

**COT**  
**COMMISSION ON TECHNOLOGY**  
**MEETING AGENDA**

Arizona Supreme Court, A.O.C  
1501 W. Washington  
Phoenix, AZ 85007

**September 8, 2006**  
**Conference Call 602-542-9003**  
**Conference Room 119 A/B**  
**9:00 a.m. – 11:00 a.m.**

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|------------|---|---------------------------|
| 9:00 a.m.  | • WELCOME AND OPENING REMARKS   | Hon. Rebecca Berch, Chair |
| 9:10 a.m.  | • MINUTES FOR APPROVAL  | Hon. Rebecca Berch, Chair |
| 9:15 a.m.  | • INFORMATION TECHNOLOGY STRATEGIC PLAN APPROVAL<br>-Review of 2007-2009 Draft Plan   | Mr. Karl Heckart          |
| 10:00 a.m. | • 2008-2010 IT PLAN TEMPLATE AND COMMUNICATION PACKAGE<br>-Request for approval of draft material and method including milestones in the planning process | Mr. Stewart Bruner        |
| 11:00 a.m. | • CALL TO THE PUBLIC  | Hon. Rebecca Berch, Chair |

Meeting-related materials are due to [SBruner@courts.az.gov](mailto:SBruner@courts.az.gov) not later than August 31, 2006.

**Note: Meeting time has been moved forward to enable meeting to conclude before lunch.**

**UP-COMING COT MEETINGS:**

**11/03/06**



**COMMISSION ON TECHNOLOGY  
MEETING MINUTES**

**August 10, 2006**  
1:00 p.m. – 5:00 p.m.  
&  
**August 11, 2006**  
9:00 a.m. – 3:00 p.m.

**Arizona Supreme Court**

Conference Room 345 A/B  
Administrative Office of the Courts  
1501 W. Washington St.  
Phoenix, AZ 85007

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**MEMBERS PRESENT**

Louraine Arkfeld  
Kent Batty  
Michael Baumstark  
Rebecca White Berch, *Chair*  
Robert Brutinel  
Mark Candioto  
Christopher Cummiskey (*Chris Muir proxy*)  
B. Robert Dorfman  
Peter Eckerstrom  
John Gemmill (*Phil Urry proxy Fri. AM*)  
Jeanne Hicks  
Michael Jeanes  
Roger Klingler  
Gary Krcmarik  
Martin Krizay  
Catherine O'Grady  
Marcus Reinkensmeyer  
John Rezzo

**MEMBERS ABSENT**

Jessica Blazina

## **GUESTS**

Isaac Barrera, *Yuma Superior*  
John Barrett, *PACC*  
Ron Beguin, *CACC*  
Tom Brady, *CACC*  
David Cooper, *Yuma Justice*  
Janet Cornell, *CACC*  
John Greacen, *Greacen Associates*  
Donald Jacobson, *CACC*  
Albert Lemke, *Mesa Muni Court*  
Rich McHattie, *Maricopa Clerk's Office*  
C. Steven McMurry, *CACC*  
Carey Meister, *TAC*  
Carol Merfeld, *TAC*  
Leonard Montanaro, *Mesa Muni Court*  
Chris Muir, *GITA*  
Gordon Mulleneaux, *CACC*  
Gregg Obuch, *CACC/TAC*  
Michael Pollard, *CACC*  
Eloise Price, *TAC*  
Rick Rager, *TAC*  
Kyle Rimal, *TAC*  
David Stevens, *TAC*  
Phil Urry, *COA Div. One*  
Carl Ward, *TAC*  
Myrtle Young, *PACC*

## **AOC STAFF**

Stewart Bruner, *ITD*  
Jennifer Gilbertson, *ITD*  
Gary Graham, *ITD*  
Melinda Hardman, *CSD*  
Karl Heckart, *ITD/TAC*  
Paul Hrisho, *ITD*  
Tim Lawler, *ITD*  
Pat McGrath, *CSD*  
Stephanie Nolan, *ITD*  
Pam Peet, *ITD*  
Robert Roll, *ITD*  
Jeff Viemont, *ITD*  
John Overholtz, *CSD*

## **DAY 1 -- WELCOME AND OPENING REMARKS**

Justice Rebecca White Berch, Chair, called the Commission on Technology (COT) meeting to order at 1:07 p.m., welcoming members and guests. Because this was the first meeting of the fiscal year, she introduced newly appointed members, then had those at the table introduce themselves and state the constituency they represent. Justice Berch delivered introductory remarks regarding limiting the direct participation of audience members in COT discussions outside of the public comment process. She asked that audience members refrain from entering the fray unless directly called upon by a member or current presenter and reminded them that the public comment process is always available.

Judge Peter Eckerstrom, from Appeals Division Two, submitted a proposed amendment to the draft minutes of the March 3, 2006, meeting, based on Judge Espinosa's recollection of his response to issues raised during his presentation about the portability of the Division Two e-Blueback system.

**MOTION: A motion was made and seconded to amend the draft minutes of the March 3, 2006, Commission on Technology meeting, based on the recollection of Judge Espinosa regarding comments he made in response to issues raised regarding the portability of e-Blueback. The motion passed unanimously. TECH 06-08.**

**MOTION: A motion was made and seconded to approve the minutes of the March 3, 2006, Commission on Technology meeting as amended. The motion passed unanimously. TECH 06-09.**

Justice Berch stated that her objective for the day-and-a-half planning meeting was to emerge with a clear direction and path for the next three to five years.

## **IT STRATEGIC PLANNING: HISTORICAL PERSPECTIVES**

Mr. Karl Heckart, CIO for the Administrative Office of the Courts (AOC), reviewed the history of Arizona's court automation as background to the Commission's planning efforts. He described the first wave of automation beginning in 1990 as constructing siloed, function-specific systems having no integration and relying on a back-end data warehouse. This type of automation only increased the workload of court employees. The second wave of automation is component based, allowing re-use of functional modules among various systems, but requiring well-defined standards in technology and business processes. Workload will be reduced by driving data entry to the source as part of a "digital ecosystem." He emphasized that the entire environment must be standards based. Karl reminded members that COT and Arizona Judicial Council (AJC) both agreed to business process standardization a few years ago and that must be made a reality in the second wave. He also mentioned that in the second wave integration services are key, that interdependence ever increases risk factors, and that data must be presented onscreen in a coherent, user-based manner.

Karl gave his estimation of where things stand with various technologies and applications included in the second wave like electronic document management systems (EDMS);

Appellamtion; APETS; public access/JUSTIS/data bus approach; bolt-on enhancements to AZTEC (since it will be around for awhile still); the Arizona Disposition Reporting System (ADRS) the base infrastructure for statewide justice integration; and the new case management systems (CMSs). He displayed a diagram of first-wave systems overlapped by integrated second-wave systems to illustrate the various dependencies that exist, since they share various parts and pieces. The risk is getting all the pieces delivered in a coordinated way following the standards. The longer this takes, the more issues are raised with the function of AZTEC, since the CMS lies at the heart of the second wave. There is also a need to manage risks more deliberately and require more compliance with detailed standards. The value comes from cost avoidance in construction and maintenance.

Members voiced some concern about the elongated timelines for delivery of the CMSs currently in development. Specific updates were given as part of the CACC update later in the meeting.

### **OPERATIONAL AND FINANCIAL REVIEW**

Karl Heckart briefly reviewed the JCEF and TCPF numbers approved by AJC at their June 19 meeting along with the reason AJC has already voted. A base operating budget of \$12.9M was approved along with a project pool of \$2.3M to be allocated by COT. Karl put the sizeable project amount in context by stating that courts are not in a high revenue growth position currently and revenues will drop again when the time payment fee reverts to \$12 on January 1, 2010. In the meantime, the cost of enhancing and deploying case management systems statewide and converting related data may be around \$7.1M, the data center will need to be upgraded and expanded to support future systems, unspent commitments to various projects are being carried forward, and a statewide Jury+ upgrade could consume funds, as well. The projected fund balances in out years do not include any growth in the ACAP device fee, but do take into account the upcoming PC refresh cost and deferred Informix maintenance now due.

Though the legislature has earmarked \$2M per year for four years specifically for the new case management systems, Karl warned members that spending the entire \$2.3M available now will hasten the projected eventual decline of the fund balance into the red.

### **STRATEGIC TECHNOLOGY PROJECTS PRIORITIZATION**

Karl Heckart reviewed the business initiatives presented in the Branch Strategic Plan, *Good to Great*. Everything done in the IT arena needs to be aligned with the *Good to Great* initiatives. He pointed out the changes made in the revised IT planning process which revealed courts' local business concerns or areas of emphasis. Those include e-records, MEEDS, archiving and disaster recovery, increased access to data, e-signature, and electronic record on appeal transmittal. Karl reviewed various issues to be considered in each of the areas along with the trends gleaned from the countywide courts' IT plans. He also gave an overview of the approach being explored with JSI on upgrading jury management systems statewide.

He presented an update to the project set contained in last year's priority list, continuing the strategy for dividing projects into categories based on their relative

importance/impact (**High/Medium/Low**) and predicted timing of implementation (**Short-/Medium-/Long-term**). Members discussed whether the priorities functioned as a wish list or to actually set direction for courts and projects. Members also questioned what had happened with projects labeled short-term last year. Karl answered questions from members about where disaster recovery fits and what costs are associated with the projects listed. They asked that specific projects be moved up on the priority list to send a message of urgency to the project teams.

