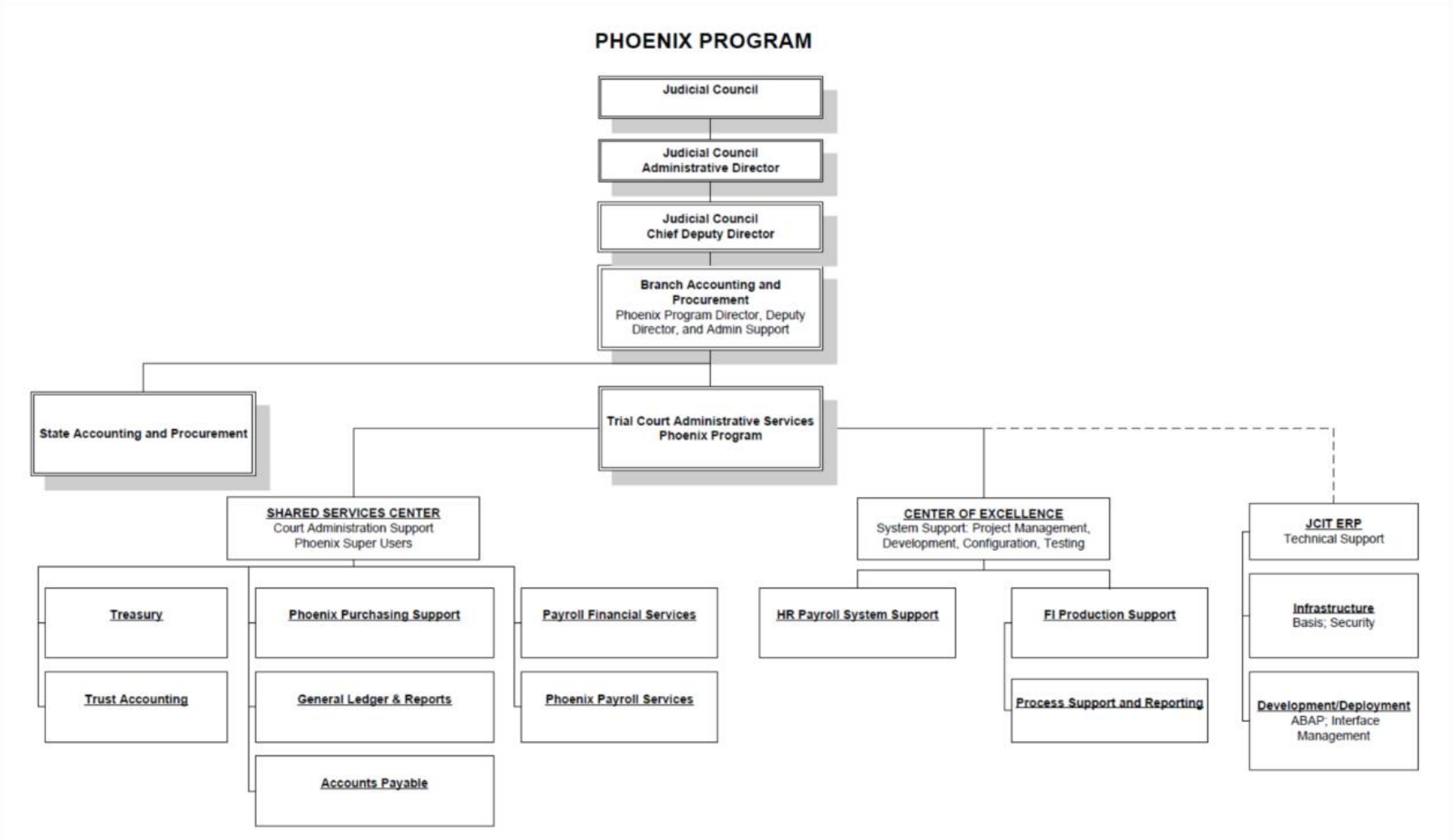
Attachment 12
Phoenix Program Background



