Introduction

This guide provides an overall description of the capabilities of the CourtView® court management system. Chapter 1 details the functions that comprise this unique Windows® informational system. A section titled, "Global Functionality," follows with an outline of the utilities and features that allow for a comprehensive accountability of court case information. The modules, and how they interact with the whole system, are described in Chapters 2-8.

This guide is not a user's manual. Separate manuals detailing the procedures for using the CourtView® system are available upon request. On-line help also details the user documentation.

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1. CourtView® Overview

Field	Field Description
1. CourtView®	CourtView® court management system is a client server, relational database, real-time interactive, Windows® graphic user interface (GUI), menu-driven, information system. CourtView® automates the imaging, case management, docketing, scheduling, financial, forms and notices, and reporting of cases at all stages in the judicial process. Case information is automatically updated for viewing at the time of data input, providing up-to-the-minute information about the case. On-line inquiries can be made by case number or by party name at any time.
2. Case Management	The Case Management Module processes case information from the initial filing of a case to the final disposition, including the processing of all party information, docketing, service processing, warrants, imaging, reporting, forms issuance, and receipting.
3. Judicial Management	The Judicial Management Module provides for the automatic or manual scheduling of cases, the tracking of scheduling results, mandated state reporting, notice processing, and any reporting based upon scheduling activity.
4. Financial Management	The Financial Management Module processes all moneys received, distributed, disbursed, or put on deposit. It performs the end of period processes and prints checks, receipts, and reports. It also processes non-case receipts.
5. Accounts Receivable	The Accounts Receivable Module processes all fines, costs, and restitution owed by a party; and generates the necessary bills, notices, receipts, checks, and reports.
6. Juvenile Detention	The Juvenile Detention Module manages the intake, property, health records, rules, visitors, activity, disposition and client log entries of the juveniles assigned to the juvenile detention facility.
7. Probation	The Probation Management Module tracks those persons assigned to adult, misdemeanor or juvenile probation and their associated conditions, violations of conditions, schedules, and financials.
8. Prosecutor	The Prosecutor Module manages potential cases from initial notification through court case initiation. It allows the sharing of data to facilitate the court case initiation process, while protecting non-public information. It provides for notification of the current status of any court case information, including the docket, scheduling activity, and warrants.

1.1 Global Functionality

Field	Field Description
1. Case Types	Cases are categorized by case type. Some of the case types handled by the system include: • Criminal, Civil, Court of Appeals, Domestic Relations, Dissolution's, Divorce, Domestic Violence, Traffic, Judgment, Foreign Judgment, Juvenile General, Juvenile Traffic, Juvenile Parentage, Juvenile Paternity, Foreign Arrest, Extradition, In RE, Income Tax, Real Property, State Tax, Withholding Tax, Adoption, Mental Health, Probate General, Small Claims, Landlord and Tenant, Executions, Guardianships, Estate, Conservatorship, Probate Paternity, Testamentary Trust, Will On File, Adult Probation, Juvenile Probation, Misdemeanor Probation, JDC Case Types, Annulment, Legal Separation, Birth Certificate, Civil Trusteeship, Court Monitored Probation, Marriage License, and Tort.
2. User Defined Fields	Each case type can have an unlimited number of user-defined fields. The information in these fields can be used for forms generation and Ad Hoc reporting.
3. Case Status	The system tracks and reports using user defined case status.
4. Comments	Each case and some key screens have a comment field.
5. Ticklers	Each case can have an unlimited number of user-defined ticklers. The tickler report monitors the tickler activity.
6. Docket Codes and Ticklers	Docket codes can automatically turn on and off ticklers.
7. Linking	Cases can be linked together. Linked cases can be configured to share similar information such as docket entries, scheduled events, notices and forms generation.
8. Pick List	The system uses standard pick list functionality to aid in information selection.
9. Tables and Codes	The system provides user-definable tables and codes.
10. Attorney Information	The system is capable of referencing attorneys by their registration number.

Global Functionality
(continued)

Field	Field Description
11. Gateways	The system provides the capability for users to access other programs such as word processing, spreadsheets, or e-mail without having to log off and log back into the system.
12. On-line Help	The system has on-line help. The on-line help feature allows the user to review the user documentation and display available forms and notices.

Ad Hoc Reporting

Field	Field Description
1. General	The system provides the ability to generate ad hoc reports.
2. Retrieval and Sort	The utility allows users to retrieve and sort data by any field in the database.
3. Entered Data	The utility allows users to retrieve and sort by entered data.
4. Boolean	The utility allows users to retrieve and sort data by using Boolean operators.
5. What if	The utility allows users to produce statistical and "what if" reports.
6. On-line	The results of the utility are available on-line or in hard copy form.
7. Re-running	The utility provides a means of storing often used reports.
8. Modification	The utility allows a user to create a report by modifying an existing report.
9. Layout and Search	The utility allows users to create reports with user-defined search and layout parameters.

Security

Field	Field Description
1. System Users	Security controls are provided to protect court information. The system allows only authorized users into the system. Users must be further authorized to perform specific functions such as viewing, adding, changing, deleting, or reporting data.
2. Client Users	The system allows, using proper security measures, automated access for attorneys, title companies, news media, arbitrators, credit bureaus, and the general public.
3. Public Users	General access of public records is limited to read-only.
4. Network Users	The system permits the sharing and viewing of case data by all authorized users on the network.
5. Maintenance	The system provides multiple levels of security, that are assignable to users, to be defined and maintained by the application manager.
6. Sealing	The system provides for the sealing and unsealing of cases.
7. Case Types	Users must be assigned the case types they are to process.
8. Level	Users are assigned add, update, delete, or view by case type and function.
9. Defaults	Default functions can be designated for all modules.
10. Profiles	User profiles can be established so that like parity can be assigned the same security.
11. Secret Parties	A party or all the parties on a criminal case can be treated as secret parties, and will not appear in the public indexes.

Identities

Field	Field Description
1. Number of Cases	A person or company can be linked to an unlimited number of cases in various roles.
2. Viewing	The system shows all cases for a given identity.

Identities
(continued)

Field	Field Description
3. Preview	A fast search can be performed before a new identity is added to the system, if a comparison is made that the user can override or select the existing identity.
4. Phone Numbers	The system tracks multiple phone numbers for an identity.
5. Addresses	The system tracks multiple addresses for an identity.

Notes

Field	Field Description
1. Notes	The system allows different levels of notes, including personal and public. Other levels are user defined and based upon security profiles.
2. Screen Notes	The system allows for an unlimited number of notes linked to key screens.
3. Case Notes	The system allows for an unlimited number of free form case level notes.
4. Note Security	The system allows for multiple levels of note security.
5. Search	Notes can be retrieved by: • Case number, screen name, user name, beginning and ending date, note level, and in ascending or descending order.

Forms and Notices

Field	Field Description
1. Printing	Forms and Notice generation is available for on-line processing, as well as local hard copy printouts. Forms printing is user controllable using parameters which allow printing of only selected forms for selected cases.

Forms and Notices
(continued)

Field	Field Description
2. Forms Generation	When a document is required to be issued, the system gathers requested data from the case records and guideline tables (such as litigant names, addresses, appearance dates, locations) and merges it with the form information. It also prompts the user on-line for any additional required data.
3. Forms and Notices	The system produces the documents required by a case. This would include, but it is not limited to, subpoenas, orders, hearing notices, indictments, bills of information, complaints, warrants, subpoenas, motions, and termination entries.
4. Forms Library	The system provides a forms library. As requirements change, forms can be quickly adapted to meet new criteria - saving time, money, and space on the purchase and storage of additional forms.
5. New and Modifications to Existing Forms	The system allows authorized users to create new forms and notices. The forms in the forms library can be modified by authorized county personnel. The user can also modify the form before it is printed.
6. Data Merge	The system has form-processing capability through the automatic merging of case data.
7. Previewing	The system provides the user options to view or preview forms or notices on-line in WYSIWYG format before printing.
8. Help	The on-line help feature allows the user to review a list of these forms and notices.

Imaging

Field	Field Description
1. Integrated Imaging	The system provides the ability to integrate on-line document imaging, image printing, and image viewing.
2. Docket Entries	Docket entries are the index to the case's images. A docket entry that has an associated image is identified by an active dynabutton. A user can retrieve the image by activating the dynabutton.
3. Scanning	Scanning can be done on a case or in a batch mode.

Imaging
(continued)

Field	Field Description
4. ADF	Scanning can be performed using either an Automatic Document Feeder or one at a time using the flat bed.
5. Document Size	Both regular and legal documents can be scanned.
6. Viewing	When viewing images you can zoom in or out, pan, or rotate an image.
7. Rubber Ban	When viewing an image, a user-defined area can be designated and expanded for detail examination.
8. Printing	A page or a complete document can be printed.
9. Sealing	An image document can be sealed from public view.
10. Compression	Images are automatically saved when scanned into the system in TIFF group format.
11. Editing	Existing images can be managed through operations such as add, delete, replacing, or inserting page or pages. Also an entire image can be removed.
12. Backups	Image data can be backed up along with the standard case data.
13. Archived	Images may be archived on magnetic or optical media.
14. Mirroring	Images stored on optical media can be mirrored.
15. Split Screen	Imaging operates in a windowed environment, so the screen can be split to allow viewing of the actual document while validating docket entry. Multiple images also can be displayed at the same time.

2. Case Management Module

Field	Field Description
1. Case Creation	The system processes all new case filings, including any required filing fees.
2. Case Number Assignment	The system provides for automatic assignment of sequential case numbers, with an override feature.
3. Judge Assignment	The system supports the automatic and random but equal assignment of cases and case types to judges. The automatic assignment can be overridden or changed at a later time.
4. Index	Cases are automatically indexed by party name at the time of entry. The index permits the retrieval of case information by name, partial name, or aliases name of any party to a case.
5. Modifications	Case information already entered can be modified and updated with the correct level of staff security.
6. Party Types	The system maintains all party types. Each party type is associated with the correct case types and index. Party types and associations are in tables maintained by the staff.
7. Party Information	The system maintains the following party information: • Party Type, Name, Aliases, Addresses, Phone Numbers, Age, Date Of Birth, Social Security Number, Race, Complexion, Eyes, Height, Weight, Hair, Gender, Teeth, Language, Body Build, Religion, Citizen, Facial Hair, Handicap, Scars, Marks, Tattoos, Special Requirements, Affiliation Information, and Role. The last update date, time, and by whom is maintained.
8. Multiple Parties	The system allows for multiple parties of each type associated with a case type, to be entered on each case. Each party can have multiple attorneys, aliases, and addresses.
9. Witnesses and Victims	The system also tracks witnesses and victims associated with cases. A special level of security is required to see witness and victim information.
10. Look Ups	The system allows inquires to case information using an index search or a case number search.
11. Attorney Information	The system maintains the following information related to attorneys: • Name, addresses, phone numbers, status, fax number, mobile phone number, beeper number, ad litem status, registration number, and tax id.

Case Management Module

(continued)

Field	Field Description
12. Attorney Add	Attorney names are added to the party records via attorney registration codes.
13. Public Index	The system produces an alphabetical index for all parties to all cases, available for on-line viewing to the public.
14. Docket/Register of Actions	The system maintains a record of all documents filed with the clerk. These documents are recorded on the clerk's docket or register of actions. The available docket entries are in a table maintained by the staff. The text of the entry can be customized at entry time.
15. Automatic Docket Entries	The system creates multiple automatic docket entries during the case initiation process. The processing of service, when scheduling or processing a warrant also can automatically add a docket entry.
16. Criminal Cases Additional Information	The system maintains the following items pertaining to criminal cases: • Lower court case number, felonies or misdemeanor, defendant, offenses, counts, degree of offense, bond information, arrest date, arraignment date, plea, secret indictment, arresting agency.
17. Criminal Disposition Information	The system maintains the following criminal disposition information: • Jail: date of admission, date of release, length of sentence, suspended information, modification information, probation, fines, court costs , restitution information, and conditions.
18. Traffic Information Additional Information	The system maintains the following traffic court information: • Date, citation number, operator's name, address, city, state, zip code, date of birth, social security number, operator's license information, offense date, plate number, state of registration, officer, license taken, speed limit, speed, degree of offense, prior convictions, jurisdiction, accident, insured, hazardous material, and multiple violations.
19. BMV	The system generates Bureau of Motor Vehicles point of assessment report or abstract, and creates a tape to be sent to the state agency.

Case Management Module

(continued)

Field	Field Description
20. Service	The system processes and monitors the issuance and return of all types of service. Certified mailers can be printed on Ferelli mailers, including the article numbers. A summary report of service issued can be printed at any time. If personal service via sheriff or special process server is used, the agency or person given the service is tracked.
21. Failure Notice	The system produces a failure of service notice to the party who requested the service.
22. Service Status	Users of the system can easily check the status of service by viewing a "service inquiry screen" from multiple locations in CourtView modules.
23. Warrants	A warrant index is maintained.

3. Judicial Management Module

Field	Field Description
1. Integration	This module is fully integrated with the Case Management Module.
2. Automatic Scheduling	The system provides a calendar for automatic scheduling of court appearances based on user-defined codes. The automatic scheduling selections can be overridden.
3. Manual Scheduling	The system provides a calendar for manually scheduling of court appearances based on user-defined codes.
4. Magistrates	A case can be scheduled on any court officer's docket, without changing the judge assignment.
5. Automatic Updating to the Register of Actions	The scheduling information can automatically update the clerk's docket with the detailed scheduling information.
6. Length of Time	The system supports scheduling of events associated with a case over a time frame that may span many years.
7. Tracking	Case progress can be monitored by maintaining a "scheduled next event" for each case and by entering the " results" of all events.
8. Judges Dockets	The system prepares court calendars by day, week, or month.
9. Number of Events	Each case may have an unlimited number of events associated with it.
10. Results	Results can be entered on completion or rescheduling of an event. The valid events are in a user maintained table.
11. Viewing	Case schedules are available to authorized users on-line for viewing. The display indicates the current status of the scheduled event.
12. Downtime	The system can schedule around designated holidays, vacations, meetings, conventions, seminars, and weekends.
13. Scheduling Data	The following scheduling information is maintained: • Court date, court time, length of event, courtroom, judge, reason scheduled, parties and attorneys' names, and result of event.

Judicial Management Module

(continued)

Field	Field Description
14. Notices	The system generates scheduling notice either during the scheduling process or at a later time.
15. State Reporting	The system generates state mandated statistical reports.
16. Title IV-D	The system monitors and reports of IV-D scheduling activity.
17. Attorney Information	The system monitors attorney schedules and case assignments.

4. Financial Management Module

Field	Field Description
1. Financial Management	Costs, fines, and other moneys due the court on each case are processed using the Financial Module. The system maintains complete case payment history and allows full or partial payments to be made. Receipts are automatically generated at the time of payment. The cashbook is fully integrated with the Case Management and Accounts Receivable Modules. The cashbook processes all distributions, disbursements, prints check, does check reconciliation, and maintains any open item or bond funds.
2. Accrued Costs	Costs are assessed and applied to cases as they are incurred. When payments are made the correct cost items are satisfied.
3. Open Items and Bonds	An unlimited number of open items and bonds can be processed per case. Refunds are processed or Open Item/Bond funds can be applied to fines and costs.
4. Distribution	As funds are received, they are automatically distributed to the distribution and holding accounts and banks. An unlimited number of distribution and holding accounts and banks can be maintained in staff controlled tables.
5. Receipt	The receipt contains the following information: • Receipt number, case number, abbreviated case caption, receipt date, amount tendered, change, methods of payment, paid by, on behalf of, applied to, receipted by, and transaction date and time. Any receipt can be reprinted at any time.
6. End of Day	When each cashier is balanced, the daily posting set is closed, allowing new receipts to be entered into a new posting set. An End of Day detail report can be run at any time. This report shows the receipt activity by cashier and includes the type of funds received.
7. Final Post	All payment transactions for the day are transferred to the bookkeeping department for when the final posting processing is performed. A separate level of security is required for the bookkeeping department.
8. End of Month	The system generates month-end reporting, disbursements of moneys, determine carry over balances, balance open items, and prints checks.

Financial Management Module

(continued)

Field	Field Description
9. Adjustments	All adjustments are made through adjusting entries.
10. Reporting	The following reports are available: • EOD Detail Receipt Listing, EOM Detail Listing, Account Balance Listing, Bank Balance Listing, Check Listing, Funds Distribution Report, Fine Distribution Report, Open Items Listing, Insufficient Funds Report, and Receipt Depositor Listing. The system provides a detailed statement to any agency that receives disbursed funds.
11. Balancing	The system assists the user with balancing bank statements and other essential bookkeeping tasks by providing numerous detail on-line displays of most financial activity.
12. Viewing	Staff working in other integrated CourtView Modules can view current outstanding and paid costs and fines at any time.
13. Non-Case Fees	Receipts can be entered and produced for non-case fees. Non-case fee types are in a staff maintained table.
14. Multiple Cashbooks	Multiple checkbooks can be maintained and each cashbook can have a different bank account.
15. History	A history of cash transactions can be displayed for each case showing: • Date, method of payment, clerk initial, receipt number, amount received, deposit applied, received by, amount distributed, and distributed to.
16. Checks	Checks can be written on demand or at the end of day or at the end of the accounting period. Checks can be displayed at any time showing: • Check number, case number, name, check date, amount, reconcile date, void, date, and purpose. Checks can be reconciled, voided, or reactivated and reprinted.
17. Repetitive Filers	Repetitive filers can place funds on deposit. These funds can be used for any case receipting activity. A report can be run at any time to show the status of the individual account.

5. Accounts Receivable Module

Field	Field Description
1. Purpose Statement	The Accounts Receivable Module is a person-based system, used to track an individual's costs, fines and restitution accounts owed. More than one individual can have an A/R record for a case, and an individual can be a payee on more than one case.
2. Assignment	Case costs can be assigned to a party on a case at any time during the life of the case. Any portion of the case's outstanding costs or fines can be assigned to any individual. Once costs are assigned to a payee, the costs cannot be paid at the case "level." An existing payee's A/R record on a case can be maintained through the A/R module.
3. Waved Costs	Outstanding A/R costs and fines can dismissed or satisfied by "non fund payments." The valid dismissal reason is in a staff-maintained table.
4. Data Tracked	The system maintains the following accounts receivable information for each case: • Outstanding costs, payee name, persons receiving restitution, amount assigned to other parties, unassigned costs, case totals, A/R status, ordered date, payment schedule, amount paid, amount dismissed, amount unpaid, amount past due, last notice date, and dunning level.
5. Integration	The Accounts Receivable Module is fully integrated with the CourtView Case Management and Financial Modules. The user of other CourtView modules can view A/R information.
6. Bills	Delinquent dunning notices can be sent at any time on a case or a group of cases. The notice that is produced with each dunning level is in a staff-maintained table. The level of a dunning notice to be sent also can be selected.
7. Restitution	The A/R Module processes restitution payments and prints the necessary checks.
8. Distributions	The Accounts Receivable Module provides for automatic cost and fee distributions and disbursements.
9. History	A complete payment history is maintained.

6. Juvenile Detention Module

Field	Field Description
1. JDC Case Data	The following JDC case information is maintained: • JDC case number, assigned case worker, admitted date, booking number, court case number, probation case number, probation officer, charge, school, school grade, county, state, detention status, detention level, officer brought in by, maximum days, and any case comments.
2. Personal Information	The following personal information is maintained: • Name, aliases, addresses, phone numbers, age, date of birth, social security number, race, complexion, eyes, height, weight, hair, gender, teeth, language, body build, religion, facial hair, handicap, scars, marks, tattoos, and any special requirements.
3. Release Information	The following release information is maintained: • Release date, released by, released to, and authorized by.
4. Items Received	The following "Property Items Received" from a detainee are maintained: • Amount of money received, any miscellaneous property received, and property received from the JDC. A list of default items that are normally supplied to a detainee, can be maintained in a table, and added quickly to any detainee's record.
5. Items Returned	The following "Property Items Returned" by a detainee are maintained: • Amount of money returned, any miscellaneous property returned, and JDC property returned. Items in the received lists also can be copied quickly to the items returned list.
6. Property Locations	The following storage locations are maintained: • Locker number, property number, basket number, and money location.
7. Reports	The following reports are available: • Current Standing, Detainee Case Summary, Detainees Due For Release, Visitor List, Population, Room And Bed Listing, and Tuition Reimbursement Report.

Juvenile Detention Module

(continued)

Field	Field Description
8. Index	Retrieval of case or party information can be done by either using a partial name search or by case number look up.
9. Daily Reminder	Daily reminders can be set up to notify all staff members at login time of any JDC special information.
10. Multiple Case Processing	Both JDC case log entries and school attendance records can be added in a multiple case mode.
11. Checklist Entry	An unlimited number of checklist items and checklist templates can be added in staff maintained tables. The check lists are used to track JDC designated information on a case.
12. Bed Assignment and Vacating	An automatic assignment to a bed can be made. The number of sections, rooms per section, beds per room, is maintained in a table. The bed assignment process checks: gender, availability of section, room, bed, and any conflicting affiliations, or conflicting charges, before making an assignment. The system permits the vacating of beds, making it available for reassignment. Any section, room, or bed can be blocked from use. The charge conflicts are maintained in a table. The affiliation conflicts are maintained for each detainee.
13. Health	The following detainee health information is maintained: • psychological, physical, and medical health conditions. For each health area, the status, any concerns, and any instructions are maintained. The detainee's doctor's name, address, phone, and any notes are maintained.
14. Other Detainee Specification	An unlimited number of specifications for each detainee is maintained. The available specifications are from a staff maintained table.
15. Conflicting Affiliations	Any detainees that should be separated are maintained by the system. A detainee can have an unlimited number of conflicting affiliations.
16. Rules	An unlimited number of a detainee's privileges, restrictions, and work duties are maintained. The assign date, revoke date, and any notes are maintained. A JDC default set of conditions can be quickly added to any detainee. The available conditions are from a staff maintained table

Juvenile Detention Module

(continued)

Field	Field Description
17. Visitors	The judge's instructions concerning a detainee's visitor information is maintained. An unlimited number of potential visitors are tracked, including the visitors following information: • Relationship to detainee, attitude toward the detainee, address, phone, age, whether an approved visitor, and whether the individual is the legal guardian. If an unapproved visitor attempts to visit a detainee, the staff is alerted.
18. School	School attendance is maintained. The school activity is available on the tuition reimbursement report.
19. Logs	The JDC module allows an unlimited number of log entries per case. Each log entry can have an associated due date and is also associated with the staff who entered the log. The available log entries are in a table maintained by the staff. The text of the entry can be customized at entry time and is unlimited in length. The log report prints the log entries and monitors any due dates.
20. Warrants	A warrant index is maintained for each detainee.
21. Alert	When a detainee is eligible for release, the staff is alerted whenever the detainee's record is accessed.
22. Forms and Notices	The JDC module can create and print any required forms or notices.

7. Probation Module

Field	Field Description
1. Build from Other Case	The Probation Module allows a new probation case to be created by retrieving information from an existing court case, prosecutor case, pretrial case or previous probation case. Once the probation case is initiated this data can be modified without affecting the original case. Each probation case is assigned a unique case number.
2. Case Data	The following probation case information is maintained: • Probation case number, the assigned probation officer, the court case number, sentence date, sentencing judge, charges, PSI case number, type of probation, rating level, condition review date, fines, costs, and sentence information. • Also included are a person ID automatically assigned by the system, BCI ID for storage of Bureau of Criminal Investigation ID, PD ID for local police ID. • LC Case number for recording Lower Court Case Number for monitoring of case not in the CourtView® data base.
3. Personal Information	The following personal information is maintained: • Name, aliases, addresses, phone numbers, age, date of birth, social security number, race, complexion, eyes, height, weight, hair, gender, teeth, language, body build, religion, facial hair, handicap, scars, marks, tattoos, and any special requirements.
4. Conditions	The probation module allows multiple conditions of probation for each client, including the required amount, unit of measure, any balance, and any notes. The available conditions are from a staff maintained table.
5. Violations of Conditions	The Probation Module tracks multiple violations of each condition, including the dates of any violation and any results. The available results are from a staff maintained table .
6. Conditions Detail Records	The Probation Module allows for multiple detail records for each condition, including received date, from date, through date, and any notes.
7. Cashbook	The system maintains a probation cash book to track all receipts and disbursements of the probationer's restitution account and court costs.
8. Receipts	The system generates receipts for funds paid.
9. Checks	The system generates checks for restitution moneys collected.