**MOTION: A motion was made and seconded to change the time to implementation in the table for New Case/Financial Management System from medium term to short term. The motion passed (Krcmarik opposed) (Batty abstaining). TECH 06-10.**

Discussion ensued about the actual demand for e-filing versus the clerks' perceived demand in the courts. Hon. Michael Jeanes, Clerk of the Superior Court in Maricopa County, provided several reasons why he believes the demand is currently compelling even among small firms and sole practitioners.

**MOTION: A motion was made and seconded to change Electronic Filing from medium to high priority and Electronic Document Management from medium to high priority. The motion passed unanimously. TECH 06-11.**

**MOTION: A motion was made and seconded to approve the project priorities table as amended. The motion passed unanimously. TECH 06-12.**

## **STRATEGIC PROJECTS REVIEW/UPDATES**

### **CACC UPDATE**

Judge Michael Pollard, co-chair of the Court Automation Coordinating Committee (CACC), described the role of that subcommittee as being the everyday point of contact between COT and the statewide projects in development. He explained that CACC currently receives monthly status reports in a format approved by COT last year but has recently determined that those reports do not provide the necessary detail about timelines, milestones, deliverables, and cost to effectively carry out its oversight role. A consultant has recommended changes to the reporting process and CACC is currently revising the assessment with an eye toward delivering a monthly red/yellow/green assessment. Specific recommendations will be made at the November 3 COT meeting. He introduced the key projects being overseen.

Mr. John Barrett, CIO for Maricopa Superior Court, reviewed the timeline for the Limited Jurisdiction iCIS CMS implementation which completed in April 2006. Judge C. Steven McMurry described the initial system implementation as "painful" when his court piloted it in September, but said it quickly became "old news." John Barrett informed members that the financial system will be audited by an outside consultant early next year. Dave Stevens, CIO for Maricopa Superior Court, presented some screen shots to show look and feel and described how the modules were largely re-used from the iCIS system. Progress was also reported on the forcible detainer e-filing project which was prioritized behind the iCIS for Justice Courts rollout. The project uses the *Arizona @*

*Your Service* web portal as its payment gateway. The first case will be filed in Judge McMurry's court next week now that credit card processes have been worked out with GITA's digital government manager. John used screen shots to step through the case initiation process completed using interactive forms. Judge McMurry informed members that Community Legal Services and the State Bar forcible detainer committee have been involved all along the way. He mentioned that they've recommend changes to the standard forms associated with forcible detainers. The judge proposed returning to COT in November to discuss how the new automation traps exception cases for judges.

Mr. Pat McGrath, AOC Court Services Division, introduced Mr. John Overholtz, the newly hired data standards manager approved last year at COT's annual meeting. John scoped the presentation of the limited jurisdiction (LJ) activity codes needed by Tempe for the new CMS. John Greacen, the consultant working on code standardization, reviewed five sets of activity codes compiled into five case types (Civil, Civil Traffic, Criminal, Ordinances, and Parking) as a single set. The Code Standardization Subcommittee is asking for adoption of these codes designed to get LJ courts to speak the same language. The focus is on use with new/future systems, not current systems like AZTEC. John Overholtz also emphasized the role of the data standards committee in maintaining the codes once approved and the review process the codes have traversed in the past six months. He asked members to suggest names for the data standards committee going forward. Since materials had been omitted from members' packets, further discussion was deferred to Day 2.

Mr. Rick Rager, project manager for the Tempe Municipal Court, updated members on progress being made on the Tempe CMS project. He gave a plea for the LJ activity codes to be approved since his project is waiting for that input. He detailed the development system's current capabilities. The major efforts today revolve around financials. Database structures are in place and the system has the ability to create a receivable or obligation. Linkages are underway to integrate CMS and sentencing components. The project is not requesting additional funds for FY07. The final two milestones associated with last year's funding – calendaring and compliance activities – are very close to complete. Rick mentioned other courts Tempe has reached out to for input. He also distributed the high-level project plan and timeline. He shared that the project has been performing data migration in tandem with development using a technique related to the code generator. Rick believes the tool will increasingly speed data conversion in Tempe as well as in other courts during the statewide rollout.

Mr. Gordon Mulleneaux, from the Office of the Clerk of the Superior Court in Maricopa County, reported on the effort to create a financial module in iCIS to process payments related to both adult and juvenile probations as a joint process between the Clerk and the Court. Gordon described the increasing complexity of financials related to juvenile probation, especially due to the inherent treatment aspects. He reviewed the phases already completed and the functionality that work has enabled. The focus is on coding joint and several liability, coding void and reissue of payments, and converting data from the Maricopa legacy JOLTS and RFR systems. Gordon will hold a demonstration of Phase 3 capabilities within the next month or so in anticipation of receiving the final milestone payment. The project will not be asking for any additional funding. Activities are running 6 to 8 months behind the original schedule described in the JPIJ.

Mr. Gregg Obuch provided a brief history of the AGAVE project for new members and reviewed major milestones since the project kickoff in August 2004. Release 1 was implemented in June and the Clerk is using AGAVE exclusively today -- old systems have been retired. He reiterated the overall project goals. Gregg reviewed the CACC audit recommendations. The overall takeaway was that the project isn't documenting well. Four of the eight groupings of recommendations are in place today. Four more areas are being worked on currently. He listed communications improvements as near-term items that will be focused on: A new, less technical project portal is in place, a single reporting structure is being developed for all governance bodies, the internal steering committee will keep formal minutes of meetings, and a new status reporting format will be used. Also, the auditor recommended a certified, external project manager be added. Project issues include undergoing a Visible review and dealing with continued resource losses. The project team is working to implement the remainder of the recommendations in the auditor's report and get a certified project manager on board to serve as the single point of contact. The goal is to return to COT November 3, 2006, with a detailed plan and cost to complete development and installation. Kent Batty committed to re-invigorate the AGAVE review committee.

Day 1 of the COT strategic planning meeting recessed Thursday, August 10, 2006, at 4:45 p.m.

## **DAY 2 – WELCOME AND PLAN**

The meeting resumed at exactly 9:00 a.m. on Friday, August 11, 2006, with Justice Berch calling the Commission to order.

Justice Berch reminded members that one item had been carried forward from yesterday and would be dealt with later in the meeting now that the material had been distributed. She introduced Karl Heckart with the next subcommittee update.

## **STRATEGIC PROJECTS REVIEW/UPDATES**

### **TAC UPDATE**

Mr. Karl Heckart introduced the two-year update to the Enterprise Architecture table by reiterating the value of standardization to the courts. Standards were not individually selected to be the optimal technology, but rather to provide the best long-term approach and cost implications due to leveraging or integration. They serve to protect courts from a variety of ills. He reminded members an exception process exists for both pointing out a deficient standard and gaining a business-based, one-time waiver. Municipal government plays a large funding role and therefore can also play a large role in determining what products are selected for what function, regardless of state standards.

Karl reviewed the additions to the table headings in the proposed revision:

- Baseline – what exists today in the judiciary,
- Retirement – end-of-lifecycle technology which requires approach to discontinue its use be documented in next IT plan,
- Containment – viable technology nearing the end of support that should not be propagated further,
- Mainstream – the target for new systems or implementations today,

- Scope of Standard – describes applicability, and
- Watchlist – interesting new technologies TAC has its eye on.

He directed members' attention to specific retirement items that must be addressed in next IT plan input: WordPerfect, DB2, Informix, Windows 2000, WEP for wireless security, AS/400 and Wang midrange systems, ftp for production data transfers. A question was raised about the fate of AZTEC forms if WordPerfect is removed from support. AZTEC is in the process of switching to Word and will provide best practice documentation and training related to the changeover. Courts should begin planning to convert their local processes.

**MOTION: A motion was made and seconded to accept the update of the enterprise architecture standards as recommended by TAC. The motion passed unanimously. TECH 06-13**

Karl then took the conversation to the next level, discussing the need to define interchange standards as a subset of the GJXDM approach specified in the EA standards table. Various project teams need direction they can rely on. Two projects are looking for ratification: the multi-provider civil filing project and the court-to-court record on appeal project. The interchange standards provide tags for all the data that needs to flow between courts or between filers and courts. Karl asked the members for direction regarding the best way to proceed with this level of detail – should COT be approving specific tags or detailed action codes, or should that responsibility be assigned to subcommittees of practitioners closer to the point of need? He recommended COT authorize a structure and serve as the body for appeal when detailed decisions can't be made at the subcommittee level. Mention was made that having the imprimatur of the Supreme Court would lend authority to specifications.

**MOTION: A motion was made and seconded to authorize TAC to establish and maintain the XML data interchange standards to support e-filing and integration initiatives. The motion passed unanimously. TECH 06-14**

Karl concluded by stating that TAC intends to be a resource for the e-Court Subcommittee to deal with the technical details of e-filing. TAC also intends to address security, privacy, and disaster recovery policy and process concerns in the upcoming year, as well.

### **CODE STANDARDIZATION RETURN**

Pat McGrath returned to request that the data standards committee be placed as custodian of the standard code tables. Pat asked members to submit names of individuals for membership on the committee by August 30, 2006. He also reviewed the primary goals of the committee. Members discussed the authority of the committee and what COT had intended at its formation.

