RFP Title: Phoenix SAP System Support Consultants
RFP Number: TCAS-SAPC-2016-01-ML

ATTACHMENT 2
PHOENIX PROGRAM BACKGROUND INFORMATION

PHOENIX PROGRAM

Court	Total Active Users	# Users FI (ECC)	# Users HR (ECC)	# XSS Users (non-ECC)	# BW Users	
Judicial Council	132	132	59		73	
Alameda	89	89			28	
Alpine	3	3	2	0	2	2 users with FI & HR
Amador	4	4			1	
Butte	10	10			7	
Calaveras	3	3			1	
Colusa	3	3			2	
Contra Costa	17	17			2	
Del Norte	3	3			3	
El Dorado	11	11			11	
Fresno	14	14			10	
Glenn	3	3			1	
Humboldt	6	6			4	
Imperial	14	14			5	
Inyo	2	2			1	
Kern	11	11			9	
Kings	4	4			3	
Lake	36	3	3	33	3	3 users with FI & HR
Lassen	24	4	4	19	1	3 users with FI & HR
Los Angeles	661	661			34	
Madera	7	7			6	

Court	Total Active Users	# Users FI (ECC)	# Users HR (ECC)	# XSS Users (non-ECC)	# BW Users	
Marin	7	7			3	
Mariposa	4	4			4	
Mendocino	5	5			1	
Merced	9	9			5	
Modoc	2	2			2	
Mono	5	5			0	
Monterey	22	22			13	
Napa	6	6			2	
Nevada	6	6			2	
Orange	165	165			73	
Placer	6	6			2	
Plumas	4	4			3	
Riverside	1114	65	57	1012	37	19 users with FI & HR
Sacramento	688	47	35	628	6	22 users with FI & HR
San Benito	4	4			3	
San Bernardino	951	26	112	826	21	13 users with FI & HR
San Diego	202	202			51	
San Francisco	20	20			6	
San Joaquin	24	24			7	
San Luis Obispo	8	8			4	
San Mateo	24	24			5	
Santa Barbara	12	12			4	

Court	Total Active Users	# Users FI (ECC)	# Users HR (ECC)	# XSS Users (non-ECC)	# BW Users	
Santa Clara	134	134			13	
Santa Cruz	134	9	8	122	2	5 users with FI & HR
Shasta	9	9			4	
Sierra	2	2			1	
Siskiyou	40	6	5	34	4	5 users with FI & HR
Solano	10	10			4	
Sonoma	10	10			1	
Stanislaus	235	21	18	211	11	15 users with FI & HR
Sutter	5	5			3	
Tehama	7	7			3	
Trinity	19	2	5	13	2	1 user with FI & HR
Tulare	14	14			5	
Tuolumne	3	3			2	
Ventura	21	21			4	
Yolo	6	6			2	
Yuba	45	6	6	37	2	4 users with FI & HR

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:

- Processes 261,000 payments worth approximately $2.4 billion
- Issues 186,000 operations and trust checks
- Issues 258,000 jury checks
- Issues 48,000 electronic payments
- Issues 6,000 IRS Tax Form 1099-MISC to court vendors
- Reconciles over 80,799 deposits totaling more than $4 billion
- Processes 85,326 trust disbursements entered by the courts totaling $146 million
- Processes over 48,000 electronic fund transfers
- Assists courts with 10,089 PO purchases with value of over $291 million
- Creates 561 Purchase orders for 22 Virtual Buyer courts worth $10.5 million
- Maintains over 64,000 vendor master data records
- Processes an average of 110 vendor garnishments each month
- Process 220 main payrolls for the 11 HR courts; Processing includes:
    - 60,850 employee check payments
    - 105,526 Direct Deposit checks
    - 394 Benefit Reconciliations
    - 75 Payroll Quarterly Tax Filings
    - 48,756 Wage and Tax Statement (W-2) reconciliations
    - 3,515 Wage and Tax Statement (W-2) distributions
- Process payroll for 198 assigned judges
- Respond to approximately 15,000 inquiries from a combination of e-mails and phone calls

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

- Process over 1,748 Maintenance and Functional Change Requests
- Manage document inventory of over 400 court MOUs, Side Letters and Personnel Policies
- Distribute dozens of informational bulletins and periodic updates as needed to keep courts informed of changes to administrative processes and in compliance with regulations
- Named Users: 5573 Active users: 442
- 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. Judicial Council 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 Judicial Council staff or
- Supplement staff by considering a request and alternatives for handling and implementing a change along with Judicial Council staff
- Augment project work for the duration of a project.

