. <jwhitson@azadc.gov>	Jacob Whitson
8. <hgreene@azadc.gov>	Holly Greene
9. <hhaley@azadc.gov>	Herbert Haley
10. <gmartinez1@azadc.gov>	George Martinez
11. <bcassiano@azadc.gov>	Brittany Cassiano
12. <abailey1@azadc.gov>	Aaron Bailey
13. lvelamakanni@azadc.gov	Lalitha Velamakanni

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From:	Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To:	Marissa Boice
Cc:	James Tarantino; Michael Gomez; Thad Lowry; Rajkumar Gopal; Keith Francen; Aaron Bailey
Bcc:	Dwight Cloud
Subject:	Re: PDF Files
Date:	Wednesday, November 6, 2019 4:23:25 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

Hi Marissa-

I look to Michael and Hung to help answer your questions, but my general responses are below:

1. How can we coordinate getting a new full set of PDF files? **- We can have a quick 15 min meeting with this group if you'd like to discuss. I will look to you to schedule**
2. Is this something that can be kicked off today prior to the DOC O pull tomorrow understanding the files will take several days to run? - **At this point, no. Let's discuss in the meeting. Side note, for Go-Live, we will need to perform this action as a trickle in starting the week prior on 11/19 and up to the day of DM on 11/29**
3. Would transferring the files interrupt any Umami activities for your team? **- The delta's will be sent for Umami. However, if you require the full set, this should be tackled separately (outside of Umami) with the understanding that it will take more time to deliver. We'd need to discuss and understand when B&D needs the full set as this is not a scheduled weekend for DM. That said, I'm looking to next week at the latest to wrap up the delivery**

Respectfully,

Holly Greene

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 8:47 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Hi Holly:
>
> How can we coordinate getting a new full set of PDF files? Is this something that can be

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kicked off today prior to the DOC O pull tomorrow understanding the files will take several days to run? Would transferring the files interrupt any Umami activities for your team?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

Scottsdale, AZ 85260 US

M: [redacted]
E: marissa.boice@businessdecision.com

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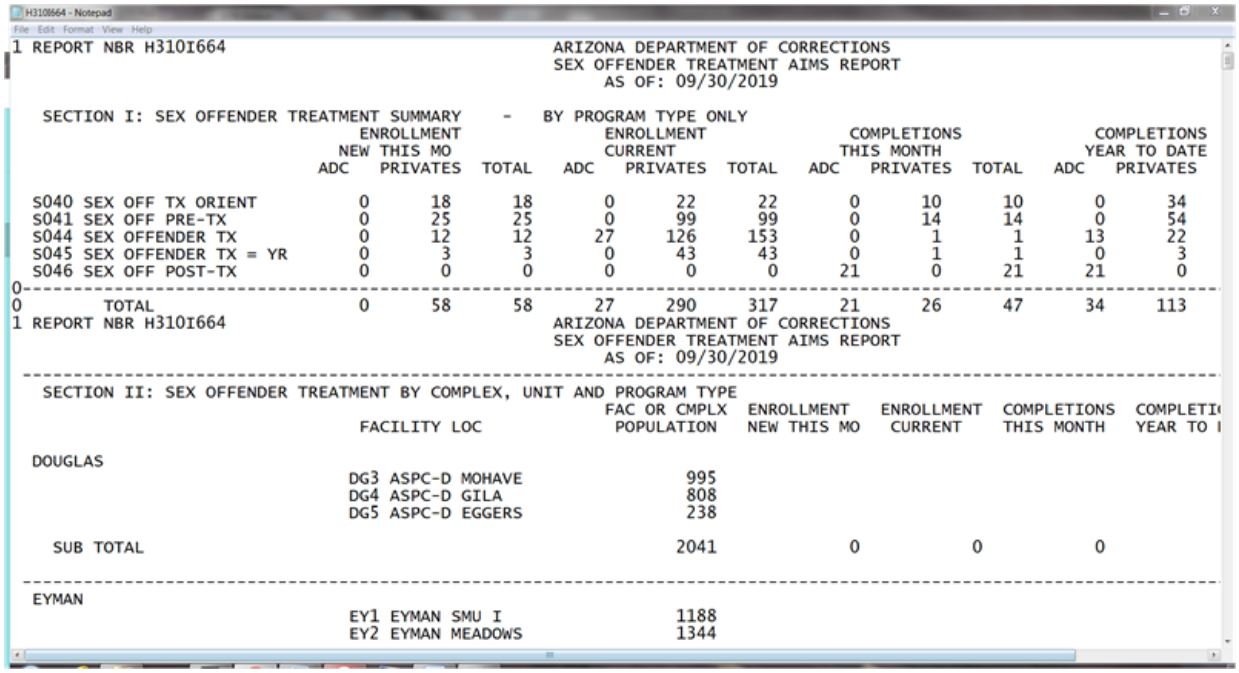
From: Scott Brauer on behalf of Scott Brauer <scott.brauer@bndna.com>
To: Robert Maneer
Cc: Russell Coryell; Holly Greene
Subject: RE: FW: Please run H310I664 (RPT 1190)
Date: Wednesday, November 6, 2019 12:31:46 PM
Attachments: image001.png
image002.png
image003.png
image004.png

Excellent, thank you, just what I needed.
Scott

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Wednesday, November 6, 2019 12:29 PM
To: Scott Brauer <scott.brauer@bndna.com>
Cc: Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: FW: Please run H310I664 (RPT 1190)

Scott, I was able to run the Job H310I664 and substitute the date of 10-4-2019 for the current date. The Report is now AS OF 9/30/2019.

The Text Version is attached:



```
1 REPORT NBR H310I664                          ARIZONA DEPARTMENT OF CORRECTIONS
                                               SEX OFFENDER TREATMENT AIMS REPORT
                                                    AS OF: 09/30/2019

  SECTION I: SEX OFFENDER TREATMENT SUMMARY    -   BY PROGRAM TYPE ONLY
                              ENROLLMENT              ENROLLMENT          COMPLETIONS          COMPLETIONS
                            NEW THIS MO               CURRENT             THIS MONTH           YEAR TO DATE
                          ADC   PRIVATES  TOTAL   ADC   PRIVATES  TOTAL   ADC   PRIVATES  TOTAL   ADC   PRIVATES

  S040 SEX OFF TX ORIENT    0       18      18     0       22      22     0       10      10     0       34
  S041 SEX OFF PRE-TX       0       25      25     0       99      99     0       14      14     0       54
  S044 SEX OFFENDER TX      0       12      12    27      126     153     0        1       1    13       22
  S045 SEX OFFENDER TX = YR 0        3       3     0       43      43     0        1       1     0        3
  S046 SEX OFF POST-TX      0        0       0     0        0       0    21        0      21    21        0
0-------------------------------------------------------------------------------------------------------------
0       TOTAL               0       58      58    27      290     317    21       26      47    34      113
1 REPORT NBR H310I664                          ARIZONA DEPARTMENT OF CORRECTIONS
                                               SEX OFFENDER TREATMENT AIMS REPORT
                                                    AS OF: 09/30/2019
-------------------------------------------------------------------------------------------------------------
  SECTION II: SEX OFFENDER TREATMENT BY COMPLEX, UNIT AND PROGRAM TYPE
                                                FAC OR CMPLX  ENROLLMENT   ENROLLMENT  COMPLETIONS  COMPLETI
                            FACILITY LOC         POPULATION  NEW THIS MO   CURRENT     THIS MONTH   YEAR TO I

 DOUGLAS
                          DG3 ASPC-D MOHAVE           995
                          DG4 ASPC-D GILA             808
                          DG5 ASPC-D EGGERS           238

   SUB TOTAL                                         2041          0           0           0

-------------------------------------------------------------------------------------------------------------
 EYMAN
                          EY1 EYMAN SMU I            1188
                          EY2 EYMAN MEADOWS          1344
```

Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 6, 2019 at 12:17 PM Scott Brauer <scott.brauer@bndna.com> wrote:

> One of the filenames says it is "from 10-5" but still says AS OF 10/31/2910 so I believe the date math is making it report October-2019 instead of September-2019 because it was executed in November-2019.
>
> Scott
>
> ---
>
> **From:** Scott Brauer
> **Sent:** Wednesday, November 6, 2019 12:13 PM

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To: Russell Coryell <russell.coryell@bndna.com>; Robert Maneer <rmaneer@azadc.gov>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: RE: FW: Please run H310I664 (RPT 1190)

All of them I have say "AS OF 10/31/2019", how do I tell which is which?
Scott

From: Russell Coryell <russell.coryell@bndna.com>
Sent: Wednesday, November 6, 2019 12:08 PM
To: Scott Brauer <scott.brauer@bndna.com>; Robert Maneer <rmaneer@azadc.gov>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: RE: FW: Please run H310I664 (RPT 1190)

Thx for the info Robert. Scott, that's the report you(and Farhad) have.(I ran it yesterday..and it matches the one that Robert sent to Farhad too)

Thank you.
Russ

From: Scott Brauer <scott.brauer@bndna.com>
Sent: Wednesday, November 6, 2019 11:36 AM
To: Robert Maneer <rmaneer@azadc.gov>; Russell Coryell <russell.coryell@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: RE: FW: Please run H310I664 (RPT 1190)

Thank you Robert.
Sorry for all of the confusion, just having the snapshot and migration done in the middle of the month is giving us some weird issues.