**MOTION: A motion was made and seconded to authorize creation of a data standards committee and its general composition, with a measure of flexibility. The motion passed unanimously. TECH 06-15**

Pat reviewed the approval process for the codes at LJC and CACC. The focus of those bodies was more on the names of committee members who developed them and assurances that these would be “living” codes once established.

**MOTION: A motion was made and seconded to approve the set of codes presented to LJC and to CACC, with the understanding that the data standards committee will monitor them. The motion passed unanimously. TECH 06-16**

**MOTION: A motion was made and seconded to approve the primary goals for the data standards committee, as presented, with the substitution of “Commission on Technology” for “Supreme Court” in the third bullet. The motion passed unanimously. TECH 06-17**

The primary goals include:

- Monitoring the performance of the standard codes and the Supreme Court policies governing data standards for both general and limited jurisdiction courts;
- Reviewing and acting on requests for additions, modifications, or deletions of existing codes;
- Preparing recommendations for the COT for additions, modifications, or deletions of policies governing data standards; and
- Proposing and commenting on policies related to use of data arising from standardized code sets.

## **PACC UPDATE**

Ms. Myrtle Young, chair of the Probation Automation Coordinating Committee (PACC), provided members with an overview of activities in probation-related automation for both adult and juvenile justice: APETS, iCIS-Juvenile (formerly e-JOLTS), and JOLTSaz. She assured members that the juvenile systems will be synchronized. All three application development areas presented their individual current successes/progress, plans for completion, challenges, and lessons learned. Ms. Jennifer Gilbertson, from AOC Information Technology Division (ITD), showed APETS screens related to transfer of probationers from one county to another, probation officers’ view of what’s due, and caseload statistics for supervisors. John Barrett, from Maricopa Court Technology Services, showed iCIS-Juvenile screens related to detention, unit control, management view, court check-in and case chronology, as well as dependency placement. Jennifer showed several JOLTSaz screens related to detention visitation and example reports.

APETS has been rolled out in 11 of 15 counties to date and captures over 90 percent of statewide adult probation data. The four remaining counties will be rolled out by the end of the calendar year. Informix is no longer mainstream, so work will need to be done to move to a mainstream database following the rollout completion. ICIS-Juvenile has a target of February 2007 for enabling probation, court, and juvenile financial functions using a “deploy and enhance” strategy. Their next steps will involve e-filing juvenile documents to the clerk and interfacing with the statewide data repository. JOLTSaz has a critical dependency on the new general jurisdiction (GJ) CMS, since the project will not duplicate components in its modular approach. The project needs to simultaneously

continue supporting legacy JOLTS, make enhancements to JOLTSaz, and roll out the new system county by county. This is a big challenge, but support will remain a priority.

### **E-COURTS UPDATE**

Karl Heckart explained how the e-court initiative involves the intersection of technology, policies, and people. Karl reviewed the principles approved at the March 3, 2006, COT meeting and some of the implications of their adoption. He reiterated that courts will build minimum function interfaces for the public to do basic filing without competing with vendors. Karl raised a concern that if courts try to staff technical support for e-filing the volume of calls will swamp them – it makes sense to have vendors perform that support. He described the progress made since the subcommittee was authorized at last year's annual meeting and how teams have been spun off to determine projects, barriers, and timelines at various levels of courts.

- The LJ subteam is focusing on getting digital data into the system via e-citation and forms standardization (standard data rather than standard look and feel), then standard tagging schemes to allow e-filing of the form data. The current AZTEC system needs to be opened to process XML data feeds in opening cases.
- The GJ subteam is working on data transaction specifications based on ECF 3.0 and service oriented architecture in support of the multi-provider model ratified as one of the principles by COT. They are addressing the back-end processing within the court to queue and move electronic documents following filing. They are also digging into issues like vendor certification statewide, the necessity of an e-signature solution, and what documents really require a signature.
- Criminal filing is being addressed in concert with Arizona Criminal Justice Commission (ACJC) as part of the Arizona Disposition Reporting System (ADRS) approach. The goal is 90 percent accuracy in criminal history records.
- The Appellate-level focus is on EDMS in Division One and the Supreme Court as well as opening the Appellamation CMS to enable e-filing. The e-Blueback approach to record on appeal is being made more robust for statewide use following the enterprise architecture standards. The goal is to quickly get to appellate e-filing for a limited number of case types.

Justice Hurwitz, chair of the e-court subcommittee, has emphasized to all subteams that current policies related to paper filing should not get in the way of crafting electronic solutions, in order to keep new ideas flowing and progress being made.

A question was raised about whether the multi-vendor approach forced payment for services that used to be free and if sufficient buy-in exists. Lawyers will continue to pay private businesses for value-added legal services as a cost of doing business and the court has no intention of entering that market space. Gordon Mulleneaux stated that the Maricopa Clerk's Office is committed to charge no more for electronic filing than they do for paper. Jeanne Hicks shared that the GJ subteam is discussing how to actually economically incentivize e-filers.

### **BUSINESS CONTINUITY PLANNING**

Karl Heckart reminded members that disaster recovery has always been an issue, but is becoming more pervasive as courts increasingly rely on automation systems and electronic documents. Fixing a central site like the State Courts Building only addresses a piece of the problem, since more of the environment is becoming distributed among

local courts. Karl reviewed the long, detailed list of risks. Arizona is now the number one state for identity theft and legislation related to limiting/reporting identity theft is increasing. He described EDMS installations in clerks' offices as his biggest point of concern for several reasons: 1) Courts are going to stop collecting paper in the near term. 2) Courts then become process dependent on the availability of electronic records stored in their system. 3) Courts are not prepared to quickly rebuild servers and get data restored even when good backups exist safely offsite. 4) Rural courts have had to stretch to even afford a single EDMS instance and purchasing a second, redundant system remains well out of their reach. AOC can't afford to replicate everything courts do with automated systems.

Karl recommended a set of systemic best practices be adopted after discussion with the practitioners about determining and addressing vulnerabilities. He also recommended some education sessions be held in conjunction with communications of the best practices. A big issue exists regarding availability – COT needs a set of scenarios and cost options to evaluate next year to determine the appropriate initiatives to fund. Members mentioned the presence of some past documents that addressed disaster preparedness. National Association for Court Management (NACM) has released two documents of templates/checklists that could be helpful as a starting point.

**MOTION: It was moved and seconded that CACC and TAC be directed to develop an assessment and planning guide for IT business continuity. The motion passed unanimously. TECH 06-18**

### **FINANCIAL AND TACTICAL DECISIONS**

Mr. Leonard Montanaro, from Mesa Municipal Court, requested a one-time exception to the enterprise architecture standards for use of a FileNet rather than an OnBase document management system. He listed the benefits of joining the city EDMS effort rather than the court striking out on its own:

- Over \$600K would be saved over 5 years,
- Uses common infrastructure,
- City provides technical support,
- City provides network database servers,
- City absorbs ongoing enhancement costs, and
- Commonality exists with local law enforcement and prosecutor.

As with the Scottsdale Hummingbird exception a year ago, members wondered about the relative cost of the state standard versus the exception product. Stewart Bruner, COT staff, provided a summary of his analysis and focus on the total project cost (city incurred costs for FileNet versus OnBase costs the court would bear alone). Mesa's data is predominately captured in the CMS not the EDMS and Mesa has agreed to provide the standard data the state requires. TAC did not have a problem with the exception from a technical standpoint.

**MOTION: It was moved and seconded to approve the exception to allow Mesa Municipal Court to use FileNet, the city's chosen solution, rather than OnBase, the State's standard solution, based on based on reduced total operating cost, reduced risk in implementation, and benefits to the court from local integration. The motion passed unanimously. TECH 06-19**

Karl reviewed the typical budget process and how it got out of sequence this year because AJC met before COT. He summarized the financial situation as follows: \$6.695M in operating budget which includes PC refresh costs, Informix maintenance, and commitments made to projects in previous years but yet unspent. There is also \$2.3M in total spending authority for new projects. Those requesting funding include AJIN upgrades for \$236K, EDMS implementation in Division One for \$347,393.29, and addition of a project manager to AGAVE for \$165K. Clerk of the Court Phil Urry, from Division One, thanked AOC for their support in preparing the JPIJ and getting it through the approval process.

Karl also pointed out upcoming costs that were not on the table yet:

- Remaining AGAVE CMS development, amount unknown;
- Assessment and assimilation activities for the new CMSs, estimated to be around \$280K;
- Statewide rollout of CMSs, still guessed to be around \$7.1M;
- Statewide interactive Jury+ project (apart from Maricopa and Pima), depending on the outcome of a jury commissioners' meeting, estimated at around \$200K; and
- A new data center to support new statewide applications, cost unquantified until a study of needs and options is completed.

The \$2.3M spending authority must be balanced with the inflation rate and upcoming bubble of costs. Reversion of the time payment fee will provide \$1.2M less income per year after January 1, 2010, leading expenses to eclipse revenue and erosion in the fund balance to just \$368K in FY10. Discussion revolved around the case management systems' development approach, scope, assessment plan, and implementation estimates. Details about these should be provided as part of the November presentation.

In light of all that was presented, the following consolidated motion was made:

**MOTION: It was moved and seconded to continue existing project commitments, fund the AGAVE project manager reporting to AOC, fund EDMS in Division One, and approve the upgrade in AJIN capacity. The motion passed unanimously (Judge Gemmill and Kent Batty abstaining).  
TECH 06-20**

At the request of a member, Kent Batty assured the Commission that he was comfortable with having the AGAVE project manager report directly to AOC.

