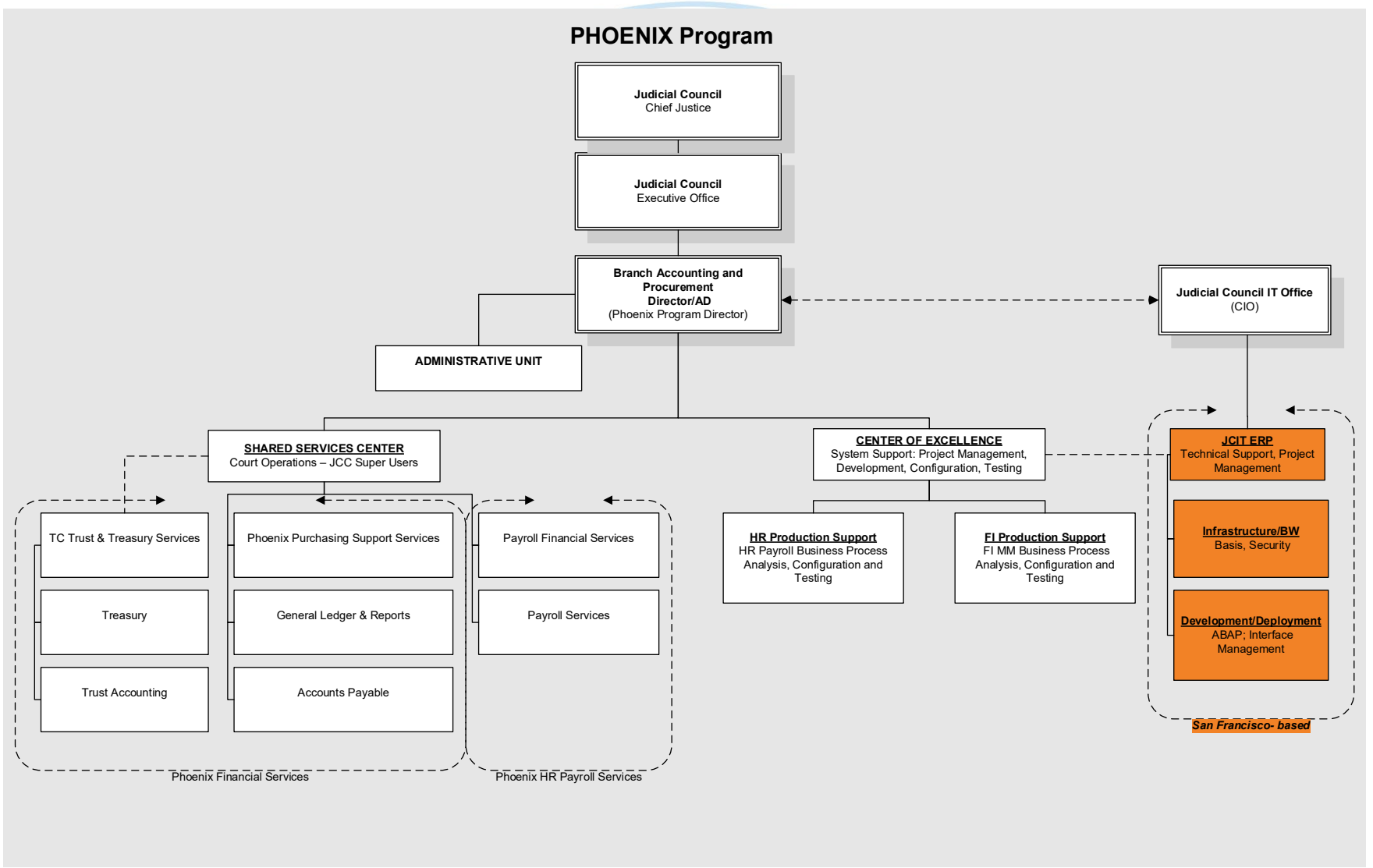
Phoenix Program Background



PHOENIX PROGRAM

JUDICIAL COUNCIL
OF CALIFORNIA

IS_018C2 (Rev. 01/21)