Probation Module
(continued)

Field	Field Description
10. Reports	The system generates the following reports: • Active Cases, Active Defendants, Active Warrants, Case Expiration, Condition Balance, Condition Non-Activity, Condition Violations, Case Load Statistics, Daily Contact Appearance, HIV/STD Testing Report, Inactive Cases, Level of Supervision, No Contact Report, Officer Active Defendants, Officer Case List, Probationer Summary, PSI Required, PSI Report, Schedule Report, Sex Offense Report, Status Checklist, Tickler Notice, Urinalysis Report . Many of these reports have criteria that the user can select. The reports can be run at any time.
11. Docket Entries	The Probation Module allows an unlimited number of probation case docket entries. The available probation docket entries are in a table maintained by the staff. The text of the entry can be customized at entry time.
12. Events	The Probation Module allows an unlimited number of events to be scheduled for each case. These events can automatically update the probation case's docket with detailed docket entries. Probation Module scheduling now allows for any event scheduling as well as "Schedulable Objects" scheduling to allow for meetings, equipment, clients, etc.
13. Court Case Information	The Probation Module allows fast access to the court case information, for viewing and printing.
14. Index	Retrieval of case or party information can be done by either using a partial name search or by case number look up.
15. Ticklers	The Probation Module allows an unlimited number of ticklers per probation case. The tickler report monitors all tickler activity.
16. Forms and Notices	The Probation Module can create and print any required forms or notices.
17. Case Disposition	The Probation Module tracks probation case disposition information. The available disposition entries are in a table maintained by the staff.
18. Daily Reminders	Daily reminders can be set up to notify all users at login time of any probation department special event(s).
19. Contact Standards	Minimum standards of contact may be established based upon the Level of Supervision and tracked based upon contacts entered into the Probation Case Docket
20. Criminal History	A maintainable Criminal History with the ability to copy from Probation or Pretrial case to new Probation or Pretrial Case
21. Skills	Ability to store skills for each person and utilize in a "match" process with

	Community Service Agency skills needed for referral and assignment
21. Skills	Ability to store skills for each person and utilize in a "match" process with Community Service Agency skills needed for referral and assignment
22. Referrals	Ability to manually refer clients to agencies without using the match process
23. Obligations	Ability to track all accepted referrals as "Obligations" and record details of attendance, work performed, etc. Also allows for tracking of details for individual agencies to satisfy one special condition
24. Job Placement	Ability to refer and track Job Placement referrals
25. Level of Supervision History	Maintains a history of changes in Levels of Supervision with dates of change and who changed
26. Victim PSI	Ability to record Victim PSI information (Victim Impact Statement)
27. HIV-STD	Ability to record tests and outcomes for sexually transmitted diseases with special notices and records of victim's notification. Highly secured area of software.
28. Substance Abuse	Ability to record substance abuse tests either manually or by an electronic upload from Urine Screening equipment
29. Probation Officer History	Maintains a history of changes in Probation Officer Assignments for client's case.
30. Defendant PSI	Ability to use PSI functionality from within a probation case eliminating the need for separate case if desired.
31. Case Plan	Ability to create and maintain Case Plans (multiples if desired). Also has the ability to copy a case plan to new case.
32. Employment History	Ability to maintain a complete employment history on client with current employer display on case maintenance screen.
33. Questionnaires	Ability to create user definable questionnaires such as risk assessments, social histories, Bond Recommendation questionnaires. Ability to create answers other than text response (Yes, No, multiple choice answers) and assign point values. Ability to automatically set the Safety Risk and Appearance Risk factors directly from points scored.

8. Pretrial Services Module

Field	Field Description
1. Build from Other Case	The Pretrial Module allows a new pretrial case to be created by retrieving information from an existing court case, prosecutor case, pretrial case or previous pretrial case. Once the pretrial case is initiated this data can be modified without affecting the original case. Each pretrial case is assigned a unique case number.
2. Case Data	The following pretrial case information is maintained: • Pretrial case number, the assigned supervision officer, the court case number, pretrial judge, charges, type of supervision. • Also included is a person ID automatically assigned by the system, BCI ID for storage of Bureau of Criminal Investigation ID, PD ID for local police ID. • LC Case number for recording Lower Court Case Number for monitoring of case not in the CourtView® database.
3. Personal Information	The following personal information is maintained: • Name, aliases, addresses, phone numbers, age, date of birth, social security number, race, complexion, eyes, height, weight, hair, gender, teeth, language, body build, religion, facial hair, handicap, scars, marks, tattoos, and any special requirements.
4. Conditions	The Pretrial Module allows multiple conditions of bond release for each client, including the required amount, unit of measure, any balance, and any notes. The available conditions are from a staff maintained table.
5. Violations of Conditions	The Pretrial Module tracks multiple violations of each condition, including the dates of any violation and any results. The available results are from a staff maintained table .
6. Conditions Detail Records	The Pretrial Module allows for multiple detail records for each condition, including received date, from date, through date, and any notes.
7. Cashbook	The system maintains a pretrial cash book to track all receipts and disbursements of the client's restitution account and court costs.
8. Receipts	The system generates receipts for funds paid.
9. Checks	The system generates checks for restitution moneys collected.

Pretrial Module
(continued)

Field	Field Description
10. Reports	The system generates the following reports: • Active Cases, Active Defendants, Active Warrants, Case Expiration, Condition Balance, Condition Non-Activity, Condition Violations, Case Load Statistics, Daily Contact Appearance, HIV/STD Testing Report, Inactive Cases, Level of Supervision, No Contact Report, Officer Active Defendants, Officer Case List, Probationer Summary, PSI Required, PSI Report, Schedule Report, Sex Offense Report, Status Checklist, Tickler Notice, Urinalysis Report . Many of these reports have criteria that the user can select. The reports can be run at any time.
11. Docket Entries	The Pretrial Module allows an unlimited number of case docket entries. The available pretrial docket entries are in a table maintained by the staff. The text of the entry can be customized at entry time.
12. Events	The Pretrial Module allows an unlimited number of events to be scheduled for each case. These events can automatically update the pretrial case's docket with detailed docket entries. Pretrial Module scheduling now allows for any event scheduling as well as "Schedulable Objects" scheduling to allow for meetings, equipment, clients, etc.
13. Court Case Information	The Pretrial Module allows fast access to the court case information or Prosecutor case information for viewing and printing.
14. Index	Retrieval of case or party information can be done by either using a partial name search or by case number look up or person ID
15. Ticklers	The Pretrial Module allows an unlimited number of ticklers per pretrial case. The tickler report monitors all tickler activity.
16. Forms and Notices	The Pretrial Module can create and print any required forms or notices.
17. Case Disposition	The Pretrial Module tracks pretrial case disposition information. The available disposition entries are in a table maintained by the staff.
18. Daily Reminders	Daily reminders can be set up to notify all users at login time of any pretrial department special event(s).
19. Contact Standards	Minimum standards of contact may be established based upon the Level of Supervision and tracked based upon contacts entered into the Pretrial Case Docket.

Pretrial Module
(continued)

Field	Field Description
20. Criminal History	A maintainable Criminal History with the ability to copy from Probation or Pretrial case to new Probation or Pretrial Case.
21. Skills	Ability to store skills for each person and utilize in a "match" process with Community Service Agency skills needed for referral and assignment.
21. Services	Ability to store Social Service needs for each person and utilize in a "match" process with Social Service Agency services provided for referral and assignment.
22. Referrals	Ability to manually refer clients to agencies without using the match process.
23. Obligations	Ability to track all accepted referrals as "Obligations" and record details of attendance, work performed, etc. Also allows for tracking of details for individual agencies to satisfy one special condition.
24. Job Placement	Ability to refer and track Job Placement referrals.
25. Level of Supervision History	Maintains a history of changes in Levels of Supervision with dates of change and who changed.
26. Victim PSI	Ability to record Victim PSI information (Victim Impact Statement).
27. HIV-STD	Ability to record tests and outcomes for sexually transmitted diseases with special notices and records of victim's notification. Highly secured area of software.
28. Substance Abuse	Ability to record substance abuse tests either manually or by an electronic upload from Urine Screening equipment.
29. Pretrial Officer History	Maintains a history of changes in Pretrial Officer Assignments for client's case.
30. Defendant PSI	Ability to use PSI functionality from within a pretrial case eliminating the need for separate case if desired.
31. Case Plan	Ability to create and maintain Case Plans (multiples if desired). Also has the ability to copy a case plan to new case.

Pretrial Module

(continued)

Field	Field Description
32. Employment History	Ability to maintain a complete employment history on client with current employer display on case maintenance screen.
33. Questionnaires	Ability to create user definable questionnaires, such as risk assessments, social histories, Bond Recommendation questionnaires. Ability to create answers other than text response (Yes, No, multiple choice answers) and assign point values. Ability to automatically set the Safety Risk and Appearance Risk factors directly from points scored.
34. Bond Recommendations	Ability to maintain and print a separate Bond Recommendation for use in arraignment.
35. Indigent Report	Ability to maintain and print a separate Indigent Report for use in arraignment.

9. Prosecutor Module

Field	Field Description
1. Construct a Case	The Prosecutor Module has the ability to retrieve court case information from the CourtView® Case Management Module to facilitate in the creation of a new prosecutor's case. Once the information is in the Prosecutor Module it is maintained independently from the court case data.
2. Passing Data	The Prosecutor Module has the ability to pass information to the Case Management Module to facilitate in the creation of a court case. Once the information is in the court module it is maintained independently from the prosecutor case data.
3. Potential Cases	The Prosecutor Module has the ability to manage potential cases before they become court cases.
4. Case Data	The following case information is maintained: • Prosecutor case number, lower court case number, court case number, filed date and time, status, classification, extradition information, custody status, next court date, assigned prosecutor, judge, arrested date, number of days since arrest, police tracking number, state tracking number, and prosecutor case status.
5. Party Data	The following party information is maintained: • Name, DOB, social security number, SID number, alias(es), addresses, phone numbers, sex, race, recidivist, gang, height, weight, eye color, hair color, scars marks and tattoos, attorneys, special requirements, affiliation, teeth, language, complexion, facial hair, citizen, religion, body build, handicaps, and any special requirements.
6. Police Data	The following police information is maintained: • Charges, charge date, arresting agency, and arresting officer.
7. Disposition Data	The following disposition information is maintained: • Referred to, any warning letters, disposition, date of disposition, date of referral, and date of affidavit of probable cause. The available disposition entries are in a table maintained by the staff.

Prosecutor Module
(continued)

Field	Field Description
8. Charge Data	The following charge information is maintained: • Charges, date of charges, description, amended charge, arresting charge, number of counts, any weapons, drugs specifications, any drug paraphernalia, classification of charges, and a comment area.
9. Witness Data	The following witness information is maintained: • Name, addresses, phone numbers, special requirements, language, and handicaps. Only authorized staff can have access to witness information.
10. Victim Data	The following victim information is maintained: • Name, addresses, phone numbers, special requirements, language, and handicaps. Only authorized staff can have access to victim information.
11. Reports	The Prosecutor Module has the following reports: • Daily Warrant List, Charges Issued Report, Results by Agency, Petitions Authorized, Victims Rights Activity, Prosecuting Attorneys Quarterly Statistical Report (DSS 285), Felony Information Sheet, Tickler Report, and Log Listing.
12. Forms and Notices	The Prosecutor Module can create and print any required forms or notices.
13. Log Entries	The Prosecutor Module allows an unlimited number of log entries per case. Each log entry can have an associated due date and is associated with the staff who entered the log. The available log entries are in a table maintained by the staff. The text of the entry can be customized at entry time and is unlimited in length. The log report prints the log entries and monitors any due dates.
14. Events	The Prosecutor Module has the ability to schedule events for a prosecutor case. These events can automatically update the case's log.

Prosecutor Module

(continued)

Field	Field Description
15. Court Case View	Users of the Prosecutor Module can view court case information without logging out.
16. Judicial View	Users of the Prosecutor Module can view judicial scheduling information without logging out.
17. Index	The Prosecutor Module allows either the prosecutor case or court case to be retrieved by using a partial name search or a case number look up.

C. RECOMMENDED HARDWARE PLATFORM

- *Recommended Hardware Configurations.* The following paragraphs identify our recommended configurations for primary equipment to support the proposed court environment.

- *Data Base Server – Sample Configuration:*

- Intel-Based Server 1 Gigahertz processor. The server can be expanded by adding additional CPU's.

- 2 GB memory minimum. Can be expanded to
  8 GB memory as users are added to the system

  - 72GB RAID5 Disk Array (minimum)
  - Ethernet Adapter
  - CD ROM
  - 40/80 GB tape drive/changer with Backup Exec Software
  - Windows 2000

- *Application File Server – Sample Configuration:*

- Intel-Based Server 1 Gigahertz processor. The server can be expanded by adding additional CPU's.

- 2 GB memory minimum. Can be expanded to
  8 GB memory as users are added to the system

  - 72 GB RAID5 Disk Array (minimum)
  - Ethernet Adapter
  - CD ROM
  - 12/24 DAT tape drive/changer with Backup Exec Software

- Windows 2000

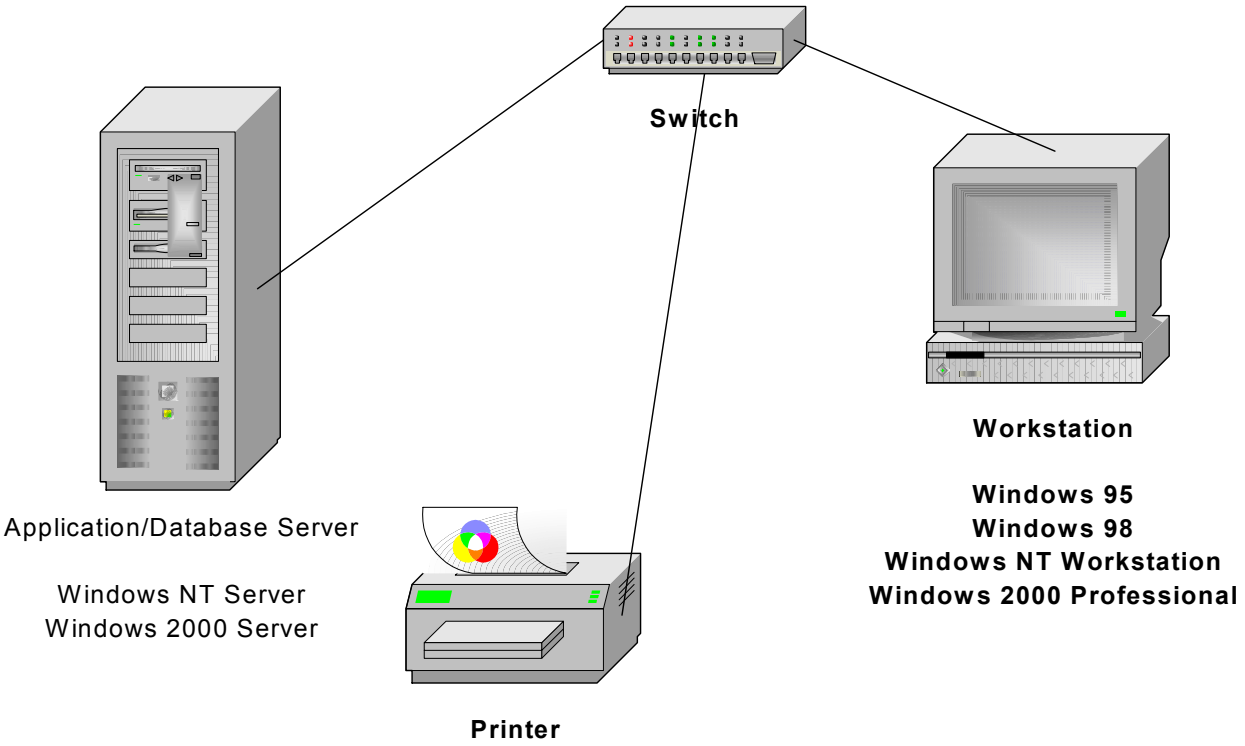
♦ *Workstation – Sample configuration:*

- Pentium 733 Mhz or better*
- 128 megabytes memory
- 10 gigabytes disk
- Microsoft Windows NT/2000
- TCP/IP
- Client software – provided with CourtView

*Older existing Pentium equipment can be used, as long as the other recommendations are met.

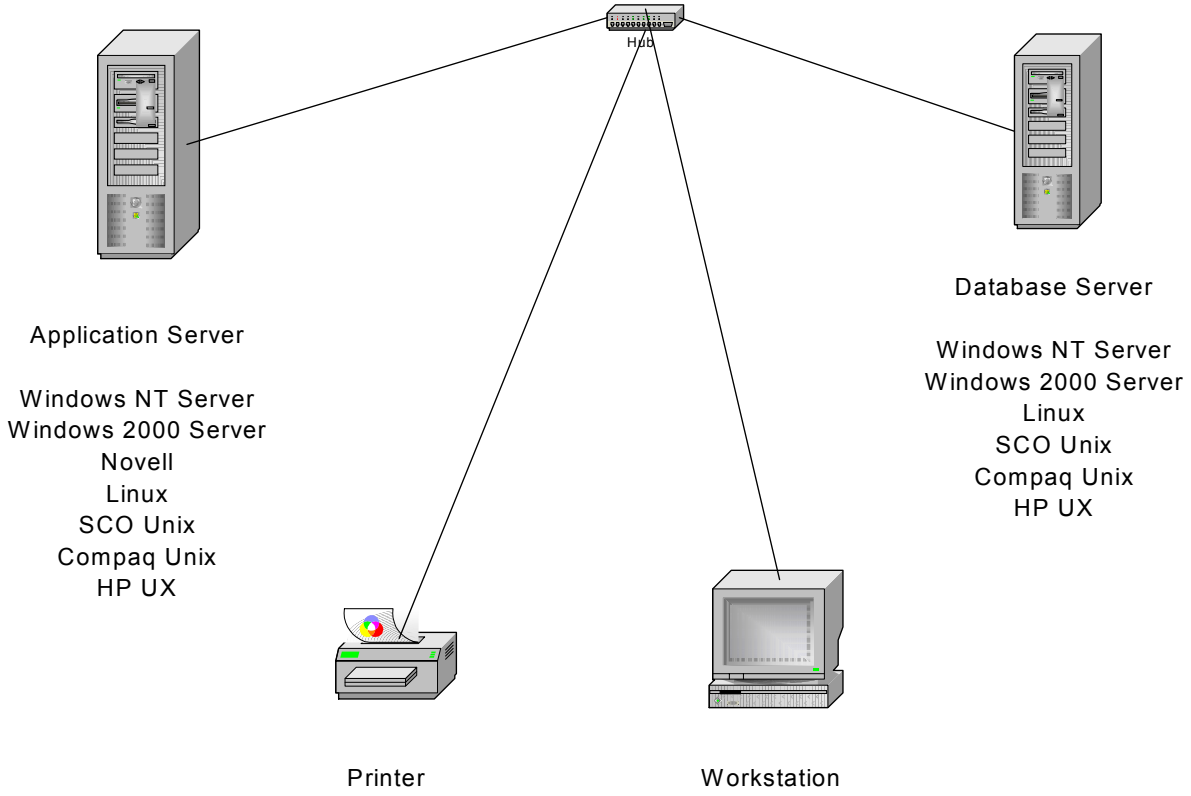
Basic Hardware Configuration

For Counties with 30 or Fewer Concurrent Users



Upscale Hardware Configuration

For Counties with 30 or More Concurrent Users



D. SOFTWARE DEVELOPMENT METHODOLOGY

MAXIMUS has extensive experience in providing custom modifications and enhancements required by multiple counties in different states. For example, when MAXIMUS was awarded multiple counties in Michigan, we understood CourtView® would need to be enhanced to meet the unique requirements set forth by Michigan laws and court processes. The development spanned two large counties, several court types, and all modules from case initiation to accounting. Widespread and comprehensive software modifications were specified, developed, and implemented as part of the baseline product. The effort represents our abilities to initiate and successfully complete diverse software modifications. The same process will be used as necessary in Indiana.

All modifications are custom modifications in the sense that they are developed to meet the functionality requirements contained in the client specification. CourtView® is developed within a single code line architecture. Hence, all modifications are to the baseline application. The benefit of a single code line architecture is that every CourtView client has the option of incorporating new functionality when it is developed and deployed. Since CourtView is a mature product in terms of functionality, it meets almost all requirements. In the remainder of this section, we discuss:

Our Product Customization Philosophy;
How Customizations To Base Products Affect Product Upgrades;
How We Decide What Modifications are Incorporated into Base Package;
Minor Modifications That Can Be Made By the Division; and
Why CourtView® Is More Flexible Than Other Vendor Products.

1. Our Product Customization Philosophy

MAXIMUS philosophy for court management, corrections, and criminal justice software customization is to provide fully functional systems that have the flexibility to accommodate variations for state and local operating requirements. Our approach to product customization is that all developments made to the product are available to all clients who may or may not choose to implement them. This philosophy provides you with the benefit of shared development with other clients, while at the same time meeting particular requirements for individual situations. The application can be directed through system parameter settings to run a particular screen that is customized for one site and may not be used by other clients.

MAXIMUS views our software products as repositories of functionality designed to work with structured data. Our goals in software product development are to protect your investment and to leverage the development work for all clients. We protect your investment by delivering many times the functionality that you could develop internally, by ensuring that the product is portable to many platforms and many different client needs, by maintaining technical currency and by maintaining statutory compliance. The reason to buy a proven, commercially available software

product rather than to build a custom system is to take advantage of MAXIMUS multi-million dollar investment in developing the application. We use tools that guarantee that the application will run on many hardware platforms with many database products and can be quickly customized to many different client needs. The benefit of this portability to you is independence from any single hardware or database vendor.

2. How Customization To Base Products Affect Product Upgrades

We leverage the development work by making customizations and enhancements done for any client available to all clients. Unlike the commercial arena, the public sector does not have competitive concerns to prevent sharing. Each agency shares many functions with other agencies and each agency has special operational requirements. Our products are designed to be modular and operate in components so that you can determine which functions you will use in what order without programmer intervention. Designing this degree of flexibility is not simple, but we are committed to the approach because it allows us to maintain the quality of the product while accommodating the flexibility necessary to support your requirements.

MAXIMUS also has an ongoing investment in research and development looking at the latest technological innovations as enhancements as well as upgrading the products to the latest releases of operating systems, databases, and third party tools. MAXIMUS pools maintenance agreement funds to invest in keeping the application current with state statutory requirements for all clients with maintenance and support agreements. MAXIMUS engages in all these activities to protect the investment you make in purchasing our software products.

3. How We Decide What Modifications are Incorporated into Base Package

The workflow for product enhancements and project modifications is the same although the prioritization process uses different criteria. Product enhancements are prioritized based on market differentiation, number of clients affected, and statutory changes. Project modifications are prioritized by requirements to start production, requirements for final acceptance, contractual commitments, and number of clients affected. Both product enhancements and project modifications require detailed, signed specifications. The Product Manager assigns the Test Problem Report (TPR) system to an analyst with the status “Specification”.