I guess we should try to run against the 10/05/2019 GED file and see what we get.
@Russell Coryell, can you do that?

Scott

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Wednesday, November 6, 2019 11:29 AM
To: Scott Brauer <scott.brauer@bndna.com>
Cc: Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: FW: Please run H310I664 (RPT 1190)

Scott, what you want is not available:

Scott, I went back in and looked at the Production jobs for the job $CO664CP that runs ONLY on the 5th of the month and creates the Report from H310I664.

This job creates a report PDF with generations from prior job runs (all run on the 5th of the current month).

So there is not a job run for Program H310I664 closer to the beginning of the month.

I have created my own JCL to run the job pulling in the INPUT Data from the existing GED File but we are limited to the dates available on the GED File. (For October we do not have a GED File available other than 9-29-2019 and 10-5-2019.

So there is no way to create a report closer to the beginning of the month of October.

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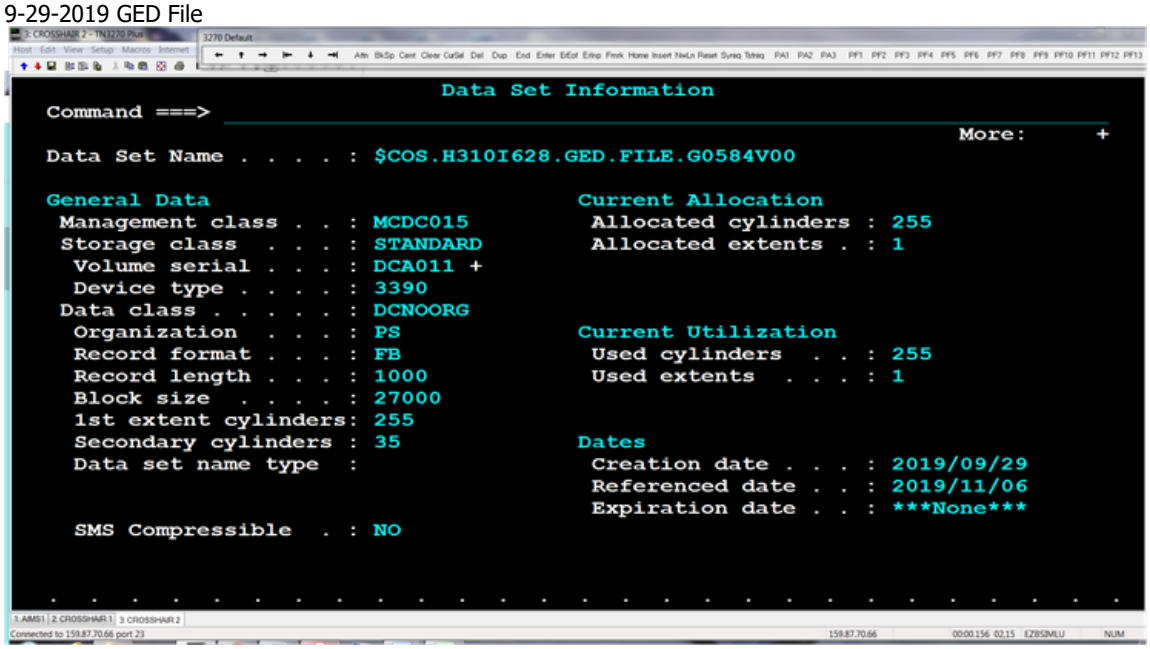
Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 6, 2019 at 10:56 AM Scott Brauer <scott.brauer@bndna.com> wrote:

> Robert,
>
> I would really like to get a copy of the PDF that was generated from production on the 5th (or 6th not sure which date) from the network drive where they are stored.
> It should say AS OF: 09/30/2019
>
> I am seeing some very weird results from the runs I am getting from DOCO where the AS OF date is 10/31/2019 because the data only runs through 10/18/2019.
>
> Scott
>
> **From:** Robert Maneer <rmaneer@azadc.gov>
> **Sent:** Wednesday, November 6, 2019 10:49 AM
> **To:** Scott Brauer <scott.brauer@bndna.com>
> **Cc:** Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: FW: Please run H310I664 (RPT 1190)
>
> Scott, the GED File has generations for 9-29-2019 and 10-5-2019. That is as close to the beginning of the month of October that we have available to use as input in Job H310I664.
>
> 9-29-2019 GED File



> 10-5-2019 GED File

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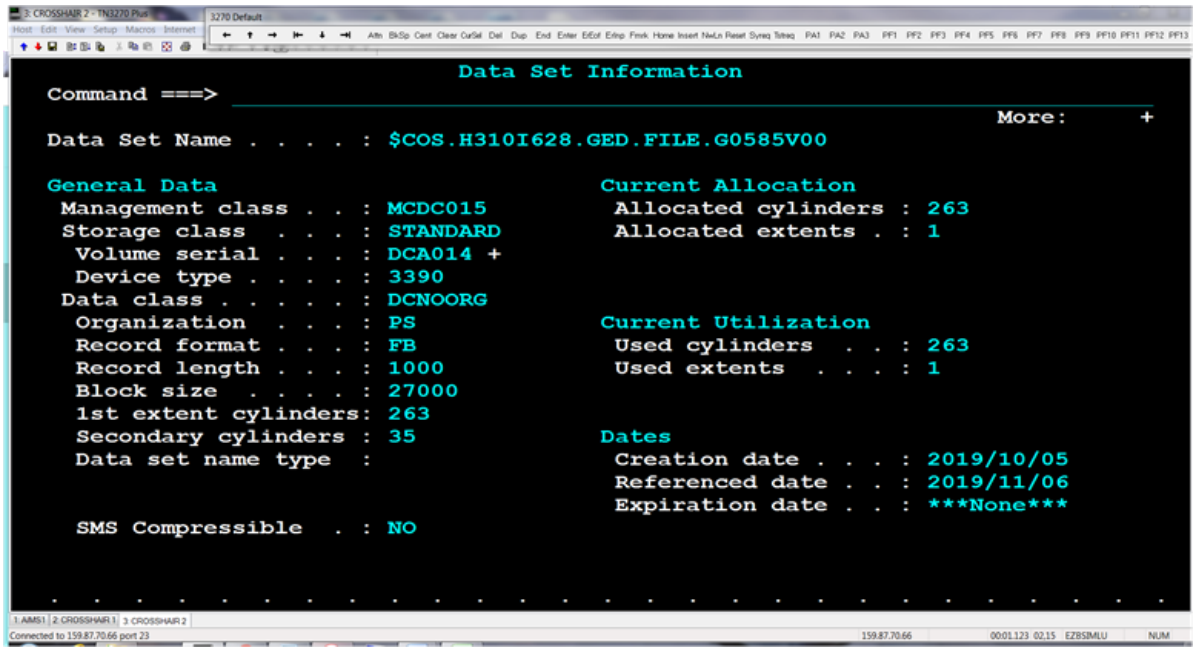

Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 6, 2019 at 10:41 AM Scott Brauer <scott.brauer@bndna.com> wrote:

> Hi Robert,
> Actually, what I would like is the first run in Oct-2019 that is As Of 30-Sep-2019.
> This will be the latest and most complete data set.
> Is that run Saturday or Sunday, Oct 5th or 6th?
>
> Is it possible to get the PDF file from the repository where these are put when they run automatically?
> This way we are not trying to emulate it, just get the original.
>
> Scott
>
> **From:** Robert Maneer <rmaneer@azadc.gov>
> **Sent:** Wednesday, November 6, 2019 10:23 AM
> **To:** Russell Coryell <russell.coryell@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Scott Brauer <scott.brauer@bndna.com>
> **Subject:** Re: FW: Please run H310I664 (RPT 1190)
>
> The only dates available for the GED File are 10-13 or 10-20 so you either lose 5 days or get 2 additional days from the data in the GED file. There is no GED File data available for specifically 10-18-2019
>
> Robert Maneer
> Consultant ADOC AIMS Mainframe
> rmaneer@azadc.gov
>
> On Wed, Nov 6, 2019 at 10:20 AM Russell Coryell <russell.coryell@bndna.com> wrote:
>
> > Thx for the info. We are wondering if the actual report from Production on 10-18 is available? If it is… can you retrieve that for us and share it?
> >
> > The “issue” for us is the GDG are created on 10-13 or 10-20…. So either one I use will not MATCH the data we are using

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for the AIMS2 report.

Let us know? If you have another suggestion, we welcome that too.

Thank you.
Russ

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Wednesday, November 6, 2019 10:08 AM
To: Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
Cc: Scott Brauer <scott.brauer@bndna.com>
Subject: Re: FW: Please run H310I664 (RPT 1190)

I just checked, the last time DOCO was refreshed was 10-18-2019 to coincide with the Pilot.

Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 6, 2019 at 10:05 AM Russell Coryell <russell.coryell@bndna.com> wrote:

> Howdy Robert. What date was the data currently in DOCO a "snapshot" of? That's the GDG date at we need to feed into H310I664. You have the JCL setup for G0585V00(created 10-5). That SEEMS right but neither of us know FOR SURE what date DOCO is from.
>
> Let us know?
>
> Thank you.
> Russ
>
> ---
>
> **From:** Scott Brauer <scott.brauer@bndna.com>
> **Sent:** Wednesday, November 6, 2019 9:49 AM
> **To:** Russell Coryell <russell.coryell@bndna.com>
> **Subject:** RE: Please run H310I664
>
> Russell,
> Something is not right with this report run.
> I am getting some very different numbers.
> I think the "forced" run did not set all of the date parameters correctly.
> Can you see if we can get a copy of the one that ran this past week from their repository server?
> PDF is ok.
> Robert should be able to acquire this file for us.
>
> Scott
>
> ---
>
> **From:** Scott Brauer
> **Sent:** Tuesday, November 5, 2019 1:52 PM
> **To:** Russell Coryell <russell.coryell@bndna.com>
> **Subject:** RE: Please run H310I664
>
> Excellent, thank you.
>
> ---
>
> **From:** Russell Coryell <russell.coryell@bndna.com>
> **Sent:** Tuesday, November 5, 2019 1:33 PM
> **To:** Scott Brauer <scott.brauer@bndna.com>

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Subject: RE: Please run H310I664

You got it. This uses the same input file that Robert used this morning to produce Farhad's report…. I only mentioned it because the report says "as of October 31st". if it's not the one you want let me know and I'll see if we can find the appropriate input file.

I'm attaching the PDF version that Robert gave to Farhad this morning… just for giggle.

Thank you.
Russ

From: Scott Brauer <scott.brauer@bndna.com>
Sent: Tuesday, November 5, 2019 1:09 PM
To: Russell Coryell <russell.coryell@bndna.com>
Subject: Please run H310I664

This H310I664 is one that does not have parameters and is not a DA04.

If you can, please grab the TEXT file version.

Thank you,

Scott Brauer
Contract PL/SQL Developer Lead
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
Cell: 602-717-5644
Email: scott.brauer@bndna.com

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From: Russell Coryell on behalf of Russell Coryell <russell.coryell@bndna.com>
To: Scott Brauer
Cc: Holly Greene; Robert Maneer
Subject: RE: FW: Please run H310I664 (RPT 1190)
Date: Wednesday, November 6, 2019 12:23:55 PM
Attachments: image001.png
image002.png
image003.png

I emailed you the one with 10-5's input yesterday…

The 2 I emailed you today… the subject line tells you the input dataset's date. I'll copy H310I664 to SP, and we can verify why they ALL say "As of E.o.M". I'd bet Robert's paycheck that you're right, the program picks the month from the input file then puts the last day of the month in there.

Thank you.
Russ

From: Scott Brauer <scott.brauer@bndna.com>
Sent: Wednesday, November 6, 2019 12:13 PM
To: Russell Coryell <russell.coryell@bndna.com>; Robert Maneer <rmaneer@azadc.gov>
Cc: Holly Greene <hgreene@azadc.gov>
Subject: RE: FW: Please run H310I664 (RPT 1190)

All of them I have say "AS OF 10/31/2019", how do I tell which is which?
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Cc: Holly Greene <hgreene@azadc.gov>
Subject: RE: FW: Please run H310I664 (RPT 1190)

Thank you Robert.
Sorry for all of the confusion, just having the snapshot and migration done in the middle of the month is giving us some weird issues.

I guess we should try to run against the 10/05/2019 GED file and see what we get.
@Russell Coryell, can you do that?

Scott

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Wednesday, November 6, 2019 11:29 AM
To: Scott Brauer <scott.brauer@bndna.com>

AMERICAN OVERSIGHT

Cc: Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: FW: Please run H310I664 (RPT 1190)

Scott, what you want is not available:

Scott, I went back in and looked at the Production jobs for the job $CO664CP that runs ONLY on the 5th of the month and creates the Report from H310I664.

This job creates a report PDF with generations from prior job runs (all run on the 5th of the current month).

So there is not a job run for Program H310I664 closer to the beginning of the month.

I have created my own JCL to run the job pulling in the INPUT Data from the existing GED File but we are limited to the dates available on the GED File. (For October we do not have a GED File available other than 9-29-2019 and 10-5-2019.

So there is no way to create a report closer to the beginning of the month of October.

Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 6, 2019 at 10:56 AM Scott Brauer <scott.brauer@bndna.com> wrote:

> Robert,
>
> I would really like to get a copy of the PDF that was generated from production on the 5th (or 6th not sure which date) from the network drive where they are stored.
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> **Sent:** Wednesday, November 6, 2019 10:49 AM
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> **Cc:** Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: FW: Please run H310I664 (RPT 1190)
>
> Scott, the GED File has generations for 9-29-2019 and 10-5-2019. That is as close to the beginning of the month of October that we have available to use as input in Job H310I664.
>
> 9-29-2019 GED File

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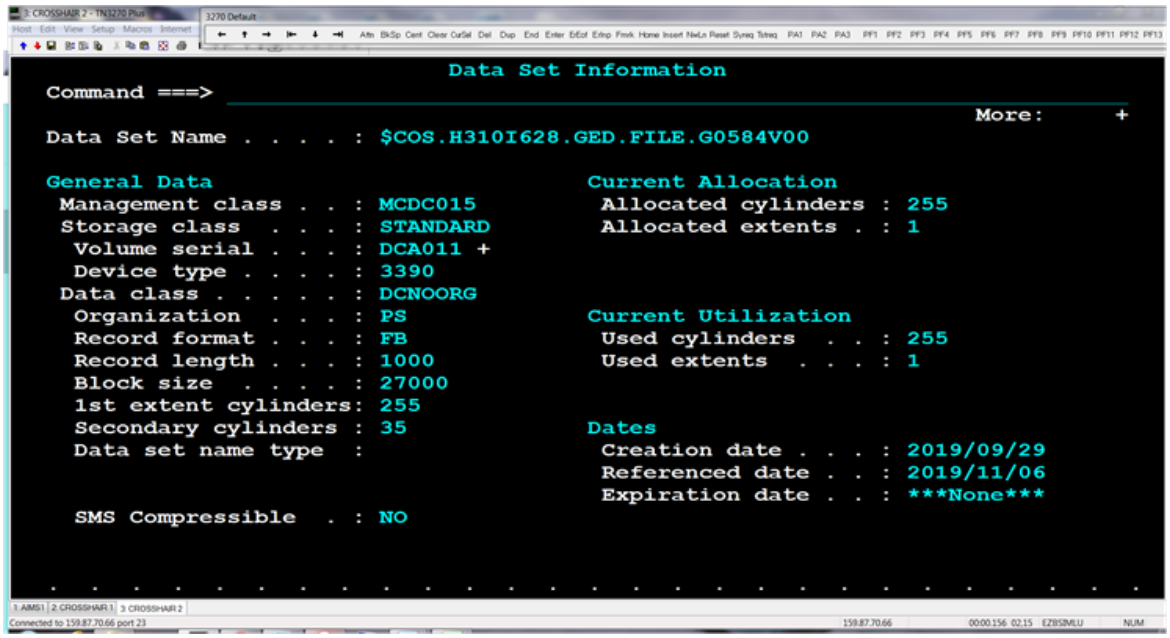
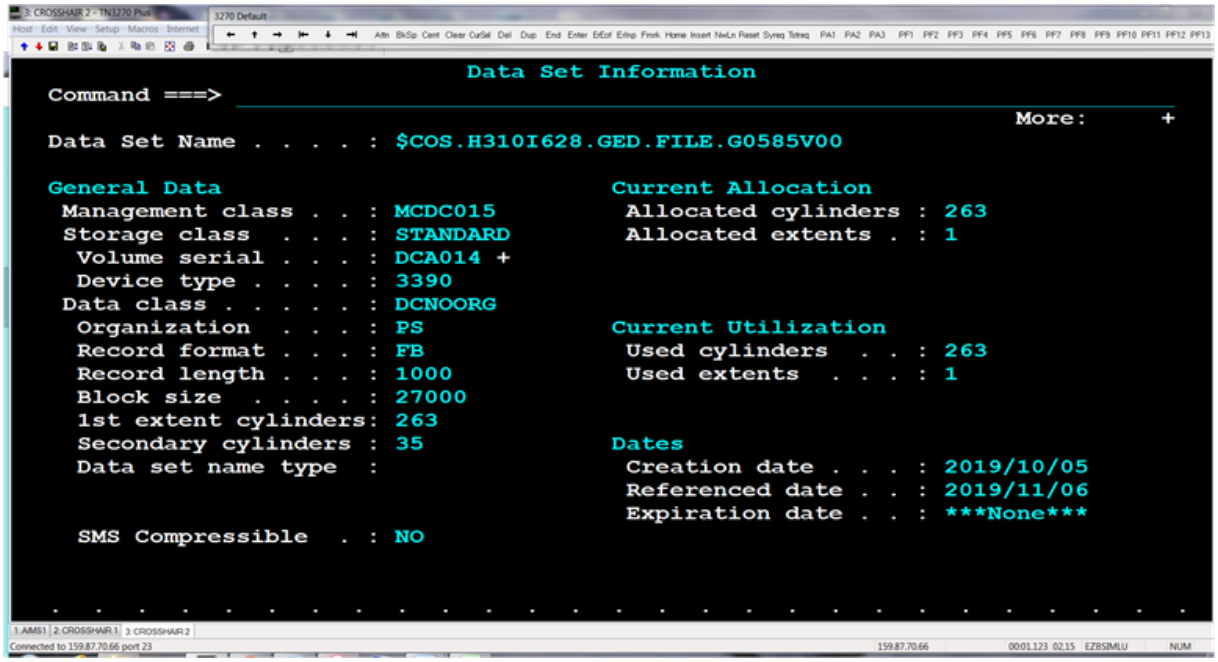


10-5-2019 GED File



Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 6, 2019 at 10:41 AM Scott Brauer <scott.brauer@bndna.com> wrote:

> Hi Robert,
> Actually, what I would like is the first run in Oct-2019 that is As Of 30-Sep-2019.
> This will be the latest and most complete data set.
> Is that run Saturday or Sunday, Oct 5th or 6th?
>
> Is it possible to get the PDF file from the repository where these are put when they run automatically?
> This way we are not trying to emulate it, just get the original.