Court	Total Active Users	# Users FI (ECC)	# Users HR (ECC)	# XSS Users (non-ECC)	# BW Users	
JCC	198	197	73		107	
Alameda	111	111			35	
Alpine	4	3	3		2	2 users with FI & HR
Amador	4	4			1	
Butte	7	7			5	
Calaveras	26	3	3	23	4	3 users with FI & HR
Colusa	14	2	2	12	1	2 users with FI & HR
Contra Costa	18	18			3	
Del Norte	4	4			3	
El Dorado	10	10			10	
Fresno	22	22			10	
Glenn	5	5			3	
Humboldt	83	6	12	66	4	4 users with HR & FI roles
Imperial	5	5			3	
Inyo	3	3			1	
Kern	505	16	15	483	13	9 users with FI & HR
Kings	4	4			3	
Lake	33	3	3	30	3	3 users with FI & HR
Lassen	20	4	4	16	2	4 users with FI & HR
Los Angeles	663	663			31	
Madera	9	9			7	
Marin	8	8			2	
Mariposa	4	4			4	
Mendocino	7	7			2	
Merced	7	7			4	
Modoc	3	3			2	
Mono	4	4			1	
Monterey	20	20			14	
Napa	8	8			2	
Nevada	7	7			5	
Orange	168	168			62	

Court	Total Active Users	# Users FI (ECC)	# Users HR (ECC)	# XSS Users (non-ECC)	# BW Users	
Placer	7	7			3	
Plumas	7	7			3	
Riverside	1120	60	42	1040	29	22 users with FI & HR
Sacramento	661	52	31	599	6	21 users with FI & HR
San Benito	4	4			3	
San Bernardino	1073	34	30	1026	18	17 users with FI & HR
San Diego	204	204			47	
San Francisco	22	22			8	
San Joaquin	49	49			7	
San Luis Obispo	7	7			6	
San Mateo	20	20			5	
Santa Barbara	17	17			6	
Santa Clara	572	110	16	462	15	16 users with FI & HR
Santa Cruz	133	7	8	122	4	4 users with FI & HR
Shasta	10	10			5	
Sierra	2	2			2	
Siskiyou	31	5	4	26	3	4 users with FI & HR
Solano	10	10			3	
Sonoma	11	11			2	
Stanislaus	235	19	14	213	10	11 users with FI & HR
Sutter	52	4	4	47	3	3 users with FI & HR
Tehama	5	5			2	
Trinity	17	3	2	14	3	2 users with FI & HR
Tulare	14	14			5	
Tuolumne	3	3			2	
Ventura	24	24			8	
Yolo	5	5			3	
Yuba	50	4	7	41	5	2 users with FI & HR

Court	Total Active Users	# Users FI (ECC)	# Users HR (ECC)	# XSS Users (non-ECC)	# BW Users	

Highlighted rows denote deployment of HR Payroll at Court. #XSS Users is also number of employees.

System Use Metrics - To Support the Trial Courts, Phoenix Shared Services annually (based on a recent fiscal year):

- Processes 519,000 payments worth approximately $3.5 billion
- Issues 194,000 operations and trust checks
- Issues 242,000 jury checks
- Issues 73,000 electronic payments
- Issues 7,100 IRS Tax Form 1099-MISC to court vendors
- Reconciles over 93,000 deposits totaling more than $4.7 billion
- Processes over 53,000 trust disbursements entered by the courts totaling $149 million
- Processes over 48,000 electronic fund transfers
- Assists courts with approximately 11,000 PO purchases with value of over $341 million
- Creates 593 Purchase orders for 22 Virtual Buyer courts worth $12 million
- Maintains over 71,000 vendor master data records
- Processes an average of 110 vendor garnishments each month
- Process 464 main payrolls for 17 Phoenix HR Payroll courts; Processing includes:
    - 60,850 employee check payments
    - 105,526 Direct Deposit checks
    - 469 Benefit Reconciliations
    - 144 Payroll Quarterly Tax Filings
    - 60,515 Wage and Tax Statement (W-2) reconciliations
    - 3,837 Wage and Tax Statement (W-2) distributions
- Process payroll for 199 assigned judges
- Respond to approximately 18,200 inquiries from a combination of e-mails and phone calls

System Support Metrics - To Support the Trial Courts, Phoenix COE annually:

- Process over 1,800 Maintenance and Functional Change Requests (1,227 security changes & 636 incidents)
- Manage document inventory of over 1,120 work instructions and managed documents on Phoenix Help.