If the enhancement is large in scope, a Design Document will be prepared. The Design Document includes an Overview, Design Assumptions, Functional Decomposition, Business Rules, Issues, Preliminary Data Model, and Preliminary Program List. The Design Document confirms the scope of the work to be done and the approach to be taken. The analyst, the Project Manager, the Product Manager, the Development Manager, and you all sign the Design Document. All enhancements have a detailed, written specification for each change to be made. The specification includes a description of the modification, the modifications required showing screen or report layouts, edit checks, calculation rules, database changes, if any, and any cost involved. Since all modifications are available to all clients, the specification must include the

mechanism for allowing you to decide whether or not to implement the modification. After discussion with you, the analyst drafts the specification and reviews it with the Product and Development Managers for product consistency and technical feasibility. The Development Manager makes the time estimate for the modification. The analyst reviews the specification with you to be sure it accurately reflects your business requirements. When you are satisfied, the analyst, the Project Manager, the Product Manager, the Development Manager, and you all sign the specification.

4. Minor Modifications That Can Be Made By the Division

CourtView® provides extensive product flexibility with the use of code tables. Code tables are essential to the operation of the system because they operate in the background to access table-driven values. Therefore, the codes must be programmed accordingly to gain the maximum potential of the application. For example, action codes drive the entire system. Without action codes, you will not be able to access tables with required data. The same applies for docket codes, which drive the financial-based operations.

The code tables can be set up to your specific requirements on the maintenance screens. Each module has its own codes in order to run the applications in that module. Setting up code tables can be done using the code selection and maintenance screens. The code selection screen lists data already entered for that code and allows you to search for a code, and the code maintenance screen allows you to maintain and add data for a specific code. Modules with code tables that ***can*** be changed by you are:

- case management codes,
- judicial management codes,
- financial management codes, and
- accounts receivable codes.

5. Why CourtView® Is Much More Flexible Than Other Vendor Products

We support 160 different courts with the same system. We have had to build in flexibility over the years so we did not have to maintain tons of versions of our software. Flexibility has been built in and proven for over 6,000 users with widely different requirements.

The software flexibility lets us analyze your requirements, match these requirements with our software systems, and identify areas that may require enhancements specific to your site. The solid foundations that we have established through all of our systems means most of the software customizations are adding reports, changing the data flow for a particular situation, adding data elements to meet new state or local requirements, or adding elements for interfacing with another system. By identifying existing functions that already meet your requirements, we are able to minimize the customizations and maintain the tight timelines that you require. At the same time

we realize that one screen may not be the final solution for all clients. Through this process we identify these functions and begin to design the new enhancements.

Each application has only one code line. The same application code is used for all database environments (MS SQL Server, Oracle, and Informix). Where there are differences specific to a database, the alternatives are managed by system configuration parameters. Given the MAXIMUS commitment to one code line, for the sake of consistent maintenance, additional features or functions can be accommodated more easily than removing features. Features are rarely removed from the application unless there is a legal change or all clients confirm that a feature should be removed.

PRODUCT UPGRADES AND NEW VERSION RELEASES

In this section we discuss the following topics.

- New Version Releases,
- Product Upgrades/System Enhancements,
- Quality Assurance Process and Testing Details, and
- MAXIMUS Test Problem Reports (TPR) Tracking System.

1. New Version Releases

Since MAXIMUS has software systems in production at hundreds of sites, the applications require careful version planning. In order to stay current with technology and statutory changes and to deliver functional enhancements, new versions of the software are developed and delivered to all clients with maintenance agreements. In order to minimize disruption for clients, the release schedule has evolved to a quarterly schedule for general releases. Planning for delivering changes to you occurs at four levels: versions, general releases, patch releases, and individual releases.

Version Releases - Versions are major upgrades of the application usually driven by new technology. CourtView® currently has two versions: Version 1 and Version 2. Version 1 is the maintenance version, meaning that MAXIMUS supports it and fixes bugs but does not add enhancements to it. Version 2 is the production version, meaning that it is the focus of new development.

General Releases -General releases are the way enhancements are delivered to all clients. They are important because they bring all the clients of a version up to the same set of programs. The frequency of general releases has evolved to quarterly. General releases are currently November, February, May, and August. At the time of a general release, the source code is also deposited in the source code escrow account.

Patch Releases - Patch releases (also known as service pacts or bug fixes) are sets of particular functionality that need to be delivered to you before the quarterly release. These are made occasionally in order to fix problems affecting several clients. They are scheduled only when needed, approximately two to three times per year.

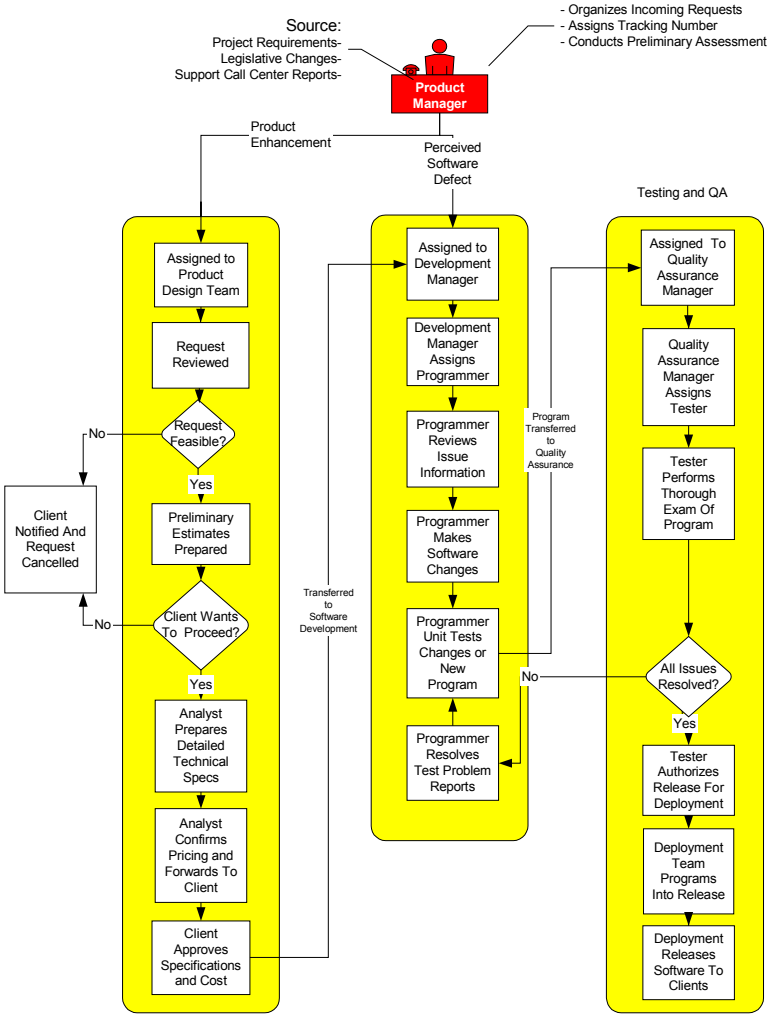
Individual Releases - Individual releases are made at your request or by the Project Manager. Specific enhancements are delivered to you after they have been tested but before the general release. The purpose of individual releases is usually to deliver new functionality to you as soon as possible for your testing.

These types of releases have proven effective over time in maintaining control over the software configuration.

2. Product Upgrades/System Enhancements

MAXIMUS is continually working on product upgrades and system enhancements. *Exhibit D-1: System Enhancement Process*, illustrates our development process common to both. When the support department receives perceived software defect reports or requests for enhanced software from you, the items are placed in the tracking system and assigned an Issue Number changes into the tracking system. The issues are assigned an Issue Number, ensuring these obligations can be met in a timely and efficient manner. This is how the life cycle of a request begins.

Exhibit D-1
SYSTEM ENHANCEMENT PROCESS



When new contracts are signed or legislative changes are promulgated, the Product Manager and our staff enter all required contract enhancements or legislative requirement request begins. Each day, the Product Manager and staff examine all new items placed in the system from the two paths described above. We follow the issues through the software development process. In the first scenario, we follow the cycle for your enhancement request.

Assigned to Product Design Team: The product manager assigns a member of our staff to examine the daily queue of new requests for enhancements.

Request Reviewed: The assigned staff member examines the request and evaluates the item. The evaluation must answer several questions. Is there already software functionality provided to achieve the request? You may not be aware of existing functionality that could resolve the issue. Is there already a request from another client for the same item? If so, the staff member should include your request in the existing item, close the issue, and have the support desk inform you of the tracking number for the original request that already exists.

Request Feasible?: If the request is indeed new, then is it structurally feasible within the Data Model? Can it be accomplished within product standards? Would the item potentially "negate" any existing functionality?

If the item is not feasible, the support desk will notify you and cancel the request. If the item is feasible, the product team staff member estimates a range of specification hours, development hours, and quality assurance testing hours needed to complete the enhancement and indicates a potential price range for the enhancement.

The support desk is informed and contacts you to see if you wish to proceed with technical specification, development, and testing based on the price range quoted.

Client Wishes To Proceed?: If you do not wish to proceed, the support desk cancels the request.

If you wish to proceed, the support desk assigns the item to the Product Manager for assignment to an analyst.

Analyst Prepares Detailed Technical Specification: The assigned analyst will prepare the technical specification. This can include preliminary discussions with you and the Project Manager.

The analyst completes specification, which is reviewed by both the Product Manager and the Development Manager. Upon their approval, both managers sign the specification.

Analyst Confirms Pricing and Forwards To You: Pricing and hours estimates are confirmed and approved by both the Product Manager and Development Manager and the specification is

sent to you for your review and acceptance.

You Approve the Specifications and Cost: You sign the specification indicating your approval. When the signed specification is returned to the analyst, the item is transferred to the Development Queue for assignment.

We resume the development section of the flow chart after explanation of the Perceived Software Defect path. In the examination of each day's new items, those of the Type Code indicating a report of a Perceived Software Defect are examined by the Product Manager and/or Product Team.

Examination of the item as reported to the support desk must contain all information regarding the item including the exact path taken by you and steps taken by the support desk to attempt the duplication of the item. Once verified by the support desk that the item requires programming to resolve, the following steps are taken. At this point in the flow of the development process both the Perceived Software Defect and your request for a Product Enhancement are directed to the attention of the Development Manager. Both types of issues now follow this continued path.

Assigned to Development Manager: The item is assigned directly to the development manager for reassignment.

Development Manager Assigns Programmer: The Development Manager assigns the item to a programmer. Programmers are grouped into teams and are headed by a Senior Developer as their team leader. The assigned team leader investigates and guides the developer in the resolution.

Programmer Reviews Issue Information: After investigating the current coding, the developer assesses the issue and determines what software changes are needed. For the enhancement request, the developer, to complete the initial coding, follows the detailed technical specifications.

Programmer Makes Software Changes: The assigned developer makes all coding changes necessary to resolve the issue or provide the functionality requested in the signed technical specification.

Programmer Unit Tests Changes or New Program: After completing the coding changes or new coding, the developer unit tests the issue in the development environment.

Assigned to Quality Assurance Manager: At this point, the item is transferred to the Quality Assurance Department for testing. The issue is assigned to the Quality Assurance Manager for assignment to a staff member who will install the new program in the quality assurance environment. The tester completes any and all setup requirements for enhancement issues required as indicated by the developer.

Tester Performs Thorough Exam of Program: The assigned staff member begins testing the issue. The issue is tested in one database environment until all issues are resolved. If any issues need resolution, the next steps are taken.

All Issues Resolved?: If all issues have not yet been resolved, the tester assigns the issue back to the developer for resolution. When the developer has fixed the issue(s) with the program, the item is again unit tested in the development environment and is reassigned once again to the quality assurance staff member for continued testing. The issue will continue in this loop until all issues have been resolved.

Tester Authorizes Release for Deployment: The tester authorizes the issue to be released and completes the description of the issue, adds any and all setup required for the item, and describes the use of the new functionality or how the item has been fixed. This information is placed in the Release Notes section of the Tracking System. A documentation specialist then prepares the Release Notes.

Deployment Team Programs Into Release: All items in the Tracking System that are marked for release by the testers are packaged into a version for release. This will include all new and changed programs, new screens, views, and new tables. All scripts needed to complete the installation of the software release are also included in the package.

Deployment Releases Software to You: The packaged software is released to all clients. Release Notes documents are also released to you.

3. Quality Assurance Process and Testing Details

Each modification to the application, whether it be a bug fix, product improvement, or project modification, is tested first by the developer and then by a member of the Quality Assurance (QA) Team. Any problems found are reported back to the developer, who fixes them and returns the item to the QA Team for testing. Only a member of the QA Team can release the change for deployment to you. The following describes the process used by the QA Team for determining whether a change can be released.

- the QA Team receives specification of program and analyzes testing strategies;
- the QA Team implements any set up requirements to perform testing and quality assurance, including execution of scripts for table changes, data conversion, and creation or update of views;
- the QA Team moves programs from the development deployment area to the quality assurance testing environment;

- the QA Team tests, debugs, and reports test problems on the program in the primary database environment and clears the program in that environment. The program is then migrated to the other supported environments for general regression and functionality testing; and

- the QA Team copies programs, scripts, and views to the QA deployment area that are ready to be released to client sites.

Our Testing Strategy is similar to bottom-up testing where the lowest level modules are tested first and then the next higher levels are tested. An example of this would be the initial testing of code table selection and maintenance programs. Functions that use the code tables are tested in subsequent order. Various types of testing take place dependent on the program. Initial testing starts with basic Acceptance Testing. Does the code perform the basic functionality for which it is designed? If it does not, the program is returned to development. If it passes this testing, verification and validation of the program take place according to the specifications. Functional and system testing methods used are:

Verification and Validation: The program is verified and validated against the written specifications. Does the functionality of the code conform to the specification?

Computation: Are all computations correctly computed?

Reports and Screen Displays: Is the data correctly reported on any reports and screen displays?

Data Storage: Using SQL scripts and commands, is the correct data being stored in the correct tables?

Usability: Is the function and flow of the program user-friendly and usable by the end user?

Boundary: Can the program adequately handle the boundary limits? Are reasonable boundary limits set?

Error Recovery: Does the program produce reasonable and understandable end user error messages? Can the program recover correctly from input error?

Security: Is the security required to execute the program in place and working correctly?

Configuration: Does the program execute and work correctly in the supported environments?

Performance: Are tasks within the program executed within a reasonable amount of time?

Conversion: Is any data conversion required for this program and can the program correctly handle converted data?

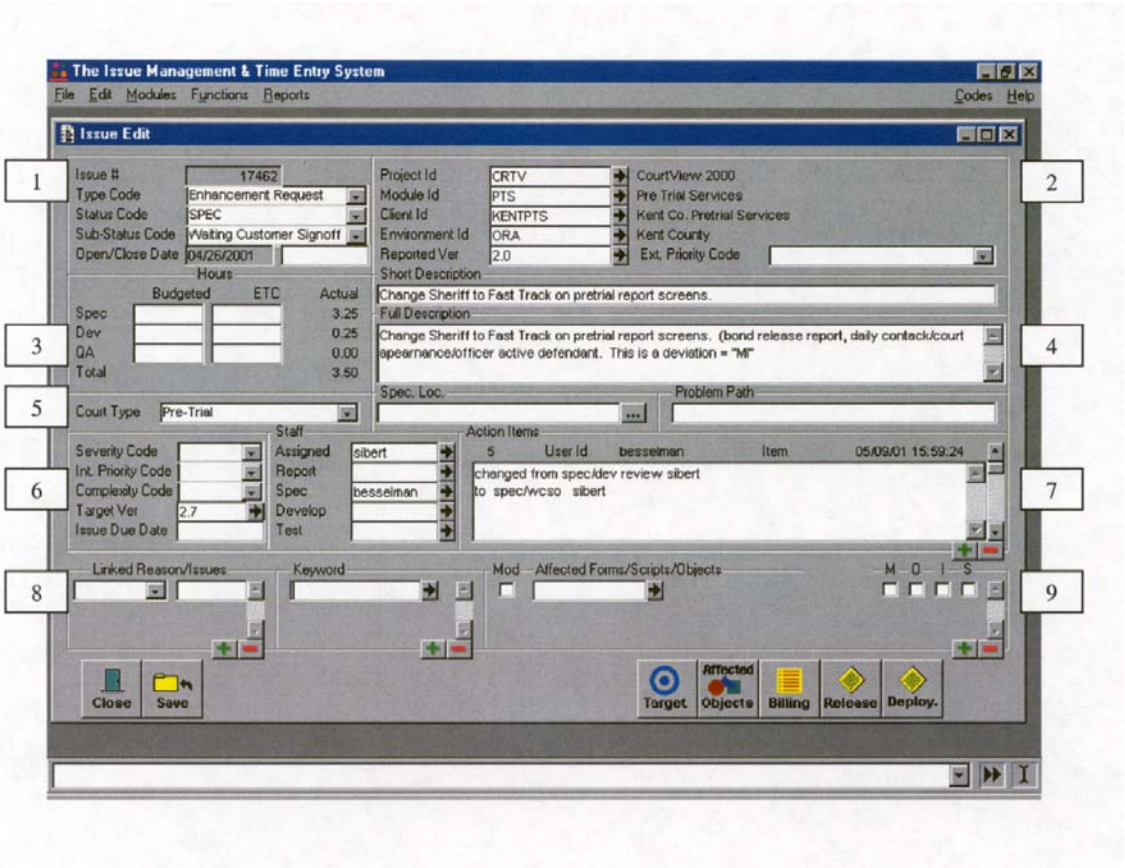
4. MAXIMUS Test Problem Reports (TPR) Tracking System

Testing problems, upgrades, enhancements, and other issues are reported to the development group using the Test Problem Reports (TPR) system. Step-by-step procedures to reproduce the problem as well as any message frame output should be included in the TPR to aid developers in their resolution. Corrected TPRs are then returned to the Quality Assurance Team for retesting and validation of the fix.

When the program has been certified ready for release, the TPR is moved to Release status. The programs, scripts, and views are then copied to the Quality Assurance deployment area. The deployment team subsequently releases to the customer sites the programs, scripts, and views covered by TPRs in Release status.

An example of the detailed task edit and maintenance screen used to track all pertinent information required to prepare and deliver a requested modification is shown in *Exhibit D-2: Detailed Task Edit and Maintenance Screen.*

Exhibit D-2
DETAILED TASK EDIT AND MAINTENANCE SCREEN



A brief description of each area of the screen is provided as follows.

Section 1 contains the tracking number assigned, the type of request, the current Status and Sub-Status codes and the Open and Close dates of the request. It should be noted that the Status and Sub-Status codes continually change throughout the life cycle of the issue. The open date is actually the date the request is submitted. The close date will be used to indicate the date the item is delivered and accepted by you.

Section 2 contains the Product to which the request applies and the software module in which the item is being requested. Also indicated is the Client requesting the change, the client's database environment and the client's current version of the software. These items will not change during the life cycle of the issue.

Section 3 contains the budgeted (estimated) hours for each part of the life cycle. Estimated hours for completing the Technical Specification, completing the development (programming) and the QA (Quality Assurance) hours for testing. The ETC column is used to indicate the Estimated Time to Complete the item after it has been started by each assigned person at the proper stage. The Actual column contains the actual hours spent in each stage of the process and is recorded automatically through the assigned person's actual time entry activities.

Section 4 contains a Short Description and Full Description of the item being requested. The short description field is a text searchable area and is also used in the preparation of our Release Notes. The full description contains more in depth information about the requested item.

Section 5 has fields for various items. The Court Type is used for the publication of Release Notes to indicate to the client which court or court office could best use the enhancement item. The Spec. Loc. Field is a direct link to the actual technical specification document in our online directory. The problem path is used to indicate the exact software menu selection steps needed to duplicate a perceived software defect.

Section 6 is used to indicate the severity of a perceived software defect, the internal priority code for expediting the delivery of the issue, the complexity involved in completing the issue, the target version for delivery of the item and an issue due date. The Staff section indicates to whom the item is currently assigned, which internal staff person reported the item, which software analyst is assigned to complete a technical specification, which developer is assigned to complete the programming and which QA department person is assigned to test the item.

Section 7 contains the Action Items. Each time the Status, Sub-status, and assigned person is changed, the person making the change adds a new action to indicate the changes made. This is also used extensively between development and QA for dialogue in programming and testing.

Section 8 contains any Issue Links and reasons as well as any keywords that can be used in reporting. Links will usually indicate that an item cannot be released until another requested item is delivered or must be released together.

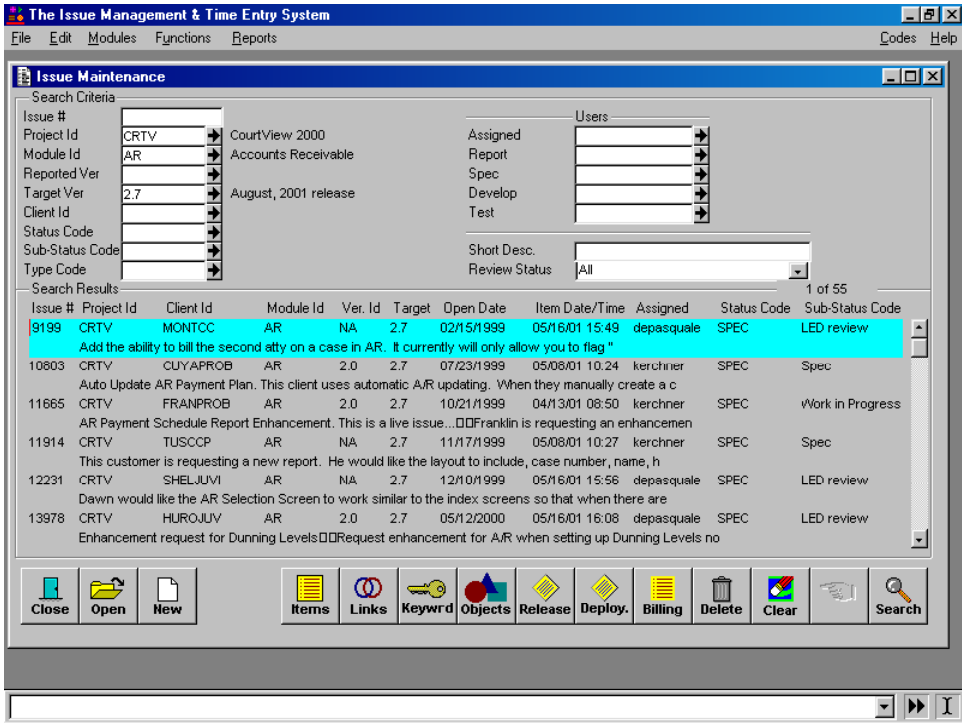
Section 9 is used to indicate any and all screens and programs involved in completing the programming and testing of the item.

An example of the tracking system selection screen used to identify the work in progress by customer or type of task is shown in *Exhibit D-3: Tracking System Selection Screen*. The search criteria can be filled for specific items in specific stages of completion. For example, the screen shown is searching for all items for the CourtView® Accounts Receivable Module, scheduled for delivery in the 2.7 release taking place in August of 2001.

The search criteria can be used to narrow down exact items in any stage of completion and in any person's queue. Our staff uses this screen to locate all items that are their responsibility to complete for any specific stage of design, development, or testing. Each staff member checks their queue on a regular basis in order to provide expeditious delivery to clients.

The screen is also used to search for items ready for release to clients that require Release Notes to be completed for publication. The Release Notes are distributed to each client and contain all setup instructions and "how to" information for each enhancement.