<Deployment map (Tiffany)>

Org	Total Active Users	FI	HR Payroll	ESS	MSS	BW
JCC	148	122	70	3	3	88
Alameda Court	45	45	0	0	0	19
Alpine Court	5	3	1	5	1	1
Amador Court	5	5	0	0	0	5
Butte Court	9	9	0	0	0	8
Calaveras Court	27	4	8	27	7	4
Colusa Court	15	4	4	15	4	1
Contra Costa Court	15	15	0	0	0	3
Del Norte Court	2	2	0	0	0	2
El Dorado Court	7	7	0	0	0	5
Fresno Court	22	22	0	0	0	5
Glenn Court	3	3	0	0	0	2
Humbolt Court	67	4	15	67	12	4
Imperial Court	5	5	0	0	0	2
Inyo Court	4	4	0	0	0	2
Kern Court	514	24	97	513	86	13
Kings Court	6	6	0	0	0	5
Lake Court	36	5	4	36	5	2
Lassen Court	18	4	4	18	2	4
Los Angeles Court	501	501	0	0	0	48
Madera Court	5	5	0	0	0	2
Marin Court	10	10	0	0	0	4
Mariposa Court	3	3	0	0	0	3
Mendocino Court	6	6	0	0	0	4
Merced Court	7	7	0	0	0	3
Modoc Court	10	2	2	10	2	1
Mono Court	16	3	7	16	5	3
Monterey Court	12	12	0	0	0	6
Napa Court	7	7	0	0	0	4
Nevada Court	5	5	0	0	0	4
Orange Court	169	168	0	0	0	39
Placer Court	10	10	0	0	0	9
Plumas Court	4	4	0	0	0	3
Riverside Court	1055	59	40	1054	110	17
Sacramento Court	724	48	27	724	74	7
San Benito Court	37	4	13	37	12	4
San Bernardino Court	1223	52	166	1215	139	17
San Diego Court	187	187	0	0	0	28
San Francisco Court	15	15	0	0	0	12
San Joaquin Court	55	55	0	0	0	7
San Luis Obispo Court	8	8	0	0	0	5
San Mateo Court	17	17	0	0	0	3
Santa Barbara Court	14	14	0	0	0	8

Org	Total Active Users	FI	HR Payroll	ESS	MSS	BW
Santa Clara Court	581	99	79	573	63	11
Santa Cruz Court	111	8	7	111	26	3
Shasta Court	10	10	0	0	0	7
Sierra Court	5	5	0	0	0	5
Siskiyou Court	30	5	4	30	6	3
Solano Court	10	10	0	0	0	4
Sonoma Court	9	9	0	0	0	5
Stanislaus Court	244	22	15	243	34	12
Sutter Court	55	7	12	55	10	2
Tehama Court	4	4	0	0	0	2
Trinity Court	13	5	6	13	4	4
Tulare Court	12	12	0	0	0	7
Tuolumne Court	5	5	0	0	0	3
Ventura Court	24	24	0	0	0	11
Yolo Court	6	6	0	0	0	3
Yuba Court	54	7	11	54	10	2
	6226	**1733**	**592**	**4819**	**615**	**500**

Attachment 12
Phoenix Program Background

The following metrics are representative of the annual volume of Phoenix Program activity.

Area/Activity	Typical Annual Volume
Accounts Payable	
Value of accounts payable issued	$3,583,420,551.17
Vendor payments issued (excluding Jury)	256,305
Jury payments issued	225,283
Miscellaneous Income (1099-MISC) and Non-Employee Compensation (1099-NEC) reconciled, printed, and mailed - calendar year	4307
General Ledger & Reports	
Journal entries	27,166
Bank Reconciliations	2,400
Quarterly Reviews	232
Quarterly Program Reviews	1,963
Reserved Purchase Orders for | FY 2021-22 Tracked in FY 2022-23 | Prior BYs Tracked in FY 2023-24	1,736
Reports prepared for management and other JCC units	116
Reconcile Fund Balance CAP calculations	58
Populate Budget Templates	58
Upload Budgets into SAP	58
Prepare Phoenix ACFRS	58
Prepare Non-Phoenix ACFRS	58
Prepare and consolidate Quarterly QFS Reports	232
GASB Pension Reporting	59
Payroll Financial Services	
Salary and benefits recorded – Non-Phoenix HR Payroll 38 trial courts	$1.751 billion
Salary and benefits recorded – Phoenix HR Payroll 20 trial courts	$599 million
Salaries recorded – Judges (full and local portion)	$138 million
General Ledger accounts reviewed and reconciled - Personnel Services	179

