



## Court Integration Services Subscriber Contact Checklist

### Overview

This document is a list of activities that government partners should follow to set up court integration services. It is for Integration Subscriber Contacts and is provided with the partner account information or when questions arise.

There is some risk if integrated processes are not functioning as intended. It is important to follow the processes for testing, training, and support outlined in this checklist to reduce these risks.

Complete and submit the Request Form before completing the activities in this document. Visit the Request Access section of the [Court Integration Services](#) page on the Minnesota Judicial Branch website for information on completing the Request Form.

### Review all available service documentation

Make sure to review the reference materials for the services requested. Many documents exist to help government partners get started. These documents are located at <http://mncourts.gov/Integration-Services.aspx>. It is recommended that the subscriber and vendor review the documents that pertain to the type of service requested.

### Additional resources

Each type of service has the following:

- Consumer documentation
- Sample messages
- Schemas
- Service endpoints
- Sample programs



# Court Integration Services Subscriber Contact Checklist

## Checklist

The following key activities should be completed in coordination with the local court, partner agency, and/or the vendor (i.e., a company that the government partner contracts with to modify their system to use integration services).

Activity	Resources	Who is Responsible?
<input type="checkbox"/> Review documentation for any services that will be used	<a href="#">MJB public page</a> : Integration Services.	<ul style="list-style-type: none"> <li>Subscriber contact</li> <li>Vendor representative</li> </ul>
<input type="checkbox"/> Contact local court administrator	<ul style="list-style-type: none"> <li>Explain the project and type of data that will be exchanged</li> <li>Request testing resources.                             <ul style="list-style-type: none"> <li>Explain the role the court plays during testing and implementation</li> </ul> </li> <li>Explain technical support structure</li> </ul>	<ul style="list-style-type: none"> <li>Subscriber contact</li> <li>Vendor representative</li> </ul>
<input type="checkbox"/> Identify court testing resource(s)	<ul style="list-style-type: none"> <li>Assign court staff who will partner with subscribing agency's testing resource</li> <li>Request access to applicable non-production MNCIS environment for testing resource, if applicable</li> </ul>	<ul style="list-style-type: none"> <li>Local court administrator</li> </ul>
<input type="checkbox"/> Develop test plan	<ul style="list-style-type: none"> <li>Identify test environment</li> <li>Include tests for:                             <ul style="list-style-type: none"> <li>General connectivity</li> <li>Standard process/path</li> <li>Exceptions</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Subscriber contact</li> <li>Vendor representative</li> </ul>
<input type="checkbox"/> Execute test plan	<ul style="list-style-type: none"> <li>Complete test scenarios</li> <li>Report issues &amp; unexpected results</li> </ul>	<ul style="list-style-type: none"> <li>Subscriber contact</li> <li>Local court tester</li> </ul>
<input type="checkbox"/> Develop a support process for application errors/issues	<ul style="list-style-type: none"> <li>Establish a support process</li> <li>Communicate process to:                             <ul style="list-style-type: none"> <li>Subscriber contact</li> <li>Local court administration</li> <li>Integration team</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Vendor representative</li> </ul>
<input type="checkbox"/> Troubleshoot issues	Research, respond to, & resolve reported issues/unexpected results	<ul style="list-style-type: none"> <li>Vendor representative</li> <li>Court integration team</li> </ul>
<input type="checkbox"/> Implement integration service(s) in production	<ul style="list-style-type: none"> <li>Gain Court Administration approval, if applicable:                             <ul style="list-style-type: none"> <li>Approval Date: _____</li> <li>Approval From: _____</li> </ul> </li> <li>Provide deployment date to integration team:                             <ul style="list-style-type: none"> <li>Deployment Date: _____</li> <li>Date Deployment Date Sent to Integration Team: _____</li> </ul> </li> <li>Provide production deployment checklist (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Subscriber contact</li> <li>Vendor representative</li> </ul>



## Testing and Support

### Contact local court administration

The subscriber contact should explain the project and the type of data that will be shared with the Court Administrator. The subscriber should work with the Court Administrator to identify testing resources, discuss the role the court plays during testing and implementation, and to explain the technical support structure.

### Identify court testing resource(s)

The Court Administrator should identify staff who have working knowledge of MNCIS and are familiar with the business processes that impact or are impacted by the integrations.

**Note:** The local court tester will need access to appropriate non-production MNCIS environment.

### Develop the test plan

Integration Services will provide the subscriber with the test account and log in information. When the subscriber has set up their testing environment and has modified the local system, testing should begin. Develop your test plan and include the following types of tests:

- General connectivity
- Happy standard process/path
- Exceptions

*General connectivity:* This testing includes verifying access to the service, transmittal and receiving of data, and testing of the types of responses (where applicable). The subscriber and court administration testing contact person should complete general connectivity testing. If issues occur during this testing, contact Integration Services.

*Standard process/happy path:* This type of testing includes real-life scenarios and workflow for processing the data. Include testing of normal business processes.

*Exceptions:* It is important to not only test standard processes, but also to test exceptions. This includes where the integrations do not work as expected. (For example, the warrant is not found or any of the scenarios listed in the service documentation.)

### Execute your test plan

It is important to engage the appropriate stakeholders when testing integration services. The subscriber and local court administration should complete all testing.

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Develop a support process for application errors/issues and communicate this process within the agency and to the local court

It is important to establish a support process not only during the testing phase but also for post-production support. Once a support process has been developed, it is the subscriber's responsibility to communicate the support process to all parties involved. Support options are listed on the public website on the [Integration Support](#) page or via the Contact Us link.

If you are not seeing expected results, Integration Services recommends the following support process:

1. Confirm the expected results vs. actual results with the appropriate agency.
2. Review service documentation.
3. Report the issue to the vendor for troubleshooting.
4. If the vendor cannot resolve the issue, submit a Service desk ticket using this email: [ITDServicedesk@courts.state.mn.us](mailto:ITDServicedesk@courts.state.mn.us). Please include the following:
  - Agency and county
  - Vendor and project
  - Integration service
  - Issue
  - Date and time of issue
  - Court file number and eFile ID (where applicable)
  - Whether issue is occurring in production or non-production
  - Specific error message

### Troubleshoot issues

Research, respond to, and resolve reported issues/unexpected results. Communicate solution to testers.

### Move the integration service into production

Once all testing is complete, the service can be moved to production. If the service involves updating MNCIS or changes to court work processes, obtain approval from the Court Administrator prior to providing the deployment date to the integration team. With that approval, then the local application can be redirected from the testing environment to production. If the service does not involve updating MNCIS, then provide the deployment date to the integration team. A final check should be done with Integration staff to be sure the production service is active.