Exhibit D-3
TRACKING SYSTEM SELECTION SCREEN



MAXIMUS – JUSTICE SOLUTIONS

Data Conversion Methodology

Prepared By:

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I. Goals

- Transport relevant data from your current system to the CourtView system.
- Maximize data integrity.
- Maximize system performance.
- Minimize data redundancy.
- Provide client with technical expertise in multiple database management systems.
  - Oracle, Sybase, Microsoft SQL Server, Informix
- Consolidate non-standard data entry.
  - CourtView is entirely code table driven. The data entry is always standardized since it is directly tied to a separate table in the database. Many times data is entered in an array of formats. This process gives you an opportunity to investigate the various entry mistakes, tying them to one standard code driven attribute.
- Schedule the required system downtime in advance in order to alleviate any impact in your daily business.
  - In order to ensure that the conversion runs smoothly we request that the court not operate in either the current or Courtview system on a predetermined Thursday and Friday. This will give both the client and MAXIMUS the time needed to effectively implement the conversion process. The weekend gives us a buffer for such things as final data extracts, final data scrubbing, sufficient data conversion review time, and a window for unexpected database issues. The benefit is a CourtView live date with a much smoother transition from your current system.
- The data conversion process is a team effort.
  - We require client participation throughout the whole life cycle. It is critically important that resources from MAXIMUS and the client work hand in hand toward the same goal. That goal is to provide you with reliable, accurate, and usable data in a timely manner so not to impact your daily business.

II. Process

The data conversion process is broken into 6 phases.

Phase	Description	Objectives	Percentage Of Work
I	Conversion Strategy	• Outline key success factors. • Allocate resources. • Determine method of database/file server access. (Lease Line Recommended) • Create timeline for data conversion implementation.	5%
II	Data Mapping / Business Rules	• Analyze data model of current system. • Client places existing data into MAXIMUS conversion data model. (See Attachment 2) • Scrub data that the client provided, resubmit to client for data fixes. (Data exception reports provided) • Map additional fields outside of conversion model to CourtView. (See Attachment 1) • Determine business rules for attributes in current system. • Formal acceptance.	35%
III	Script Development	• Initial generation of data conversion scripts. • Mock conversion run at MAXIMUS.	25%
IV	Mock Implementation (Training)	• Initial training run of conversion scripts. • Data review by trainer and client. • Additional system code setup by trainer and client. • Alter scripts based on client feed back of data review. • Re-run conversion scripts on data. • Formal acceptance.	20%
V	Final Implementation (Production)	• Two days of client downtime. (Thursday & Friday) • Final data extract. • Generate control totals for transactions.	10%

		• Generate financial open item balance sheet. • Final production run of conversion scripts. • Validate data against control totals and financial balance sheet. • Review of production data by trainer and client. • Formal acceptance.	
VI	Stabilization	• Performance tuning / General clean up.	5%

III. Phase Details

Conversion Strategy

The first step of any conversion process is to identify all possible data sources. Once this is established the existing system must be broken into logical categories. Each system must be analyzed separately while continually addressing global decisions such as case number formats, system code requirements, and shared data integration. Initial on site meetings will establish a thorough understanding of our conversion methodology. Typically a staggered implementation will directly correspond to the project timeline. If the criminal division is the initial phase, then all subsequent criminal systems will be addressed at that time. Once all data sources are determined, resource allocation can begin based on differing areas of expertise within your organization. Typically as we move between divisions, the appropriate resource will change. An individual authorized to make business decisions on behalf of the organization will need to be determined. This allows all rules to filter through one source, thus eliminate redundant conversations and conflicting opinions.

In order to begin work a method of access must be determined. The ideal situation is a dedicated line. This will allow multiple departments to work simultaneously. For instance the deployment department can maintain the application, while the conversion department performs data analysis. If dial up access (RAS connection) is opted for, a queue is formed in which tasks must be prioritized. In this instance, support will likely take the highest priority, followed by conversion depending on the implementation schedule. Once connectivity has been verified, the conversion department is ready to receive the data extraction files in the required format.

Data Mapping / Business Rules

The client is required to place their existing data into the MAXIMUS conversion data model. Detailed worksheets are provided outlining the format of these files (see Attachment 2). The files should be ASCII text files having fixed length data attributes (see Attachment 3). For instance in the case file, the case key will always be 20 bytes. The case key field is used to link all related files to the case. The majority of the time it is also used as the case number that will be displayed in COURTVIEW. The description field is optional and is only used if you would like the case number to display differently than the case key. Business rules may be provided to format the case key if desired, as opposed to populating the description. The case code field indicates what type of case each record is. This field is required and will always be 10 bytes. The action code field indicates what statute was used to initially file the case. This field is required and will always be 20 bytes. The status code determines the current status of the case. This field is required and will always be 10 bytes. The file date is the date in which the case was filed. This field is required and will always be 8 bytes. Any additional data attributes directly associated with the case file are added to the end of the data file as additional fields. The number of additional fields that can be provided is unlimited. Each new field should be added to the provided worksheet, including the length and a brief description. Once the case data file is complete, it can be placed on the database server along with the other required extraction files (15 files - see Attachment 2) in a predetermined directory. Some extraction files may be excluded depending on the specifications of the existing legacy system. For instance court types such as Criminal and Traffic do not have ticklers. The data files are then loaded into the appropriate DBMS (Oracle / MSSQL / Informix). Intensive data analysis is performed on each data file. This includes validating all codes, dates, financial figures, data integrity, Boolean values, names, key constraints, phone numbers, heights, weights, drivers license numbers, missing data attributes, proper code set up, and general data

entry issues to name a few. In addition generalized data scenario testing is performed. This allows us to generate detailed reports indicating patterns contained within your data that cause us concern. We may find a multitude of information violating intuitive logic. This includes, but not limited to, arrest dates prior to offense dates, future arrest dates, duplicate case numbers, docket entry dates prior to filing dates, identities containing middle names with no first name, and redundant data entry. One hundred percent of the time we find pages of data exceptions, enabling you not only to migrate your information, but also cleanse the most important part of your business, your data warehouse. These exceptions range from critical issues that must be resolved, to observations that you may desire to address. It is imperative to realize that you are migrating to an intricate relational data model, containing more than 1800 tables. In addition over 500 views exist, many of which require information to be migrated intricately. Business rules must be established to handle all critical data issues. These rules will be used to migrate your system in a manner that will not impact your daily business. Throughout our extensive experience we have found that most systems do not

have the necessary audit checks and business logic to migrate seamlessly into COURTVIEW. We fill in the gaps making
your transition smooth and seamless. Many times this means defaulting data attributes, and creating a large number of missing links between information. The gaps vary greatly between implementations. One of the most important pieces of this process is code set up. COURTVIEW contains more than 400 code tables. In the past most of the data mapping took place via verbal agreements and a paper trail outlining the details. You can image the pain of sifting through thousands of codes, while writing in logical mappings to COURTVIEW. Since then we have automated the process by developing a tool tied directly to the COURTVIEW application (see Attachment 1). This tool allows us to load in each COURTVIEW code table, and compare it to the corresponding code in the legacy system. Once the relationship is determined we extract the data value, the number of times it occurs and the resolved COURTVIEW code. This allows you to graphically associate all un-mapped codes to the appropriate COURTVIEW code. The tool is fully audited, with a variety of search criteria to make the process extremely efficient. More importantly it allows us to monitor progress, while enforcing data integrity. A code cannot be associated if it is not already set up in COURTVIEW. The set up procedures are directly tied to the utility. If you are mapping statutes, you are taken to the statute maintenance screens; if you are mapping case types, you are taken to the case type maintenance screens. This eliminates redundant work, paper trails, data integrity issues and miscommunication, while following the standard COURTVIEW interface. Once all rules and mappings are established, a formal acceptance document is generated outlining the decisions we have reached. This document is used as a guideline throughout the conversion life cycle. It also is a point of reference that protects both parties post implementation. Signature is required indicating agreement to the rules established. Any items outside of this scope will be address post conversion on a time and materials bases.

Script Development

At this point the primary business rules have been established, data mapping is well on its way, and the majority of the data exceptions have been addressed. The scripting process is made up of separate scripts from each of the primary components of the COURTVIEW application. The scripting language will be different base on the DBMS you choose. For an Oracle implementation we use PL/SQL, Microsoft SQL Server and Sybase utilize Transact-SQL, while Informix uses its native language. Our organization possesses extensive technical expertise from an administrative and

scripting standpoint in each of mentioned database management systems. The process begins by building the foundation of the implementation. This involves implementing all necessary business logic for COURTVIEW as well as legacy rules, and data mappings established to this point. It is critical that performance take the highest priority while developing the migration path. Due to the time sensitive nature of conversion we must be as efficient as possible. Depending on data volume and quality different approaches will be taken. The single case file that was original provided will be exploded into numerous data tables including all relational links to code tables. All records must be audited to allow for control totals, and post implementation changes. These audits tie the legacy records to a related COURTVIEW record via the keys. These keys are generated for many of the tables throughout the system. Different methods are implemented based on the DBMS. For instance Oracle must use sequences, while MSSQL must utilize random numbers. Once the initial foundation is laid, the next logical component can begin. The audit table must be used to maintain the data integrity. Without this control, the relationships could not be established. Exception tables must be created in order to capture any data insertion errors. This allows any record to be recoverable categorized by the reason the insertion failed. Throughout our process we include redundancy checks to ensure every piece of information is migrated appropriately. This process continues until all established business logic and mappings have been implemented for each component. The number of components typically ranges from 40 to 50.

Mock Implementation (Training)

By now scripting has been completed, thus implementing all rules and mappings established to this point. A mock conversion is performed, emulating the final implementation. Ample time is provided during this process to review the data. The process coincides with the training schedule, thus allowing the users to learn with actual data scenarios. The result is the most efficient mechanism for identifying data issues. Rules and mappings will be solidified to handle all issues. Once agreed upon the new rules will be applied against the data, allowing for the client to review once again. This process is iterative, until final acceptance of the mock conversion is achieved. Our training staff will be on site to answer questions pertaining to the application. By the time final implementation has arrived, we have performed a full data conversion multiple times. Our methodology enables us to establish performance benchmarks, data control totals, and formalized assumptions documents. The result is a confidence throughout the project that the data will be of the

utmost quality for live week. The last thing any business needs while adapting to a new product is issues with the heart and soul of their business, their information warehouse. We provide that reassurance. The benchmarks allow us create a specific implementation schedule that coincides with live week. Each resource is given specific duties, to be accomplished within the guidelines of the benchmarks. Once satisfied with the migration, the data is formally accepted. This will indicate that you are confident that we are ready to proceed to production. Any items outside the scope at this time would be to be address via a changed order post implementation.

Final Implementation (Production)

The week of implementation we will hold a conference call to solidifying all outstanding conversion items. This will include reviewing all resource responsibility, acceptance documents and time estimates for the conversion. The database backups must be re-scheduled, and a final review of the database

configurations is necessary. The goal is to alleviate any possible factors that could impede our progress. The schedule typically begins on a Wednesday evening. The downtime required brings a reassurance that come live day business will proceed as normal. Valuable time can be lost due to connectivity issues, power outages, database server problems, and sheer volume. The weekend gives us a buffer to handle any variety of possible issues, while mandating that resources from your staff are readily available for emergency assistance or clarification. At the designated time on Wednesday, all data entry will cease on the legacy product in order to allow you to perform the final data extract and place the information in the predetermined format. At this point benchmarks would have been set allowing us to know when this will be accomplished. Once the data is placed onto the database server, we begin the entire process. This evolves an additional data scrub to ensure that the data quality has not changed. Transactional control totals, and balance sheets are prepared for a post conversion cross-reference. At this point the scripts can be executed on the database server. Indexes and triggers are disabled in order to optimize the performance of the scripts. Indexes and triggers are restored once each script completes. This is critical since validation across tables is necessary and will utilize the indexes. Once all scripts are complete control totals and balance sheets will be cross-referenced against the statistics from the legacy extractions. Upon completion of the validation a complete back up will occur and the subsequent back up schedule re-established. The trainer and designated users can review the system one last time prior to live day. Many times this will occur over the weekend due to the volume of data.

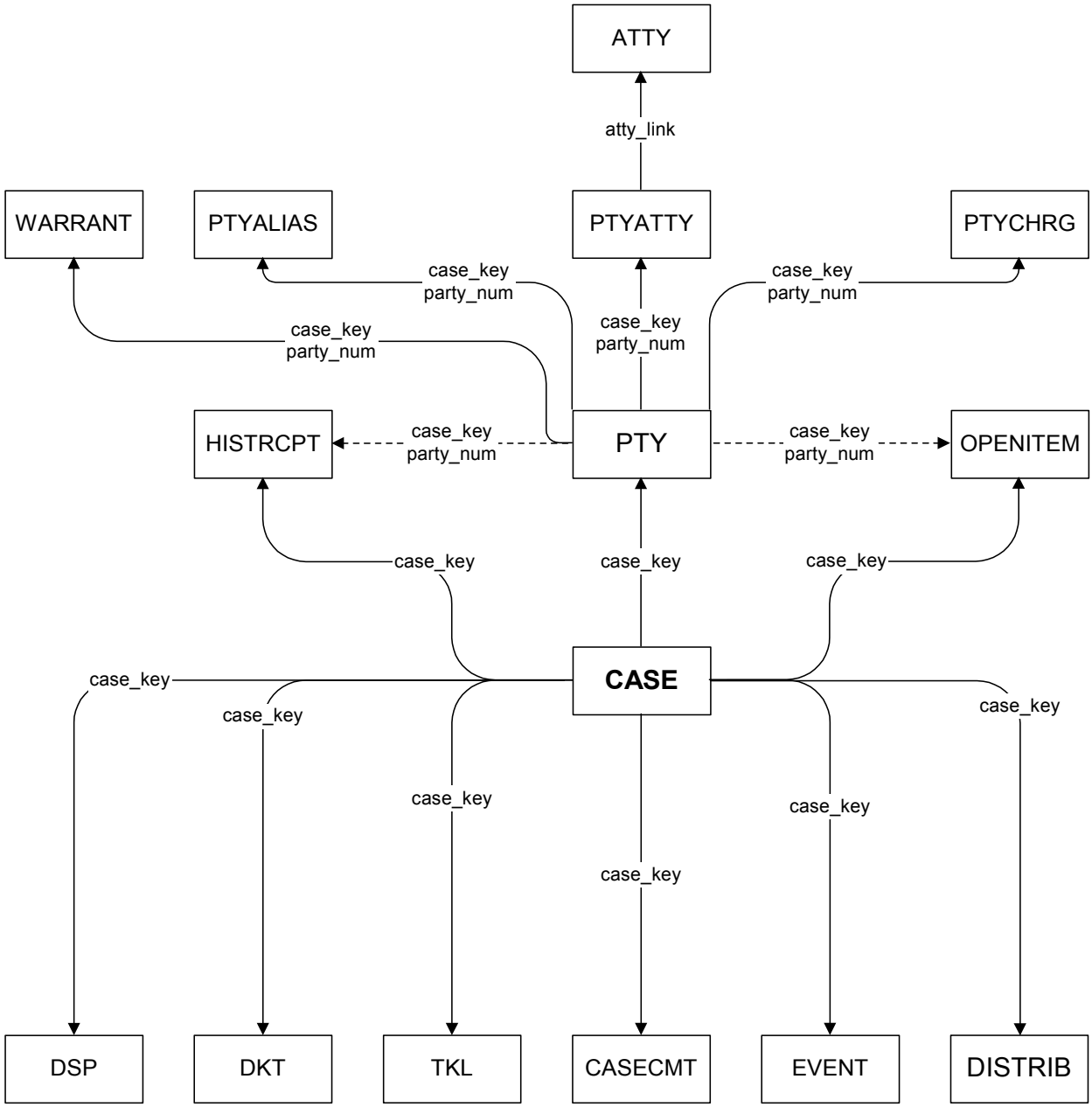
Stabilization

Once the production implementation has been completed and formally accepted the stabilization period begins. This typically lasts one week, and includes performance analysis and general clean up. Table and index statistics are updated to ensure efficient data entry and retrieval. Any data attributes that are missing or formatted incorrectly will be addressed. Pending review of the acceptance documents, resolution will be determined and the attributes will be fixed. If the remedy violates the rules agreed upon, a change order will be formulated containing the associated time and cost estimate. This document will be formally accepted and the items will be implemented.

IV. Data Conversion Model

The client is responsible for providing the data extraction files in the required format indicated below. Each box represents a flat ASCII

fixed length data file. The files are related based on the keys indicated in the data model. Detailed worksheets outline the attributes that are required for each file. Any data attributes not mentioned in the worksheets will be added to the end of the appropriate files.



LEGEND
Required Links= ————————
Optional Links= - - - - - - - - - - - - -

V. Worksheet Template

The worksheets provided give the client a template to follow when mapping the current systems fields into the intermediate data model. Below is an example of the case table worksheet. The client completes the left side of the form. Each standard table mapping has a worksheet to be completed in order to assist you in placing your existing data into a standardized format.

CASE DATA FILE

Source:

Destination: CASE.DAT

Equivalent Fields

Field Name	Length	Description \ Rules

Basic Case Fields

Field Name	Length	Description
case_key (LINK)	20	Case Key
dscr	50	Case Number
case_cd (CODE)	10	Case Type
actn_cd (CODE)	20	Statue# / Action Code
stat_cd (CODE)	10	Status
file_dt	8	File Date

Field Name	Length	Description \ Rules

Additional Case Fields

Field Name	Length	Description
add_fld1		Additional Field 1
add_fld2		Additional Field 2
add_fld3		Additional Field 3
add_fld4		Additional Field 4
add_fld5		Additional Field 5

VI. Data Exceptions

Data exceptions are outlined in detail within a report that is provided to the client. This report lists data problems, observations, and improvements. It is used to correct the problems, or develop business rules to address them. Once all items have been identified and resolved, the client will provide MAXIMUS with a new data extraction. At this point the process repeats itself in order to ensure the utmost data quality. Below is an example of what would typically be seen on an exception report.

Sample received: 07/01/01
Report written: 07/05/01
Written by: Developer Name

Data Files Examined: ATTY.TXT, CASE.TXT, CASECMT.TXT, PTY2.TXT, PTYATTY.TXT, DKT.TXT, and NAME.TXT.

PROBLEMS: The following issues **MUST** be corrected before the data conversion process can continue.

CASE
Action Code
None of the CASE records have an action code entry. Each CASE record must have an action code.

Duplicate Primary Key
60 combinations of the case_key have been used by more than one of the CASE records. Each CASE record must have a unique case_key.

PTY2
Orphan Records
278 party records have no corresponding record in the CASE file with the same case_key. Information in these records cannot be converted.

OBSERVATIONS: The following **i**ssues will not stop the conversion process, but may affect the quality of the converted data.

PARTY
Missing Record
Each CASE record should have at least one party record in the PTY2 file. The CASE record "1906CG994121"
has no record in the PTY2 file.

IMPROVEMENTS/CHANGES: The following issues have been changed or improved since the last data sample.

DOCKET
File Matches Documentation
The dkt.txt file loaded properly into the DKT file.

VII. Conversion Statistics

Detailed statistics by script, source table and CourtView table guarantee that each row of data is accounted for. Benchmarks are set utilizing time estimates from each mock conversion run. Additional critical comments are tracked in order to ensure they are executed during implementation. Below is an example statistics sheet outlining

Script Name	Source Tables	Target Table(s)	Rows Before	Rows Inserted	Rows After	Run Time (min)	*Comments*
cnvcase	casev125	real_case	819504	13316	832820	30	
	ACTNCD_MAP	*ACTNCSCD*	1531	19	1550		
	REALCASECD	CASE_AUDIT	0	13316	13316		
		casemntl	0	13316	13316		
		casepbt	0	4644	4644		
		buildcasecmt	0	2080	2080		
cnvpty	cnvptyna	idnt	1166529	63129	1229658	101	
	cnvptya	idntaffl	1170644	63538	1234182		
	CASE_AUDIT	pty	1262217	62720	1324937		
	ATTY_AUDIT	ptyaffl	10256	409	10665		
	SFFXCD	PARTY_AUDIT	0	63129	63129		
		phys	717640	3128	720768		
		ptyatty	145163	12083	157246		
		buildcasecmt	2080	12548	14628		
cnvdet_tot	detail	DKT_AUDIT_FULL	0	173527	173527	121	
	CASE_AUDIT	dkt	4308409	#REF!	448193		
	det_comment	odkt	140189	#REF!			
		discost	487244	8645	495889		
Total Time In Hours:						4.20	

= GREEN COLOR FOR AUDIT TABLES

= CREAM COLOR FOR CODE TABLES

a few standard conversion tables.

VIII. Formal Acceptance

The acceptance process is broken into 7 phases. The following phases allow us to monitor the progress of the conversion life cycle, while thoroughly documenting each step.

Phase	Description	Signature Required	Objectives
I	Personnel Authorization	No	• Designation of key people who have the authority to make business decisions pertaining to the conversion on behalf of the client. Detailed contact information such as phone numbers, fax numbers and e-mail addresses are included. The goal is to open the channels of communication.
II	Key Assumptions	Yes	• Outline key assumptions for the conversion process. The assumptions establish the standard conversion approaches from our standpoint, along with any additional items decided upon. This lays the foundation of what can be expected from the conversion process and alleviants misunderstandings.
III	Data Mappings / Business Rules	No	• Acquire detailed data mappings and business rules agreed upon by client and MAXIMUS. This enables the developers to move forward with a consistent set of rules, thus speeding the scripting process. This document acts as a point of reference post conversion.
IV	Critical Data	Yes	• Sensitive information such as open item balances, outstanding cost balances and open warrants will be thoroughly reviewed and validated. A document containing statistics related to these categories will ensure accuracy.
V	Training Data	Yes	• This gives MAXIMUS the authority to convert data into production. The purpose of this form is to ensure that the data has been thoroughly reviewed by the client.
VI	Production Data	Yes	• All modifications not included in the data mappings, business rules, or conversion error category must be handled through a change order request. This document indicates your satisfaction with the conversion implementation.

VII	Change Orders	Yes	• This form formally tracks changes outside the scope of the initial conversion plan. Detailed technical implementation information will be included for clarity. All changes will be tested via the training application prior to the final production run. A detailed time and cost estimate will be included.

IX. Attachment 1 - Conversion Mapping Utility

The conversion utility provides a mechanism to map existing legacy data attributes to corresponding COURTVIEW codes. In the conversion mapping selection screen seen below the user can select the type of code they wish to map by utilizing the search criteria. Once the code is highlighted the start button is pressed to proceed to the conversion data selection screen. This screen resolves all codes that already existing is COURTVIEW. Any remaining unmapped entries can be associated to existing or new application codes. All information is completely automated.