### **REQUEST FOR E-FILING PILOT: ELECTRONIC RECORD ON APPEAL**

Mr. Gary Graham, AOC Appellate Project Manager, described the operation of a standards based set of programs used to collect, transport, and file records on appeal between superior courts and Division One. The product was designed to work with AZTEC and OnBase.

He described the process by showing various screens from the application. Documents will be located using a user-definable keyword method, since the index method varies

from one OnBase installation to the next. Documents can be transferred in their native formats as well as TIFF and PDF. It creates a dynamic index of record that is editable by the court. It includes full documentation, a help function, and AOC help desk support. Gary reviewed the list of standards met by the product design.

Having completed a prototype, Gary is requesting COT approval to run a six month pilot with Yavapai Superior. Hon. Jeanne Hicks, Clerk of the Superior Court in Yavapai County, shared her excitement about the project with members. Judge Gemmill voiced the support of Division One for the project, as well.

**MOTION: It was moved and seconded to approve a statewide court-to-court e-filing pilot for the filing of a record on appeal between the Court of Appeals Division One, the Supreme Court, and all sending courts, including state superior courts. The motion passed unanimously. TECH 06-21**

### **INFORMATION TECHNOLOGY STRATEGIC PLANS**

Karl Heckart presented members with a process description of how the individual plans were gathered and summarized. He highlighted several changes made to the planning process last year and pledged that Stewart would be providing more help to the rural courts by visiting many this fiscal year. He also noted that the process will get off to an earlier start, in September this year. Karl scoped the content of his presentation about the plans, reminding members that full details and accomplishments exist in the summaries distributed in members' packets. His focus is on issues and concerns raised, not courts' accomplishments, due to time constraints.

He also pointed out that general approval of an IT plan does not constitute approval of specific projects that may require additional information and clarification. Further, where concern was raised, staff will communicate to the court the issues raised via a letter to the presiding judge. He then briefly summarized each Information Technology Strategic Plan for FY 2007-2009 submitted by county courts and the state appellate courts.

**MOTION: A motion was made and seconded to approve Apache County Courts' Information Technology Strategic Plan for FY 2007-2009, with a concern raised that pursuit of any automated collections solution apart from FARE will require the approval of the chief justice. The motion passed unanimously. TECH-06-22**

**MOTION: A motion was made and seconded to approve Cochise County Courts' Information Technology Strategic Plan for FY 2007-2009. The motion passed unanimously. TECH-06-23**

**MOTION: A motion was made and seconded to approve Coconino County Courts' Information Technology Strategic Plan for FY 2007-2009, with a concern raised for lack of a detailed plan for implementation of an EDMS within the plan period. The motion passed unanimously. TECH-06-24**

Karl congratulated Gary Krcmarik and Coconino for their award winning Justice 2025 strategic planning process.

**MOTION:** A motion was made and seconded to approve Gila County Courts' Information Technology Strategic Plan for FY 2007-2009, with a concern raised that building information systems and storing court data external to AZTEC will make data conversion more difficult. TECH-06-25

Karl shared a general concern for superior courts lacking IT support or a field trainer. Often this boils down to a funding issue, but the result is to preclude effective use of the automation given to them. A possible solution is to increase state funding for field trainer positions, making them more affordable for smaller counties. Members discussed sending a message to presiding judges about needing to find some way to better support technology locally, hoping that would provide needed leverage with county boards of supervisors.

**MOTION:** A motion was made and seconded to approve Graham County Courts' Information Technology Strategic Plan for FY 2007-2009, with concerns noted that LaserFiche is not a full-featured EDMS suitable for supporting e-court activities and that a mechanism for better support of superior court information technology systems needs to be developed. The motion passed unanimously. TECH-06-26

**MOTION:** A motion was made and seconded to approve Greenlee County Courts' Information Technology Strategic Plan for FY 2007-2009, with a concern noted that a mechanism for better support of superior court information technology systems needs to be developed. The motion passed unanimously. TECH-06-27

**MOTION:** A motion was made and seconded to approve La Paz County Courts' Information Technology Strategic Plan for FY 2007-2009, with a concern noted that a mechanism for better support of superior court information technology systems needs to be developed. The motion passed unanimously. TECH-06-28

**MOTION:** A motion was made and seconded to approve Maricopa County Courts' Consolidated Information Technology Strategic Plan for FY 2007-2009, with a concern noted that development of a jury management application apart from the state standard will require an exception to ACJA §1-501. The motion passed unanimously. TECH-06-29

**MOTION:** A motion was made and seconded to approve Mohave County Courts' Information Technology Strategic Plan for FY 2007-2009, with concerns raised for lack of CMS currency limiting ability to pursue automated collections using FARE and that projects in e-filing and online payment arenas remain in sync with statewide efforts. The motion passed unanimously. TECH-06-30

**MOTION: A motion was made and seconded to approve Navajo County Courts' Information Technology Strategic Plan for FY 2007-2009. The motion passed unanimously. TECH-06-31**

Karl raised a question about porting the non-standard EDMS internal to AGAVE to other counties as part of the CMS rollout. It was already in existence when the enterprise architecture was adopted and therefore grandfathered. Members did not feel strongly enough to include any direction in a motion.

**MOTION: A motion was made and seconded to approve Pima County Courts' Information Technology Strategic Plan for FY 2007-2009. The motion passed unanimously. TECH-06-32**

**MOTION: A motion was made and seconded to approve Pinal County Courts' Information Technology Strategic Plan for FY 2007-2009, with concerns raised for justice integration using other than the state-standard transport method and the need to rewrite the collector program for record on appeal to comply with .NET architecture going forward. The motion passed unanimously. TECH-06-33**

**MOTION: A motion was made and seconded to approve Santa Cruz County Courts' Information Technology Strategic Plan for FY 2007-2009, with a concern raised for the lack of a detailed plan for implementation of an EDMS within the plan period. The motion passed unanimously. TECH-06-34**

Jeanne Hicks announced her intent to amend the Yavapai plan to include a MEEDS project, based on the longer timetable mentioned for completion of AGAVE and rollout of the state standard general jurisdiction CMS. The Yavapai plan and summary will be updated to include MEEDS information. A question was raised about why Prescott Consolidated's non-standard CMS was not listed as concern. Karl responded that the system pre-dates AZTEC, but cautioned that Prescott will become increasingly isolated as new systems and integration efforts progress.

**MOTION: A motion was made and seconded to approve Yavapai County Courts' Information Technology Strategic Plan for FY 2007-2009. The motion passed unanimously. TECH-06-35**

**MOTION: A motion was made and seconded to approve Yuma County Courts' Information Technology Strategic Plan for FY 2007-2009, with concerns raised for remaining data from the AS/400 system that must be transitioned and the integration method used between AZTEC and the proposed electronic docket display system in the new justice center. The motion passed unanimously. TECH-06-36**

**MOTION: A motion was made and seconded to approve the State Appellate Courts' Information Technology Strategic Plan for FY 2007-2009. The motion passed unanimously. TECH-06-37**

Justice Berch thanked Stewart and Karl for their efforts in boiling down the hundreds of pages of court plans to summaries, single-page charts, and concise motions.

**CALL TO THE PUBLIC**

Justice Berch concluded the meeting after making a call to the public and verifying that members had no further items to discuss.

She told members that she was entertaining the idea of holding the September 8 meeting via teleconference and that more information would follow. She also reminded members of the scheduled November 3<sup>rd</sup> meeting.

The meeting adjourned at 2:38 p.m.

**COMMISSION ON TECHNOLOGY**  
**Agenda Information/Action Item**  
**Meeting Date: September 8, 2006**

<i>Agenda Item:</i>  <b><u>INFORMATION TECHNOLOGY</u></b> <b><u>STRATEGIC PLAN APPROVAL</u></b> <b>-Review, Discuss, Approve/Table</b>	<i>Type of Action Requested:</i>  [ X ] Formal Action/Request [   ] Information Only [   ] Other
--	--

<b>FROM</b>
Karl Heckart, CIO, AOC ITD
<b>SUMMARY</b>
Mr. Karl Heckart will summarize the Arizona Judicial Branch Information Technology Strategic Plan for 2007 through 2009, as revised to reflect the strategic planning decisions made in and priorities from the August COT Annual Planning Meeting. The plan also includes accomplishments from FY 2006. Once approved and finalized, it will be submitted to the Government Information Technology Agency and the Joint Legislative Budget Committee, as required.
<b>STAFF RECOMMENDATION</b>
Staff recommends adoption of the plan as amended by members – comments can still be addressed and minor changes can still be incorporated following the meeting prior to submittal.

<b>ACTION OPTIONS</b>
-----------------------

1. **MOTION:** Approve the Arizona Judicial Branch Information Technology Strategic Plan for FY2007-2009, with any corrections, additions or changes identified, and authorize distribution to GITA and JLBC.
2. **MOTION:** Disapprove the Arizona Judicial Branch Information Technology Strategic Plan for FY2007-2009 and provide direction for the necessary changes to the draft necessary to obtain approval.
3. Table the discussion/approval for a later meeting.