AMERICAN OVERSIGHT

Scott

From: Robert Maneer <rmaneer@azadc.gov>
Sent: Wednesday, November 6, 2019 10:23 AM
To: Russell Coryell <russell.coryell@bndna.com>
Cc: Holly Greene <hgreene@azadc.gov>; Scott Brauer <scott.brauer@bndna.com>
Subject: Re: FW: Please run H310I664 (RPT 1190)

The only dates available for the GED File are 10-13 or 10-20 so you either lose 5 days or get 2 additional days from the data in the GED file. There is no GED File data available for specifically 10-18-2019

Robert Maneer
Consultant ADOC AIMS Mainframe
rmaneer@azadc.gov

On Wed, Nov 6, 2019 at 10:20 AM Russell Coryell <russell.coryell@bndna.com> wrote:

> Thx for the info. We are wondering if the actual report from Production on 10-18 is available? If it is… can you retrieve that for us and share it?
>
> The "issue" for us is the GDG are created on 10-13 or 10-20…. So either one I use will not MATCH the data we are using for the AIMS2 report.
>
> Let us know? If you have another suggestion, we welcome that too.
>
> Thank you.
> Russ
>
> **From:** Robert Maneer <rmaneer@azadc.gov>
> **Sent:** Wednesday, November 6, 2019 10:08 AM
> **To:** Russell Coryell <russell.coryell@bndna.com>; Holly Greene <hgreene@azadc.gov>
> **Cc:** Scott Brauer <scott.brauer@bndna.com>
> **Subject:** Re: FW: Please run H310I664 (RPT 1190)
>
> I just checked, the last time DOCO was refreshed was 10-18-2019 to coincide with the Pilot.
>
> Robert Maneer
> Consultant ADOC AIMS Mainframe
> rmaneer@azadc.gov
>
> On Wed, Nov 6, 2019 at 10:05 AM Russell Coryell <russell.coryell@bndna.com> wrote:
>
> > Howdy Robert. What date was the data currently in DOCO a "snapshot" of? That's the GDG date at we need to feed into H310I664. You have the JCL setup for G0585V00(created 10-5). That SEEMS right but neither of us know FOR SURE what date DOCO is from.
> >
> > Let us know?
> >
> > Thank you.
> > Russ
> >
> > ---
> >
> > **From:** Scott Brauer <scott.brauer@bndna.com>
> > **Sent:** Wednesday, November 6, 2019 9:49 AM
> > **To:** Russell Coryell <russell.coryell@bndna.com>
> > **Subject:** RE: Please run H310I664

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Russell,
Something is not right with this report run.
I am getting some very different numbers.
I think the "forced" run did not set all of the date parameters correctly.
Can you see if we can get a copy of the one that ran this past week from their repository server?
PDF is ok.
Robert should be able to acquire this file for us.

Scott

From: Scott Brauer
Sent: Tuesday, November 5, 2019 1:52 PM
To: Russell Coryell <russell.coryell@bndna.com>
Subject: RE: Please run H310I664

Excellent, thank you.

From: Russell Coryell <russell.coryell@bndna.com>
Sent: Tuesday, November 5, 2019 1:33 PM
To: Scott Brauer <scott.brauer@bndna.com>
Subject: RE: Please run H310I664

You got it. This uses the same input file that Robert used this morning to produce Farhad's report…. I only mentioned it because the report says "as of October 31st". if it's not the one you want let me know and I'll see if we can find the appropriate input file.

I'm attaching the PDF version that Robert gave to Farhad this morning… just for giggle.

Thank you.
Russ

From: Scott Brauer <scott.brauer@bndna.com>
Sent: Tuesday, November 5, 2019 1:09 PM
To: Russell Coryell <russell.coryell@bndna.com>
Subject: Please run H310I664

This H310I664 is one that does not have parameters and is not a DA04.

If you can, please grab the TEXT file version.

Thank you,

Scott Brauer
Contract PL/SQL Developer Lead
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
Cell: 602-717-5644
Email: scott.brauer@bndna.com

Business & Decision
Empowering Digital Business

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Vitale, John
Cc: Burkhart, Justin; Lynda Wade; Gravier, Timothy; George Martinez; Aaron Bailey; Marissa Boice; Spencer Scott; Gergana Kovatcheva; Linda Finchum; James Tarantino
Subject: Re: Discipline Rstu & Risk Mgmt Obligation
Date: Wednesday, November 6, 2019 8:59:40 AM
Attachments: image001.png

John-

Jim Tarantino responded on 10/29 with the following:

The answers to 1 & 2 can be explained if I can see the data fields in question. They are probably signed fields that represent a numeric value:

{ = 0
F = 6
E = 5
B = 2
G =7
A = 1
H = 8
I = 9
D = 4
C = 3

I believe folks may be waiting for your thoughts on this.... I'll resend the email as well.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Nov 6, 2019 at 8:44 AM Lynda Wade <lwade@azadc.gov> wrote:

I do not know what the special characters mean. Those are in the database that I do not ever see. Jim Tarantino will have to be contacted to get the answer.

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

On Wed, Nov 6, 2019 at 8:36 AM Vitale, John <jvitale@keefegroup.com> wrote:

Lynda:

Unfortunately while I was showing the group the calculations in the spreadsheet yesterday, there was no objection to dividing the amount due by 100 to get the import value. The data now cannot be altered. We would have to run a new data conversion to replace all of these.

But this goes back to another question that I raised after first receiving the files – what do all of the special characters mean – because if you divide by ten instead of 100, then you don't get any pennies in the result – see attached and below

These are the questions that have not been answered, yet with such pressure to 'see the Discipline Restitution in KeepTrak' and after showing my screen prior to the import yesterda, I still had no feedback from ADC.

Excerpt from attached email of 10/30/2019

" Not sure of the following.

1. Are the amounts shown without decimals, i.e., should 1075 be converted to 10.75?
2. Not sure what the signs mean – are they significant?

{
F
E
B
G
A
H
I
D
C

3.
4. If the amount owed is zero (0) do I ignore that record?"

From: Lynda Wade <lwade@azadc.gov>
Sent: Wednesday, November 6, 2019 8:36 AM
To: Vitale, John <jvitale@keefegroup.com>; Burkhart, Justin <jburkhart@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; George Martinez <gmartinez1@azadc.gov>; Aaron Bailey <abailey1@azadc.gov>; Marissa Boice <Marissa.Boice@bndna.com>; Spencer Scott <sscott3@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>
Subject: Discipline Rstu & Risk Mgmt Obligation

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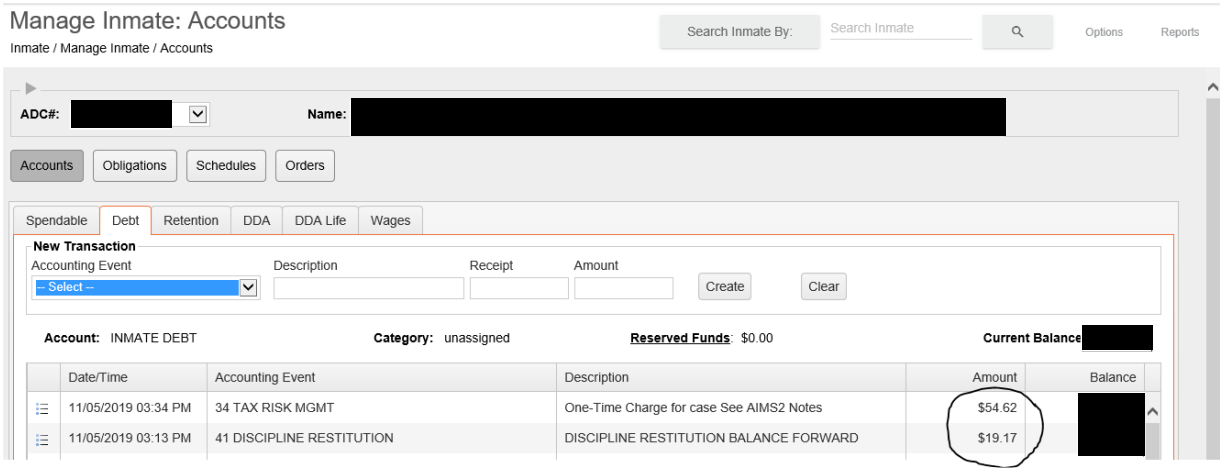
I reviewed the Discipline Restitution and Risk Management Obligation for this inmate. I think the decimal point is off. Also... where do I find the amount initially owed for each obligation?



