JusticeServer - Prep to Launch!

MPLP IT 5th Friday Webinar, April 2022

With MPLP/MAP IT Staff Angela Tripp and Scott Ellis

Fifth Friday Webinar Series

Schedule for Fifth Friday Webinars in 2022:

- July 29, 2022 - Twenty Tech Tips with LaDierdre Johnson
- September 30, 2022 - TBD

Recordings of and supporting materials for previous webinars available at:

- http://www.mplp.org/Taskforces/technology

Agenda

- Status updates
- The importance of testing the build
- The importance of testing the data migration
- Training
- What to expect when we go live
- What will happen to Pika?
- Tips (some of ours, some of yours)
- Questions!

Key Player Key

MPLP IT - Statewide Coordinators (Ang, Scott); Statewide JusticeServer Consultant (Scott)

JusticeServer - The Platform (think "Pika")

TechBridge - Non-profit organization building JusticeServer (think "Pika Software")

Salesforce - The platform upon which JusticeServer is built

Just-Tech - Non-profit organization providing project management for the build and deployment (Ali Smith and Rina Padua)
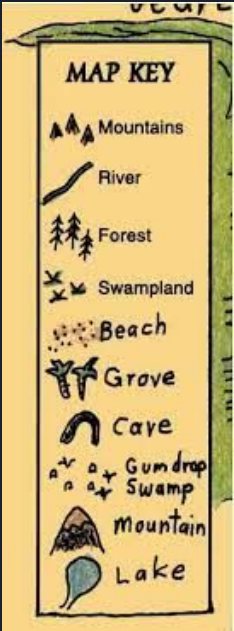
The Process Thus Far

- Vendor/System research and selection
- Requirements gathering
- Building the prototype
- Testing the prototype
- Iterations of building, testing, fixing until done

Then, for each organization:

- Building a version of prototype to specifications of organization
- Testing, iterations of testing, fixing, testing, fixing until done
- Data migration
- Training and Launch
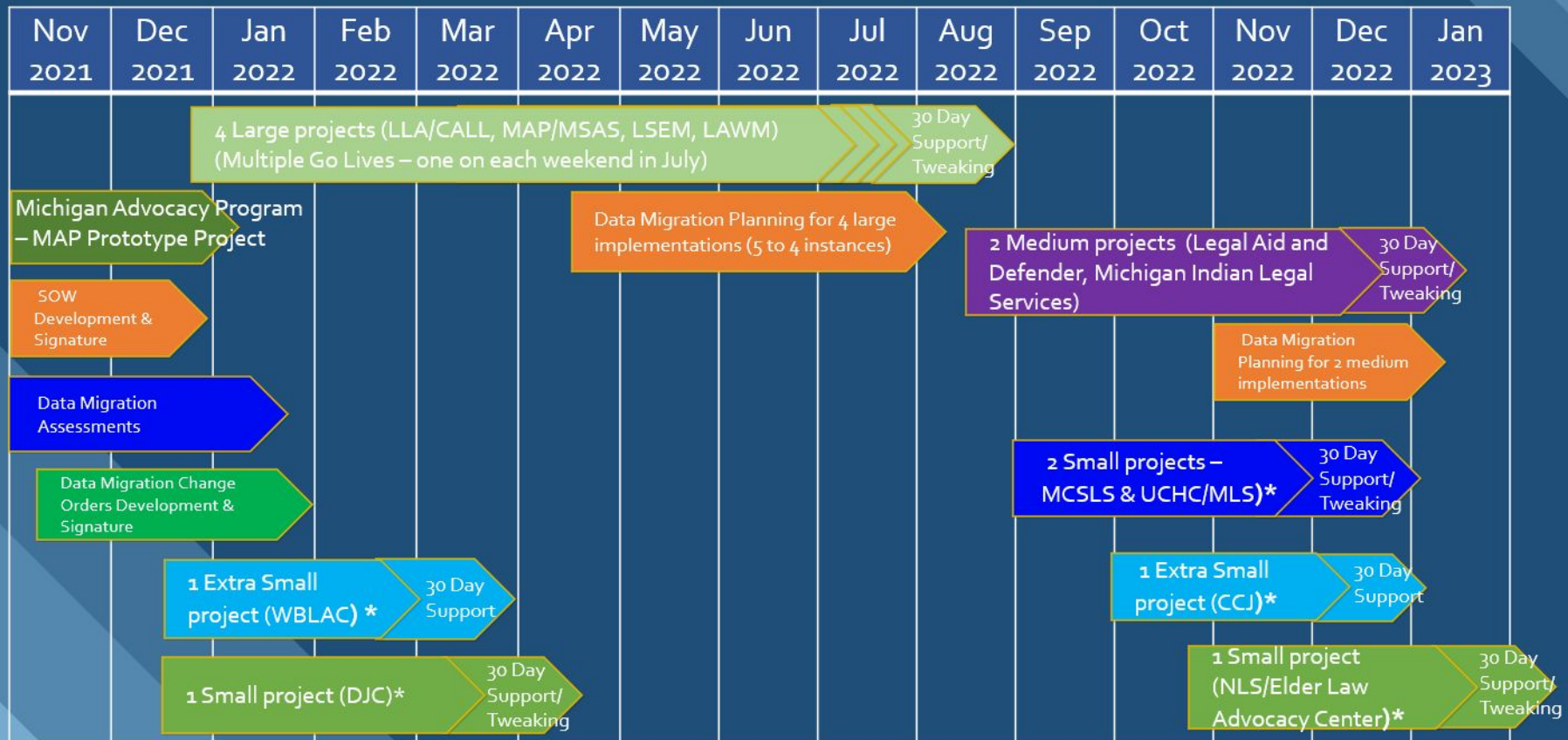
We are Here!*