# Information Technology Strategic Plan 2007-2009

Commission on Technology

September 8, 2006

Karl Heckart

# Overview of Changes to ITSP 07-09

- Updated COT priority list, impact, and timing following Annual Planning Meeting
- Added FY2006 statewide and local accomplishments
- Updated strategic initiatives and project details
- Pasted in COT-approved county plan summaries
- Revised all inventory information
- Posted draft for review on August 28th

# Discussion and Motion

- Items for discussion...
- Changes needed?
- **MOTION:** Approve the Arizona Judicial Branch Information Technology Strategic Plan for FY2007-2009 with any recommended changes incorporated before distribution to GITA and JLBC.



**COMMISSION ON TECHNOLOGY**  
**Agenda Information/Action Item**  
**Meeting Date: September 8, 2006**

<i>Agenda Item:</i>  <b><u>CHANGES TO THE IT PLANNING PROCESS AND MATERIALS</u></b> <b>-Review, Discuss, Approve/Table</b>	<i>Type of Action Requested:</i>  [ X ] Formal Action/Request [   ] Information Only [   ] Other
---	--

<b>FROM</b>
Mr. Stewart Bruner, Strategic Planning Manager, AOC ITD.
<b>SUMMARY</b>
Mr. Stewart Bruner will present a set of proposed changes to the planning process and related materials for courts to take effect in the upcoming FY2008-2010 planning cycle. Proposed changes result from COT direction as well as suggestions received at stakeholder meetings held in June. Since one of the recommendations from court administrators involves starting the process earlier to allow more time for input, the timeline and draft materials are also being shared with the goal of obtaining approval now rather than at the November meeting.
<b>STAFF RECOMMENDATION*</b>
In the interest of providing court administrators more time, staff recommends adoption of the planning process changes and set of materials, recognizing that small adjustments can be made as the process gets underway.

## **ACTION OPTIONS**

1. **MOTION:** Approve the proposed changes to the planning process and related materials with any corrections, additions or changes identified.
2. **MOTION:** Disapprove the proposed changes, leaving the process and template exactly as used for development of the 2007-2009 plan.
3. Table the discussion for a later meeting, thereby not beginning the planning process until November.

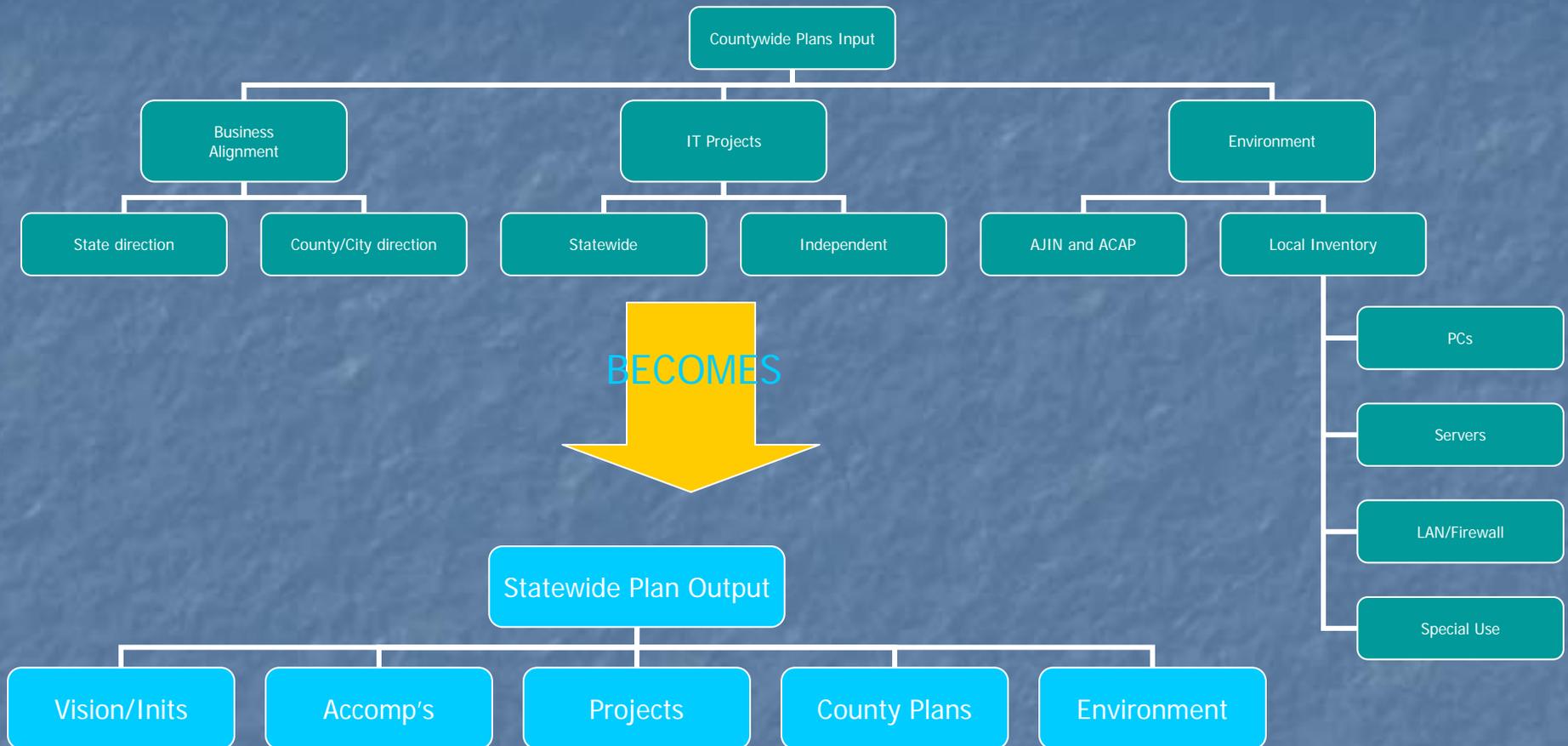
# Proposed Changes to IT Planning Process and Materials

Commission on Technology

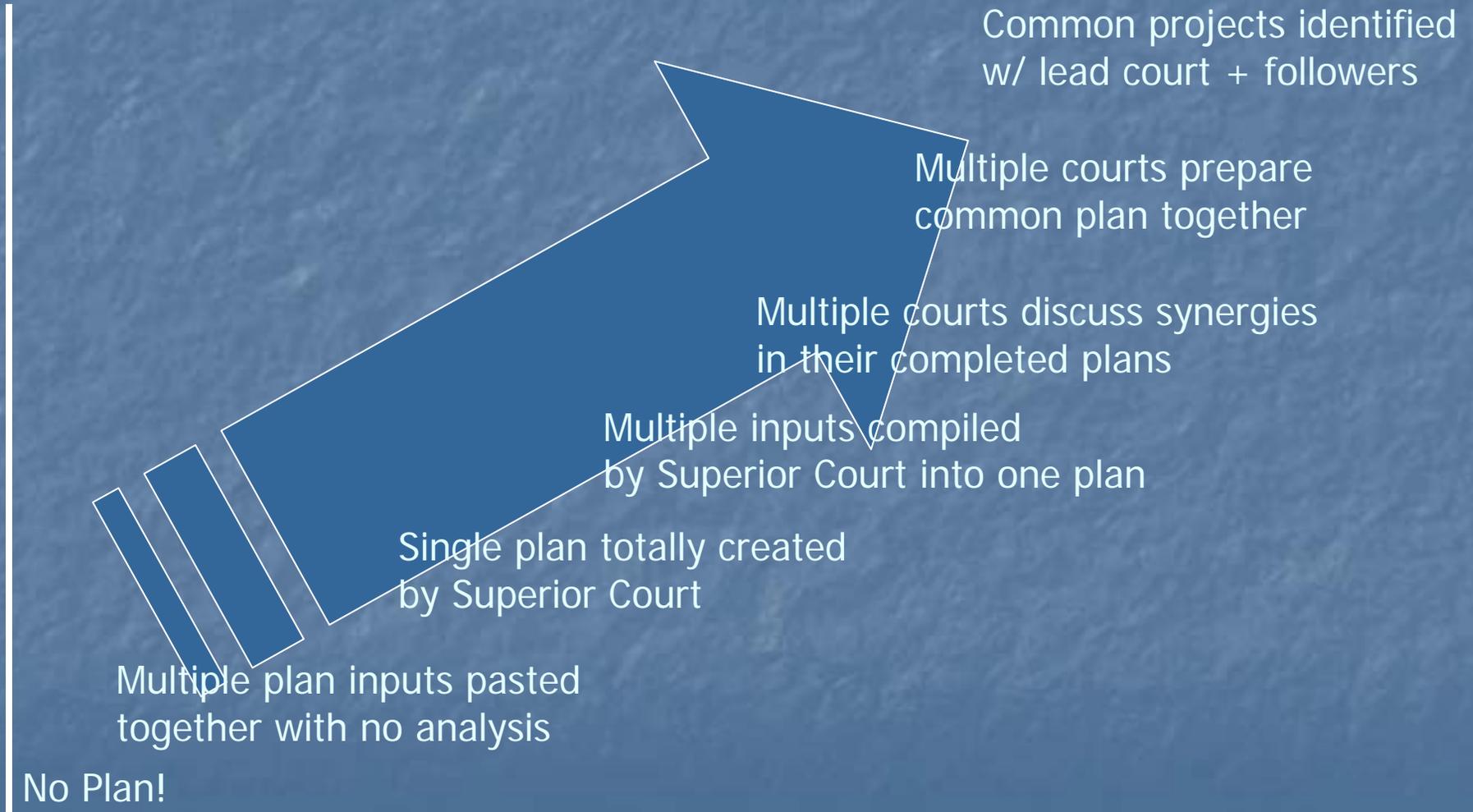
September 8, 2006

Stewart Bruner

# IT Planning Context



# IT Planning Maturity Path



# Background to Changes

- COT requested evaluation of process and template at end of previous cycle
- Held three stakeholder meetings
- Captured common themes from meetings
- Determined realistic set of changes
- Require COT approval per ACJA 1-109