- Distribute dozens of informational bulletins and periodic updates as needed to keep courts informed of system changes and changes to administrative processes, and in compliance with regulations
- Named Users: 6,349 Active users: ~500
- Avg. Response Time for Dialog Tasks: 857 ms
- Current DB Size: 750GB
- Growth in DB Size: 10GB per month

Following is a brief discussion of Phoenix Program current environment: Support Methodology, Tools and Landscape.

1.1 Introduction

The Phoenix Program utilizes SAP software and various complementary tools to provide the Superior courts in the State of California with integrated financial and human resource system functionality, financial reporting and interface to Courts and vendors.
The Phoenix Program has received primary SAP CCOE certification and as such, generally follows all SAP recommendations for methodology. JCC staff in the Phoenix Program are sufficiently knowledgeable, and change request reporting, review and approval process sufficiently defined, that Vendor provided consultants are generally called upon to either

- Augment staff by completing work that is planned in the place of JCC staff; or
- Supplement staff by considering a request and alternatives for handling and implementing a change along with JCC staff; or
- Augment project work for the duration of a project.

Phoenix Program staff are located at two JCC offices. Staff also participate in flexible work schedule and telecommute programs.

- Functional Analysts, Program Executive and Project Management are located in the Sacramento office at 2850 Gateway Oaks Drive 3rd Floor, Sacramento Ca 95833
- Technical Staff and Project Management are located in the San Francisco office at 455 Golden Gate Avenue 3rd Floor, San Francisco Ca 94102.

The current Phoenix technical landscape is housed at three primary technology center locations:

- Production, located in Tempe, Arizona.
- Non-Production, located in Omaha, Nebraska.
- Development and Sandbox located on site at JCC, San Francisco, California.

The target Phoenix HANA landscape will host all environments in the Microsoft Azure public cloud. (Planned June 2021).

JCC Center of Excellence (COE) /Maintenance and Operations (M&O) Team Phoenix Support Functions

The primary daily function of the Phoenix COE/M&O Team is to ensure the system operates at optimal performance and meets the availability standards set forth by Phoenix user community. Maintenance and operation tasks can generally be categorized as:

- **On-going support & enhancement of the SAP Finance and Human Resource system:** The implementation of bug fixes and new functionality is supported by a functional, ABAP, and change management team which works closely with JCC and Court Subject Matter Experts (SMEs) to analyze requirements, design, develop, document, test, and

deploy break-fixes and new functionality. Functionality is deployed following ASAP methodology.

- **Maintenance of Phoenix environments:** This activity is supported by a BASIS Team and Application Architect. It consists of applying patches, monitoring of systems, pro-actively tuning and optimizing performance, system security, deployment of new SAP and complimentary tools. These support tasks are normally project-based and require extensive deployment packages which require interaction with the JCC Network, Security, and Architecture teams, as well as, the technical support staff of the JCC's current Enterprise Managed Services Provider (MSP) including their BASIS, Middleware and Security personnel.
- **Support and deployment of multiple vendor and Court interfaces:** Phoenix currently has 115 + interfaces to various Courts and vendors. The supports of these interfaces use both FTP transfers as well as more complicated transactions. These activities are project-based and require change management, operational training for the Courts and business support staff. Interaction with Court IT staff, JCC Network, Security, and Architecture teams, as well as. CCTC technical support staff including their BASIS, Middleware and Security personnel are required.
- **Disaster Recovery (DR) Program:** This is a yearly exercise designed to simulate complete Production environment failure and execution of emergency recovery procedures. Activities require failover and testing of all SAP and complimentary tools, types of interfaces, data recovery, and network connectivity and user access. This event requires coordination with all Phoenix support staff, MSP, Courts, SME testers, and JCC technical resources.