CourtView/2000 - [Conversion Mapping Selection]

File Modules Functions Reports Codes Utilities Tools Help

Close Open Save Print Add Delete Search Start

Search Criteria
CourtView Table: Case Code

Search Results

CourtView Table	CourtView Column	Description
PLACECD	PLACE_CD	Placement Code
PLEACD	PLEA_CD	Plea Code
PRFXCD	PRFX_CD	Prefix Code
PROCSTCD	PROCST_CD	Proceeding Status Code
PTYCD	PTY_CD	Party Code
PTYDSPCD	PTY_DSP_CD	Party Disposition Code
RACECD	RACE_CD	Race Code
REAL_CASECD	CASE_CD	Case Code
RLGNCD	RLGN_CD	Religion Code
SFFXCD	SFFX_CD	Suffix Code
STAFFCD	STAFF_CD	Staff Code
STATCD	STAT_CD	Status Code
STCD	ST_CD	State Code
TENDCD	TEND_CD	Payment Type (Cash, Check, CC)
TERMCD	TERM_CD	Termination Code
TKLCD	TKL_CD	Tickle Code
VHCLCD	VHCL_CD	Vehicle Code
WRNTCD	WRNT_CD	Warrant Code
ZIPCD	ZIP_CD	Zip Code

CourtView/2000 - [Conversion Data Selection]

File Modules Functions Reports Codes Utilities Tools Help

Close Open Save Print Extract Search

Search Criteria
CourtView Table: REAL_CASECD
CourtView Column: CASE_CD
Source Data:
CourtView Code:
Sort Order: Source Data / CourtView Code, Count / Count

Search Results

Source Data	Count	CourtView Code	Description
CVT	1		
EST	1		
JF	1		
AC	115	AC	Adult Case
ACC	56	ACC	Appointed Counsel
ACSLD	1	ACSLD	Adult Case Sealed Cases
AP	15	AP	ADULT PROBATION
BC	54	BC	Birth Certificate
CA	28	CA	Court of Appeals
CF	14	CF	Criminal Felony
CFO	9	CFO	Convicted Felon (OBTS)
CG	101	CG	Criminal General
CH	194	CH	Chris' Case Type
CI	49	CI	Criminal (Ingham)
CJ	8	CJ	OBTS Juvenile Delinquent
CJO	11	CJO	Convicted Juvenile (OBTS)
CM	10	CM	Criminal M
CP	13	CP	Probate (Manatee)

Attachment 2 – Data Conversion Worksheets

Case Data File

Source:

Destination: CASE.DAT

Equivalent Fields

Basic Case Fields

Field Name	Length	Description \ Rules

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
dscr	50	Case Number
case_cd (CODE)	**10**	**Case Type**
actn_cd (CODE)	**20**	**Statue# / Action Code**
stat_cd (CODE)	**10**	**Status**
file_dt	**8**	**File Date**

Party Data File (Option 1)

Source:

Destination: **PTY1.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Party Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
party_number (LINK)	**10**	**Party Number**
pty_cd (CODE)	**10**	**Party Type**
first_name	50	First Name
middle_name	50	Middle Name
last_name	50	Last Name
prfx_cd (CODE)	10	Prefix (MR, MRS,DR,etc.)
sffx_cd (CODE)	10	Suffix (JR, III, DDS)
company_name	50	Company Name
addr_line1	50	Address Line1
addr_line2	50	Address Line2
addr_line3	50	Address Line3
city (CODE)	50	City
st_cd (CODE)	10	State
zip_cd (CODE)	10	Zip Code
phone	10	Phone #
ssn	9	Social Security #
dob	8	Date of Birth
dod	8	Date of Death
drivers_lic_no	20	Driver's License #
drivers_lic_st (CODE)	10	Driver's License #
race (CODE)	10	Race
sex (M,F)	10	Gender

Party Data File (Option 2)

Source:

Destination: **PTY2.DAT**

Equivalent Fields

Field Name	Length	Description / Rules

Party Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**

party_number (LINK)	**10**	**Party Number**
name_key (LINK)	**20**	**Link to Name Index**
pty_cd (CODE)	**10**	**Party Type**

Name Data File (Mandatory file for Party Option 2)

Source:

Destination: **NAME.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Name Fields

Field Name	Length	Description
name_key (LINK)	**20**	**Unique Name Key**
first_name	50	First Name
middle_name	50	Middle Name
last_name	50	Last Name
company_name	50	Company Name
prfx_cd (CODE)	10	Prefix (MR, MRS,DR)
sffx_cd (CODE)	10	Suffix (JR, III, DDS)
addr_line1	50	Address Line1
addr_line2	50	Address Line2
addr_line3	50	Address Line3
city (CODE)	50	City
st_cd (CODE)	10	State
zip_cd (CODE)	10	Zip Code
phone	20	Phone #
ssn	9	Social Security #
dob	8	Date of Birth
dod	8	Date of Death
drivers_lic_no	10	Driver's License #
drivers_lic_st (CODE)	10	Driver's License #
race (CODE)	10	Race
sex (CODE) (M or F only)	10	Gender

Disposition Data File

Source:

Destination: **DISP.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Disposition Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**

seq	**4**	**Sequential #**
dsp_cd (CODE)	**10**	**Disposition Status**
dsp_dt	**8**	**Disposition Status Date**
stat_cd (CODE)	**10**	**Case Status**
stat_dt	8	Date Case was Opened or Reopened
term_cd (CODE)	10	Termination Code
judge (CODE)	**50**	**Judge Code / Name**

Docket Data File

Source:

Destination: **DKT.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Docket Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
seq	**4**	**Sequential #**
dkt_cd (CODE)	**10**	**Docket Type**
dkt_dt	**8**	**Docket Date**
dkt_text	255	Docket Description / Text
dkt_text_seq	4	Docket Text Sequence

Party Alias Data File

Source:

Destination: **PTYALIAS.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Party Alias Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
party_number (LINK)	**10**	**Party Number**
affl_cd (CODE)	**10**	**Alias Type (AKA, DBA, FKA, NKA)**
first_name	50	First Name
middle_name	50	Middle Name
last_name	50	Last Name
prfx_cd (CODE)	10	Prefix (MR, MRS,DR,etc.)
sffx_cd (CODE)	10	Suffix (JR, III, DDS)
company_name	50	Company Name

Attorney Data File

Source:

Destination: **ATTY.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Attorney Fields

Field Name	Length	Description
atty_link (LINK)	**20**	**Attorney Link**

bar_cd	50	Bar Code
atty_stat_cd (CODE)	10	Attorney Status
atty_grp_cd (CODE)	50	Attorney Group / Firm
attyty_cd (CODE)	10	Attorney Type
first_name	50	First Name
middle_name	50	Middle Name
last_name	50	Last Name
prfx_cd (CODE)	10	Prefix (MR, MRS,DR,etc.)
sffx_cd (CODE)	10	Suffix (JR, III, DDS)
company_name	50	Company Name
addr_line1	50	Address Line1
addr_line2	50	Address Line2
addr_line3	50	Address Line3
city (CODE)	50	City
st_cd (CODE)	10	State
zip_cd (CODE)	10	Zip Code
phone	20	Phone #

Party Attorney Data File

Source:

Destination: **PTYATTY.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Party Attorney Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
party_number (LINK)	**10**	**Party Number**
atty_link (LINK)	**20**	**Link to Attorney Table**
appointed_dt	8	Appointed Date
dismiss_dt	8	Dismissed Date

Party Charge Data File

Source:

Destination: **PTYCHRG.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Party Charge Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**

				party_number (LINK)	**10**	**Party Number**
				chrg_nbr	**2**	**Sequential #**
				actn_cd (CODE)	**20**	**Action Code**
				plea_cd (CODE)	10	Plea Code
				plea_dt	8	Plea Date
				dgof_cd (CODE)	10	Degree of Offense
				speed	10	Speed
				zone	10	Speed Limit
				jsdn_cd (CODE)	10	Jurisdiction
				ticket_nbr	50	Ticket #
				first_name	50	Officer First Name
				middle_name	50	Officer Middle Name
				last_name	50	Officer Last Name
				prfx_cd (CODE)	10	Officer Prefix (SGT, LT, SHF, etc.)
				sffx_cd (CODE)	10	Officer Suffix (JR, III, DDS)
				ofagnc_cd (CODE)	10	Officer Agency Code
				offense_dt	8	Offense Date
				offense_tm	8	Offense Time
				arrest_dt	8	Arrest Date
				cg_dsp_cd (CODE)	10	Charge Disposition Code
				cg_dsp_dt	8	Charge Disposition Date
				prior_num	20	Number of Prior Convictions
				vhcl_lic_nbr	50	Vehicle License Number
				vhcl_st_cd (CODE)	10	State of Vehicle License
				vhcl_cd (CODE)	10	Type of Vehicle
				vhcl_year	8	Year Vehicle Made
				vhcl_make	15	Vehicle Make
				vhcl_color	15	Vehicle Color
				accident	1	Accident (Y or N)
				lic_taken	1	License Taken (Y or N)

Historical Receipt Data File

Source:

Destination: **HISTRCPT.DAT**

Equivalent Fields

Field Name	Length	Description / Rules

Receipt Fields

Field Name	Length	Description

case_key (LINK)	**20**	**Case Key**
seq	**4**	**Sequential #**
rec_num	**10**	**Receipt #**
amount	**12**	**Receipt Amount**
party_number (LINK)	10	Party Number (receipt applies to)
party_from	50	Received From Party (free text)
rec_date	8	Receipt Date
tndr_cd	10	Payment Type (Cash, Check, CC)

Case Comment Data File

Source:

Destination: **CASECMT.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Case Comment Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
seq	**4**	**Sequence**
cmt_text	**250**	**Comment Text**
cmt_text_seq	**4**	**Comment Text Sequence**

Warrant Data File

Source:

Destination: **WARRANT.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Warrant Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
seq	**4**	**Sequential #**
wrnt_cd (CODE)	10	Warrant Type
party_number (LINK)	**10**	**Party Number**
issue_dt	8	Issue Date
served_dt	8	Served Date
cancel_dt	8	Cancel Date
expiration_dt	8	Epiration Date

Tickler Data File

Source:

Destination: **TKL.DAT**

Equivalent Fields

Tickler Fields

Field Name	Length	Description / Rules

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
seq	**4**	**Sequential #**
tkl_cd (CODE)	10	Tickler Type
entry_dt	8	Entry Date
due_dt	8	Due Date

Event Data File

Source:

Destination: **EVENT.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Event Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
seq	**4**	**Sequential #**
evnt_cd (CODE)	**10**	**Event Type**
blk_dt	**8**	**Event Date**
start_tm	8	Start Time
end_tm	8	End Time
loc_cd (CODE)	10	Location
judge (CODE)	**50**	**Judge Code / Name**

Open Item Data File

Source:

Destination: **OPENITEM.DAT**

Equivalent Fields

Field Name	Length	Description / Rules

Open Item Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
seq	**4**	**Sequential #**
cashbk_cd (CODE)	**20**	**Cash Book Code**
acct_cd (CODE)	**10**	**Deposit Account**
rec_num	**10**	**Receipt #**
amount	**12**	**Deposit Amount**
party_number (LINK)	**10**	**Party Number (deposit applies to)**
rec_date	8	Receipt Date
tndr_cd (CODE)	10	Payment Type (Cash, Check, CC)

Distribution Data File

Source:

Destination: **DISTRIB.DAT**

Equivalent Fields

Field Name	Length	Description \ Rules

Distribution Fields

Field Name	Length	Description
case_key (LINK)	**20**	**Case Key**
cashbk_cd (CODE)	**20**	**Cash Book Code**
amt_owed	**12**	**Original Amount Owed**
amt_paid	**12**	**Amount Paid**
distrib_dt	8	Distribution Date
acct_cd (CODE)	20	Distribution Account
dkt_cd (CODE)	10	Docket Code

Attachment 3 - Data File Guidelines

There are problems we have seen on the initial set of data files provided to us by other clients. We hope by providing some basic guidelines for the data files, we can avoid some of the more common data issues.

1. Properly linked case keys between the conversion data files

The key fields on the conversion data files must be logically consistent throughout the supporting data files. The primary linking key that applies to all of the files is the **case_key**. Its purpose is to logically join the data files together. If the logical join is not maintained throughout all of the data files provided to us, the conversion team is unable to analyze the data. The data files which use this key are: case, disposition, party, party attorney, party alias, party charge, docket, historical receipt, open item, event, tickler, and warrant. Most of our clients use their case number as the key, since it usually applies to all aspects of the case.

IMPORTANT: All data files except NAME.DAT, and ATTY.DAT must have CASE_KEY values that also exist in the CASE.DAT data file.

2. Properly linked party numbers between the party dependent data files

There are several data files that are dependent on the main party data file (PTY1.DAT or PTY2.DAT). The (case_key, party_number) combination key must be present in the party record in order to support the following files: PTYALIAS.DAT, PTYCHRG.DAT, PTYATTY.DAT, and WRNT.DAT

3. Verifying field lengths match the specified data layouts on the data worksheets

Our conversion process expects a specified length for each field that we have identified in the Conversion Data Worksheets. Please verify that the source data field length is *less than or equal* to the length of the corresponding field in the Conversion Data Worksheet. If the source data has a greater length than specified for the equivalent field on the Conversion Plan worksheet, add your field as an additional field to the data file and notify us of the relationship. DO NOT modify the field lengths to meet your data requirements. Provide us with either the completed Data Worksheets specifying any additional fields OR data layouts defining the data files you have sent us. We cannot construct our conversion staging tables to analyze your data unless we know the field name and length of each additional field you have sent us.

4. Completely Parsing Names

If possible, all components of a name should be parsed into separate fields. Our Party Option data files allow for first name, middle name, last name, as well as prefix and suffix. If that is not possible then the whole name should be placed into the Company Name field. The consequence of placing the name in the company name field is that you will not be able to search on the individual components of the name in our application. You should not put data in the *both* the individual name components and the company name for the same record.

5. Mandatory Fields

The following section lists each data file and the minimum fields that need to be populated to have a valid record within the data file. If the minimum field requirements are not met, the data file will not be able to be utilized by the conversion process.

CASE.DAT is a required file. It is the primary file and all other files will relate back to this basic file. CASE.DAT has mandatory fields that our application requires to function properly.

CASE.DAT (Mandatory File)

case_key Uniquely identifies case (typically the case number)
case_cd Case Type
actn_cd Action Code (State Statute Code)
stat_cd Case Status (Status of case: O, C, RO)
file_dt File Date

PTY1 OPTION: If you have selected the PTY1 option to represent your data on individual parties, the PTY1.DAT is a mandatory file. The following fields are mandatory for this file.

PTY1.DAT (Mandatory File for PTY1 Option)

case_key Links back to CASE.DAT
party_number Uniquely identifies party for the corresponding case_key.
pty_cd Party Type
name_fields Must have either an individual or a company

PTY2 OPTION: If you have selected the PTY2 option to represent your data on individual parties, the PTY2.DAT and NAME.DAT are mandatory files. The following fields are mandatory for these files.

PTY2.DAT (Mandatory File for PTY2 Option)

case_key Links back to CASE.DAT
party_number Uniquely identifies party for the corresponding case_key.
name_key Link to NAME.DAT
pty_cd Party Type

NAME.DAT (Mandatory File for PTY2 Option)

name_key Unique Name Key
name_fields Must have either an individual or a company name.

The following data files are not required, but if used, they must have the following elements present.

DISP.DAT

case_key Links back to CASE.DAT
seq Uniquely identifies disposition for the corresponding case_key.
dsp_cd Disposition Type
dsp_dt Disposition Date
stat_cd Case Status
stat_dt Date Case was opened or reopened
judge Identifies Judge

DKT.DAT

case_key Links back to CASE.DAT

seq Uniquely identifies docket for the corresponding case_key.
dkt_cd Docket Type
dkt_dt Docket Date

PTYALIAS.DAT
case_key Links back to CASE.DAT
party_number Links back to PTY.DAT. Associates the alias with the party.
name_fields Must have either an individual or a company
affl_cd Type of Alias. Default is AKA (Also Known As).

ATTY.DAT
atty_link Attorney Link (Uniquely identifies attorney)
name_fields Must have either an individual or a company

PTYATTY.DAT
case_key Links back to CASE.DAT
party_number Links back to PTY.DAT. Associates Attorney with Party.
atty_link Links back to ATTY.DAT

PTYCHRG.DAT
case_key Links back to CASE.DAT
party_number Links back to PTY.DAT. Associates the alias with the party.
chrg_nbr Uniquely identifies charge with case_key and party_number.
actn_cd Indicates State Statute (Charge) against Party
last_name Officer Name
ofagnc_cd Officer Agency Code
jsdn_cd Jurisdiction

HISTRCPT.DAT
case_key Links back to CASE.DAT
seq Uniquely identifies receipt for the corresponding case_key.
rec_num Receipt Number
amount Receipt Amount

CASECMT.DAT
case_key Links back to CASE.DAT
seq Uniquely identifies comment for the corresponding case_key.
cmt_text Comment Text

cmt_text_seq Comment Text Sequence

WARRANT.DAT

case_key Links back to CASE.DAT
seq Uniquely identifies warrant for the corresponding case_key.
party_number Links back to PTY.DAT. Associates the warrant with the party.
wrnt_cd Type of Warrant
issue_dt Date Warrant Issued

TKL.DAT

case_key Links back to CASE.DAT
seq Uniquely identifies tickler for the corresponding case_key.
tkl_cd Type of Tickler
due_dt Due Date

EVENT.DAT

case_key Links back to CASE.DAT
seq Uniquely identifies event for the corresponding case_key.
evnt_cd Event Type
blk_dt Event Date
start_tm Event Start Time
judge Identifies Judge

OPENITEM.DAT

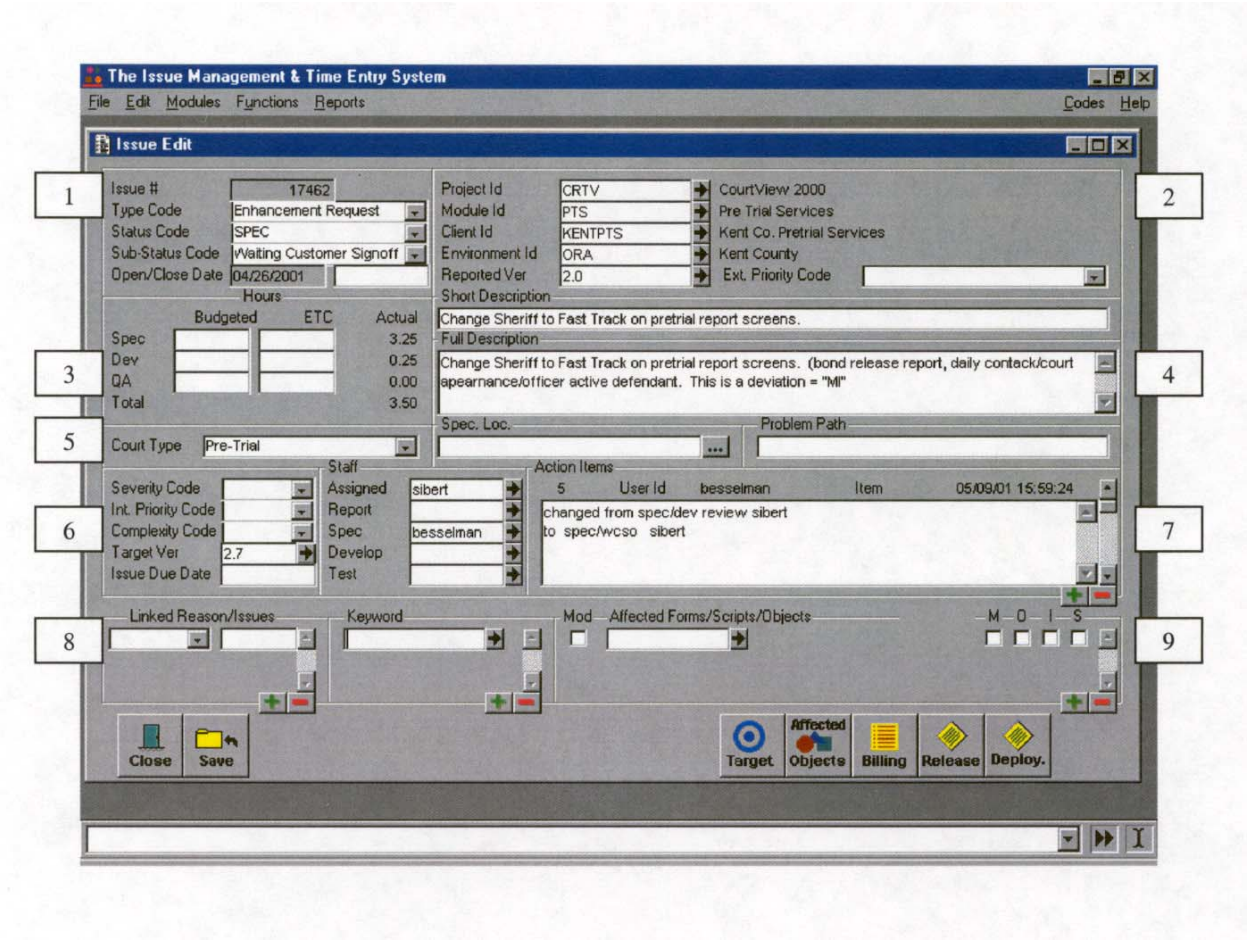
case_key Links back to CASE.DAT
party_num Links to Party
seq Uniquely identifies open item for the corresponding party case_key.
cashbk_cd Cashbook
rec_num Receipt Number
amount Deposit Amount

DISTRIB.DAT

case_key Links back to CASE.DAT
cashbk_cd Cashbook
orig_amt_owed Original Amount Owed
amt_paid Amount paid
distrib_dt Distribution Date (If the amount has been distributed into individual accounts)
acct_cd or dkt_cd Either a Distribution Account or a Docket Code

F. HELPDESK TRACKING SCREEN

DETAILED TASK EDIT AND MAINTENANCE SCREEN



G. RESUMES

This appendix provides resumes for the key MAXIMUS personnel proposed for the Indiana CMS Project we are proposing for the Indiana Supreme Court Division of State Court Administration. Resumes provide information on qualifications, education, background, current position, relevant experience, and employment history for each staff member. Resumes are organized as follows.

NAME AND TITLE **PAGE**

William J. Cottun. G-2
Project Director

Jennifer Martin G-6
Project Manager

Ted Howenstine G-8
Senior Court Analyst

Larry DePasquale G-10
CourtView Product Manager

Steven Sibert G-13
CourtView Development Team Leader

Jason Badik G-15
Data Conversion, Interfaces, and Systems Integration

Ken Pringle G-18
Systems Implementation

Diane Everhart G-21
Training Team Leader

Barbara Hajek-Cervenak G-24
Quality Assurance Manager

WILLIAM J. COTTUN

PROJECT DIRECTOR

Range of Experience

Mr. Cottun has over 28 years of professional experience in information technology and project management. His area of expertise includes the following:

- Project Management,
- Client Relations,
- Account Management
- Information Systems Site Management, and
- Disaster Recovery Planning.

Professional History

Crawford Consulting, Inc., North Canton, Ohio, Director, 2001 to Present

Systems and Computer Technology, Malvern Pa., Account Manager, 1995 to 2001

Department of Metropolitan Development, Indianapolis In., 1990 to 1995

Deluxe Homes, Indianapolis, In., 1978 to 1990

Hoosier Auto Auction, Indianapolis, In. 1973 to 1978

United States Army, 1970 to 1973

Education

Business Major, Louisiana State University, 1967-1969

Technical Training

Operating Systems:
Desktop: Microsoft, Novell
Network: Microsoft, Novell, Vax/VMS. Pathworks
Handheld: Palm, Windows CE

Languages:
Programming: dBase, Access, Visual Express, Crystal Reports

Hardware:
Compaq Vax, HP, Compaq Alpha, Cisco, IBM, Dell, Cisco

Software:
Accounting: Peach Tree, Excel
CAD/CAM: AutoCAD, MapInfo
Contract Management: Expedition
Cost Estimating: Pulsar, Excel
Court Management: CourtView
Database: Access, Oracle, dBase, MobileDB, FoxPro
Disaster Recovery: Strohl Systems LDRPS
E-mail: MS Outlook, Lotus Notes, GroupWise, AOL, Eudora
GPS: Rand McNally Street Finder
Handheld: Palm, MS CE
Internet Browser: MS Internet Explorer, Netscape, AOL
Network Diagramming: Visio
Opportunity Targeting: Target Assessment Software (TAS)
Photo Imagery: MGI Photo Suite
Presentation Software: PowerPoint, Visio, Quark Express, Harvard Graphics
Project Management: MS Project, PrimaVera, ViewPoint
Spreadsheet: MS Excel, Lotus 123
Word Processing: MS Word, WordPerfect, MultiMate, TakeNote, Adobe Acrobat

Project Experience

Since joining Crawford Consulting, Mr. Cottun has participated in the following projects.