*most of us

What is actually happening now?

- Small team is modifying the prototype to fit your program's needs
- Larger team is testing and submitting feedback
- Data is being migrated in pieces (contact records, case records, activity records, documents, etc.)
- Techbridge is fixing errors/bugs
- Staff is gaining confidence and knowledge in using JusticeServer

Michigan JusticeServer Prototype Deployment Timeline

Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023

4 Large projects (LLA/CALL, MAP/MSAS, LSEM, LAWM) (Multiple Go Lives – one on each weekend in July)

30 Day Support/ Tweaking

Michigan Advocacy Program – MAP Prototype Project

Data Migration Planning for 4 large implementations (5 to 4 instances)

2 Medium projects (Legal Aid and Defender, Michigan Indian Legal Services)

30 Day Support/ Tweaking

SOW Development & Signature

Data Migration Assessments

Data Migration Planning for 2 medium implementations

Data Migration Change Orders Development & Signature

2 Small projects – MCSLS & UCHC/MLS)*

30 Day Support/ Tweaking

1 Extra Small project (WBLAC) *

30 Day Support

1 Extra Small project (CCJ)*

30 Day Support

1 Small project (DJC)*

30 Day Support/ Tweaking

1 Small project (NLS/Elder Law Advocacy Center)*

30 Day Support/ Tweaking

* Data migration included in timeline

MAP/MSAS JusticeServer Implementation Plan

Go Live - 7/11/22

| Activity #	Key Activity	Task	Estimated Start Date	Estimated Completion Date	Task Owner	Status	Comments
New Content Development/Unit Testing							
1	Sprint 1 - Setup Environment	Setup Salesforce/test environment, Configure JusticeServer Prototype	3-Jan	14-Jan	Omid, Abe	Completed	
2	Sprint 2 - Client Intake	Client Intake Process, Conflict Check, Eligibility, Problem Codes	19-Jan	15-Mar	Omid, Abe	Completed	
		Client Intake Unit Testing	20-Jan	21-Mar	MAP/MSAS Team	In-Progress	Test functionalities as content is created & available (client intake, problem codes, conflict check, eligibility)
3	Sprint 3 - Case Management	Case Management, Funding Codes, Case Notes, Timekeeping, Case Close/Outcomes, Specific Add-	22-Mar	30-Apr	Omid, Abe	In-Progress	
		Case Management Unit Testing	25-Mar	4-May	MAP/MSAS Team		Test functionalities as content is created & available (case management, funding codes, timekeeping/hours record, case close/outcomes & add-ons)
4	Sprint 4 - Pro Bono Attorney/Clinics	Pro Bono Attorney, Clinics, Referrals, Specific Add-ons	1-May	30-May	Omid, Abe		
		Unit Testing (Pro Bono Attorney, Clinics, Referrals, Specific Add-ons)	6-May	1-Jun	MAP/MSAS Team		Test functionalities as content is created & available (Pro Bono Attorney, Clinics, Referrals, & Add-ons)
5	Sprint 5 - Reports/ Miscellaneous Content	Reports, Tweaking functionalities, Remaining Specific Add-ons	1-Jun	17-Jun	Omid, Abe		
		Unit Testing (Reports, Specific Add-ons)	8-Jun	24-Jun	MAP/MSAS Team		Test functionalities as reports are created &
End-To-End Testing							
6	Final Testing JusticeServer Content	Conduct regression/end-to-end testing from client intake to case close functionality & final walk-thru	1-Jun-22	24-Jun-22	MAP/MSAS Team		Test from client intake to closing out case to test overall flow/functionalities
7		Address bugs uncovered	1-Jun-22	30-Jun-22	Omid, Abe		
Training							
8	Conduct Training	Conduct Train-the-Trainer training	22-Jun	24-Jun	Omid		
9		Conduct End User training for staff	27-Jun	6-Jul	MAP/MSAS Team		
10		Conduct Admin training staff	13-Jul	15-Jul	Omid		
11		Conduct Report Building Training	14-Jul	15-Jul	Omid		
12		Conduct Q&A Session for Staff	25-Jul	29-Jul	Omid		
Migrate Data							
13	Data Migration Planning/ Activities	Mapping Contacts/Accounts/LegalCases	4-Apr	15-Apr	Jimmy	In-Progress	Initial Mapping - Migration 1
14		Migration 1 Contacts/Accounts/LegalCases	18-Apr	22-Apr	Jimmy		Initial Mapping - Migration 1
15		Migration 1 Contacts/Accounts/LegalCases REVIEW	25-Apr	13-May	MAP/MSAS Team		Initial Mapping - Migration 1
16		Mapping Related Objects	25-Apr	6-May	Jimmy		Initial Mapping - Migration 1
17		Migration 1 Related Objects	9-May	13-May	Jimmy		Migration 1