# Messages from the Meetings

- Don't upset the apple cart again, keep the same basic template/process as last year
- Court administrators prefer to be involved but need the big picture better explained
- Factor in how little control superior court administrators exercise over LJ courts

# Messages from the Meetings

- Inventory is still too painful and time consuming  
– reduce burden on planners
- Allow template violations if equivalent or better information is still provided – do more AOC work
- Return last year's plan and project detail spreadsheet as starting point for this year
- Provide approval before fiscal year ends

# Changes for Consideration

- Communicate a maturity path of planning to give some perspective
- Start business requirements process earlier in the cycle to provide more time
- Provide questionnaire for LJ courts as input to court administrator roundtable
- Align business and IT in common table
- Accept inventory information outside template – Maricopa's .xls is alternative

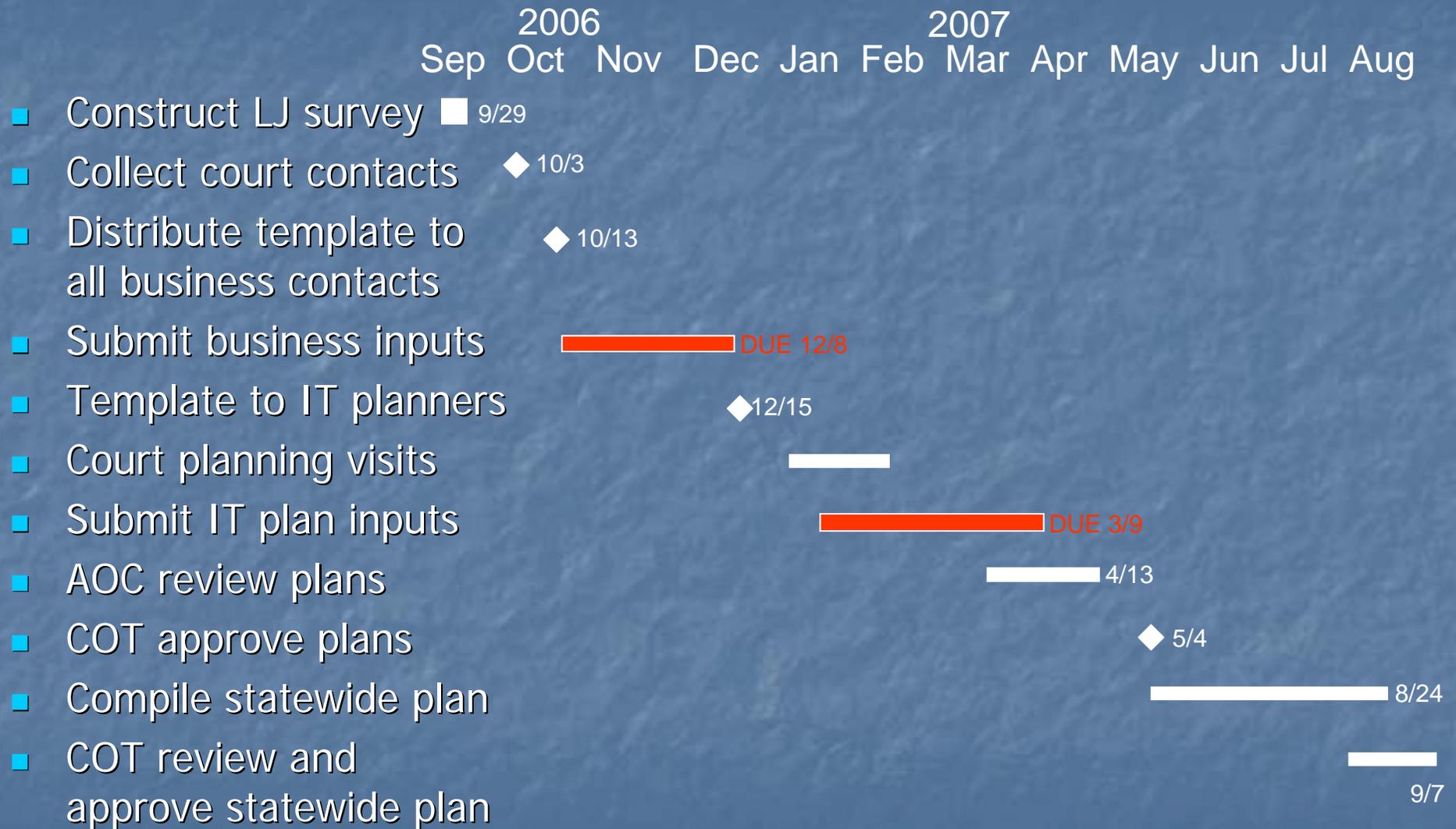
# Changes for Consideration

- Restore Local Accomplishments table
- Identify all retirement products and technologies (vs. EA standards table) to ensure replacement plans being made
- Travel to Graham, Greenlee, Cochise, Santa Cruz, La Paz, Navajo, Apache
- Encourage rural courts to perform more comprehensive planning effort á lá award-winning Coconino Justice 2025

# Next Steps

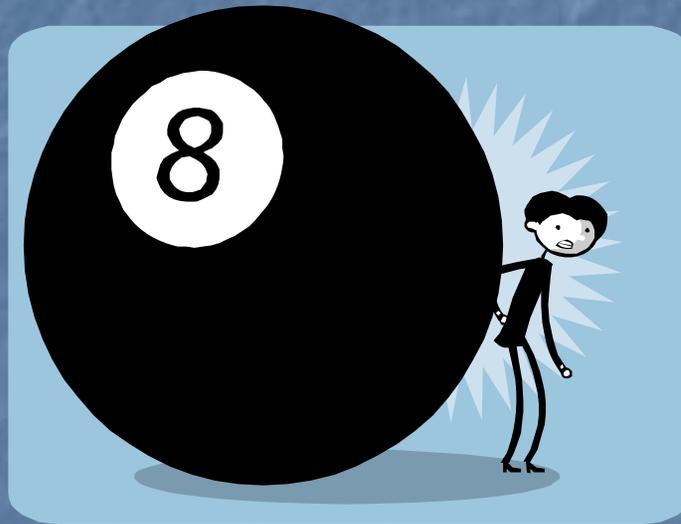
- Publish Statewide Plan for FY07-09
- Obtain approval for FY08-10 changes and direction
  - Track all retirement products or technologies
  - Place business drivers and IT responses in same table
  - Better involve individual LJ courts in process
  - Accept inventory information outside the template format
  - Obtain business and technical contact names, then distribute
- Inform presiding judges of impending planner visit
  - Earlier start on development process with more help
  - Obtain contact names for site visit logistics
  - Detail expectations for upcoming on-site visit/roundtable
- Communicate timeline for FY08-10 plan
  - Inform court administrators and technical liaisons
  - Update distribution list for all communications
- Circulate the revised template/spreadsheet ASAP

# '08-10 Plan Development Cycle



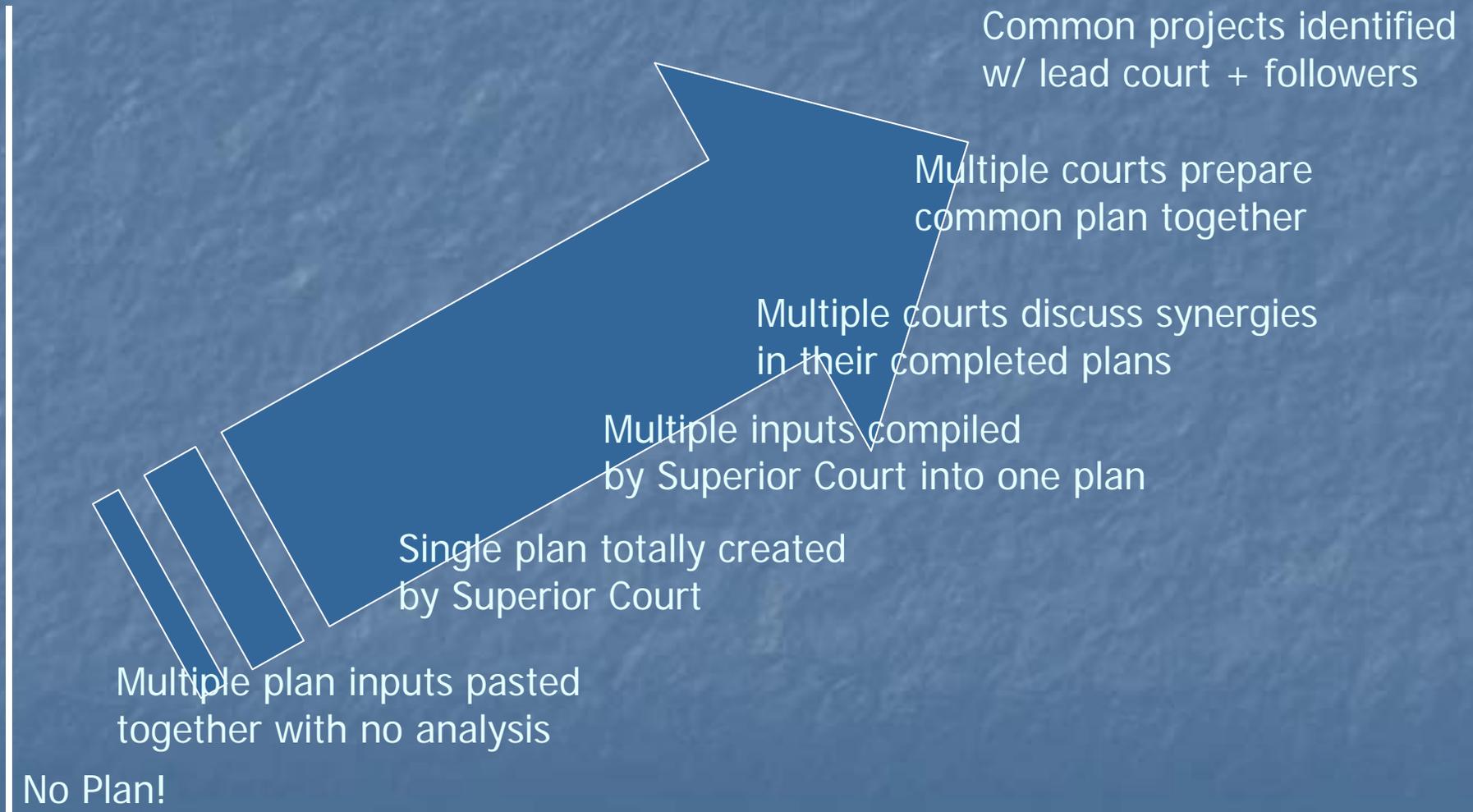
DRAFT – Current Best Guess!

