



ARKANSAS JUDICIARY

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Request Contexte Project

How do I get MY COURT on the list?

1. The court should first review the [online web demo](#) [1] available here. Please contact Alex Rogers (Alex.Rogers@arcourts.gov [2]) for a password to view these demonstrations.
2. The court should review the [sample contract and statement of work](#) [3] and clearly understand what will be provided during the implementation project.
3. The court should review the [minimum technology requirements](#) [4] to determine whether it is able to participate.
4. The court must send a letter signed by the clerks and the judges to the director of the Administrative Office of the Courts expressing their willingness to participate and their commitment to proceed. For circuit courts, in counties where the county clerk is the ex-officio circuit clerk for the probate division, the county clerk must also agree to participate.
5. AOC will conduct a business assessment of the court to gather basic information about the court's processes and a technology assessment to determine whether the court has the hardware and Internet capabilities sufficient to participate. If the court is not yet ready, the AOC will advise the court of necessary hardware and infrastructure changes that are required for participation. View the [technology survey](#) [5] and [business survey](#) [6].
6. Based on the assessments, AOC will assign a project manager to determine the suitability, risk, size and scope of the project and determine the next start date for a project based on available resources. Every six months the AOC will review proposals from each jurisdiction which has completed these initial steps and decide which projects to accept and schedule for the next phase of implementation. AOC will prioritize projects to maximize the use of limited resources and will consider the size of projects and balance the implementations between circuit and district court.
7. AOC will then conduct an initial visit with project stakeholders to assess the logistics, to get court commitment for project decision-making authority and to ratify the intergovernmental agreement.
8. AOC will conduct business process and technical analysis and begin to configure the system for training and implementation.
9. Detailed project planning will begin with the court and AOC agreeing on the timeline and milestones for the project.
10. AOC will conduct a project kickoff to explain the implementation process and to answer court questions.
11. During go-live the AOC will provide onsite support.
12. At the conclusion of onsite support, the court is turned over to the ACAP Help Desk for ongoing remote support.
13. After completing the agreed upon work, the project will be closed and the AOC will provide a project closing document and may conduct a lessons-learned session with the

court.

Source URL: <https://courts.arkansas.gov/administration/acap/contexte/request-contexte>

Links:

- [1] <https://courts.arkansas.gov/administration/acap/contexte/demonstration-videos>
- [2] <mailto:alex.rogers@arcourts.gov>
- [3] https://courts.arkansas.gov/../../../../sites/default/files/ContexteAgreement_v7.pdf
- [4] <https://courts.arkansas.gov/administration/acap/contexte/cost/system-requirements>
- [5] <https://courts.arkansas.gov/../../../../sites/default/files/technologyassessment.pdf>
- [6] <https://courts.arkansas.gov/../../../../sites/default/files/businesssurvey.pdf>