Individual Program Timeline

How the sausage is being made

- Weekly meetings with TechBridge, JustTech, and small group of program staff (and sometimes additional staff such as CFOs, Pro Bono Staff, etc.)
- Monthly meetings with representatives from each program moving to JusticeServer
- Some programs have testing teams that meet once a week or every other week
- TechBridge and JustTech will meet with each organization soon to talk about scope of work for their implementation, as well as data migration planning for larger orgs
- More meetings imminent as roll-out begins in mid December 2021

Plus: We're not the first programs to build in JusticeServer, or migration from Pika to JusticeServer - we are in good company and have learned a lot from other programs!

The importance of testing the build
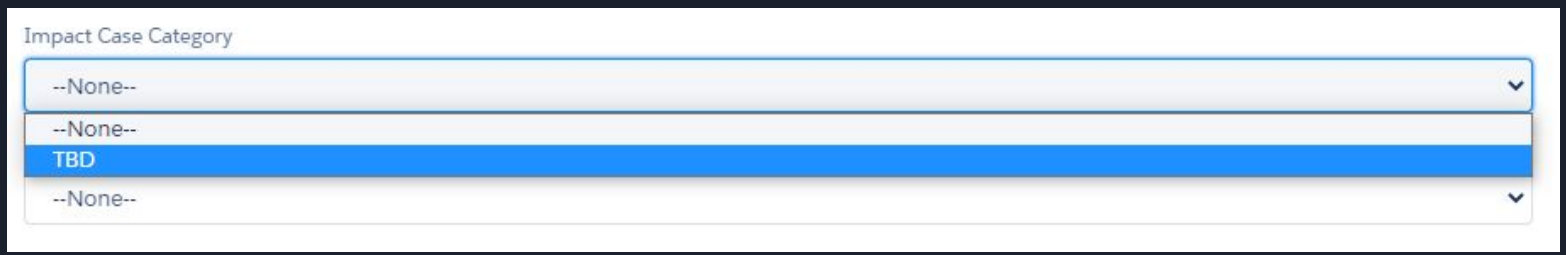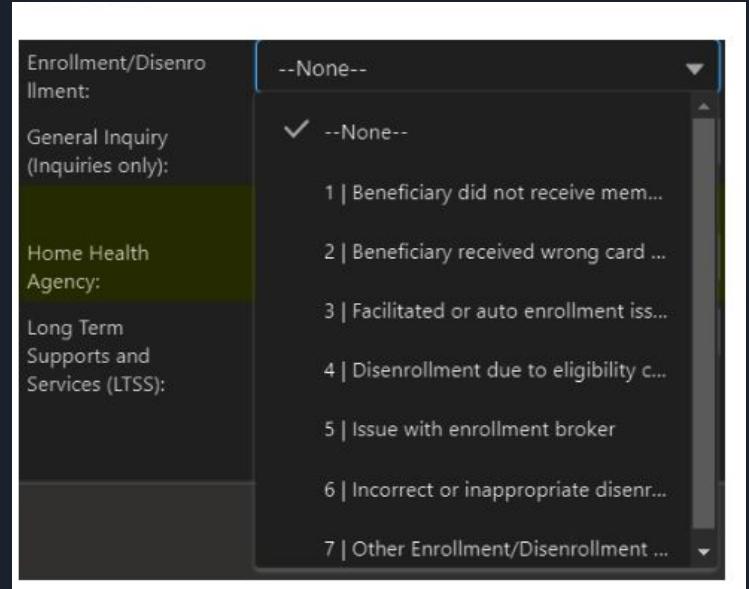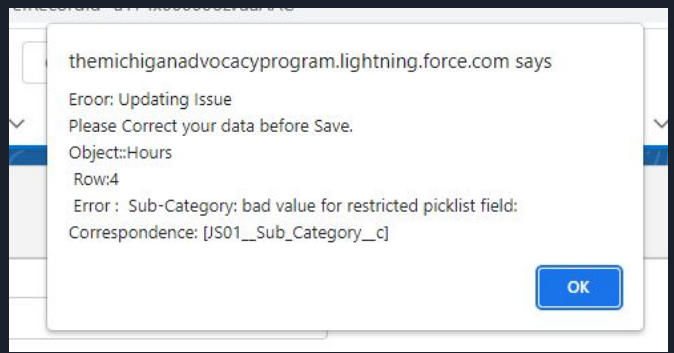
We need your help!
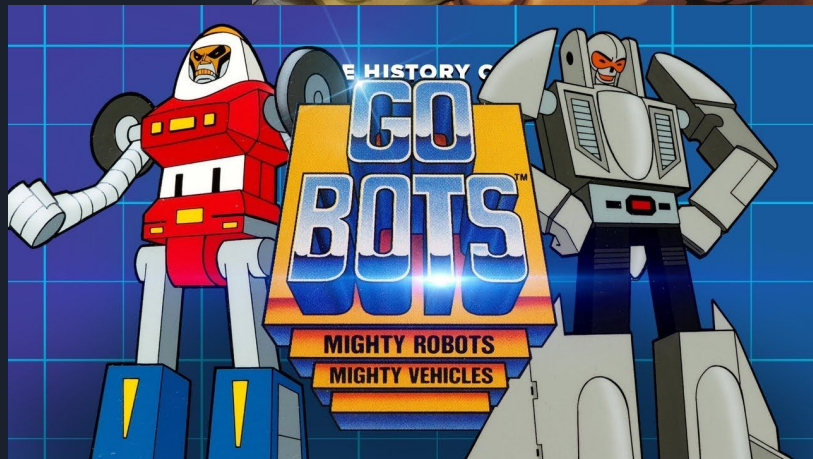
The importance of testing the data migration

Phone Number

(517)--40-4806

Good Story

Phone Number | (989)--62-7-74
Good Story | Yes
Foreclosure Risk Case? | No

∨ Financial Screening Questions

Total Yearly Income

Total Assets

Total Yearly Deductions

Poverty Level
0.00%

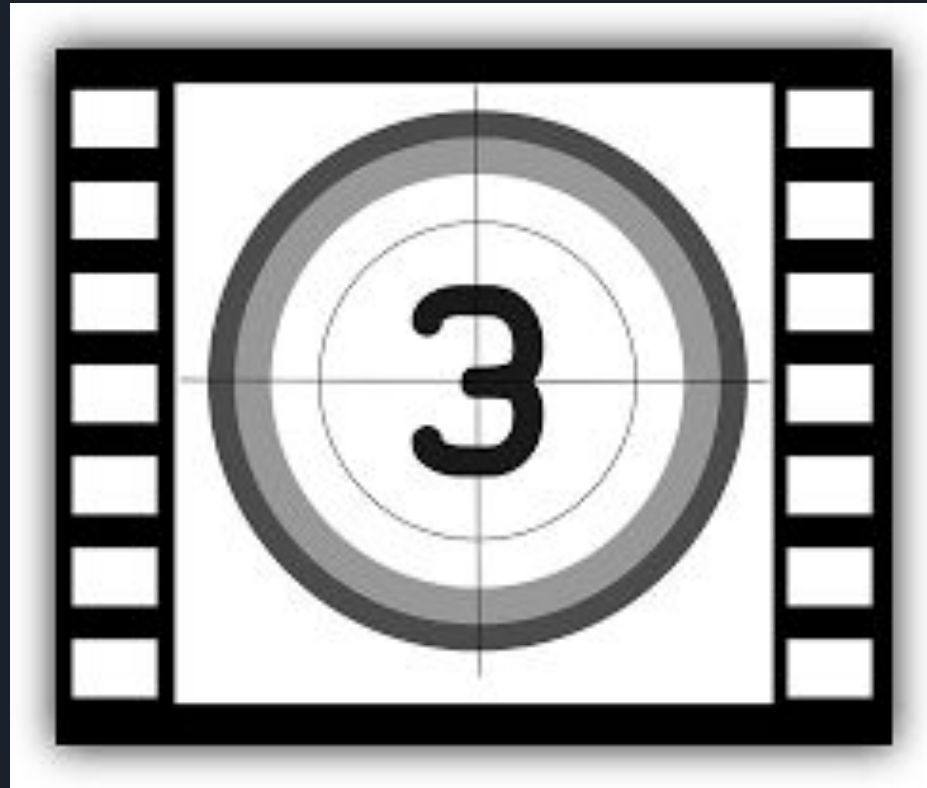Poverty Level (at intake)