AIMS1

```
BK03                                                    11/06/19 07:23:1
DOCPC                  Arizona Department Of Corrections          PAGE
ADC#:                      Inmate Bank Account          From: 20060404
For :                         Loc: A30 ASPC-E SMU I SOUTH    To:

DEDUCTIONS              AMT OWED   AMT PAID
_ 34 TAX/RISK MGMT       1089.56     543.39   <=AMOUNT DUE $546.17
_ 41 DISCIPLIN REST       690.27     498.55   <=AMOUNT DUE $191.72
```


Lynda Wade

Accounting Specialist Manager

Inmate Trust Accounts

602 364-3412

LWADE@AZADC.GOV

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From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	Holly Greene
Cc:	James Tarantino; Michael Gomez; Thad Lowry; Rajkumar Gopal; Keith Francen
Subject:	PDF Files
Date:	Wednesday, November 6, 2019 8:47:17 AM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

Hi Holly:

How can we coordinate getting a new full set of PDF files? Is this something that can be kicked off today prior to the DOC O pull tomorrow understanding the files will take several days to run? Would transferring the files interrupt any Umami activities for your team?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

AMERICAN OVERSIGHT

From: Thad Lowry on behalf of Thad Lowry <thad.lowry@bndna.com>
To: Holly Greene; Dean Allen; Matt Stratton
Cc: Hema Chennojwala; Michael Gomez
Subject: RE: QlikView application
Date: Tuesday, November 5, 2019 1:53:45 PM

I've contacted the head of the Business Intelligence group Matt Stratton who both of the individuals you mentioned below used to work for.

Unfortunately neither one of them works for B&D any longer

He should be able to get back to you on what to do next for the issues you identified:

- unable to open qvd files which contain the connection information to the data source.
- redirect the Qlikview application to our new database we are building with AIMS2 data.

Just to be sure what steps are you taking to access the QVD files?

I found this article which does a step by step for using QVD files in QlikView application:
https://www.c-sharpcorner.com/UploadFile/35fef0/open-qvd-files-in-qlikview-application-and-import-data/

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com
Business & Decision

From: Holly Greene <hgreene@azadc.gov>
Sent: Tuesday, November 5, 2019 1:08 PM
To: Thad Lowry <thad.lowry@bndna.com>
Cc: Hema Chennojwala <hchennoj@azadc.gov>; Michael Gomez <mgomez@azadc.gov>
Subject: Re: QlikView application

Hi Thad-

Anything we can do to push this along?

Respectfully,

Holly Greene
Sr. Apps, Data, Web Manager | ITIL V4 Certified
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 5, 2019 at 10:01 AM Thad Lowry <thad.lowry@bndna.com> wrote:

> I'll see what I can arrange
>
> Thad
>
> ---
> **Thad Lowry**
> Director of Development / Principal Consultant
> Business & Decision, North America
> 15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
> M: [redacted]
> E: thad.lowry@bndna.com
>
> **From:** Hema Chennojwala <hchennoj@azadc.gov>
> **Sent:** Tuesday, November 5, 2019 9:46 AM
> **To:** Thad Lowry <thad.lowry@bndna.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>; Michael Gomez <mgomez@azadc.gov>
> **Subject:** Re: QlikView application
>
> Hello Thad, Good morning..
>
> Thanks for pointing me to the appropriate source, I was able to get the application and all the Qlikview data files (qvd files).. from the server.
> I was able to open the application in developer version.
>
> Presently, I Am unable to open qvd files which contain the connection information to the data source.
> My goal at the moment is to redirect the Qlikview application to our new database we are building with AIMS2 data.
> I will need assistance from your team (Rick Arora or Graham) to redirect qlikview dashboard accordingly.
>
> Thanks for your help..
>
> *Hema*
>
> Sincerely,
> Hema Chennojwala
> Apps Developer
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
> 1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
> Office: 602.542.4459 | hchennoj@azadc.gov
>
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov
>
> On Wed, Oct 30, 2019 at 11:41 AM Thad Lowry <thad.lowry@bndna.com> wrote:
>
> > Hi Hema
> >
> > Here's what I got back from our BI manager:

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They need to RDP to the server to grab the source document version. The version that is read only is the one that is published to the access point for end users to use.

I don't know how the system was setup so can't say exactly where the directory would be. The QMC (management console) can provide the mount location(s) in the system setup tab for the publisher service.

Let me know if that helps or if you need further assistance

Thanks,

Thad

Thad Lowry
Director of Development / Principal Consultant
Business & Decision, North America
15333 N. Pima Road, Suite 103, Scottsdale, AZ 85260
M: [redacted]
E: thad.lowry@bndna.com

From: Hema Chennojwala <hchennoj@azadc.gov>
Sent: Tuesday, October 29, 2019 10:11 AM
To: Thad Lowry <thad.lowry@bndna.com>; Holly Greene <hgreene@azadc.gov>; Michael Gomez <mgomez@azadc.gov>
Subject: QlikView application

Hello Thad,

I have to make changes to QlikView application (Community Corrections dashboard) build by Rick Arora, Graham Curry and team.

I got ReadOnly access to application. When you get an opportunity, can you send developer version of the application.

Here is the application link
http://10.6.32.144/QvAJAXZfc/opendoc.htm?document=PrimaryAP%2FCCDashboardRevised.qvw&host=QVS%40adc-qlikprod

Thanks for your help, let me know if you need more information.

Hema

Sincerely,
Hema Chennojwala
Apps Developer

Arizona Department of Corrections

Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007
Office: 602.542.4459 | hchennoj@azadc.gov

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From: Benjamin Bussenault on behalf of Benjamin Bussenault <benjamin.bussenault@bndna.com>
To: Michael Kearns
Cc: Joseph Profiri; Dwight Cloud; JR Sloan; Ken Sanchez; Lisa Dee Meyerson Marshall; Dean Allen
Subject: RE: B&D Cost overflow
Date: Tuesday, November 5, 2019 1:43:31 PM

Hello Michael,

Thanks for your email.

Here is BDNA response:

1. We are fully committed to the current contract and its deliverables, as well as the financial agreement that was made in the most recent Amendment.
2. We will continue to put all required resources to deliver the project in due time regarding our part of the project.
3. We confirm that we both should be continuing to forge ahead, with all appropriate resources on both side, to reach an acceptable level of readiness for Go-Live on November 29, 2019. Each party paying the resources needed to deliver its part of the project.

I hope this clarifies your concern,

Benjamin Bussenault

From: Michael Kearns <mkearns@azadc.gov>
Sent: Tuesday, November 5, 2019 10:00 AM
To: Benjamin Bussenault <benjamin.bussenault@bndna.com>
Cc: Joseph Profiri <jprofiri@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; JR Sloan <jr.sloan@azdoa.gov>; Ken Sanchez <ksanchez@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Dean Allen <dean.allen@bndna.com>
Subject: Re: B&D Cost overflow

Benjamin

You recently requested that ADC share in $300,000 of additional "subcontractor" costs incurred by B&D, related to completing Reports. Further, and more troubling, you stated in a phone call on Friday, November 1, 2019, that unless ADC shared 50% of the cost, you may have to reduce the B&D resources dedicated to the Project. However, you followed that statement by saying B&D is committed to the project and the contract. Your statements appear contradictory and need clarification. I would ask that you reassure ADC that you are committed to the current contract and its deliverables, as well as the financial agreement that was made in the most recent Amendment.

I trust that you were earnest when you stated throughout this year that you want to deliver a product that satisfies the customer (ADC). We have not yet even completed a successful Pilot of the system. Therefore, ADC still expects the unfinished work and bugs to be completed by November 15, 2019. I also expect that you negotiated in good faith earlier this year when you not only emphasized that you were committing B&D's current level of resources and but you also expected ADC to do the same. ADC has in fact committed significant resources to the project this year at additional costs to

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the State. I also believe that your current level of resources must be maintained as the evidence provided to you regularly has shown that has been necessary to achieve significant progress. Without those B&D resources, I would seriously question whether B&D can meet its commitment for an acceptable system readiness at Go-Live.

We do not expect additional demands from B&D for more funding. Instead, we both should be continuing to forge ahead, with all appropriate resources, to reach an acceptable level of readiness for Go-Live on November 29, 2019.

I look forward to your clarification and assurance by no later than 5pm MT, November 5, 2019.