Area/Activity	Typical Annual Volume
Payroll files reconciled and recorded – main and off cycles	3,026
Phoenix HR Payroll: Benefit reconciliations prepared for 20 trial courts	659
Phoenix HR Payroll: Employee tax records reconciled – calendar year 19 trial courts	66,468
Phoenix HR Payroll: Wage and Tax Statements (W-2) printed, mailed, and filed – calendar year 19 trial courts	5,539
Phoenix HR Payroll: Quarterly tax reporting – federal, California, and seven out of state tax authorities – calendar year	329
Phoenix HR Payroll: Employer paid Health Insurance Offer and Coverage Statements (1095-C) printed, mailed, and filed – calendar year 9 trial courts	4,428
System updates review and validation	163
Payroll Services	
Phoenix HR Payroll: Main payrolls processed	463
Phoenix HR Payroll: Off cycle payrolls processed	945
Phoenix HR Payroll: Judges and payrolls processed	320 / 140
Phoenix HR Payroll: Organizational Action Requests processed	3935
Phoenix HR Payroll: New Hire Actions processed – 8 (23) 7 (24) full-service trial courts	56
Phoenix HR Payroll: Garnishment orders processed	222
Phoenix HR Payroll: Retirement and Deferred Compensation files reconciled	577 / 370
Phoenix HR Payroll: Employer paid Health Insurance Offer and Coverage Statements (Form 1095-C) reconciled and mailed – calendar year 10 trial courts *does not include Q4 reports	15,151*
Phoenix HR Payroll: System updates review and validation	545
Phoenix HR Payroll: Tax Corrections processed	77
Purchase orders created/ paid	11,595 / $424 million
Purchase orders created for trial courts using the Virtual Buyer program – 24 trial courts	1,164 / $24.5 million
Solicitations	3-RFPs / 4-RFQs
Trial court master agreements - new	1 MA / 4 TC contracts
Trial court master agreement amendments	25
Vendor and Customer accounts maintained	105,391

Area/Activity	Typical Annual Volume
Vendor and Customer accounts created and updated	13,425
Trust & Treasury Services	
Deposits reconciled and processed	75,429 / $4.869 billion
Electronic Fund Transfers	8,807 / $1.167 billion
Disbursements processed	55,685 / $147 million
Interest calculations - trust disbursements	2,303 / $1,227,813
Uniform Civil Fees remitted to SCO and local government entities	$526 million
Operating and agency investment balances	$919 million
Annual investment earnings	$65.902 million
Interest Income 1099-INT reconciled, print, and mailed – calendar year	373
Daily Cash Reports	58 per day
Daily bank account reconciliation	262 per day
Daily bank accounts swept for investing (including ZBA accounts)	215 per day
General Ledger accounts reviewed and reconciled – Trust	87
Funds reviewed and reconciled	4
System Support	
Tickets/Incidents processed	707 opened; 634 closed
Training	Author, edit and publish extensive library of self-help guides, e-courses, and instructional videos.

Following is a brief discussion of Phoenix Program current environment including support methodology, tools, and landscape.

1.1 Introduction

The Phoenix Program utilizes SAP software and various complementary tools to provide the trial courts across the state of California with integrated financial and payroll system functionality, including financial reporting and required interfaces to courts and third-party systems.

The Phoenix Program has received primary SAP Customer Center of Excellence (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 staff are primarily located in the Sacramento office at 2850 Gateway Oaks Drive 3rd Floor, Sacramento Ca 95833
- Some functional, technical, and project management staff are located in the San Francisco office at 455 Golden Gate Avenue 3rd Floor, San Francisco Ca 94102.

The current Phoenix technical landscape is hosted in the Microsoft Azure public cloud.

JCC Center of Excellence (COE) Team Phoenix Support Functions

The primary daily function of the Phoenix COE Team is to ensure the system operates at optimal performance and meets the availability standards set forth by Phoenix user community.