- Rural Courts System, Nevada, Administrative Office of the Courts:
  - Install a Court Case Management System to automate the activities of the Nevada Rural Courts. October 2000 to present
- Vanderburgh, Tippecanoe and Lake Counties, Indiana
  - Maintain good client relations in existing long term accounts
  - Meet with client representatives on a monthly basis to discuss and resolve outstanding client issues
  - Act as a liaison between client and MAXIMUS resources to address client issues in a timely manner

WILLIAM J. COTTUN

Prior Experience

Prior to joining Crawford Consulting, Mr. Cottun's experience included the following.

- Systems and Computer Technology, Malvern Pa., Account Manager, 1995 to 2001

  - Responsible for Evansville/Vanderburgh County government network mainframe and client/server operations supporting over 1,500 users. Managed the client relationship, staff development, service delivery, contract execution, new business acquisition and annual financial performance including site budget of $ 1,000,000 and client IT budget of $2,700,000. Increased contract revenue 100% in three years, averaged 28% profit margin. Managed technical staff of 16.

    - **1995 – 1997** Systems and Computer Technology, Inc.Indianapolis, Indiana
      Senior Project Manager

      - Reported to the Senior Executive Site Director. Managed various strategic projects including Short Term Improvement Plan (STIP) and Contract Deliverables. Responsible for coordinating the actions of several FTE's, periodic reporting and client interface. Developed Site Disaster Recovery Program, managed development and implementation of Service Request and Problem Resolution Processes associated with the Help Desk and desktop support services, participated in new site startup activities, developed the Short Term Improvement Plan (STIP) and standard Help Desk Procedures for Keystone Powdered Metals, St Mary's, Pa.

- Department of Metropolitan Development, Indianapolis In., 1990 to 1995

  - **1994 – 1995** City of Indianapolis Planning DivisionIndianapolis, Indiana
    Financial Officer and Network Administrator

    - Managed $3,700,000 annual budget
    - Managed 50 nodes Novell network

  - **1993 – 1994** City of Indianapolis Planning DivisionIndianapolis, In
  - *Technical Support Services Manager and Program Manager*

    - Managed the Indianapolis Mapping and Geographic Infrastructure System (IMAGIS) staff of 6
    - Managed Graphics Section staff of 3
    - Managed Novell computer network staff of 1.

- Member of the Indianapolis Mapping and Geographic Infrastructure System (IMAGIS) Board of Directors.
- Managed development and administration of Division budget - $3,500,000 - grant writing, Annual Work Program.

- **1992 – 1993** City of Indianapolis Planning DivisionIndianapolis, Indiana *Program Manager*

  - Managed development and administration of Division budget -$3,200,000, grant writing, Annual Work Program and related funding.
  - Developed third party contracts, liaison to various governmental local, state and federal agencies regarding management and fiscal activities of the Division.

- **1990 – 1992** City of Indianapolis DEHD - DMDIndianapolis Indiana *Estimator/Engineer*

  - Responsible for construction cost estimates, contract management specification writing, engineering and site construction review of new construction, renovation and demolition projects totaling over $5,000,000 including initial phases of the Circle Centre Mall.

- Deluxe Homes, Indianapolis, In., 1978 to 1990

  - **1978 – 1990** Various Home Builders, Indianapolis, Indiana *Construction Manager, Property Manager, Vice President*

    - Responsible for all phases of scheduling, estimating, service and warranty work for new home construction, $25,000 to $1,000,000. Managed 38 separate contractors on each construction project.
    - Vice President of Crest Management and Pinnacle Properties for Deluxe Homes. Property manager for 100 residential properties and two condominium associations. Obtained Indiana Brokers Real Estate License.

- Hoosier Auto Auction, Indianapolis, In. 1973 to 1978

  - **1973 – 1978** Hoosier Auto Auction, Indianapolis, Indiana *Manager*

    - Managed wholesale auto auction that sold 300-500 cars a week.

JENNIFER MARTIN

PROJECT MANAGER

Range of Experience

Ms. Martin has over six years of professional experience in Criminal Justice and Systems Implementation. Her area of expertise includes the following:

- Project Management,
- Account Management,
- Criminal Justice Research Consultant, and
- Statistician.

Professional History

MAXIMUS, Justice Solutions, North Canton, Ohio, Regional Sales Representative, October 2000 - Present.

Education

Master of Science, Quantitative Criminal Justice, Georgia State University, April 1998
Bachelor of Arts, Criminology, Augusta State University, June 1995

Technical Training

Operating Systems: Windows 95, 98, 2000, NT
Software: Word, Excel, Access, Visio, MS Project, WordPerfect, Lotus, SPSS, SAS
Hardware: Compaq, IBM, Dell, Intel Products

Project Experience

Since joining MAXIMUS Justice Solutions, Ms. Martin has participated in the following projects.

- **Kent County Jail Management System, Michigan, Sheriff's Department**: Account Manager for the implementation of a new jail management system. June 2000-Current
- **Boone County Automation Project, Indiana, Clerk's Office:** Project Manager, January 2002-Current

Prior Experience

Prior to joining MAXIMUS Justice Solutions, Ms. Martin's experience included the following.

- Fulton County State Court - Georgia, Ms. Martin served as a technical trainer and implementation manager. She successfully trained over 300 users and managed post live technical and support resources.
- Fulton County Traffic Court – Georgia, Project Manager. Managed all phases of the implementation cycle including training all users.
- Fulton County Public Defender's Office – Georgia, Technical Trainer.
- Families First, Evaluation Research Analyst. Research included tracking success rates of various public health and incarceration diversion programs.
- Georgia Department of Probation, Research Consultant and Statistician. Research included an employment task analysis for over 1,500 probation officers in the state.
- City of Atlanta Municipal Court, Research Consultant and Statistician. Research included an investigation into the dispositions of quality of life charges.
- Georgia Department of Corrections, Research Consultant and Statistician. Research included using technology to improve prison management.

Publications and Presentations

Martin, J. 2001. "The Looting of the Savings and Loan Industry: A Critical Criminology Perspective." Presented at the Academy of Criminal Justice Sciences Meetings, March 2001.

Camp, D. & Yates (Martin), J. 1999. "Training Task Analysis for State of Georgia Probation Officers." Presented at the Southern Criminal Justice Association Meetings in October 1999.

Yates (Martin), J. 1999. "The Role of POST Councils in Law Enforcement Hiring and Training Standards." Police Forum. 9(2). 7-12.

Fisher, R. & Yates (Martin), J. 1999. "Comprehensive Outcome Reporting for Families First Logic Models." Atlanta, GA: Families First Publications.

Camp, D., Friedmann, R., Williams, J., & Yates (Martin), J. 1997. "The Atlanta Municipal Court Processing of Quality of Life Cases: January 1 – March 31, 1997." Atlanta, GA: CJ Statistical Publications.

Camp, D. & Yates (Martin), J. 1997. "Managing Correctional Facilities: A Model for the Future." Presented at the Southern Criminal Justice Association Meetings, October 1997.

Reese, W. & Yates (Martin), J. 1995. "Student Opinions on Date Rape: What Constitutes Rape?" Presented at the Georgia Sociological Association Meetings, October 1995.

TED D. HOWENSTINE

SENIOR COURT ANALYST

Range of Experience

Mr. Howenstine has over 15 years of IT consulting experience specializing in Judicial systems for state and local governments. He has focused on the analysis of judicial client business processes, and the application of technology to improve those processes.
Mr. Howenstine also has management experience with multiple court products, including CourtView® and MAXIMUS Legacy systems. His criminal justice experience includes:

- functionality,
- vision validation and strategic plan development,
- automation requirements analysis,
- workflow analysis,
- implementation planning,
- designing software enhancements, and
- client installation support.

Professional History

MAXIMUS Justice Solutions, North Canton, Ohio, Senior Court Analyst, 1995-Present

Sabre, System Inc., Dayton, Ohio, General Manager, 1992-1995

ATEK, North Canton, Ohio, Product Manager, 1984-1992

Education

A.S., Computer Programming, Stark Technical College, Canton, Ohio, 1983

B.A., Economics, Wittenberg University, Springfield, Ohio, 1969

Project Experience

Since joining MAXIMUS, Mr. Howenstine has participated in the following projects.

- **Monroe County, New York:** As Senior Court Analysis, Mr. Howenstine's responsibilities include workflow analysis, defining and designing software enhancements, identifying and formulating training needs and strategies, implementation planning, and support of client installation

- **New York City Civil Court:** Mr. Howenstine's responsibilities include workflow analysis, defining and designing software enhancements, identifying and formulating training needs and strategies, implementation planning, and support of client installations. This CourtView® system included case management, financial management, and the judicial management module, and incorporates the integrated document imaging solution.

- **Clermont County, Ohio:** Mr. Howenstine served on the CourtView® installation that provided the Municipal Court, Clerk of Courts, Probate Court, Juvenile Court, Juvenile Detention Center, and Juvenile and Adult Probation with a completely integrated solution that eliminates the need for redundant data entry between offices. His responsibilities include workflow analysis, defining and designing software enhancements, identifying and formulating training needs and strategies, implementation planning, and support of client installations.

- **Montgomery County, Ohio:** Mr. Howenstine served as Senior Court Analyst on the installation of CourtView® window-based product. This project included the re-engineering of the workflow in the office to determine necessary shifts in current personnel due to the introduction of new technology.

- **Vanderburgh County, Indiana:** As Senior Analyst, Mr. Howenstine served on the Vanderburgh integrated justice system project that included all courts, prosecutor, and probation. This system operates in a Windows NT-Microsoft SQL server environment supporting 200+ users.

- **Ingham County, Michigan:** Mr. Howenstine assisted on the integrated justice system in Ingham County which included all courts, prosecutor, probation, juvenile detention, and integrated document imaging. His duties included workflow analysis, defining and designing software enhancements, identifying and formulating training needs and strategies, implementation planning, and support of client installations.

Prior Experience

Prior to joining MAXIMUS, Mr. Howenstine gained the following experience.

- Mr. Howenstine served as General Manager for Sabre Systems prior to its merger with MAXIMUS in 1997.

- While working for ATEK, Mr. Howenstines's principle area of expertise centered on providing automated solutions to the judicial community, including Courts and Child Support Enforcement Administration Departments. Mr. Howenstine was involved with the installation of ATEKs RITS legacy product which included case management court products, child support collections and enforcement system, and a records package.

LARRY DEPASQUALE

COURTVIEW PRODUCT MANAGER

Range of Experience

Mr. Larry DePasquale has over 16 years of professional experience in the courts and in software. His area of expertise includes the following:

- court administration,
- software training,
- project management, and
- software design.

Professional History

MAXIMUS, North Canton, Ohio, 1996-Present
- Product Manager, 1998-Present
- Software Trainer/Project Manager, 1996–1998

Belmont County Juvenile Court, St. Clairsville, Ohio, Administrator (Juvenile & Probate) 1984-1996

St. Mary Church, Martins Ferry, Ohio, Organist & Director of Music, 1978–1998

Education

Bachelor of Music, West Liberty State College, West Liberty, West Virginia, 1971

Master of Music, Converse College, Spartanburg, South Carolina, 1974-75, Graduate Assistant

Associate Applied Business, Accounting & Computers, Belmont Technical College, St. Clairsville, Ohio, 1988

Technical Training

Operating Systems: Windows 95, 98, NT

Languages: Basic, FoxPro, SQL, Uniface

Software: All Microsoft Office products including Microsoft Project and PowerPoint, Word Perfect, Lotus, FoxPro (DOS & Windows)

Tools: Visio, ABC Flowcharter, Corel Draw

LARRY DEPASQUALE

Project Experience

Since joining MAXIMUS, Mr. DePasquale has participated in the following projects:

- **Mahoning County Juvenile Court,Youngstown, Ohio**: Trainer – Juvenile Probation Software - March 1996. Mr. DePasquale trained the Juvenile Probation super-users to complete the code setup of the Juvenile Probation system. After analysis of the business and paper flow being required to implement the computer system, Mr. DePasquale designed and implemented training plans for the department. He trained all probation department users in the probation case management software.

- **Jefferson County Common Pleas Court, Steubenville, Ohio:** Trainer – Adult Probation Software. March – April 1996. Mr. DePasquale completed the training and implementation of the Case Management and Financial Management modules. In addition to the Probation Officers and Data Entry clerk, selected Court personnel from the Common Pleas Judge's staff were trained as well.

- **Clermont County Juvenile Court, Batavia, Ohio:** Trainer – Juvenile Court, Juvenile Probation, Juvenile Detention Center. April – September 1996. Mr. DePasquale was responsible for Court Analysis of business flow, paper flow, and office re-organization as well as training the super-users in code setup. All court personnel were trained in Case Management, Judicial Management, Financial Management, Juvenile Probation, and Juvenile Detention Modules. This project was the beta site for the CourtView® Graphical User Interface version of the software. Mr. DePasquale was very involved in the design and software flow processes for the Juvenile applications.

- **Shelby County Juvenile & Probate Court, Sydney, Ohio:** Project Manager & Trainer – Juvenile Court, Juvenile Probation, Probate Court. August 1996 – February 1997. Mr. DePasquale trained all court personnel including Judges and Magistrates in complete use of all applicable software applications. This site was the beta site for the Probate application. Mr. DePasquale was involved in the design and software flow for the Probate specific parts of the software application.

- **Clermont County Probate Court, Batavia, Ohio:** Trainer – Probate Court Software. March – June 1997. Mr. DePasquale trained all court personnel and magistrates in the complete Probate application.

- **Cuyahoga County Probate Court, Cleveland, Ohio:** Lead Trainer/Temporary Project Manager. July 1997 – April 1998. Mr. DePasquale was the Lead Trainer and Temporary Project Manager for this initiative. Specifically, he was responsible as the lead trainer in the implementation of the complete Case Management, Judicial, and Financial Management for the largest Probate Court in the state of Ohio. 130 users were trained in the complete application. He was also responsible for mapping all data for conversion from four separate systems used to track all court processes in their staff-written legacy product. He was involved in the design and development of new high volume processes required for such a large Probate Court operation.

- **Jefferson County Juvenile Court, Steubenville, Ohio:** Trainer/Project Manager – Juvenile Court, Juvenile Probation, Juvenile Detention Center. May – August 1998. Mr. DePasquale was responsible for all aspects of the project including scheduling of hardware installation staff, all code setup training, and the training of all users from Juvenile Judicial, Financial, Probation, and Detention Center departments.

- **Montgomery County Court of Common Pleas, Dayton, Ohio:** Analysis and Software Design for creation of new Pretrial Services Module and enhancements to Adult Probation Module. Mr. DePasquale provided analysis and software design for the creation of a new Pretrial Services Module and enhancements to Adult Probation Module.

Prior Experience

Prior to joining MAXIMUS, Mr. DePasquale developed and enhanced his experience with the courts and software at the Belmont County Juvenile Court as an Administrator. In this position, Mr. DePasquale wrote grants, planned for performance indicators, and established measurable objectives for a local government agency. He administered awarded funds, provided budgetary accounting for all financial aspects of the Court, prepared the budget for the General Fund for the Courts, and maintained active communication with the Board of County Commissioners and Auditor's Officer. Mr. DePasquale also developed computer applications (Foxbase+) for all youth tracking and Supreme Court of Ohio monthly reporting and determined software needs and created an RFP for software selection process for the Courts with successful selection and implementation. In addition, Mr. DePasquale served as liaison to the Ohio Department of Youth Services, local Community Mental Health Board, and the local Drug and Alcohol Council.

STEVEN SIBERT

COURTVIEW DEVELOPMENT TEAM LEADER

Range of Experience

Mr. Steven Sibert has over 11 years of professional experience in software development. His area of expertise includes the following:

- court management software development,
- Uniface programming, and
- Oracle, Microsoft SQL Server, Sybase, and Informix databases.

Professional History

MAXIMUS, North Canton, Ohio, Senior Technical Specialist, 1993 to Present

ATEK Information Systems, Canton, Ohio, 1989-1993

Education

B.A., Math/Computer Science, Walsh University, Canton, Ohio 1989

Technical Skills

Operating Systems: Windows NT/98/95, Unix, Dec Vax

Languages: Uniface, Dibol, Dreamweaver

Software: Oracle, Microsoft SQL Server, Informix, Sybase, Unix, Crystal Reports, IQ

Tools: Word Perfect, Excel, Word, Lotus, SQL*Plus, ISQL/W, Erwin, ABC Flowcharter

Project Experience

Since joining MAXIMUS, Mr. Sibert has participated on the following projects:

- **CourtView®:** Mr. Sibert worked on the development of CourtView® from the initial phase.

- **Norfolk Southern, Georgia:** Mr. Sibert participated in the development of a strategic intermodal management system for Norfolk Southern Railroad.

- **Equifax Inc, Georgia:** Participated in the development of a physicians credentialing system for Equifax Inc.

- **Manatron Inc., Michigan:** Mr. Sibert assisted with the development of an accounts receivable system for Manatron's Recorder application.

- **Commonwealth Edison, Illinois:** Mr. Sibert participated in the development of an applied resource management system.

Prior Experience:

Prior to joining MAXIMUS, Mr. Sibert's experience included the following:

- **ATEK Information Systems, Ohio:** Participated in the development of the WRITS court management system.

JASON BADIK

DATA CONVERSION, INTERFACES, AND SYSTEMS INTEGRATION

Range of Experience

Mr. Jason Badik has over six years of professional experience in software programming, development, conversion and consulting services. His area of criminal justice expertise includes:

- system design and development,
- knowledge of multiple databases (Sybase, MSSQL, Oracle),
- coordinating, scheduling, and implementing data conversion,
- data modeling,
- application design, and
- hardware/operating system platforms.

Professional History

MAXIMUS, Inc., North Canton, Ohio

- Manager of Data Conversion, 1995-Present
- Senior Developer, 1995-1999

Toledo Edison, Toledo, Ohio, Consultant, 1993-1995

Education

B.S., Computer Science/Business Administration, The Defiance College, 1995

Technical Skills

Operating Systems: PC (Intel Based)/MS Windows (95 ,98, NT), DEC Alpha AXP/DEC UNIX, PC (Intel Based)/MS DOS, SUN Sparc/Solaris, DEC VAX/VMS

Languages: Uniface v6.x, Uniface v7.x, Structured Query Language, PL/SQL, HTML, JAVA, C++, Pascal

Hardware: PC (Intel based)/MS Windows (95 ,98, NT), DEC Alpha AXP/DEC UNIX, PC (Intel Based) MS DOS, SUN Sparc/Solaris, DEC VAX/VMS

Software: Microsoft Office Suite, Word Perfect, IQ, SQR

JASON BADIK

Project Experience

Since joining MAXIMUS, Mr. Badik has participated in the following projects:

- **CourtView® Projects:** Currently, Mr. Badik is servings as Data Conversion Manager- coordinating, scheduling, and implementing data conversions for CourtView. He also serves as a technical resource for MSSQL, Oracle, and other conversion issues. The CourtView product is a series of integrated modules that provide the following capabilities:

  - Case Management,
  - Judicial Management,
  - Financial Management,
  - Accounts Receivable,
  - Juvenile Detention,
  - Probation, and
  - Prosecutor.

- **CourtView® Case Management System:** As Lead Developer, Mr. Badik conducted application design, data modeling, and coding of primary functions of system. The Case Management module processes case information from the initial filing of a case to the final disposition, including the processing of all party information, docketing, service processing, warrants, imaging, reporting, forms issuance and receipting.

- **CourtView® Financial Package:** Mr. Badik served as Lead Developer providing application design, data modeling, legacy data conversion, and training of financial package. The Financial Management Module processes all the monies received, distributed, dispersed or put on deposit.

- **Northwest Ohio Regional Information System (NORIS) Migration Project (Toledo):** During this project, Mr. Badik served as Lead Developer providing application design, data modeling, data conversion, and database optimization and implementation. NORIS provides Records Management, NIBRS reporting, Jail Management, Warrants and all Court applications to support the Toledo Police Department, Lucas County Sheriff, Toledo Municipal Court, Clerk's Division, Judge's Division and other justice agencies.

JASON BADIK

Prior Experience

Prior to joining MAXIMUS, Mr. Badik's experience included the following:

- Mr. Badik served as Help Desk Manager for The Defiance College and his responsibilities included:

  - conducting survey of faculty, staff and students to create client profiles;
  - designing/developing campus help desk utilizing FoxPro for Windows; and
  - responding/logging calls pertaining to hardware, software, and user issues.

- As Economic Development/Marketing for Toledo Edison, Mr. Badik's duties included the following:

  - developed programs utilizing FoxPro which enhanced department;
  - Taught FoxPro system to economic and residential departments;
  - collaborated with Port Authority and The City of Toledo on the Retention and Expansion Project;
  - designed/developed the R&E projects database and cover letter used for company visits; and
  - developed new database system in Lotus Approach, incorporating the state of Ohio's development format, and Consultant for Marketing, Commercial, and Economic Departments.

KEN PRINGLE

SYSTEMS IMPLEMENTATION

Range of Experience

Mr. Pringle has over 14 years of professional experience in software development, network analysis, system management, and customer service areas. Over the past seven years, he has focused on court software release development process, managing client installations, and improving client services. Mr. Pringle's area of expertise in criminal justice systems integration includes:

- client/server implementations and management,
- database administrations,
- imaging and document management, and
- mini/mainframes implementation and management.

Professional History

MAXIMUS, Inc., North Canton, Ohio, Director Technical Services, 1993–Present

ATEK Information Services, Inc., Canton, Ohio, 1985-1993

Operation and Technical Services Manager, 1987-1993

Project Leader Software Maintenance, 1985-1987

Systems Engineer, 1985

Education

B.S., Computer Science, Kent State University, Kent, Ohio, 1984

Technical Skills

Operating Systems: MS-DOS, RT-11, RSTS, VMS, UNIX, Windows NT, Windows 95/98

Languages: Dibol, Basic, Macro, C, Progress (4GL), CorVision (4GL), dBase III+, Access

Hardware: Compaq VAX, Compaq Alpha, Intel, HP9000, Intel Servers/PC's, Digital PDP

KEN PRINGLE

Software: MS Word, Excel, Lotus, Word Perfect
Networking: DECNet, DDCMP, X2S, TCP/IP, Frame Relay

Project Experience

Since joining MAXIMUS, Mr. Pringle has participated in the following projects:

- CourtView® hardware installations:
  - Ingham County Integrated Justice System, Mason, Michigan
  - Cuyahoga County Probate Court, Cleveland Ohio
  - Erie County Common Pleas Court, Sandusky Ohio
  - Summit County Probate Court, Akron, Ohio
  - Franklin County Courts, Columbus, Ohio
  - Vanderburgh County Courts, Evansville, Indiana

- Mr. Pringle has been involved in developing court software release process, implementing configuration guidelines for the sales staff, managing client installations, and improving telecommunications and operations expense. He has described several ways that the Target support package can be used to improve our call handling efficiencies. In addition, he identified several internal systems that will improve client service.

- Mr. Pringle developed, implemented, and managed several financial, office automation, and systems integration projects. He has experience with hardware and software configurations and has managed a technical support staff responsible for configuring, implementing and supporting customers across the United States. Mr. Pringle has extensive experience in managing technical projects from all aspects.

- In the area of systems analysis and administration, Mr. Pringle has evaluated products and trends in the computer industry, using this information to provide customer driven solutions. Additionally, Mr. Pringle managed open system solutions with a number of different platforms and solution providers.