Phoenix Program staff are located at two Judicial Council offices.

- 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 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 Judicial Council, San Francisco, CA.

Judicial Council 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 Judicial Council 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 Judicial Council and CCTC physical 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 to the CCTC (California Courts Technology center) of new SAP and complimentary tools. These support tasks are normally project based and require extensive deployment packages which require interaction with the Judicial Council Network, Security, and Architecture teams, as well as, the CCTC technical support staff including their BASIS, Middleware and Security personnel.

- **Support and deployment of multiple vendor and Court interfaces:** Phoenix currently has 98 + interfaces to various Courts and vendors. The supports of these interfaces use both FTP transfers as well as more complicated TIBCO transactions. These activities are project based and require change management, operational training for the Courts and business support staff. Interaction with Court IT staff, Judicial Council Network, Security, and Architecture teams, as well as. CCTC technical support staff including their BASIS, Middleware and Security personnel are required.
- **CCTC Disaster Recovery (DR) Program:** This is a yearly exercise designed to simulate complete Production environment failure and execution of emergency recovery procedures and fail over to the Staging environments. 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 CCTC support staff, Courts, SME testers, and Judicial Council technical resources.

Judicial Council 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, and BASIS system administration. The vendor should be prepared to use and/or support the other third party software noted below as well as in section 1.7, all in support of the following responsibilities and activities:

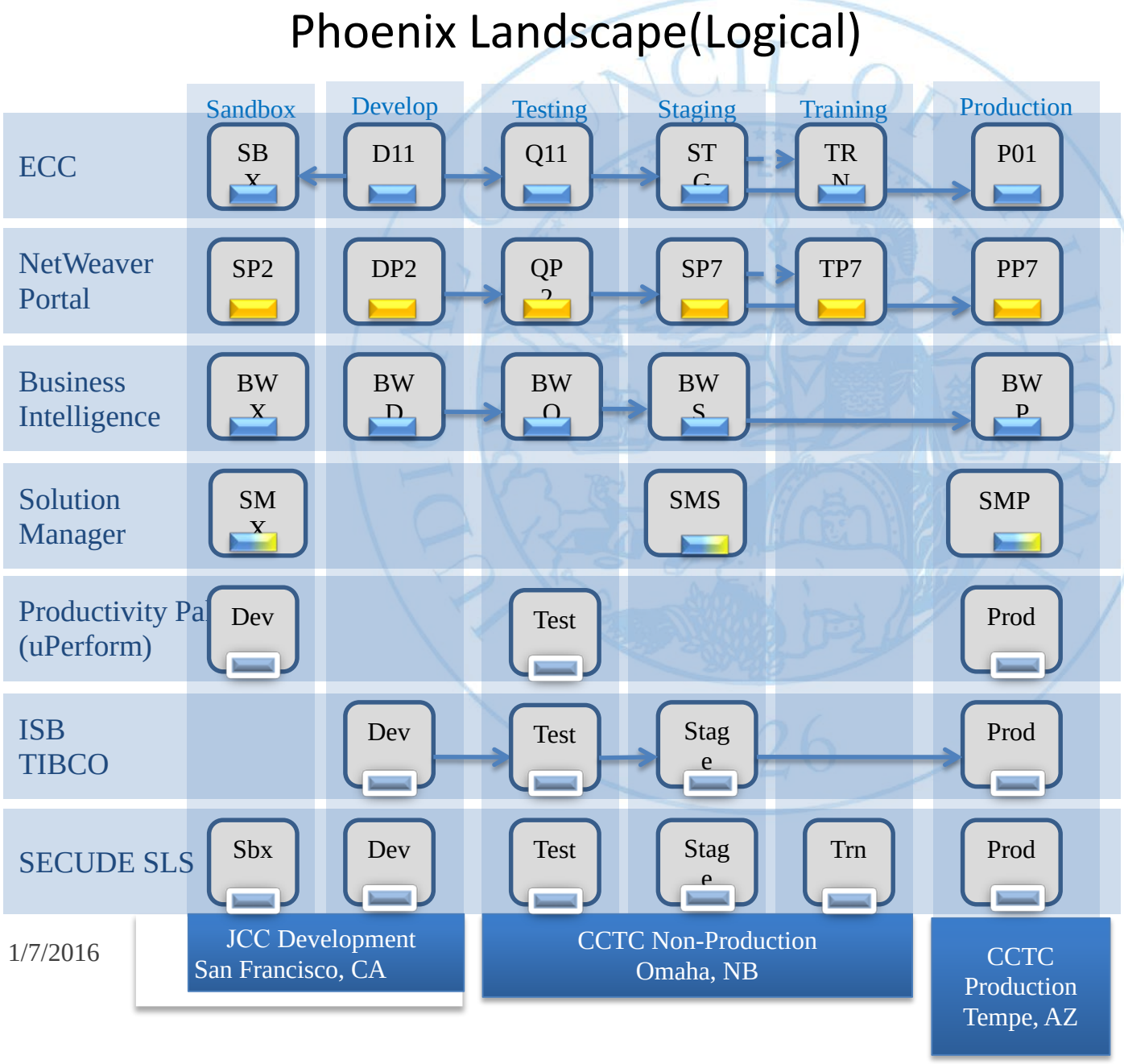
- **Support and Deployment of an SAP Compatible Encryption Solution:** Judicial Council Security policy requires data encryption from desktops to the CCTC. This project supports as a replacement for NWSSO (Netweaver Single Sign-on) encryption service, which is currently deployed, to a compatible encryption service and integrated with Siteminder and Active Directory.
- **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 TIBCO and Axway:** This is in support of both maintenance and project support and requires interaction with Vendors, Financial Institutions, Courts, CCTC and Judicial Council Network and Security Teams.
- **Refresh of all Phoenix CCTC Environments and Proposed Migrations:** This project is likely a multi-year with the primary goals of; transition from the current CCTC to a new hosting environment. This may involve technologies such as Cloud, HANA, and Mobile. **Deployment and Support of User Experience:** This program involves the design and deployment of front end SAP user experience tool such as Fiori and Personas.