Sincerely,
Michael P. Kearns
Division Director, Administrative Services

On Tue, Oct 15, 2019 at 8:45 AM Benjamin Bussenault <benjamin.bussenault@bndna.com> wrote:

> Hello Mr Profiri,
>
> Thank you for the conversation today.
>
> I copy the right email addresses of Mr Reisinger and Mr Willcock. The ones you used were unfortunately outdated.
>
> As I just told you, our issue regarding subcontracting costs overflow doesn't condition our work on the AIMS2 project. We remain fully committed to delivering the solution for the targeted golive date. This is an issue that we can discuss on the side, and it can wait till I come down to Phoenix week of Oct. 28th.
> We will touch on it during our 1to1 conversation on Friday so that I give you more context about it.
>
> Please feel free to react to this email if you feel I missed something important to mention.
>
> Have a good week and speak to you soon,
>
> Benjamin Bussenault
>
> ---
>
> **From:** Benjamin Bussenault
> **Sent:** Monday, October 14, 2019 7:58 PM
> **To:** Joseph Profiri <jprofiri@azadc.gov>
> **Cc:** Brad Keogh <bkeogh@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>; JR Sloan <jr.sloan@azdoa.gov>; Ken Sanchez <ksanchez@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Michael Kearns <mkearns@azadc.gov>; hreisinger@orange-ftgroup.com; rwillcock@orange-ftgroup.com; pierrelouis.biaggi@orange.com; DE LATTRE Jerôme OBS/OAB <jerome.delattre@orange.com>

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Subject: Re: B&D Cost overflow

Mr Profiri,

Let's have a discussion indeed on the subject tomorrow. I am available anytime, let me know what suits you.

First, I can assure you already that B&D required performance on the contract is fully guaranteed, no question on that.

Second, I didn't brought this point about additional money to our last meeting back in Scottsdale as this problem was not yet discussed internally within Orange with my hierarchy.

I see that you copied both Helmut Reisinger and Rob Willcock on the conversation. They are not familiar with all the details of the issue here. I therefore copy Pierre-louis Biaggi and Jerome de Lattre (respectively CEO and CFO of Business & Decision Group). They are the one I refer to on B&D US performance and business.

It is true that during the last Business Review (Wednesday last week) with them, we went through the financials of B&D US. Given the significant subcontracting cost overflow endured on the reporting module, we decided to bring the situation to ADC attention. As I told in a personal mail to Mr Kearns, I wish to discuss this point when I am back in Scottsdale on Oct 30th.
I expect to have a honest and level-headed discussion about it.
As you can see, it was not my intention to preclude this conversation with you. It only came up after our face to face meeting, and I was planning to touch on this with you during our call on Friday this week.

As I said, B&D US is fully committed to the remaining milestones of the solution implementation. So the present escalation doesn't affect in anyway B&D commitment to a successful delivery.

I understand money related issues can become very sensitive given the history of the contract. We have been through those impediments in the past and successfully overcame them together.

Let's talk tomorrow indeed and make sure it doesn't derail us from our common objective.

Thanks very much,

Benjamin Bussenault

> On Oct 14, 2019, at 8:43 PM, Joseph Profiri <jprofiri@azadc.gov> wrote:
>
> Mr. Bussenault,

AMERICAN OVERSIGHT

As the current Director of the Arizona Department of Corrections, I have grave concerns regarding your request for additional money which if I recall the most recent contract amendment correctly is against B&D's commitment therein and B&D's intent to perform services as contracted. Additionally, your unwillingness to bring this to my attention during our meeting just over a week ago, yet your willingness to delay conversation with client leadership, mainly me, regarding this B&D project performance issue is debilitating to our mutual success.

It does not endure the vendor/client relationship I have worked hard to cultivate with you and B&D/Orange.

It is my intent to raise this topic with you tomorrow and confirm your assurance of B&D's required performance in accordance with the contract.

Sincerely,

Joe Profiri
Acting Director
Arizona Department of Corrections

---------- Forwarded message ---------
From: **Benjamin Bussenault** <benjamin.bussenault@bndna.com>
Date: Mon, Oct 14, 2019, 2:48 PM
Subject: Cost overflow
To: Michael Kearns <mkearns@azadc.gov>

Hello Mike,

A quick email to you alone as we near the completion of the Phase 1.
BDNA has endured significant supplemental costs of subcontractors in order to get reports developed (that's on us) and accompany the testing (that's on ADC).

I intend to raise this topic with the new Director. We are talking about 300 k$ total. My wish is to get those supplemental costs co funded by ADC & us. 50/50.

I don't need an answer now, and I know already what you will say about it. But I wanted to make sure you were not caught off guard when I raise the request formally to ADC management.

Cheers,

Benjamin

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From: Holly Greene on behalf of Holly Greene <hgreene@azadc.gov>
To: Marissa Boice
Cc: gmartinez1; Aaron Bailey; Ralkumar Gopal; Zoraida Weiss; Stacey Crabtree; James Tarantino; Thad Lowry; Dean Allen; Chris Campion
Subject: Re: Data Migration Bug Feedback Needed - Very Important
Date: Tuesday, November 5, 2019 12:50:28 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png
image006.png

Jim is expected to be in the office tomorrow. I will look to the project to schedule a meeting if that hasn't been done already.

Respectfully,

Holly Greene

Sr. Apps, Data, Web Manager | ITIL V4 Certified

Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Tue, Nov 5, 2019 at 10:04 AM Marissa Boice <marissa.boice@bndna.com> wrote:

George/Aaron/Holly:

We have 2 remaining classification data migration bugs that we need assistance from Jim Tarantino and Marlene who I believe are both out today. How can we get them engaged as soon as possible tomorrow morning to provide us the information we are looking for, or if they are not available tomorrow who can provide information on their behalf? If we don't receive this information by 12:00pm tomorrow these bugs will not make it into Umami. These bugs have been outstanding for a week waiting for feedback. Any assistance would be greatly appreciated.

Bug	39845	ServiceDesk # 244 - Classification History Search	Reconsider	Jim Tarantino	02 Classification	10/21/2019 6:43:25 ...	4 - Low	Aims2\v5.1.207.X (October 24, 2019)
Bug	36109	Full Data Migration 3/1/19 - CLASSIFICATION: Incorrect Recommendation Classifi...	Reconsider	Marlene Coffey	02 Classification	3/21/2019 8:53:30 AM	3 - Medium	Aims2\Data Migration - Iteration Pilot

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103

Scottsdale, AZ 85260 US

M: [redacted]
E: marissa.boice@businessdecision.com

Business & Decision
Empowering Digital Business

AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Aaron Bailey; Holly Greene
Cc: Thad Lowry; gmartinez1; Lisa Dee Meyerson Marshall; Spencer Scott; Dwight Cloud; Rajkumar Gopal; Dean Allen
Subject: RE: Data Migration: Umami
Date: Tuesday, November 5, 2019 9:41:20 AM

Holly:

A couple questions on the following schedule:

- 11/7 is Thursday. Should we pull the data from AIMS on Thursday or should it be Friday?
- Please confirm – we are pushing to MIG and UAT
- The data refresh will be available for ADC to view and test with on 11/18/19.
- Would it be possible to have your team kick off today a full set of PDF files? Depending on when we receive them we will either use them for Umami or we will load them and have them ready for Go Live.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Aaron Bailey [mailto:abailey1@azadc.gov]
Sent: Tuesday, November 5, 2019 8:51 AM
To: Holly Greene <hgreene@azadc.gov>
Cc: Marissa Boice <marissa.boice@bndna.com>; Thad Lowry <thad.lowry@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Lisa Dee Meyerson Marshall <lisa.meyerson@azdoa.gov>; Spencer Scott <sscott3@azadc.gov>; Dwight Cloud <dcloud@azadc.gov>
Subject: Re: Data Migration: Umami

A meeting specifically to discuss Umami timing has not been scheduled, but I'm happy to do that if we think it would be helpful. Here's the timeline that is in the project schedule:

Task Name	Duration	Start	Finish
Data Iteration Umami	**10d**	**11/7/19 8:00 AM**	**11/20/19 5:00 PM**
DOC O & AIMS data extract	1d	11/7/19 8:00 AM	11/7/19 5:00 PM
Freeze Reference Data	0d	11/7/19 5:00 PM	11/7/19 5:00 PM
Data Migration	4d	11/8/19 8:00 AM	11/13/19 5:00 PM
Smoke test Data Migration	1d	11/14/19 8:00 AM	11/14/19 5:00 PM
Migrate to MIG, REPT, QA-INT, DEV, UAT, QA	1d	11/15/19 8:00 AM	11/15/19 5:00 PM

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Validate MIG (too late for bug fixes)	3d	11/18/19 8:00 AM	11/20/19 5:00 PM

On Mon, Nov 4, 2019 at 1:21 PM Holly Greene <hgreene@azadc.gov> wrote:

> Hi Aaron, Thad and Marissa-
>
> Is threre a plan to meet this week concerning the Umami data migration?
>
> My team will need to know when they'll need to begin their steps.
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007
> Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
> IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov
>
> This email contains information that is intended only for the person(s) to whom it is addressed. If you received this communication in error, please do not retain it or distribute it and notify the sender immediately.