- Mr. Pringle's customer support background includes serving as the Manager of Operations and Technical Services. He is responsible for managing the daily operations of supporting hundreds of system installations across the United States. He designed and implemented call logging/tracking systems, remote site management systems, and software release control systems.

KEN PRINGLE

Prior Experience

Prior to joining MAXIMUS, Mr. Pringle's experience included the following:

- As Manager of Operations and Technical Services, ATEK Information Services, Inc., Mr. Pringle managed daily operations of 13 technical support personnel in two offices across two states for an install base of over 150 VAX/VMS systems. Charted with providing support internally and to the customer base in both a pre and post based sales scenario. His accomplishments include:

  - Directed efforts to evaluate and upgrade the ATEK VAX 6000 cluster and network as determined by the growth of the company.
  - Implemented a corporate wide office automation system throughout the United States using existing computer power. This included electronic mail, word processing, and an automated personal calendar.
  - Responsible for developing and implementing a sales forecasting and online price request system that reduced the response time of a RFP by half.
  - Reduced corporate-wide telecommunications budget expenditures by $100,000.00 annually, by consolidating voice and data through one carrier.
  - Led a team of four people in the porting of ATEK's VAX based court package to a Unix platform.

- While serving as Project Leader Software Maintenance, Mr. Pringle managed contractual modifications and enhancements for ATEK's traditional product set. He developed and implemented a software distribution and version control system that reduced configuration and installation time by half. He planned and standardized the move of several ATEK software packages from a variety of operating systems to the Digital VAX/VMS platform. Mr. Pringle played key role in researching and implementing CASE tools and a 4GL into the software product life cycle. He was Systems Administrator for the State of Michigan Child Support and Enforcement Contract and spearheaded a benchmark effort, which lead to a $21,000,000.00 contract with the state.

- Mr. Pringle served as Systems Engineer and was responsible for contractual modifications and enhancements to the ATEK Ohio Budgetary Accounting and Payroll Systems.

DIANE EVERHART

TRAINING TEAM LEADER

Range of Experience

Ms. Everhart has over 17 years of professional experience in the Courts. Her area of criminal justice expertise includes the following:

- case, financial, and judicial management training;
- developing and implementing training plans;
- automation assessment and implementation; and
- understanding of clerk, court, probation, and prosecutor internal operations.

Professional History

MAXIMUS, North Canton, Ohio, Training Manager, 1992-Present

Atek, North Canton, Ohio, Trainer/Support, 1989-1992

Sandusky County Courts, Clyde, Ohio, Deputy Clerk/ Supervisor, 1983-1989

Ohio State Highway Patrol, Berea, Ohio, Communication Technician, 1976-1983

United Parcel Service, Fremont, Ohio Receiving Clerk, 1974-1976

Education

A.S., Law Enforcement, Terra Technical Collage, 1976

Private Police Training, Cleveland Police Academy, 1977

Technical Skills

Operating Systems: Windows 95, 98 and NT

Software: All Microsoft Office products, WordPerfect, Lotus

Tools: WordPerfect, Microsoft Word, Lotus

DIANE EVERHART

Project Experience

Since joining MAXIMUS, Ms Everhart has participated in the following projects:

- **Franklin County Municipal Court, Columbus, Ohio:** Ms. Everhart provided training for the installation for the Franklin County Municipal Court project, which is the largest Court in the State of Ohio for case volume. All divisions were automated in this project, which includes civil, small claims, landlord tenant, guardianship, criminal, and traffic. It includes all modules of the Court Case Management System: Judicial, Case, Financial, Accounts Receivable, and the Probation Module with remote connection to numerous arresting agencies. Ms. Everhart trained in the areas of case management, financial management, judicial management system administration, and probation. She completed and implemented the training plan and materials for approximately 300-350 employees.
- **Montgomery County Common Pleas Court, Dayto,n Ohio:** Ms. Everhart trained agency staff in the areas of case management, financial management, judicial management system administration, and probation bookkeeping for the Montgomery Project. This project was built in several phases for the Clerk of Courts for Criminal, Civil, and Domestic Relations. The solution provides the Clerk of Courts, Common Pleas Court, General Division, Domestic Relations Judicial Staff, and the Prosecutor's Office with a completely integrated solution that eliminates the need for redundant data entry between offices. Ms. Everhart completed and implemented the training plans and trained over 200 Data Entry Clerks, supervisors, and Judges.
- **Tuscarawas County Common Pleas Court, New Philadelphia, Ohio:** Ms. Everhart trained County staff in the areas of case management, financial management, and judicial management system administration. She completed and implemented the training plan and training materials.
- **Clermont County Municipal Court, Batavia, Ohio:** Ms. Everhart served as Trainer for the Clermont County Project. This project provided solutions for the Municipal Court, Clerk of Courts, Probate Court, Juvenile Court, Juvenile Detention Center, and Juvenile and Adult Probation with a completely integrated solution that eliminates the need for redundant data entry between offices. The project includes the re-engineering of the workflow in the office to determine necessary shifts in current personnel resulting from the introduction of the new technology. The system includes Bookkeeping, Case Management, Judicial Management, and Forms Generation. As Trainer, Ms. Everhart, trained Clermont County staff in the areas which included case management, financial management, judicial management, system administration, Trained Data Entry Clerks, Supervisors, and Judges. She was also responsible for developing training schedules and materials. She assisted with live support for Allen Common Pleas, Augalize Common Pleas, and Lawrence Juvenile and Probate.

DIANE EVERHART

Prior Experience:

Prior to joining MAXIMUS, Ms. Everhart's experience included the following:

- For Worchester Family Court, Worchester, Massachusetts: Ms. Everhart served as Project Manager and Trainer.
- Ashtabula Common Pleas and Probate Court, Project Manager/ and Trainer.
- Lorain County Probate Court, Project Manager and Trainer.
- Miami Municipal Court, Project Manager and Trainer.
- Mahoning County Common Pleas and County Courts, Project Manager and Trainer.
- Columbiana County Common Pleas, Probate and District Courts. Project Manager andTrainer.

As a trainer/support Ms. Everhart handled many critical issues with a calming effect and gained a vast knowledge of the interworking of all courts.

Ms. Everhart served as a Deputy Clerk in the Sandusky County Court District 1 and 2. Ms. Everhart's responsibilities included data entry of cases, dispositions, bookkeeping, Supreme Court reporting, and working closely with the public as well as victims and defendants. Ms. Everhart was promoted to supervisor where her responsibilities included overseeing both court personnel and the day-to-day operations of the court. She assisted in a selection of a vendor for software and provided training for the County personnel.

As a Communication Technician of the Ohio State Highway Patrol, Ms. Everhart duties included dispatching, assisting officers with interrogations of female prisoners, and assisting the general public. She was responsible for 15-25 officers per shift.

BARBARA HAJEK-CERVENAK

QUALITY ASSURANCE MANAGER

Range of Experience

Ms. Barbara Hajek-Cervenak has over 11 years of professional experience in Quality Assurance and Software Testing. Her area of expertise includes the following:

- management and team leadership of quality assurance and software testing efforts,
- assessment and implementation of quality assurance tools and methodologies,
- project coordination of various software releases,
- management, assessment, and editing of all product documentation, and
- technical support for alpha and beta releases of a product.

Professional History

MAXIMUS, Inc., North Canton, Ohio, Quality Assurance Manager, 1997 – present

Platinum Technology, Inc., Herndon, Virginia, Technical Support Manager, 1994 – 1996

Sterling Software, Reston, Virginia, Project/Quality Analyst, 1988 – 1994

The Timken Company, Canton, Ohio, Senior Programmer, 1979 - 1986

Education

B.S., Computer Science, Minor in Business Administration, The University of Akron, 1988

A.A.S., Data Processing, The University of Akron, 1979

Technical Skills

Operating Systems: Windows 98, 95, 3.11, Unix, DOS, VM, MVS

Languages: Uniface, SQL, Assembler, REXX, EXEC2, COBOL, FORTRAN, Pascal

Software: Symantec Time Line, Microsoft Excel, Microsoft Word, WordPerfect, Aldus PageMaker, Lotus 123, SuperCalc3, DCF Script

BARBARA HAJEK-CERVENAK

Project Experience

Since joining MAXIMUS, Ms. Hajek-Cervenak has participated in the following projects:

- **RecordView®, OH, Recorder's Office:** Quality assurance and software testing of the RecordView® product for release to customer sites as well as management of the QA Team's efforts testing RecordView.

- **CourtView®, OH, MI, FL, IN State and Local Courts:** Quality assurance and software testing of the CourtView product for release to customer sites as well as management of the QA Team's efforts testing CourtView.

- **JuryView™ , OH, MI, FL, IN State and Local Courts:** Quality assurance and software testing of the JuryView™ product for release to customer sites as well as management of the QA Team's efforts testing JuryView.

- **JailView™OH, State and Local Courts:** Quality assurance and software testing of the JailView product for release to customer sites as well as management of the QA Team's efforts testing JailView.

Prior Experience

Prior to joining MAXIMUS, Ms. Hajek-Cervenak's experience included the following:

- Platinum Technology, Inc., Herndon, Virginia, 1994 – 1996

  - As Technical Support Manager, Ms. Hajek-Cervenak was responsible for management and team leadership of the customer service department. Assisted in the coordination of the alpha and beta release cycles for a new product. Continued technical support on products to aid development engineers. (June, 1995)

  - Ms. Hajek-Cervenak served as Senior Support Engineer providing technical support on products designed to aid Unix development engineers on various Unix systems including SunOS, Solaris, HP, SGI, AIX. (September, 1994)

- Sterling Software, Inc., Reston, Virginia, 1988 – 1994

BARBARA HAJEK-CERVENAK

- While serving as Project/Quality Analyst, Ms. Hajek-Cervenak was responsible for project management and team leadership of multiple concurrent quality assurance efforts; assessment, development, and implementation of new quality assurance tools and methodologies. Coordinated two releases of the VM:Manager product line. Extensive use of Time Line and Excel-based project management software. **(**July 1993)

- As Senior Technical Analyst and Technical Analyst, Ms. Hajek-Cervenak led the quality assurance team for eight major releases of multiple VM-based systems software products. She represented the quality assurance and customer support organizations in the analysis, specification, and design of product enhancements. (July 1989-October 1991)

- Ms. Hajek-Cervenak progressed from an entry-level customer support position to product expert and team leader for the support of VM:Secure and VM:Director. (June 1988, October 1988)

H. DATA WAREHOUSE PROVIDER RESUMES

This appendix provides resumes for the key MAXIMUS personnel proposed for the Data Warehouse we are proposing for the Division. Resumes provide information on qualifications, education, background, current position, relevant experience, and employment history for each staff member. Resumes are organized as follows.

NAME AND TITLE	PAGE
David A. Nash Senior Technical Specialist	H-2
Harjit S. Batra *Senior Technical Specialist*	H-5
William F. Meade *Senior Court Analyst*	H-8

DAVID A. NASH

SENIOR TECHNICAL SPECIALISTS

Range of Experience

Mr. Nash has over 14 years of professional experience in database application design and programming. His area of expertise includes the following:

- Application design and architecture,
- Database design,
- Performance tuning and troubleshooting, and
- Development, programming, and GUI standards and tools.

Professional History

MAXIMUS, North Canton, Ohio, Senior Technical Specialist, 1991 to present
Spencer Forge and Manufacturing Company, Spencer, Ohio, MIS Director, 1988 to 1991

Education

BA, Political Science, John Carroll University, 1989

Technical Expertise

Operating Systems: NT, Windows, Unix
Languages: SQL, Uniface, C++, Javascript, Progress
Hardware: Sun, HP
Software: Sybase, Oracle, MS SQL Server DBMSs

Project Experience

Since joining MAXIMUS, Mr. Nash has participated in the following projects.

- **Redpath Sugars, Toronto**

- **Commodity Trading System:**

  - The system manages the trading of commodity and financial futures and options.
  - Sybase DBMS, Uniface, Sun server.
  - Project management, System Design, Lead Programming.

DAVID A. NASH

- **Coastal Petroleum, Houston**
  - Oil product pricing and billing systems:
    - The various systems price oil products, track their delivery, and invoice customers;
    - Sybase DBMS, Uniface, HP servers; and
    - Application Architecture, Development Standards, Developer Training, Troubleshooting, and Critical Programming.
- **United Nations Drug Control Programme, Vienna**
  - International Drug Tracking system:
    - The system tracks the movement of Narcotics between nations;
    - Sybase DBMS, Uniface, HTML, Mosaic Browsers, HP servers; and
    - Application Architecture, Application Design, Database Design, and Lead Programming.
- **Indiana University, Bloomington Indiana**
  - Financial Document Routing System:
    - The system manages and routes financial documents through the departments and people of the University's eight campuses;
    - Sybase DBMS, Uniface, Unix shell programs, HP servers; and
    - Database and Application Performance Tuning.
- **Northwest Ohio Regional Information System, Toledo**
  - Criminal Justice Information System:
    - Integrated justice applications for the Toledo Municipal Court, Toledo Police Department, Lucas County Sheriff's Department, and other area agencies.
    - MS SQL DBMS, Uniface, Javascript, NT servers; and
    - Application architecture, application design, development standards, and development tools.
  - Cross Query:
    - A web-based query system consolidating data from area courts, jails, and police departments; and
    - MS SQL DBMS, Uniface, Javascript, XML, MS IE Browsers, NT Servers Application design and programming.

DAVID A. NASH

- **ComEd, Chicago**
  - ARMS:
    - The system maintains the billion dollar budget for an electric utility;
    - Sybase and Oracle DBMSs, Uniface, Sun servers; and
    - Database design and performance tuning.
  - Reliability Reporting:
    - The systems gather, combine, and report outage and other reliability data from legacy mainframe and new systems. Developed Web Inquiry for Executives, Senior Managemen,t and Field Personnel; and
    - Oracle DBMS, Javascript, ADO, XML, MS IE Browsers, NT and Sun servers.
- **Office of Criminal Justice Services, Columbus, Ohio**
  - Ohio Justice Information Network:
    - Web-based application providing justice agencies across the state to securely share, search and view justice related data in both, centralized and distributed, data-sharing models;
    - MS SQL DBMS, XML/XSL, ASP/JavaScript, Windows 2000 servers; and
    - Application architecture, application design, development standards, programming, and testing.

Prior Experience

Prior to joining MAXIUS, Mr. Nash's experience included the following.

- Manufacturing management and engineering systems Progress DBMS, SCO Unix, Autocad, Lisp;
- Instrument design and programming;
- Fortran, C++;
- Psychological testing software Pascal;
- Fire Department management and reporting systems; and
- Progress DBM.

HARJIT S. BATRA

SENIOR TECHNICAL SPECIALIST

Range of Experience

Mr. Batra has over 15 years of professional experience in database application design and programming. His area of expertise includes the following:

- application design and architecture,
- sevelopment, programming, and GUI standards and tools,
- satabase design, and
- performance tuning and troubleshooting.

Professional History

MAXIMUS, Inc., North Canton, Ohio, Senior Technical Specialist, 1993-Present

Hindustan Computers Ltd., America (HCLA), Sunnyvale, California, Consultant, 1991-1993

National Institute of Information Technology (NIIT), Bangalore, India, Senior Systems Executive, 1986-1991

Education

BS, Physics, India, 1984
CSA (Computer Science & Applications), India, 1985

Technical Expertise

Operating Systems: Windows 2000, NT and 95/98; Unix
Languages: SQL, Uniface, VBScript & JavaScript, C/ C++, Focus
Hardware: Intel, Sun, HP, Digital / Compaq
Software: MS SQL Server, Sybase, Oracle, Focus & micro-DBMSs

Project Experience

Since joining MAXIMUS, Mr. Batra has participated in the following projects.

Office of Criminal Justice Services, Columbus, Ohio

- Ohio Justice Information Network:
  Web-based application providing justice agencies across the state to securely share,

search and view justice related data in both, centralized and distributed, data-sharing models.

- MS SQL DBMS, XML/XSL, ASP/JavaScript, Windows 2000 servers
  Application architecture, application design, development standards, programming, and testing.

Northwest Ohio Regional Information System, Toledo, Ohio

- Criminal Justice Information System:
  Integrated justice applications for the Toledo Municipal Court, Toledo Police Department, Lucas County Sheriff's Department, and other area agencies.
  MS SQL DBMS, Uniface, JavaScript, NT servers
  Application architecture, application design, development standards, programming, quality assurance standards, and testing.

- Cross Query:
  A web-based query system consolidating data from area courts, jails, and police departments.
  MS SQL DBMS, Uniface, JavaScript, XML, MS IE Browsers, NT Servers
  Application design and programming.

Crawford Consulting Inc., Canton, Ohio

- CourtView 2000:
  An integrated application to initiate, manage, track, and report on cases at all stages in the judicial process.
  MS-SQL, Sybase, Informix & Oracle DBMSs, Uniface.
  Quality assurance testing, QA standards and tools.

McHugh, Freeman & Associates, Waukesha, Wisconsin

- Warehouse Logistics & Management system:
  The system tracks intra- & extra- warehouse movements of products and manages warehouse space.
  Oracle DBMS, Uniface, Mobile Data Terminals, Digital servers.
  Internationalizing existing application to meet needs of international customers in Korea, Japan, China, and other eastern and far-eastern countries.

Coastal Petroleum, Houston, Texas

- Oil product pricing and billing systems:
  The various systems price oil products, track their delivery, and invoice customers.
  Sybase DBMS, Uniface, HP servers.
  Programming, developer training, development standards, and troubleshooting.

HARJIT S. BATRA

ComEd, Chicago, Illinois

- ARMS:
  The system maintains the billion-dollar budget for an electric utility.
  Sybase and Oracle DBMSs, Uniface, Sun servers
  Application design and programming.

Prior Experience

Prior to joining MAXIMUS, Mr. Batra's software application development experience included the following.

- Manufacturing management systems
  Focus DBMS, Novell Netware, Focus;
- Financial application software
  Sybase DBMS, C, HP server;
- Human Resources & Time tracking software
  dBase/FoxPro; and
- Drug & Pharmaceutical inventory and shipping systems
  COBOL.

In addition, Mr. Batra has been a Staff Instructor at one of India's leading computer education and training organizations. He has also served as a consultant to organizations in the process of developing automated systems by reviewing and validating their plans, designs and code and by recommending and implementing more effective strategies.

WILLIAM F. MEADE

SENIOR DEVELOPER

Range of Experience

Mr. Meade has over 3 years of professional experience in software development. His area of expertise includes the following:

- software design, and
- software development.

Professional History

MAXIMUS, Inc., North Canton, Ohio, Staff Developer, *May 00 – Oct 01*

Education

Bachelor of Science, Computer Science, John Carroll University, May 2000

Technical Training

Operating Systems: Windows 9x, Windows 2000
Languages: C, C++, Visual Basic, SQL, XML, XSL, XSLT, HTML, VBScript, JavaScript, ASP, Uniface, COBOL, Pascal
Hardware: Capable of installing/troubleshooting most hardware.
Software: Uniface, Microsoft Office, MS Visual Studio, Microsoft SQL Server, Oracle.

Project Experience

Since joining MAXIMUS, Mr. Meade has participated in the following projects.

- **NORIS , Toledo, OH**: Design, spec, and program data entry screens, reports, security procedures for the Inmate Records, CRS, LEADS, Towing, Cross Query, RID, Program Security and Common applications. Also aided in data conversion. *May 98 – September 01*
- **RAMServer, Sarasota, FL**: Wrote Web interface, built the XML database, wrote XSL transformation scripts.

Prior Experience

Prior to joining MAXIMUS, Mr. Mead's experience included the following.

- **Network Administrator,** John Carroll University: Included such tasks as installing network cards into students' computers, maintaining network performance, repairing faulty cables/outlets/network hardware. *September 96 – May 00*

I. ANCILLARY SERVICES/ PROJECT MANAGEMENT PROVIDER RESUMES

This appendix provides resumes for the key MAXIMUS personnel proposed for the Ancillary Services/Project Management we are proposing for the Division. Resumes provide information on qualifications, education, background, current position, relevant experience, and employment history for each staff member. Resumes are organized as follows.

NAME AND TITLE **PAGE**

Linda Ruff. I-2
Project Director

Patrick VanderVeen I-8
Technical Project Manager

Cynthia Bigley I-13
Traing Manager

LINDA RUFF

PROJECT DIRECTOR

Ms. Ruff has 26 years of experience in systems planning, design, and implementation. She has been involved in the design, development, and implementation of justice systems for more than 19 years. Her justice related experience includes:

- project management,
- systems analysis and planning,
- system design,
- needs analysis/requirements definition,
- strategic technology planning,
- contractor procurement and evaluation,
- subcontractor management, and
- software development.

Professional Experience

MAXIMUS, Inc., Reston, Virginia, Vice-President, 1997-present

Integrated Justice Institute, Secretary, Board of Directors, 2001-present

Digital Equipment Corporation, Rocky Hill, Connecticut, Senior Consultant, 1978-1997

York Division, Borg-Warner Corporation, York, Pennsylvania, 1974-1978

Education

Bachelor of Science, Computer Science and Statistics, University of Delaware, 1974, with Distinction

Technical Training

In addition to the computer science coursework in leading to her Bachelor of Science degree, Ms. Ruff received in-house training regarding numerous software applications and operating systems during her 19 years of experience at Digital Equipment Corporation. Other areas of technical training include:

- Program Manager Pipeline Training;
- Facilitation;
- Implementation and Management of Customized Solutions;
- Program Financial Management;

- Program Management; and
- Project Quality.

Ms. Ruff has also engaged in Project Management Institute (PMI) training.

Project Experience

Since joining MAXIMUS, Ms. Ruff has gained the following experience.

- **Ohio Justice Information Network (OJIN):** Ms. Ruff was the Project Director, ensuring that corporate standards for quality and customer satisfaction were achieved. The OJIN project is very comparable to the JBRS and AVNS project in its design, architecture, and approach. Ms. Ruff assisted in the development of the OJIN design deliverables, provided briefings to high-level planning and steering committees, performed Quality Assurance activities, and developed the management and administration sections of the OJIN Implementation Plan.

- **Criminal Justice Information System - Offender Based Tracking System (CJIS-OBTS):** As the Project Manager, Ms. Ruff leads the Project Team in assisting the State of Connecticut with the procurement of the OBTS Application Development vendor, on-going project management, completion of the Data Population and Audit Planning effort, and delivery of Quality Assurance services. Prior to her role as Project Manager, Ms. Ruff served as the Judicial Branch Consultant Advocate, responsible for gathering the Judicial Branch's OBTS functional and technical requirements according to an event-based information exchange point analysis methodology. As their advocate she incorporated their needs into the CJIS-OBTS design and gained their support for the design and deliverables.

- **Court Support Services Information Technology Strategy and Plan:** Ms. Ruff was the Project Manager for this project to create a strategic technology plan to integrate the appropriate technologies, products, and information systems within the newly formed Court Support Services Division (CSSD). In this capacity, Ms. Ruff reviewed relevant Judicial Branch and CSSD planning documents; documented information technology requirements; developed functional requirements for Family Services business processes and the Quality, Control, and Evaluation unit; researched current technologies and products; assisted in developing and documenting alternative technology strategies, and presented the final report to CSSD management.

- **Bail Commission Automated Casenotes System:** Ms. Ruff served as the Project Manager for this engagement to identify and define the Bail Commission's business processes and data requirements for incorporation into the Automated Casenotes

System(ACS). For this project, Ms. Ruff conducted requirements analysis meetings with the Bail Commission staff, compared Bail Commission business processes with ACS processes and functions, and completed a data analysis comparing the Bail Commissions data requirements with the ACS data model. The results of this project formed the basis for the state's decision to include the Bail Commission within the scope of the planned ACS.

