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TO: Supervisor Lindsey P. Horvath, chair
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FROM: Ricardo D. Garcia
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SUBJECT: **NOTIFICATION OF REQUEST TO AMEND ENTERPRISE SERVICES
MASTER AGREEMENT (ESMA) WO E2-222**

This is to notify the Board that the Public Defender's (PD) intent to request an amendment to the Internal Services Department (ISD)'s Enterprise Services Master Agreement (ESMA) Work Order E2-222 with Accenture LLP (Accenture) for enhancements to PD's Case Management System (CCMS). This amendment to the Work Order will increase the Work Order maximum amount by \$68,500, raising the total from \$1,410,000 to \$1,478,500. The additional funds are crucial to address the challenges posed by the Courts' new Odyssey system, which introduced new data structures for felony and misdemeanor cases. This expansion of scope will enhance the creation of person records in both the PD's CCMS and the Independent Defense Office (IDCO) Case Assignment and Management System (CAMS). Our aim is to expand our data lake system, implemented by Accenture, to efficiently and accurately process the creation and updates of person records. This budget increase will be covered by existing CCMS funds and will not impact Net County Costs. As stipulated by the ESMA guidelines, any Work Order exceeding \$500,000 requires prior notice to the Board.

BACKGROUND

In 2018, the Court was supposed to launch their new case management system with Odyssey. This was the Courts modernization effort that was to effectively replace their Trial Case Information System (TCIS), an old Cobol 1960's mainframe application. However, due to project complexities the Odyssey project was delayed to beyond 2022.

For the Public Defender's Project to be launched successfully the PD could not wait for Odyssey. The PD Office went forward and integrated CCMS with an alternative route with TCIS and successfully went live in 2020 that provided the PD with three years of digital transformation and availability. Further, after going live with CCMS, the board decided to bring in the BAR panel in 2023, now called the Independent Defense Counsel Office (IDCO) where the PD took it upon themselves a huge effort to implement the Case Management System (CAMS) that leverages the same integrated alternative with TCIS that went live on July 1st.

The Courts Odyssey project has been delayed several times since 2018 until recently. The Courts announced that Odyssey will launch on November 10, 2023, and will decommission TCIS thereafter. This announcement also revealed that the Courts will no longer provide updates in which we are currently receiving data with identified changes. In contrast, the Odyssey system is limited, by design, it cannot provide payloads of what have changed. Odyssey will send the whole case/person object (with over 700 fields) as opposed to just the field that was updated. This modification in processing changes places CCMS and CAMS at risk, it is a problematic unfeasible integration method. This also removes the ability to preserve the history of the case and client progress by overwriting records which would compromise the integrity of PD CCMS and IDCO CAMS by losing valuable historical data.

Below, as background, is a summary of the previous amendment for this Work Order.

- On August 18, 2023, Amendment One increased the WO maximum amount by \$425,000, from \$985,000.00 to \$1,410,000.00. The additional funding provided the ability to specifically focus on the CCMS Enhancement project to facilitate the seamless integration of both the PD's CCMS and the IDCO's CAMS with the Superior Court's forthcoming Odyssey System.

SCOPE OF WORK

Under Work Order Amendment Two (2), the requested funding increase will enable the team of Accenture consultants to expand our delta lake system to accommodate the modifications brought about by the implementation of the Courts' Odyssey system. Since the Odyssey system's launch on November 11, 2023, these changes have impacted the performance of the Case Contact Matching and Creation process. Accenture will introduce additional software and modifications to the data lake to efficiently manage case contact matching and creation on both PD's CCMS and IDCO's CAMS systems.

JUSTIFICATON

Since completing Amendment One (1), a middleware solution was implemented to manage the thousands of records sent from Courts Odyssey system on daily basis. However, since the launch of the Courts' Odyssey system on November 11th, 2023, we have encountered unforeseen changes in the Courts' data structures. This situation necessitates additional software enhancements in our delta lake system, especially in the Case Contact Matching and Creation process. These

enhancements aim to integrate the processing of contact creation accurately and efficiently for both felony and misdemeanor case contacts. Accenture has utilized existing systems at PD to implement the Courts integration delta lake for both PD's CCMS and IDCO's CAMS. This Change Order will authorize PD to utilize Accenture services to expand PD's data lake to include the processing of these unforeseen changes in the Courts' Odyssey data.

FINAL IMPACT

WO E2-222 Amendment Two (2) will increase the overall project amount by \$1,410,000 for a total of \$1,478,500. NCC is not impacted. This amendment is funded by existing CCMS Funds. There is no impact on Net County Costs.

CONCLUSION

Consistent with ESMA policies and procedures, we are informing the Board of our intent to proceed with this WO Amendment. If no objection is received from your Board in 10 business days upon receipt of this Board notification, The PD will proceed with this Amendment according to County policy.

If you have any questions or require additional information, I can be reached at (323)282-2040 or alew@pubdef.lacounty.gov.