JCC Technical Team Phoenix Support Projects

In addition to the daily support function the technical support teams are involved in project work which supports innovation, cost savings, and enterprise goals, standard and initiatives. The proposing vendor should be prepared to provide individuals with expertise and experience in the support and maintenance of SAP through configuration, ABAP/JAVA development, Fiori/HTML5, and BASIS system administration. The vendor should be prepared to use and/or support the other third-party software noted below in support of the following responsibilities and activities:

- **Support and Deployment of an SAP Compatible Encryption Solution:** JCC Security policy requires data encryption from desktops to the CCTC and Azure. This project supports NWSSO (Netweaver Single Sign-on) encryption service, which is currently deployed, to a compatible encryption service and integrated with the JCC's CCTC Active Directory and Azure Cloud.
- **Support and Deployment of SAP Complimentary Tools (listed below) and Newly Identified Complementary Tool Sets:** This involves upgrades, POC (Proof of Concept) modeling, troubleshooting, and knowledge transfer and training of technical staff. **Support of Current Production Interfaces integrated with Axway:** This is in support of

both maintenance and project support and requires interaction with Vendors, Financial Institutions, Courts, JCC Enterprise Managed Services Provider (MSP) and JCC Network and Security Teams.

- **Refresh of all Phoenix Environments and Proposed Migrations:** This is a multi-year project with the primary goals of; transition from the current CCTC to a new Microsoft Azure cloud environment. Currently being completed are Cloud and HANA migration.
- **Mobile Deployment and Support of User Experience improvements:** this effort involves the design and deployment of a new front end SAP user experience using tools such as Fiori and Personas.

1.2 Application Components Supported

Component	Description
SAP Functional Components	
SAP ECC6; EhP7; Netweaver 7.5 with Enterprise Extension Public Services HR Renewal 2.0	Provides the core functionality for the Finance, HR and Trust Accounting functional streams.
SAP S/4HANA 1909	*Migration from ECC to S/4HANA Scheduled June 1, 2021*
SAP Business Warehouse (BW) 7.5	Provides data cubes and reports to meet Trust Accounting and Financial Management reporting requirements.
SAP BW ON HANA 2.0	*Migration scheduled June 1, 2021*
Enterprise Portal (EP) 7.5	• Runs the portal based ESS and MSS functionality required for HR. Is a primary tool for user authentication against Siteminder and active Directory • Runs the BI Front End required for Trust Accounting and Financial Management reports
SAP Solution Manager 7.2	• Meets mandatory SAP technical requirements going forward; • Service Desk used extensively for functional incident tracking and resolution;