--
Sincerely,
Aaron Bailey

Program Manager, AIMS2
Office: 602.542.8467 | abailey1@azadc.gov

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AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Gravier, Timothy; Lisa Winstead; gmartinez1; Vitale, John
Cc: Andrew Dorre; Rex Harpst; Ajit Singh; Holly Greene
Subject: RE: AZ DOC - Change to Banking Webservice
Date: Tuesday, November 5, 2019 8:11:40 AM
Attachments: image001.png

Lisa is with GTL and needs to the credentials for 31588P KeepTrak (Inmate) and ADCCOPS (Offenders) so that she can test the webservice connection for the ACH deposits once we go live.

@Lisa: Did I capture that correct?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Gravier, Timothy [mailto:tgravier@keefegroup.com]
Sent: Tuesday, November 5, 2019 8:10 AM
To: Marissa Boice <marissa.boice@bndna.com>; Lisa Winstead <lwinstead@gtl.net>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>
Cc: Andrew Dorre <adorre@azadc.gov>; Rex Harpst <Rex.Harpst@gtl.net>; Ajit Singh <ajit.singh@gtl.net>; Holly Greene <hgreene@azadc.gov>
Subject: Re: AZ DOC - Change to Banking Webservice

How can I help?

Timothy Gravier, Jr. | Implementation Analyst | Direct: 314-963-8764 | 1-800-864-5986 | tgravier@keefegroup.com | 10880 Lin Page Place Saint Louis, MO 63132

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Tuesday, November 5, 2019 9:07 AM
To: Lisa Winstead <lwinstead@gtl.net>; gmartinez1 <gmartinez1@azadc.gov>; Vitale, John <jvitale@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>
Cc: Andrew Dorre <adorre@azadc.gov>; Rex Harpst <Rex.Harpst@gtl.net>; Ajit Singh <ajit.singh@gtl.net>; Holly Greene <hgreene@azadc.gov>
Subject: RE: AZ DOC - Change to Banking Webservice

+looping in Tim Gravier.

@Tim: Can you please assist?

AMERICAN OVERSIGHT

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Lisa Winstead [mailto:lwinstead@gtl.net]
Sent: Tuesday, November 5, 2019 7:16 AM
To: gmartinez1 <gmartinez1@azadc.gov>; John Vitale <jvitale@keefegroup.com>
Cc: Andrew Dorre <adorre@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Rex Harpst <Rex.Harpst@gtl.net>; Ajit Singh <ajit.singh@gtl.net>; Holly Greene <hgreene@azadc.gov>
Subject: RE: AZ DOC - Change to Banking Webservice
Importance: High

John, we need these credentials this week!

Lisa Winstead
O | 770-476-3152 M | 770-366-6844

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From: George Martinez <gmartinez1@azadc.gov>
Sent: Friday, November 1, 2019 1:56 PM
To: John Vitale <jvitale@keefegroup.com>; Lisa Winstead <lwinstead@gtl.net>
Cc: Andrew Dorre <adorre@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Rex Harpst <Rex.Harpst@gtl.net>; Ajit Kumar (AjitK@A-t-g.com) <AjitK@a-t-g.com>; Holly Greene <hgreene@azadc.gov>
Subject: Re: AZ DOC - Change to Banking Webservice

John, please provide Lisa with the credentials and URL for connecting to KeepTrak for Go Live.

@ Lisa: Yes, the date is correct. The migration of data will occur over the weekend prior with us going live on Monday 12/2.

Respectfully,

George Martinez, Jr, PMP®

AIMS2 Project Manager
Arizona Department of Corrections
Administrative Services Division, Information Technology
1645 W Jefferson St, Suite 2107, MC 310 | Phoenix, AZ 85007

AMERICAN OVERSIGHT

Office: 602.542.4896 | Cell: 480.268.5894 | gmartinez1@azadc.gov

IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azadc.gov

On Thu, Oct 31, 2019 at 10:02 AM Lisa Winstead <lwinstead@gtl.net> wrote:

> We have not received the login credentials and URL for the KEEFE Production Webservice. We need to be getting that so we can test the connection. How can we get that?
>
> Is the Big bang still happening on 12/2/2019?
>
> **Lisa Winstead**
> O | 770-476-3152 M | 770-366-6844
>
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>
> **From:** Andrew Dorre <adorre@azadc.gov>
> **Sent:** Thursday, August 22, 2019 3:27 PM
> **To:** Lisa Winstead <lwinstead@gtl.net>; George Martinez <gmartinez1@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; Alan McClusky <amcclusky@azadc.gov>
> **Subject:** Re: AZ DOC - Change to Banking Webservice
>
> Thank you Lisa. From my perspective regarding the JMS data in the TEST folder, all of those steps sound accurate, and I'm glad we have them laid out so that we are on the same page!
>
> Andrew Dorre
>
> Senior Systems/Network Administrator
>
> **Arizona Department of Corrections**
>
> Administrative Services Division, Information Technology
>
> 1645 W Jefferson St, Suite 2110, MC 310 | Phoenix, AZ 85007
>
> Desk: 602-364-3377 | Cell: 602-571-9226 | adorre@azcorrections.gov

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IT Service Desk 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Thu, Aug 22, 2019 at 12:23 PM Lisa Winstead <lwinstead@gtl.net> wrote:

1. The JMS data being sent today to GTL server under TEST folder – is Test data..not real.
2. For the Perryville Pilot that happens on 10/21/2019 – GTL does not have to do anything. But during this time, the JMS Files in the TEST folder will have the Perryville inmates that we should check to make sure looks accurate, but GTL still will not be using this file yet in production.
3. For the Big Bang for all other sites that will occur on 12/2/2019, the following will be needed:

    a. The New JMS Inmate and new JMS Parolee files will need to move from the TEST Folder to the Production folder. GTL to start using new JMS files for all sites.
    b. GTL will still continue to send the Banking deposits in a file…in parallel with the webservices…for a few weeks, just in case this has to roll back for some reason.
    c. GTL will have to change from sending the Deposits to the Keefe Test QA Webservice, to a Production Webservice. Keefe owes us that login credentials and new URL for that. [So GTL and Keefe need to test this access to the production URL long before go live.]
    d. After a couple of weeks have passed and there are no issues, GTL to stop sending the banking deposit files.

Lisa Winstead
O| 770-476-3152
M| 770-366-6844

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-----Original Appointment-----
From: Lisa Winstead
Sent: Monday, August 19, 2019 3:03 PM
To: Lisa Winstead; Rex Harpst (Rex.Harpst@gtl.net); Ajit Singh; Randy Fitzgibbons; mclark@keefegroup.com; George Martinez; Andrew Dorre; Eric Hoffman; jvitale@keefegroup.com
Cc: amcclusky@azadc.gov; Marissa Boice; msuhre@azadc.gov; Timothy Haus; Croke, Mark; Gravier, Timothy

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Subject: AZ DOC - Change to Banking Webservice
When: Thursday, August 22, 2019 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: 1-713-481-5900 9009#

AZ DOC – we need to go over the details of how this change will occur. We will need someone from Keefe on as well.

1. For Trust and Parole Supervision, AZ DOC is converting from getting the banking files from GTL to GTL sending the banking data in a webservice to Keefe.
    a. JMS data will no longer come from the same system as today– GTL will have new JMS data files for Inmates and Parolees.
    b. Parolee's JMS data will change from a 3-digit id to a 3-char id location.
    c. AZ DOC is pushing ongoing files to the sFTP server under a TEST folder now.
    d. GTL has the banking webservice to Keefe running in parallel today along with the banking files.
    e. There seems to have some discrepancies on the Inmate JMS data (sending in inmates with blank locations, not sending in some site data (803, E01, E02, E03, E04, B45, B57, C29.) There may be other items but that is what I saw on first glance.

2. **First site – Perry – Oct 29, 2019.**

a. Need to understand how the JMS will work during this pilot period (are we just to use the one we get today? Or will you pass the new files for all sites starting during this pilot time.)
b. Since GTL is already sending Keefe the banking deposits for all sites to the webservice, is there anything that GTL has to do, or it is all on Keefe side?
c. Not sure how GTL will be able to stop sending Perry deposits in the banking file – maybe Keefe just ignores them in that file during this period?

3. **Rest of Sites – in Nov 2019.**

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From:	Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To:	gmartinez1
Cc:	Aaron Bailey; James Tarantino; Holly Greene
Subject:	Keefe call
Date:	Monday, November 4, 2019 3:55:45 PM
Attachments:	image001.png image002.png image003.png image004.png image005.png

---

Hi George:

For the Keefe call tomorrow can we make the Disc. Rest, Escape Apprehension, and Risk Management data and files the first topic that we discuss tomorrow.

I also want to confirm what we need to load for Suspense of if that data element is good.