Support tasks can generally be categorized as:

- **On-going support & enhancement of the Phoenix SAP 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 SAP Activate methodology.
- **Maintenance of Phoenix environments:** This activity is supported by a BASIS Team and Application Architect. The activity 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 150 + interfaces to various courts and third-party vendors. The support of these interfaces uses 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 JBTS 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 JBTS 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 S4HANA 2023;	Provides the core functionality for the Finance, HR Payroll, and Trust Accounting functional streams. SAP Fiori Launchpad is used to authenticate users against Azure EntraID.
SAP Business Warehouse (BW on Hana) 7.5	Provides data cubes and reports to meet Trust Accounting and Financial Management reporting requirements.
Enterprise Portal (EP) 7.5	• Runs the portal based ESS and MSS functionality required for HR. • 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; • 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	

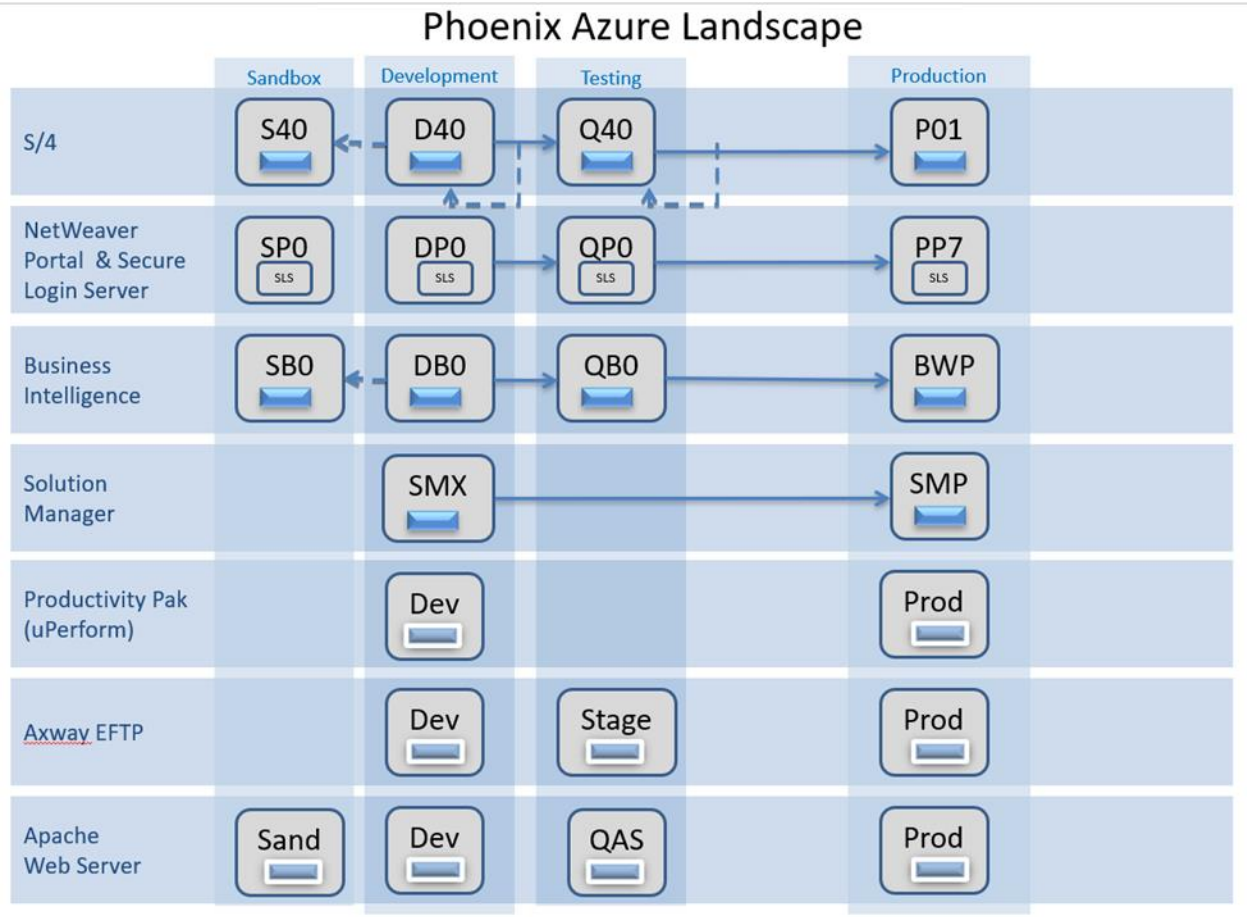
Component	Description
EPI-USE Labs products - Data Sync Manager including regular use of: • Object Sync • Pay Recon • Variance Monitor • Query Manager • Client Sync	Used for data migration, testing and system updates; also for reconciliation and query development.
SAP Productivity Pack (uPerform) V5	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 Azure EntraID . Credentials are provided by the Azure EntraID to S/4 2023 Fiori Launchpad 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