1.2 Application Components Supported

Component	Description
SAP Functional Components	
SAP ECC6; EhP7; Netweaver 7.4 with Enterprise Extension Public Services **HR Renewal 2.0**	Provides the core functionality for the Finance, HR and Trust Accounting functional streams.
SAP Business Intelligence (BI) 7.4	Provides data cubes and reports to meet Trust Accounting and Financial Management reporting requirements.
Enterprise Portal (EP) 7.4	• 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 7.1	• Meets mandatory SAP technical requirements going forward; • Service Desk used extensively for functional issue tracking and resolution; • Comprehensive business process structure and document repository; • 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	Used for data migration, testing and system updates; also for reconciliation and query development.
SAP Productivity Pack (uPerform)	Training and On-line help tool for recording, publishing and presentation of system- and process-related user guides, work instructions, transaction simulations.
SAP NWSSO	SAPGUI Data Encryption software deployed to meet Judicial Council security requirements
BSI Tax factory	Payroll tax calculation application

Component	Description
Enterprise Managed FTP servers Axway	Used for inbound and outbound interfaces from SAP
ISB - Tibco	Internet Services Backbone - Middleware to support inbound and outbound interfaces from SAP
Siteminder 12	Authentication service integrated with the CCTC Active Directory.

1.3 Current Technical Landscape



1.4 Current Physical Server Architecture

All the environments (sandbox, Development, Testing, Training, Staging and Production) in the landscape are implemented on Virtualized Linux based x86 Servers. For the three-tier environments (ERP Production and Staging), there are separate VMs for the database, application and presentation tiers. The VMware Hosts are R720, E5-2690 2.90 GHz, 20M Cache, 8.0GT/s QPI, Turbo, 8C, 256 GB RDIMM, 2x 8Gb HBA, 3x QP 1Gb

1.4.1 Technology Standards

All Phoenix servers are PowerEdge R720 technology running the Linux RHEL6 operating system. The database technology is currently Oracle 11.2.0.3 and is being upgraded to Oracle 12c. Storage for all database data is provided by SAN attached enterprise class storage. There is no data on the local disks.
All the physical servers are clustered for high availability, using the VMWare cluster technology.

1.5 Current Logical Network Architecture

The current overall technical network architecture consists of distinct areas, each on its own set of VLANS. These separated VLANs provide network-level access security to the SAP environments in the landscape and has been used to address security requirements around HR data in QA-level environments. The areas included in the technical network architecture are as follows:

Judicial Council Data Center includes:

- Development and Sandbox

Pre-Production (Omaha) include:

- Staging environments
- Test / Training – QA and Training

Production (Tempe) includes:

- Production SAP environments are located here.