Poverty Level (With Deductions)
0.00%

Poverty Level (w Deductions) (at intake)

∨ Household Size

REMEMBER! only you can PREVENT DATA MIGRATION ERRORS

Demo time!

Training

How to Send an Email

In a legal case, select the "email" tab

r user account will pop up
il to Leon. You could also
ontact record.

What to expect when we go live

1. Lots of testing. By everyone. (Yes, even you.)
2. Lots of training - users and admin.
3. Blackout period of 1-4 days when you cannot access JusticeServer. You can access Pika, but read-only. This is for the final data migration.
4. Go-live!
5. Fixing any bugs.
6. Any changes you didn't get to accomplish before go-live.

DAYS	HOURS	MINUTES	SECONDS
5	21	53	17

Changes

Primary Funding Code

Primary Funding Code

AAA (MSAS)

Other Service
Other Service #00004

Details Notes Funding Codes F

Information

Owner
TechBridge

Title / Name
Amicus Brief for Ford Case

Support Activity Details

Type
vascript:void(0) ·000197

Funding Codes (3)

Funding Code Allocation	Funding Code
FC-000333	AAA (MSAS)
FC-000334	CDBG-CV (MSAS)
FC-000335	ESG - Rapid Rehousing (LSSCM/FLS)

JusticeServer --None-- --None--

Legal Case
Jar

Legal Case
Jarvis, Tookie - 81 - 01-22-000197

An unhandled fault has occurred while processing the flow. Please contact your system administrator for more info

Gener

> Court Information

| Details | Compliance | **Pro Bono** | MIRC Questions | MEJI Questions | More ∨ |

Legal Case
Jarvis, Tookie - 81 - 01-22-000197

| ProBono Search | Add Pro Bono Hours |

∨ Portal Details

Pause

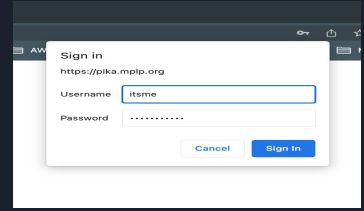> 1609 - Fee Generating Case

DIVOR

> 1605 - Appeals

ext

What will happen to Pika?

Not this.

Pika Access following Migration

Phase 1 - Pika instances will remain in place but only available to admin users and placed behind a unique password for each program -- think CALL Wiki. Estimated 1 - 3 months depending on individual program need.

- Pika doesn't have a "read-only" mode so we will place Pika in Maintenance mode so program administrators can access their Pika without MPLP involvement.
- Program admins will be able to enable user access if they choose, but anyone that logs into Pika will need to know their unique program password to get to the login screen.

Phase 2 - Pika instances will be moved to a low traffic server with a unique URL for each program, a unique password for each program and remain in maintenance mode as described above. Up to a year depending on individual program need.

Phase 3 - Pika instances will stored by MPLP in backup only form. These backups can be restored by MPLP with 24 - 72 hour notice depending on urgency. Programs are welcome to copies of their own backups and MPLP can provide instructions for restoring them.

Tips for success

- Engage early and often with JusticeServer.
- Participate in testing.
- Treat training like the critical event that it is.
- Be patient.
- Test every permission level.
- Get the plane off the ground; arrange the seats later.
- Help one another get used to the new system.
- Take time to reconsider and revise office and personal work flows so they fit with this new and different CMS.
- Learn the basics of JusticeServer, then learn the bells & whistles - it's worth it!
- Make a list of reports that will be due shortly after launch.
- Become a JS expert, or know who that person in your office is.

What advice do you have for one another so far?

Thank you! Any questions?

We are:

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Scott Ellis, scoellis@mplp.org, IT Systems Administrator, MPLP