

ATTACHMENT 2  
PHOENIX PROGRAM BACKGROUND INFORMATION

PHOENIX PROGRAM



JUDICIAL COUNCIL  
OF CALIFORNIA

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

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

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

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

*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-

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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 Complimentary 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
<b>SAP Functional Components</b>	
<b>SAP ECC6; EhP7; Netweaver 7.4 with Enterprise Extension Public Services HR Renewal 2.0</b>	Provides the core functionality for the Finance, HR and Trust Accounting functional streams.
<b>SAP Business Intelligence (BI) 7.4</b>	Provides data cubes and reports to meet Trust Accounting and Financial Management reporting requirements.
<b>Enterprise Portal (EP) 7.4</b>	<ul style="list-style-type: none"> <li>• Runs the portal based ESS and MSS functionality required for HR. Is a primary tool for user authentication against Siteminder and active Directory</li> <li>• Runs the BI Front End required for Trust Accounting and Financial Management reports</li> </ul>
<b>SAP Solution Manager 7.1</b>	<ul style="list-style-type: none"> <li>• Meets mandatory SAP technical requirements going forward;</li> <li>• Service Desk used extensively for functional issue tracking and resolution;</li> <li>• Comprehensive business process structure and document repository;</li> <li>• Currently investigating other Project Management, process monitoring capabilities.</li> </ul>
<b>Additional Complementary Components</b>	
<b>EPI-USE Labs products - Data Sync Manager including regular use of:</b> <ul style="list-style-type: none"> <li>• Object Sync</li> <li>• Pay Recon</li> <li>• Variance Monitor</li> <li>• Query Manager</li> </ul>	Used for data migration, testing and system updates; also for reconciliation and query development.
<b>SAP Productivity Pack (uPerform)</b>	Training and On-line help tool for recording, publishing and presentation of system- and process-related user guides, work instructions, transaction simulations.
<b>SAP NWSSO</b>	SAPGUI Data Encryption software deployed to meet Judicial Council security requirements
<b>BSI Tax factory</b>	Payroll tax calculation application



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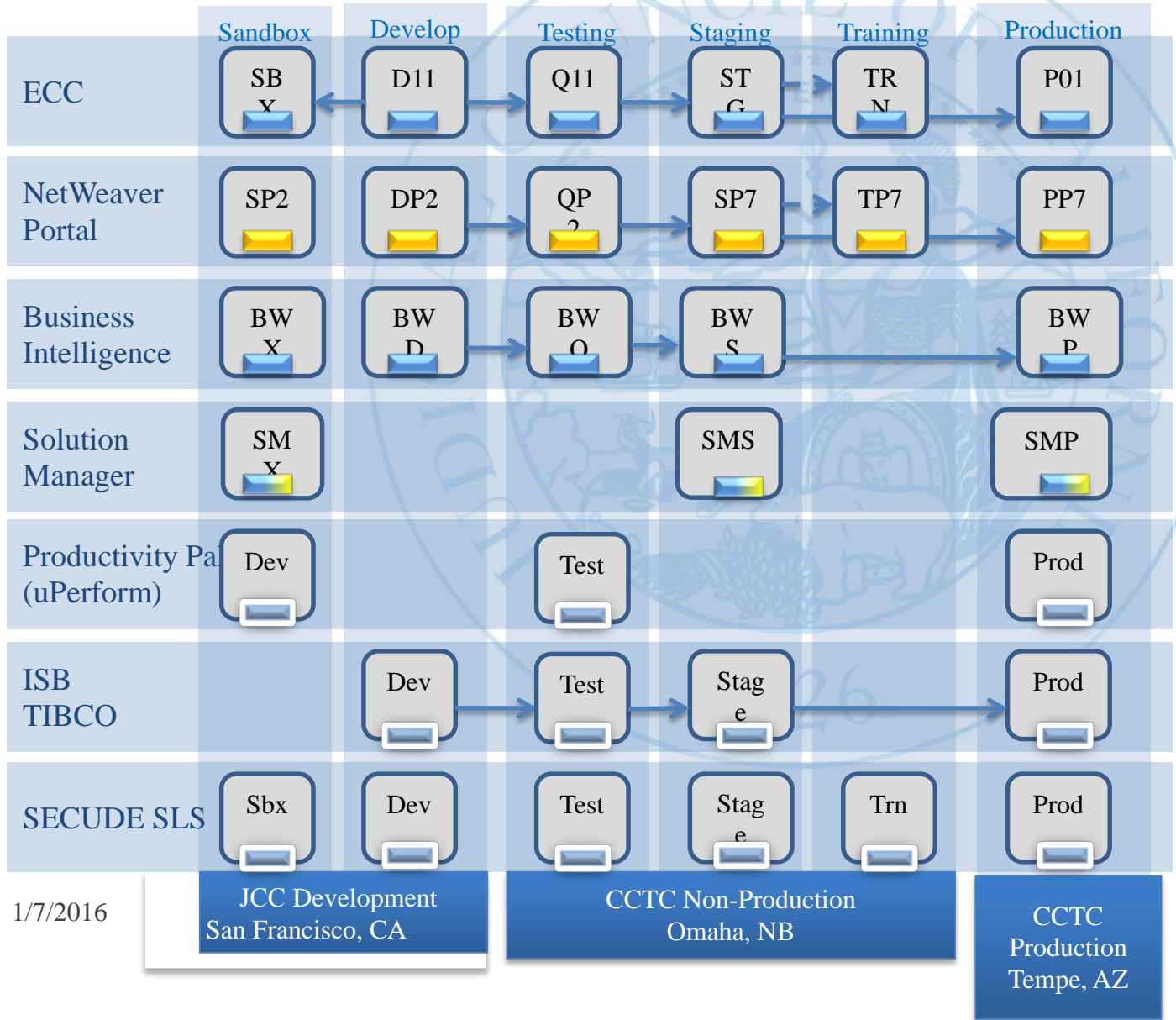
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<b>Component</b>	<b>Description</b>
<b>Enterprise Managed FTP servers Axway</b>	Used for inbound and outbound interfaces from SAP
<b>ISB - Tibco</b>	Internet Services Backbone - Middleware to support inbound and outbound interfaces from SAP
<b>Siteminder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

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**1.3 Current Technical Landscape**

**Phoenix Landscape(Logical)**



## 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