@Jim: I forwarded you the invite. It is very important to have you on this call to help with any possible data changes. Can you please make time to attend?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
15333 N Pima Rd, Suite #103
Scottsdale, AZ 85260 US
M: [redacted]
E: marissa.boice@businessdecision.com

AMERICAN OVERSIGHT

From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Aaron Bailey
Cc: James Tarantino; zweiss; gmartinez1; Marlene Coffee; Robert Maneer; Holly Greene
Subject: RE: Data Migration - Reconsiders
Date: Monday, November 4, 2019 3:31:10 PM

Hi Aaron:

If Jim and Marlene can make these bugs a priority upon their return hopefully they can be fixed in time for Friday.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Aaron Bailey [mailto:abailey1@azadc.gov]
Sent: Monday, November 4, 2019 3:28 PM
To: Marissa Boice <marissa.boice@bndna.com>
Cc: James Tarantino <jtaranti@azadc.gov>; zweiss <zweiss@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Marlene Coffee <mcoffey@azadc.gov>; Robert Maneer <rmaneer@azadc.gov>
Subject: Re: Data Migration - Reconsiders

Hi Marissa,

Jim is gone for the day. Marlene is also gone, will be back Wednesday. Robert Maneer is working on 38728, but he may not have the results until tomorrow. I don't think we can easily find alternates for Jim and Marlene in the meantime.

On Mon, Nov 4, 2019 at 10:25 AM Marissa Boice <marissa.boice@bndna.com> wrote:

> Jim/George/Marlene:
>
> The following are data migration bugs in Reconsider status that need direction on what are the next action items as we need to have the information by EOD today so that we can ensure these can be fixed and included in Friday's migration.

ID	Title	Work Item Type	State	Assigned To	Module Name	Created Date	Severity	Iteration Path	Area Path	Tags	Found In Environment
39845	ServiceDesk # 244 - Classification History Search	Bug	Reconsider	Jim Tarantino	02 Classification	10/21/2019 6:43:25 PM	4 - Low	Aims2\v5.1.207.X (October 24, 2019)	Aims2\Data Clean Up and Migration	Pilot; Service Desk	PROD
38728	Full Data Migration 8/1/19 – RMS: UC-CC-RMS-05: RMS Approved Transitions Program displays inmate as Ineligible in AIMS2	Bug	Reconsider	George Martinez	11 Community Corrections - RMS	8/21/2019 9:42:39 AM	2 - High	Aims2\Data Migration - Iteration Tender	Aims2\Data Clean Up and Migration	ADC Priority 1; Bug; Full Data Migration; Iteration Umami; Mapping; MIG Env; Migration issue; RMS	MIG
36109	Full Data Migration 3/1/19 - CLASSIFICATION: Incorrect Recommendation Classification	Bug	Reconsider	Marlene Coffey	02 Classification	3/21/2019 8:53:30 AM	3 - Medium	Aims2\Data Migration - Iteration Pilot	Aims2\Data Clean Up and Migration	Bug; Classification; CPCTEST; Data mapping; Full Data Migration; Iteration Pilot; Iteration Ponderosa; iteration Tender;	PROD

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									Pilot-Status Report; Ponderosa - Status Report; Production; Status Report- Reconsider RCA; Tender - Status Report	

--
Sincerely,
Aaron Bailey

Program Manager, AIMS2
Office: 602.542.8467 | abailey1@azadc.gov

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From: Marissa Boice on behalf of Marissa Boice <marissa.boice@bndna.com>
To: Gravier, Timothy; Vitale, John
Cc: James Tarantino; Gergana Kovatcheva; Michael Gomez; gmartinez1; Linda Finchum; Wickers, Hannah; Lynda Wade; Holly Greene; Thad Lowry
Subject: RE: Review files received for discipline restitution, escape apprehension, tax risk mgmt
Date: Monday, November 4, 2019 11:11:37 AM
Attachments: image001.png

John/Tim:

Can you please provide to the team what information you are still seeking? I want to make sure we get the answers you need so that this data can be loaded this week.

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Gravier, Timothy [mailto:tgravier@keefegroup.com]
Sent: Monday, November 4, 2019 5:46 AM
To: Marissa Boice <marissa.boice@bndna.com>; Vitale, John <jvitale@keefegroup.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Wickers, Hannah <hwickers@keefegroup.com>; Lynda Wade <lwade@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: Re: Review files received for discipline restitution, escape apprehension, tax risk mgmt

I think this answers 1 of the most important questions, but I don't believe it answers all of them.

Timothy Gravier, Jr. | Implementation Analyst | Direct: 314-963-8764 | 1-800-864-5986 | tgravier@keefegroup.com | 10880 Lin Page Place Saint Louis, MO 63132

From: Marissa Boice <marissa.boice@bndna.com>
Sent: Friday, November 1, 2019 6:23 PM
To: Vitale, John <jvitale@keefegroup.com>
Cc: James Tarantino <jtaranti@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; gmartinez1 <gmartinez1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Wickers, Hannah <hwickers@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>; Lynda Wade <lwade@azadc.gov>; Holly Greene <hgreene@azadc.gov>; Thad Lowry <thad.lowry@bndna.com>
Subject: RE: Review files received for discipline restitution, escape apprehension, tax risk mgmt

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John:

Did Lynda's response below answer your question?

Thank you.

Marissa Boice, PMP
Sr. Program Manager
Business & Decision, North America
M: [redacted]

From: Lynda Wade [mailto:lwade@azadc.gov]
Sent: Thursday, October 31, 2019 2:09 PM
To: Holly Greene <hgreene@azadc.gov>
Cc: Vitale, John <jvitale@keefegroup.com>; James Tarantino <jtaranti@azadc.gov>; Gergana Kovatcheva <gkovatcheva@azadc.gov>; Michael Gomez <mgomez@azadc.gov>; Marissa Boice <marissa.boice@bndna.com>; gmartinez1 <gmartinez1@azadc.gov>; Linda Finchum <lfinchum@azadc.gov>; Wickers, Hannah <hwickers@keefegroup.com>; Gravier, Timothy <tgravier@keefegroup.com>
Subject: Re: Review files received for discipline restitution, escape apprehension, tax risk mgmt

Only the records where the amount owed is equal to or greater than the amount paid should be brought over.

Lynda Wade
Accounting Specialist Manager
Inmate Trust Accounts
602 364-3412
LWADE@AZADC.GOV

On Thu, Oct 31, 2019 at 1:15 PM Holly Greene <hgreene@azadc.gov> wrote:

> Jim/Lynda/Gergana:
>
> I didn't see a response to this. Did I miss something?
>
> Respectfully,
>
> Holly Greene
> Sr. Apps, Data, Web Manager | ITIL V4 Certified
> Arizona Department of Corrections
> Administrative Services Division, Information Technology
> 1645 W. Jefferson St, Suite 2112 | Phoenix AZ 85007

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Office: 602.364.0569 | Fax: 602.542.5036 | hgreene@azadc.gov
IT Service Desk: 602.542.AZDC | ITTECHSUPPORT@azcorrections.gov

On Wed, Oct 30, 2019 at 8:35 AM Vitale, John <jvitale@keefegroup.com> wrote:

> Jim/Lynda/Gergana:
>
> Looking for interpretation of attached. The files that we received for discipline restitution, escape apprehension, tax risk mgmt. have the ADC Number, the Type Code, and amount owed and an amount paid. When I subtract the amount paid from the amount owed I get some unexpected results. Can you take a look at the attached where I added two columns, one to subtract the amount paid from the amount owed, and the other to make the result a decimal number (I am also attaching the original versions of all three files received). Let me know if these assumptions are correct.
>
> Thx!
>
> John
>
> **From:** Michael Gomez <mgomez@azadc.gov>
> **Sent:** Tuesday, October 29, 2019 10:44 AM
> **To:** Vitale, John <jvitale@keefegroup.com>
> **Cc:** Holly Greene <hgreene@azadc.gov>
> **Subject:** Re: KeepTrak Data Conversion Checkpoint
>
> Hi John,
>
> This is an AIMs file. You will need to review this with Jim Tarantino or someone from Banking. Probably Jim Tarantino first for the meaning of the signs.
>
> Michael Gomez
> IT Applications
> Arizona Department of Corrections
> 1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
> Direct : 602-542-4458
> Email: mgomez@azadc.gov
>
> On Mon, Oct 28, 2019 at 6:43 PM Vitale, John <jvitale@keefegroup.com> wrote:
>
> > Michael:
> >
> > Not sure of the following.

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1. Are the amounts shown without decimals, i.e., should 1075 be converted to 10.75?
2. Not sure what the signs mean – are they significant?

{
F
E
B
G
A
H
I
D
C

3. If the amount paid exceeds the amount owed, do we owe the inmate a refund?
4. If the amount owed is zero (0) do I ignore that record?

I am attaching a marked up spreadsheet where I subtract amount paid from amount owed to determine whether to import the Discipline Restitution. Can you confirm the handling of the data in this way?

Thx!

John

From: Michael Gomez <mgomez@azadc.gov>
Sent: Friday, October 25, 2019 4:33 PM
To: Vitale, John <jvitale@keefegroup.com>
Subject: Re: KeepTrak Data Conversion Checkpoint

Hello John,

Attached is an Example of the Discipline Restitution File. If I send the file using this format, do you know what all the Columns mean?

Michael Gomez
IT Applications
Arizona Department of Corrections
1645 W. Jefferson Street,Suite 2211, M/C 310| Phoenix, AZ 85007
Direct : 602-542-4458
Email: mgomez@azadc.gov

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