# Your Questions and Comments...





# IT Planning Maturity Path





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# Template for Countywide Courts Information Technology Strategic Plans FY2008-2010

**<<COUNTY NAME>>  
COUNTY**

# TABLE OF CONTENTS

INTRODUCTION .....X

A. PLANNING METHOD AND PARTICIPANTS .....X

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL .....X

    B.1. Judicial Branch Statewide Agenda

    B.2. Local Court and Agency Strategic Agendas, Initiatives, and Business Pressures with  
        Responding Local Court and Agency Technology Initiatives

C. CURRENT TECHNOLOGY ENVIRONMENT.....X

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS .....X

    D.1. Major Statewide Initiatives and Planning/Impact Information

    D.2. Local Information Technology Strategic Resources

APPENDICES

A. CURRENT ENVIRONMENT.....X

    1. Hardware Environment by Court

    2. Hardware for Special Functions

    3. Local Server Hardware and Function

    4. Network Environment

    5. Software Environment

    6. Comparison of Environment to Arizona Judicial Branch Enterprise Architecture

B. Second appendix item title .....X

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**//SECTION TO BE COMPLETED BY COURT BUSINESS CONTACT//**

**<COUNTY NAME HERE> COURTS**

**INFORMATION TECHNOLOGY STRATEGIC PLAN  
FOR FISCAL YEARS 2008-2010**

**INTRODUCTION**

This is a three year information technology strategic plan for the courts in <county name here> covering the period from January 2007 through June 2010.

The courts in <county name here> are composed of the following:

Superior Court in <county name here> County
?? Justice Court
?? Municipal Court
??

The Superior Court in provides administrative direction to the courts. Each court also works closely with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

The automation for the county's courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
  - Court Automation Coordinating Committee,
  - Probation Automation Coordination Committee,
  - The Technical Advisory Council, and
  - The COT e-Courts Subcommittee
- The Arizona Court Automation Project (ACAP) Users' Group,

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- The Juvenile On-Line Tracking System (JOLTS) Users' Group and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts in the county not participating in the Arizona Court Automation Project are listed below. The county-wide integration or migration plans to address centralized information and communication needs can be found in Appendix \_\_\_\_.

**A. PLANNING METHOD AND PARTICIPANTS**

This section outlines the participants, processes and events that contributed to formulating the Information Technology Plan for <name of county> Courts.

A county-wide automation committee made up of representatives from courts developed this plan. Participants included:

[list names (along with their organization, title and role) of those who developed, reviewed and signed off on this plan. Courts are strongly encouraged to seek input from other justice partners in the planning process.]

**B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL**

**B.1. Judicial Branch Statewide Agenda**

The courts support *GOOD TO GREAT: A STRATEGIC AGENDA FOR ARIZONA'S COURTS 2005-2010* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was adopted in June 2005 at the direction of the judiciary's new chief justice. It remains consistent with the previous *JUSTICE FOR A BETTER ARIZONA* vision; though several new or revised initiatives have been identified for each of the existing strategic agendas.

**B.2. Local Court and Agency Strategic Agendas, Initiatives, and Business Pressures with Responding Local Court and Agency Technology Initiatives**

The county's courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follow:

**//SECTION TO BE COMPLETED FIRST BY BUSINESS THEN BY TECHNICAL CONTACT//**

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Business contact places local agendas, initiatives, and business pressures in middle column of table. Then, technical contact places the technology initiative(s) that support them in right column. Examples have been provided. These are strategic initiatives/directions that technology has in response to business items listed, not specific projects. Not every business initiative necessarily has a related IT initiative but every IT initiative must be related to a business initiative.

<b>COURT/LOCAL AGENCY NAME</b>	<b>STRATEGIC AGENDA</b>	<b>RELATED IT INITIATIVE(S)</b>
?? county name/city name/court name	e.g. Increase the quality of service to constituents.	Implement CourTools measure for customer satisfaction.
?? county name/city name/court name	e.g. Reduce spending by 10% from 2006 fiscal year levels.	Implement imaging for all closed cases to reduce storage costs.
?? county name/city name/court name	Increase Collections	Clean up superior court case data for inclusion in FARE program.
?? county name/city name/court name	Provide increased information and contact to jurors.	Make all jury-related materials available online

## **C. CURRENT TECHNOLOGY ENVIRONMENT**

**This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.**

### **Hardware**

The Arizona Judicial Department has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. . Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise ad-hoc reporting, and Statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, has undertaken a four year equipment leasing cycle which is designed to refresh desktop hardware regularly to ensure that it incorporates the technology needed to support the evolution of statewide applications and projects. Existing hardware is now nearing the end of its four-year lifecycle; plans are being made to begin a refresh cycle in the late FY07 timeframe.

The hardware listed in Appendix A reflects equipment used to support the court management system software, the juvenile tracking software, other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

### **Software**

Appendix A also identifies all the software used in the county's courts. It includes both the state-provided applications such as AZTEC, APETS (and Palm), TIP, PIMS, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

## **D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS**

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing in over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary

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local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the “Retirement” column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology projects, and their priority as assigned by the Commission on Technology, are as follows:

Priorities for On-Going Initiative	Priority in Impact-Timing Order
<b>1. Systemic Thinking Approach to Development and New Projects</b>	<b>H-S Code Standardization</b>
<b>2. Core Software Support/Maintenance (balanced by end-of-life ROI consideration)</b>	<b>H-S Penalty Enforcement Program</b>
- AZTEC	<b>H-S New Case/Financial Management Systems for Trial Courts</b>
- JOLTS/JOLTaz	<b>H-S Electronic Document Management</b>
- APETS	<b>H-M Electronic Filing</b>
- Appellamtion	<b>H-M Integration</b>
<b>3. Automation Training and Support</b>	<b>H-M JOLTSaz</b>
<b>4. Infrastructure Maintenance</b>	<b>M-S Adult Probation System (APETS) Rollout</b>
	<b>M-S Internet Public Interactive Service</b>
	<b>M-S Audio and Video Court Records</b>
	<b>M-S Electronic Signatures</b>
	<b>M-M Technical Training</b>
	<b>M-M Interactive Jury</b>
	<b>M-L Enterprise Architecture</b>
	<b>M-L Process Standardization</b>

**COURT IT ACCOMPLISHMENTS CY2006**

This section lists the accomplishments of the county's courts in information technology projects from January 2006 to January 2007.

Fill in significant local and statewide items you'd like to call attention to. Place information about completed projects from last year's detail table here, since only open or future projects are allowed in the spreadsheet.



**D.1. Major Statewide Initiatives and Planning/Impact Information**

**//PART 3 – TO BE COMPLETED BY COURT BUSINESS CONTACT AND TECHNICAL CONTACT//**

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

Detail follows for:

- New Juvenile Dependency and Delinquency Management System (JOLTSaz)
- New Case Management System – General Jurisdiction
- New Case Management System – Limited Jurisdiction
- Justice Integration including criminal filing and electronic citation transfer
- Electronic Filing including transfer between courts and public/attorney case filing

<b>STATEWIDE INITIATIVE</b>	
<b>New Juvenile Dependency and Delinquency Management System (JOLTSaz)</b>	
<b>Description:</b> JOLTSaz is the next generation of software for automating juvenile court transactions using a single, browser-based, object-oriented version in 14 county probation departments backed with a standard SQL database. JOLTSaz is designed to receive and pass common data elements to Maricopa’s ICIS-JOLTS, child welfare agencies, treatment providers, and to the application systems of other criminal justice agencies as a part of the Criminal Justice Information Integration Project. It will rely on portions of the new case management systems and not duplicate their functionality. Conversion of data from the existing JOLTS application will be completed in conjunction with a methodical, county-by-county rollout.	
<b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)	<b>Your timeframe here</b>

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STATEWIDE INITIATIVE

**New Juvenile Dependency and Delinquency Management System (JOLTSaz)**

2. **General Importance or Impact to Courts in County:**

STATEWIDE INITIATIVE

**New Case Management System – General Jurisdiction**

**Description:**

A superior court case management system candidate to replace AZTEC is being developed in the .NET environment by Pima Superior Court and the Pima Clerk's Office. The system will also handle complex financial allocations and provide program interfaces that permit integration with other automation systems. An object-oriented structure is being used so that the system and its components will be re-usable for juvenile and adult probation activity.