Within each of these areas, multiple network layers, each with separate VLANS, have been implemented.

Proxy Layer includes:

- Proxy servers, firewalls and the DMZ

Presentation Layer includes:

- Enterprise Portal (EP)

Application Server Layer includes:

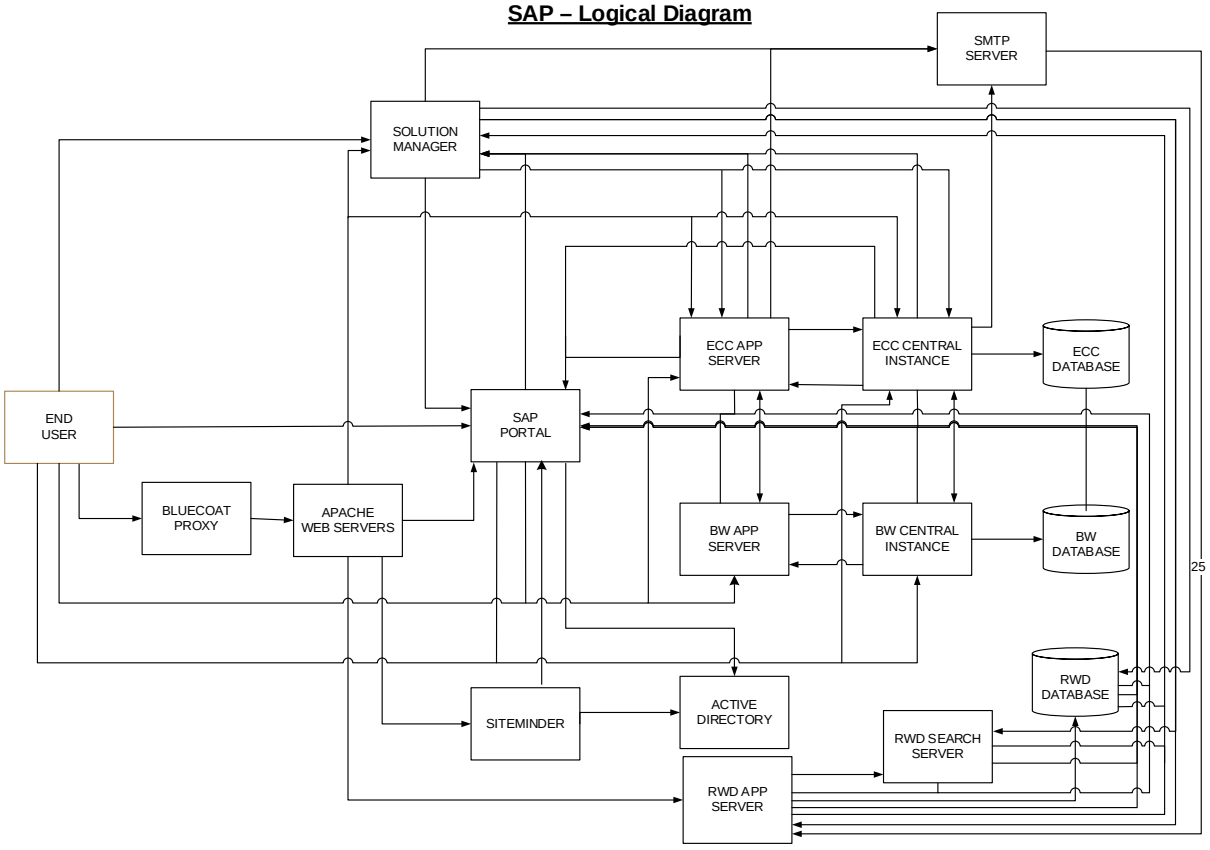
- SAP application servers are located on this VLAN.

Database Server Layer includes:

- Clustered SAP Production database servers are located on this VLAN.

1.6 SAP Authentication Architecture

Authentication for the end user is via a middleware – Siteminder. Users have Single Sign On (SSO) from the Siteminder to the EP portal. User credentials are provided by the Active Directory (AD). SSO between Siteminder, Portal, Secude and ECC backend systems provides a seamless user logon experience.

APPLICATION NAME	SAP	AUTHOR
ENVIRONMENT	PROD – Logical Diagram	DATE LAST UPDATED

SAP – Logical Diagram