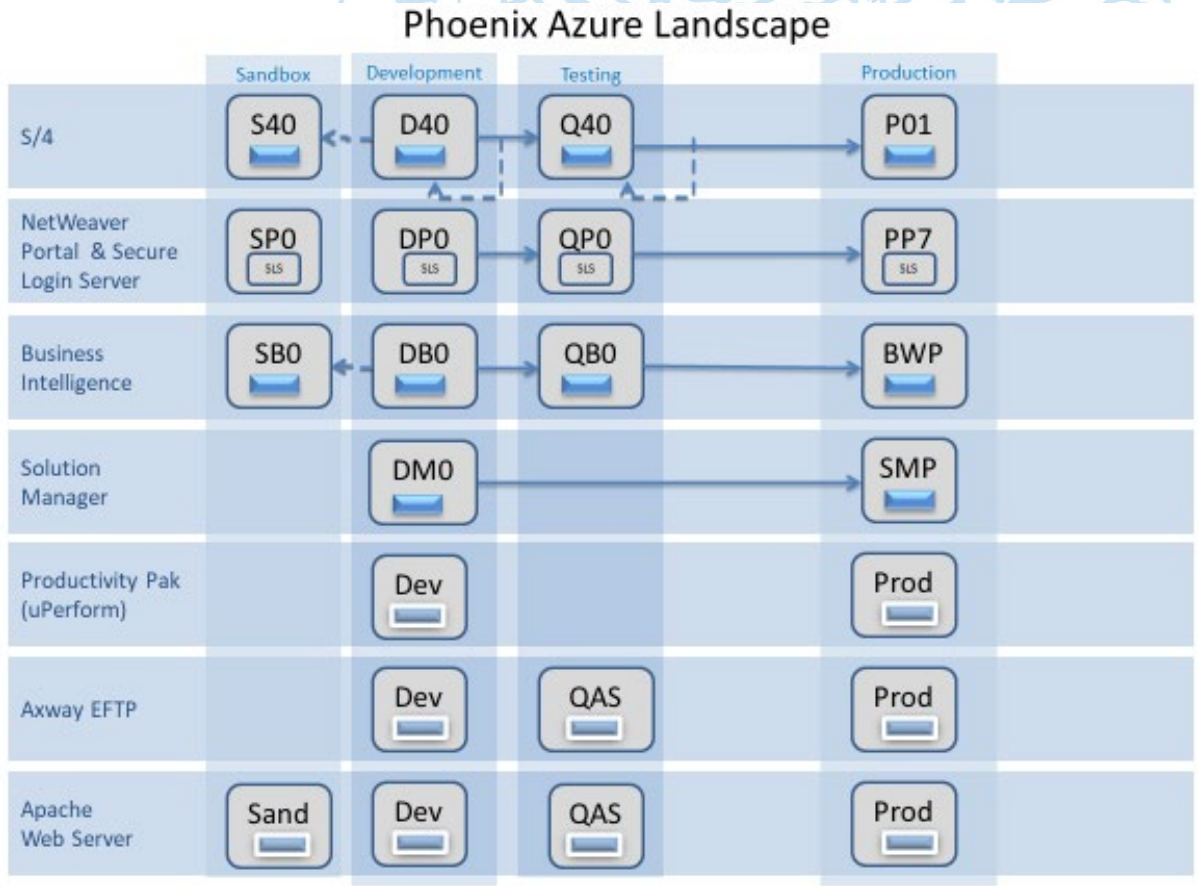
Component	Description
	• Comprehensive business process structure and document repository; • ChaRM automated transport request migration and monitoring; • Currently investigating other Project Management, process monitoring capabilities.
Additional Complementary Components	
EPI-USE Labs products - Data Sync Manager including regular use of: • Object Sync • Pay Recon • Variance Monitor • Query Manager • Client Sync	Used for data migration, testing and system updates; also for reconciliation and query development.
SAP Productivity Pack (uPerform) V5	Training and On-line help tool for recording, publishing and presentation of system- and process-related user guides, work instructions, transaction simulations.
SAP NWSSO 3.0	SAPGUI Data Encryption software deployed to meet JCC security requirements
BSI Tax factory	Payroll tax calculation application
Enterprise Managed FTP servers Axway	Used for inbound and outbound interfaces from SAP

1.3 Technical Landscape

1.3.1 Cloud Server Architecture

All the environments (Sandbox, Development, Testing, and Production) in the landscape are implemented on Virtualized Linux based Servers running RHEL 8. Phoenix runs in its own VPC located in the Azure Commercial Cloud. All production VMs are certified by Microsoft and SAP for S/4HANA and BW on HANA Production environments.

The Axway EFTP Appliance facilitates the majority of inbound and outbound file transfers between Phoenix and courts and various third-party vendor partners. Axway is hosted in the AWS Government Cloud.



1.3.2 SAP Authentication Architecture

Authentication for the end user is via a Hub and Spoke model. All ingress into Phoenix is first authenticated in the Secure DMZ (Hub) via Active Directory (AD). Credentials are provided by the AD from the Secure DMZ to the EP portal and provides a seamless user logon experience.

1.3.3 Business Continuity Architecture Considerations

Phoenix is classified by the Judicial Council as a Moderate application in terms of mission criticality. It is architected with a Recovery Time Objective (RTO) of 24 hours and a Recovery Point Objective (RPO) of 15 minutes. Phoenix employs a region-to-region data replication methodology for optimal RPO. A pilot light VM is sufficient to meet the RTO in the secondary recovery region.

END OF ATTACHMENT