Considerations for Approving External Applications Access to the Enterprise Integration Platform

1. **Constraints:**
    a. Availability of APIs. Specifically, with Tyler's Enterprise Justice, exposure of data elements via APIs is not comprehensive. Depending on the data required to send back and forth, a new or modified APIs may be needed from Tyler. This requires a change request, time and resources to build.
    b. Ability of vendors to build against a set of integration and architectural standards. AOC's integration platform is architected around a set of standards to promote secure and safe environments and transactions between systems, promote performance, and enable efficiencies for delivering the requested functions.
    c. Cost of building integrations. The court requesting an integration to AOC's system will bear the cost for the work to integrate their 3rd-party system with AOC's system. There will also be cost to AOC for on-boarding of a new system, analysis, and potentially additional work to add or modify an API.

2. **Requesting Capability vs. Feature vs. Function vs. Scenario:**
When processing a request for integrations, it is important to understand, consider, and discern the intent of the request to evaluate the complexity, level of effort, impacts, and value or return on investment.
    a. Capability is the ability for a system to perform a set of features, functions required to perform a broad set of tasks. For example, Accounting and Financials is the capability of a case management system. Document Management is a capability of a case management system.
    b. Feature is the control or settings for performing a set of tasks. For example, A feature of the Accounting and Financial capability is the Collections feature. A feature of document management capability is to attach documents to events.
    c. Functionality is the ability of a feature to achieve the required outcome or a specific condition. For example, A function of the Collections feature is to create a report. A function of a document management system feature is to send a specific document type to a workflow queue.
    d. Scenario is the possible variation in the context of the environment in which the functionality is happening, often presenting multiple permutations and combinations. For example. In Court A, batch scanning of document is preferred. In Court B, scanning one document at a time is

preferred.

3. **Business Case:** Consider the business process being addressed by the request through the following questions.
    a. Is the business process already addressed by the existing JIS applications?
    b. Would the request seek to replace a key function of an existing JIS application or to supplement the function?
    c. If the business process is not currently offered by a JIS application, should it be considered as a new statewide service or is it more effective to allow integration via the Enterprise Integration Platform?

4. **Focus on data:** Is the data to be exchanged between systems fall under the standard data element or not? Is the data required in Enterprise Justice to make the records whole? What data is required by the local system? What are the reporting implications? If the data required currently does not have a corresponding API, development will be required.

5. **Jurisdiction Usage Rate:** Consider whether the potential number of jurisdictions that would utilize the integration justifies the commitment of JIS resources.

6. **Overall Efficiency:** Consider whether the functionality involved offers significant efficiency improvements to courts.

7. **Integration Development Responsibilities:** Consider the multiple responsibilities for the requestor, the requestor's vendor, AOC, and Tyler.
    a. AOC – responsible for on-boarding activities; requirements elicitation, project scheduling and management, working with vendor on API changes, working with court and court's vendor.
    b. Tyler/Enterprise Justice– may be required to update or create a new API to share data.
    c. Court – responsible for facilitating business and integration requirements, training their court users, and managing their vendor.
    d. Court's Vendor – responsible for building integrations to AOC integration platform

8. **Other Projects:** Consider whether the request duplicates functionality in other requests and the impact that it could have on priorities, scheduling, and delivery of all related efforts.

9. **On-going Support:** Consider the division of responsibilities for on-going support, funding requirements for AOC and the court, and potential complexity with troubleshooting multiple integrated applications.