- **Connecticut Legislature Network:** Ms. Ruff served as the Project Consultant for the Connecticut Legislature during an upgrade of their telecommunications infrastructure for the 1998 General Assembly Session. Her responsibilities included Quality Assurance activities for the network design and installation, recommendations for the resolution of design issues, and assistance in planning and coordination of both installation and cut-over procedures.

  This project also included the development of an RFP to procure hardware, software, and services for the installation and rollout of servers and desktops for the Connecticut Legislature. Ms. Ruff revised and completed the draft of this RFP.

- **Century Date Change (CDC) Assessment, Strategy/Plans, and Work Compliance**: Ms. Ruff was Project Manager for the Connecticut Office of Policy and Management (OPM) engagement to conduct a Year 2000 assessment and develop strategies and plans for correcting the state's core financial and administrative systems.

- **Connecticut Department of Revenue Services Year 2000 Assessment:** Ms. Ruff served as a Project Team member for the Connecticut Department of Revenue Services (DRS) Year 2000 assessment. Under this contract, MAXIMUS provided the following services: development of application inventory and compliance status assessment, parsing and scanning of application code to identify date processing, development of compliance strategies for each application, development of resource estimates, and development of a master Year 2000 acceptance test plan.

- **Automated Case Notes System for the Connecticut Board of Parole and Office of Adult Probation:** Ms. Ruff assisted with this project for the State of Connecticut, which defined user requirements and developed a system design for an automated case notes system. This automated case management system will allow field parole and probation officers to track and monitor clients, gain access to external criminal justice systems, and provide automated reporting functions. In addition, MAXIMUS conducted a nationwide survey and performed a cost benefit analysis to determine whether to recommend a transfer of an existing case management system or custom develop an automated case notes system.

- **Management Consulting Services for the State of Connecticut Department of Banking (DOB):** As a Project Team member, Ms. Ruff assisted in the independent validation and verification/Quality Assurance and project monitoring assistance to the DOB during the design, development, and implementation phases of the new Department of Banking Integrated Information system (DBIIS). The DBISS supported newly re-engineered business workflows including web-enabled enforcement, regulation, and complaint processes for bank examination and consumer credit functions.

Prior Experience

Prior to joining MAXIMUS, Ms. Ruff gained the following experience.

- Telecommunications Program Planning: Ms. Ruff assumed Program Manager responsibilities for closure of a legacy Telecommunications Program, entailing strategic internal and external management reporting, planning, forecasting, and delivery for all program aspects while providing support to Digital's negotiator for finance, construction, scheduling, history, scope, and requirements issues.

- Project Management for Planning, Design, and Administrative Guide for Enterprise E-mail Services: Ms. Ruff managed the development and delivery of this effort which included facilitative leadership of inter-departmental strategic design sessions, technical writing, development of business requirements and technical requirements, and identification of open issues and migration strategies.

- Design of the Automated Casenotes System for the Connecticut Board of Parole and Office of Adult Probation: Ms. Ruff assisted on this project, defining user requirements and developing a system design for an automated casenotes system. This automated case management system allows field parole and probation officers to track and monitor clients, gain access to external criminal justice systems, and provide automated reporting functions.

- Capitol Innovations Funding Request for the Connecticut Office of Adult Probation: Ms. Ruff delivered all infrastructure, hardware, software, personnel, implementation support, facilities and maintenance requirements in support of newly defined business processes. She prepared a report to support a new infrastructure funding request and participated in the design of a new automated Casenotes system.

- Connecticut Judicial Branch Strategic Technology Plan: Ms. Ruff assisted in the completion of the Judicial Branch Strategic Technology Plan for the implementation of state-of-the art technology. She also developed funding requests based on the functional requirements identified.

LINDA RUFF

- Connecticut Juvenile Case Management: Ms. Ruff managed and delivered a statewide and inter-agency needs analysis which identified the business needs/objectives, critical success factors, system requirements/characteristics, and implementation strategy of a new juvenile case management system serving the juvenile courts. Her work initiated the development and implementation of a statewide child protection system.

- Statewide Judicial Support Systems: Ms. Ruff managed a staff of 20 customer and vendor personnel for development and deployment of major statewide Connecticut judicial support system. Working with the Director and JIS supervisor, she implemented a traditional system development life cycle.

- TRAX to VAX Conversion for Connecticut JIS: The TRAX platform being used for the Connecticut Criminal/Motor Vehicle system (CRMVS) was planned for obsolescence by the vendor, and JIS needed to select and convert to a new architecture. Ms. Ruff assumed project management responsibility for conversion of the platforms at JIS, which involved re-training JIS personnel, design of new databases, securing resources within JIS and from the vendor to assist in the conversion process, planning the conversion process, and ensuring that the necessary hardware, software, technical assistance, and support plans were supplied by the vendor. As part of the conversion effort, JIS decided to enhance CRMVS through a redesign of the system, which was implemented in four courts throughout the state. Ms. Ruff was responsible for the project management of the conversion, redesign, and implementation of this system.

- Concurrently with the conversion of CRMVS, JIS was directed to develop a statewide revenue accounting system for the courts and a case tracking system for the juvenile courts. Ms. Ruff assumed project management responsibilities for each of these systems, particularly focusing on the development of design specifications and design review sessions, execution of extensive program testing and acceptance procedures, and development of appropriate documentation to support the system.

- Connecticut AFDC Case Management System and Federal Advance Planning Document: Working with personnel from JIS and the Family Division, Ms. Ruff led a team to define the workflow of the Family Division with respect to child support enforcement. A high-level design and documentation of a system to support their operation was developed, and an Advance Planning Document (APD) was written and provided to the Family Division for their use in securing federal funds for a child support enforcement system. The APD included functional requirements for the system, definition of the necessary infrastructure to support the system, and implementation and deployment plans.

LINDA RUFF

- One Day/One Trial Jury System: The Director of the JIS gave Ms. Ruff project manager responsibility for the implementation of a One Day/One Trial Jury system in accordance with new Connecticut statutes. Ms. Ruff's responsibilities included: discussions and review of other states' jury systems; development of a functional specification, high-level design of the databases; batch processing programs and on-line transactions; design of a workflow which would integrate smoothly with the courts processes; review of all detailed program designs; testing and acceptance of all programs; development of all related forms for the public and courts; training of court personnel; and coordination of the process to compile the initial jury selection lists from several various automated and non-automated sources.

PATRICK VANDERVEEN

PROJECT MANAGER

Range of Experience

Mr. VanderVeen is a Director with the Justice Solutions Division of MAXIMUS. He has 23 years experience in the planning, design, development, and management of information systems in the public sector. His extensive experience with the states of Delaware and Connecticut criminal justice systems, as a researcher, systems developer, manager, and consultant has provided him a unique background and perspective on government policy, operations, and the application of technologies to government needs. Mr. VanderVeen has worked at both the strategic and technical levels to achieve the goals and objectives of his agencies and clients. Mr. VanderVeen's specific experience and talents include:

- strategic planning;
- project management;
- data administration;
- systems analysis;
- joint analysis and design;
- computer aided software engineering:
  - PowerDesigner, and
  - Oracle Designer;
- client server/ Windows 9X, NT, 2000;
- data warehousing, information/data modeling;
- database management systems, ADABAS, Predict;
- computer programming;
- statistical analysis;
- PC applications, Microsoft Project, Access, MS Office 2000, Word Perfect, LOTUS 123, various graphics; and
- mainframe applications, SAG Adabas, Predict, Natural.

Professional History

MAXIMUS, Inc., Hartford, Connecticut; Director, 1998-present

Delaware Criminal Justice Information System, Dover, Delaware, Data Administrator and Chief Fiscal Officer, 1984–1998

Statistical Analysis Center, Dover, Delaware; Principal Statistician, 1981–1984

PATRICK VANDERVEEN

University of Delaware, Newark, Delaware; Research Assistant, 1980–1981

Sussex Burglary Analysis Unit, Milford, Delaware; Project Director, 1979-1980

Delaware State University, Dover; Delaware, Research Assistant, 1977-1979

Education

Bachelor of Science, Delaware State University, 1977

Post graduate work, Ph.D. program; College of Urban Affairs and Public Policy, University of Delaware, Newark, Delaware, 1981

Additional Training

- Project Management training leading to the testing for certification by the Project Management Institute as a Certified Project Manager.
- Oracle Designer, First Class. Completed training for Oracle Designer tool.

Project Experience

Since joining MAXIMUS, Mr. VanderVeen has worked on the following projects.

- **State of Ohio, Office of Criminal Justice Services, Ohio Justice Information Network (OJIN):** As a Project Manager, Mr. VanderVeen led a successful engagement to produce a systems design for integrating disparate state, regional, and county, and local systems using a central server design to point to local data sources. The project then constructed a working Proof of Concept Prototype of the system, including setting up the central servers (web, database, application, FTP, certificate), developing applications and operating the system to specifications. An Implementation Plan was delivered to guide the State in developing the production OJIN system.
- **State of Connecticut, Office of Policy and Management, Criminal Justice Information System – Offender Based Tracking System (CJIS-OBTS) Project:** Mr. VanderVeen developed and initiated a project plan for the data analysis, design, and population of the CJIS-OBTS database. Mr. VanderVeen designed the model for the metadata repository, conducted the data analysis, and led JAD sessions for the verification of the data models.

- **State of Connecticut, Department of Motor Vehicles, Year 2000 Testing and Quality Assurance Project:** Mr. VanderVeen developed a model for the specification of test plans. Performed analysis of the Department's information systems and prepared test plans for the Year 2000 compliant systems.

Prior Experience

- At the Delaware Criminal Justice Information System, Mr. VanderVeen was responsible for information systems planning, development, and project management using an approved systems development life cycle. He was charged with budgeting and fiscal control for projects and the Delaware Criminal Justice Information Systems (DELJIS) as a whole. His duties also included the development of data standards, data analysis, and database design (logical and physical). He provided the direction to move from strategic planning to practical projects in order to achieve the agency's goals. Mr. VanderVeen was tasked with the maintenance of the CJIS database and leadership in the following areas.

  - Mr. VanderVeen developed integrated database systems covering statewide systems housed on several mainframe and mini computer systems, including developing project plans and managing selected projects.

  - He prepared the agency's annual budget, translating strategic direction into budget requests.

  - He established agency objectives and performance measures.

  - He also managed office fiscal activities and purchasing.

  - In this position, Mr. VanderVeen worked closely with other state, local and federal agencies to achieve the goals of DELJIS and the Office of Information Services to effectively manage the State's criminal justice information system. Other accomplishments include but are not limited to the following.

    - planned and managed several projects developing new databases and functions for a variety of state agencies, including the Judicial Information Center/Criminal Justice Information System Integration and Protection From Abuse Orders;

    - performed analysis and co-authored the Criminal Justice Information System, System Architecture and the agency's annual Information Technology Plans;

    - wrote numerous successful grants, including:

- authored a grant and planned the project to integrate two mainframe systems and oversaw the technical and database work,
- authored four grants for the Improvement of Criminal History Information, and
- authored a grant to develop firearm notification process.

- developed and implemented the Data Administration role for the DELJIS community as follows:

  - established naming and data definition conventions and standards,
  - produced system data models,
  - controlled existing database changes and enhancements, and
  - supervised data related activities on development and maintenance projects.

- Mr. VanderVeen developed agency policies and wrote amendments to existing laws governing information system operations, systems development, and agency responsibilities.

- He produced systems requirements and design alternatives for several projects.

- Mr. VanderVeen contracted for consultant services as follows:

  - developed standard contracts,
  - interviewed and engaged consultants and firms, and
  - wrote bid specifications and announcements.

- He purchased, installed and managed the agency local area server and upgrades, including Banyan Administrator.

- Mr. Vander Veen held the classifications of Senior Systems Analyst, Data Analyst, and MIS Planner.

- As Principal Statistician for Statistical Analysis Center, Mr. VanderVeen gathered, analyzed and reported on statewide criminal justice data, developed computer requirements and applications for the Center, used micro and mainframe statistical packages and provided technical assistance on databases, systems, and statistical analysis to other state agencies. He also developed and programmed a legislative tracking and reporting system, and worked on the first data transfer in the state from mainframe database to PC for analysis. During his tenure, Mr. VanderVeen authored

several reports on prison populations and workload factors associated with specific agencies.

- As a Research Assistant at the University of Delaware, Mr. VanderVeen was involved in a research program sponsored by the United States Department of Justice, National Institute of Corrections on decision-making models. He was charged with problem definition, data assimilation and coding, statistics analysis and ending with report writing.

- As a Project Director at the Sussex Burglary Analysis Unit, Mr. VanderVeen was responsible for the administration of a crime analysis project and associated federal grant. He gathered and analyzed crime data. He purchased, installed and programmed one of the first microcomputers in Delaware for state and local government use in statistical analysis and operations.

- As a Research Assistant at Delaware State College, Mr. VanderVeen was responsible for statistical analysis and research design in the area of social economics. The United States Department of Agriculture sponsored this research which encompassed target agency workload measurement, caseload forecasting, econometric analysis and modeling.

CYNTHIA BIGLEY

PROJECT MANAGER

Range of Experience

Ms. Bigley has over 25 years of experience in all facets of the systems development life cycle for the public and private sectors on mainframe, minicomputer, and client/server platforms. Her areas of expertise include the following:

- system testing,
- requirements analysis,
- quality assurance monitoring,
- system conversion and migration, and
- project management of the software development lifecycle.

Professional History

MAXIMUS Inc., North Canton, Ohio, Director, 1994-Present

MasTech, Pittsburgh, Pennsylvania, Senior Consultant, 1993-1994

Cirrus Technology, Inc., Frederick, Maryland, Project Manager, 1992-1993

Systemhouse, Baltimore, Maryland, Senior Consultant, 1990-1992

Arbitron Ratings Company, Laurel, Maryland, 1974-1990

- Scan America Systems Development Manager
- Information Systems Planning Manager
- Radio and Television Systems Development Manager
- Meter Field Operations Staff Consultant
- Meter Field Operations Field Office Manager

Education

Graduate and Special Courses in Business and Information Systems

B.S., English Education, Indiana University of Pennsylvania, 1971

Technical Skills

Over the course of her career, Ms. Bigley has received extensive training in all phases of the software development life cycle (assessment, analysis, design, and testing), CASE tools, data modeling, and relational database technology.

CYNTHIA BIGLEY

Project Experience

Since joining MAXIMUS, Ms. Bigley has participated in the following projects.

- **Ingham County CourtView® Implementation:** As Project Manager, Ms. Bigley managed the completion of the first CourtView® implementation in the State of Michigan. As this was the first Michigan installation, extensive customization was required to comply with local laws, regulations, and procedures. As part of this project, CourtView® was implemented in multiple courts including the District Court, Circuit Court, Probate Court, Prosecutor's Office, Family Court, Juvenile Court, and the Youth Detention Center. The implementation of an integrated database across multiple courts required that the county modify business procedures. Ms. Bigley and the MAXIMUS Project Team worked with the Ingham Project Team to identify and resolve the contention points through refining their procedures and how they used CourtView®.

  Ms. Bigley's responsibilities as Project Manager included:
  - identifying and documenting system issues for resolution by the development team;
  - identifying team resource requirements (analysis, training, development, and quality assurance) and securing those resources as needed;
  - monitoring and reporting project status; and
  - working with the Ingham Project Team and administrators to enhance the county's utilization of the CourtView® application.

- **Court Support Services Information Technology Strategy and Plan:** Ms. Bigley assisted in this engagement to create a strategic technology plan that integrates the appropriate technologies, products, and information systems within the newly formed Court Support Services Division (CSSD). For this project, Ms. Bigley reviewed relevant Judicial Branch and CSSD planning documents; documented information technology requirements; developed functional requirements for Family Services business processes and the Quality, Control, and Evaluation unit; researched current technologies and products to match CSSD requirements; and assisted in developing and documenting alternative technology strategies for CSSD.

- **Board of Parole and Office of Adult Probation, State of Connecticut:** Ms. Bigley was Project Manager to provide services associated with the development of a Requirements Definition and System Design for a Statewide Automated Casenotes System for the State of Connecticut Board of Parole and Office of Adult Probation. Probation and Parole Officers will use the system in the field to track information on individuals under their supervision. As Project Manager, Ms. Bigley was responsible for overseeing many tasks. She was responsible for conducting interviews with the

Board of Parole (BOP) and Office of Adult Probation (OAP) users to determine and document system requirements; developing improved processes and procedures to better utilize technology; developing a system design that provides for the agencies' combined information requirements; performing a search to identify existing software packages that potentially meet the system requirements and system design; performing a comparison of existing software packages to the requirements specified and format each comparison in a pre-described manner; and recommending whether the requirements would be better served by purchasing an existing system or building a new system.

- **Century Date Change Assessment, State of Connecticut:** Ms. Bigley assisted the State of Connecticut Year 2000 project in assessing the magnitude of the Year 2000 problem for its core financial and administrative systems. The assessment included validating the State's strategy or developing the strategies to bring each core system into compliance.

- **Department of Revenue Services Year 2000 Assessment, State of Connecticut:** Ms. Bigley served as Project Manager for the Connecticut Department of Revenue Services (DRS) Year 2000 assessment. Under this contract, MAXIMUS provided the following services: development of application inventory and compliance status assessment; parsing and scanning of application code to identify date processing; development of compliance strategies for each application; development of resource estimates; and development of a master Year 2000 acceptance test plan.

- **Department of Motor Vehicles Year 2000 Project, State of Connecticut:** Ms. Bigley is responsible for managing the Year 2000 baseline and verification testing of the Driver License System.

- **Business Process Re-engineering and Year 2000 Assessment, State of Wyoming:** Ms. Bigley managed the State of Wyoming, Department of Employment, Employment Services Division contract to conduct a business analysis of the State's Unemployment Insurance Program's Benefit System. This analysis included the review of all available system documentation as well as the process flows developed by the UI Benefit Rewrite Committee.

- **Department of Banking Information System Planning, State of Connecticut:** As part of the technical team charged with developing a Request for Proposal for an integrated information system to support the Connecticut Department of Banking, Ms. Bigley analyzed and documented the current work processes and information requirements for the Bank and Credit Union Examination units. Using the developed baseline, Ms. Bigley worked with the future system users to define the requirements of the new integrated information system.

CYNTHIA BIGLEY

- **Department of Labor Project Assessment and Third Party Audit, State of Connecticut:** MAXIMUS conducted an assessment of the Unemployment Benefits replacement system under development for the State of Connecticut. As team leader of the project assessment team, Ms. Bigley conducted a technical analysis of the project's strategic fit with the Department of Labor's Information Technology Plan, the hardware architecture, the software architecture, the telecommunications network, and the design and implementation of the DB2 database.

- **Family Assisted Management Information System (FAMIS) Quality Assurance/Technical Assistance, State of Delaware:** As Project Manager for this effort, Ms. Bigley assisted the Division of Social Services in establishing quality control procedures for the FAMIS system development/implementation effort. As a technical advisor, Ms. Bigley worked with the project team to evaluate and finalize system architecture components and standards.

- **Children, Youth, and Families Year 2000 Project, State of Colorado:** As Project Manager, Ms. Bigley conducted a feasibility study of system alternatives as part of a project to plan, design, and implement Colorado's Statewide Child Welfare System (SACWIS) and Youth Corrections system. Project tasks included the development of the overall goals, objectives, and information strategy for the new system; review of current child welfare and youth corrections business functions and processes and development of the optimum business, or service model; review of existing automated systems and assessment of the extent to which these systems are adequate for meeting business objectives; determination and documentation of the functional requirements for the new system and of the conceptual system design, including both the functional and technical system design; review of available transfer system alternatives; and preparation of an APD and RFP.

- **Electronic Benefits Transfer (EBT) System Feasibility Study, State of Delaware:** Ms. Bigley was the Project Manager on this contract for the State of Delaware to perform a feasibility study for an Electronic Benefits Transfer (EBT) system with joint laser optical memory and magnetic stripe application. The EBT system ultimately provided issuance of benefits for all Department of Health and Social Services programs throughout the State. The initial phase included the issuance of benefits for AFDC and Cash Assistance, Food Stamps, WIC, and Medicaid programs.

- **Child Welfare System, State of Nebraska:** Ms. Bigley conducted a feasibility study of system alternatives as part of a project to plan, design, and implement Nebraska's Statewide Child Welfare System (SACWIS). Project tasks included development of the overall goals, objectives, and information strategy for the new system; review of current child welfare business functions and processes and development of the optimum business, or service model; review of existing automated systems and

assessment of the extent to which these systems were adequate for meeting business objectives; determination and documentation of the functional requirements for the new system and of the conceptual system design, including both the functional and technical system design; review of available transfer system alternatives; preparation of an APD and RFP; and ongoing technical assistance to the Department in implementing the new system, and in monitoring the efforts of the implementation vendor selected for the project.

- **Family Assisted Management Information System (FAMIS) Procurement Assistance, State of Delaware:** As Project Manager for this effort, Ms. Bigley assisted the Division of Social Services in the effort to obtain a contractor to transfer, modify, and implement a new FAMIS for the State. MAXIMUS assisted in the evaluation of proposals, contract negotiations, and the necessary approvals.

Prior Experience

Prior to joining MAXIMUS, Ms. Bigley's experience included the following.

- MasTech, Senior Manager: Subcontracted with ISSC on the State of Arkansas Child Support System Implementation Project, Ms. Bigley's systems automation expertise was utilized to provide assistance to system design, development, and implementation activities.

- Cirrus Technology, Project Manager: In this capacity, Ms. Bigley was responsible for analyzing client workflow and developing technical specifications for application customization of document imaging technology; providing technical support to the development of client proposals and requirement definition documents; developing logical system design and end user documentation; developing and monitoring software integration/development schedules in accordance with overall project schedules; managing client acceptance; and defining system feature enhancements and upgrades schedules.

- Systemhouse:

  - Deputy Project Manager: Ms. Bigley managed the requirements analysis and external design of a relational (DB2) database and complex on-line Income Maintenance system. She was responsible for coordinating and controlling the activities of five design teams; interfacing with client management teams on project status and design decisions; and coordinating project planning and task estimating.

CYNTHIA BIGLEY

- Deputy Implementation Manager: Ms. Bigley defined the automatic and manual approach to the conversion of Income Maintenance and Social Services data from three separate data sources to the DB2 database. Ms. Bigley developed the overall conversion plan and managed the detailed design and development of conversion software. She also directed client efforts in development of an implementation plan for over 50 local offices.

- Arbitron Ratings Company:

  - Manager of the Scan America Systems Development: Ms. Bigley managed the design, development, and testing of the first major Arbitron project in the IBM 3090/DB2 environment utilizing data-driven analysis and design methodologies. The Scan America project included three teams of analysts, designers, programmers, and test specialists developing software to collect, qualify, and report data on the television viewing and product purchase habits of selected households in the ten largest U.S. cities.

  - Information Systems Planning Manager: Ms. Bigley established data administration standards and integrated the standards into the existing development life cycle. She developed the first Operations Plan for migration to the IBM/DB2 environment with the focus on establishing project plans that supported corporate strategic objectives as well as defining the technical environment, training requirements, and five-year implementation schedule.

  - Radio and Television Systems Development Manager: Ms. Bigley directed the requirements analysis and system testing of on-line and batch application systems in the Cyber, Data General, and PC environments.

  - Meter Field Operations Staff Consultant: Ms. Bigley evaluated and standardized functions performed by remote field offices in the installation and maintenance of 500 households participating in the electronic collection of television viewing data. In her capacity as Field Office Manager, she established and managed the first successful Arbitron meter field office responsible for the recruitment, installation, and maintenance of a research panel of 500 households.