1. **Timeframe in which needed:**

(immediately, next 12 months,  
1-2 years, 3-4 years)

Your timeframe here

2. **General Importance or Impact to Courts in County:**

<b>STATEWIDE INITIATIVE</b> <b>New Case Management System – Limited Jurisdiction</b>	
<p><b>Description:</b>                      A limited jurisdiction court case management system candidate to replace AZTEC is being developed in the .NET environment by Tempe Municipal Court. Tempe is also coding the functionality and related business processes of its legacy financial system into the case management system. It will provide program interfaces that permit integration with other automation systems, like electronic citations. An object-oriented structure is being used so that the system and its components will be re-usable.</p>	
<p><b>1. Timeframe in which needed:</b>                      (immediately, next 12 months,                      1-2 years, 3-4 years)</p>	<p style="color: red;">Your timeframe here</p>
<p><b>2. General Importance or Impact to Courts in County:</b></p>	

<b>STATEWIDE INITIATIVE</b> <b>Justice Integration</b>	
<p><b>Description:</b>                      The Justice Integration Project will enable the sharing of common data elements (those used in the applications of more than one criminal justice agency) between the various levels of the Courts, the county-level criminal justice agencies, the county administrative applications (business related data), and the State-level agencies which have a requirement to store the results of the criminal justice process (case disposition data). Significant benefits will be derived by the elimination of redundant data entry and the timely passing of information. The present requirement for the movement of forms, including the ATTC, as the mechanism for passing data will be greatly reduced by enabling electronic case initiation and updates from law enforcement’s handheld devices.</p>	
<p><b>1. Timeframe in which needed:</b>                      (immediately, next 12 months,                      1-2 years, 3-4 years)</p>	<p style="color: red;">Your timeframe here</p>

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**STATEWIDE INITIATIVE  
Justice Integration**

**2. General Importance or Impact to Courts in County:**

**STATEWIDE INITIATIVE  
Electronic Filing**

**Description:**

Electronic filing focuses on receiving documents along with appropriate and validated indexing information so that data can be automatically accepted and recorded into both the electronic document management and case management systems, thus removing the need for an imaging function. As the paradigm shifts from paper to electronic documents, e-filing efforts are being expanded from isolated pilots to unified statewide approaches including transfer of records on appeal between courts and public/attorney case filing into courts following the principles crafted by the COT's e-Court Subcommittee. Related rules changes to support statewide e-filing are underway.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Your timeframe here

**2. General Importance or Impact to Courts in County:**

## D.2. Local Information Technology Strategic Resources

This section provides high-level information about the technology spending and resources by court.

LOCAL TECHNOLOGY RESOURCES				
			Number of:	
Court	State Device Cost	Other Technical Cost	Court FTE Technical Staff	City or County FTE Technical Support Staff

**APPENDIX A. CURRENT ENVIRONMENT**

**1. Hardware Environment by Court**

This section lists the judicial branch-owned hardware deployed in the courts, including mainframes, servers, desktops, and other peripherals.

**PLEASE LIST YOUR DESKTOPS/LAPTOPS BY COURT/DEPT. BY OPERATING SYSTEM.**

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Clerk	18	Win2000	2	Win2000	8
Clerk	4	Win XP	3	WinXP	1
Juvenile	4	Win2000	0		1

**2. Hardware for Special Functions**

Tell whether items below are included in above desktop/laptop counts or not.

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Dedicated Imaging/ Scanning Workstations

--	--	--	--	--	--

**3. Local Server Hardware and Function**

**Remove this table if you don't have any local servers. Separate servers by operating system and owning/using area.**

<b>Local Server Information</b>					
<b>Court/Dept.</b>	<b># Brand / Model</b>	<b>Operating System</b>	<b>Database</b>	<b>Managed by</b>	<b>Use/Applications</b>
Clerk of the Court	1 Dell/ Opteron 5510	MS Windows 2000	MS SQL	County IT	Financial database & application web server

**4. Network Environment**

→ **Fill in the table below; provide the information in your preferred format, stating which courts and departments Superior Court, Clerk of the Court, Adult Probation, and some justice courts [list applicable courts or departments] also have computer equipment that resides on the County Network maintained by the County IT Department.**

**OR**

→ **Remove the table below and note that your network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it.**

<b>LOCAL AREA NETWORK &amp; COUNTY HARDWARE</b>
---

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<b>Court/Dept.</b>	<b>Network O/S</b>	<b>Number of PCs on Network</b>	<b>Number of Laptops on Network</b>	<b>Number of Printers on Network</b>	<b>Network Firewall Brand/Model</b>	<b>Other Security Provisions</b>
Superior Court						
Clerk of the Court						
Adult Probation						
Juvenile Probation						

**5. Software Environment**

This section identifies all the software used in the county's courts. It includes both the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

The table below identifies categories of software used in various courts to prompt you to fill in what's used in your court. The table includes state-provided applications (such as AZTEC) and local applications along with productivity software, report writing, other database and other tracking applications. Rows may be added to capture alternative products or additional categories of products, where necessary.

<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
AZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	Local PC	Superior Court and all Justice and Municipal Courts except...???	State standard case management system.
Other Case Management System				
AZTEC Wizard	Add on to AZTEC case mgt system	Scottsdale City Court		

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
Other AZTEC add-on program				
AZTEC module: Probate case management	AOC			A module of AZTEC to process Superior Court probate cases.
Other Probate case management				
AZTEC module: Exhibit tracking	AOC	Local PC		A module of AZTEC that keeps track of exhibits.
Other Exhibit tracking				
AZTEC module: Calendaring	AOC	Local PC		A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars.
Other Calendaring				
AZTEC module: Financials	AOC	Local PC		A module of AZTEC that performs the cash management functions.
Other Financials/ Cash Mgt. System				
AZTEC module: File Tracking	AOC	Local PC		A module of AZTEC that uses bar coding to track file locations.
Other File Tracking				

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
AZTEC Forms Generation	AOC	Local PC		A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word Perfect.
Other Forms Generation/Processing				
APETS (Adult Probation Enterprise Tracking System)	AOC	Local PC/AOC Server		The new state standard system for tracking adult probationers.
APETS Palm	AOC	Local Handheld Device/AOC Server (for synch)		The new state standard for tracking adult probationers using a mobile device.
DCATS - CASA	AOC	Local PC/AOC Server		The statewide system for tracking court appointed special advocates.
CourTools				
Other Court performance / metrics tracking tool				
JOLTS (Juvenile On-Line Tracking System)	AOC	AS/400 JOLTS AOC Server Environment for JOLTS AZ		The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention.

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
JOLTS Storage Area Network (SAN)	AOC	AOC Server		Centralize storage for documents, etc
PIMS (Probation Information Management System)	AOC	Local PC/Local Server		A state standard legacy system for tracking adult probation for DTEF reporting.
Statistical Reports (CASPER)	AOC	Local PC/AOC Server		A statewide statistical reporting application.
Tax Intercept Program (TIP)	AOC	Local PC/AOC Server		A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery.
Windows 2000	Microsoft/AOC staff	Local PC		The operating system of the state standard desktop PCs.
Other PC/Laptop operating system	Local staff			
Other PC/Laptop operating system	Local staff			
Server operating system	Local staff			
Network operating system	Local staff			
Electronic storage (SAN, NAS, etc)	Local staff			

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
Outlook 2000	Microsoft/AOC staff	Local PC		The email and calendaring software used by AJIN.
Other e-mail application	Local staff			e- mail and calendaring software
Word Perfect 8.0	Corel/Local staff	Local PC		A word processing system.
Microsoft Word	Microsoft/local & AOC staff	Local PC		A word processing system.
Excel	Microsoft	Local PC		A spreadsheet product from Microsoft.
Database(s)	Local staff			
Project management / tracking	Local staff			
Timekeeping	Local staff			
Human Resources	Local staff			
Adobe Acrobat Reader	Adobe	Local PC		A free product from Adobe Acrobat for reading documents in pdf format.
McAfee Virus Scan	McAfee	Local PC and Various AOC Servers		Virus detection software to protect local PCs.
Other virus prevention	Vendor/Local staff	Local PC and Various Servers		Virus detection software to protect local PCs.

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
Data backup / recovery system	Vendor/Local staff			Used for disaster recovery and business continuity
Seagate Info/Crystal Reports/Crystal Enterprise	Crystal/AOC staff	AOC server		A report-writing tool for user ad hoc reports from various applications.
Other Report writing tool	Local staff			A report-writing tool for user ad hoc reports from various applications.
Hardware and software inventory	Local staff			
Problem and change management	Local staff			
Software configuration management	Local staff			
Procurement / Materials Mgtr	Local staff			
Centra	Centra	Local PC Client and AOC Server		Software for interactive, instructor-led n-line training
Other on-line training tool	Local staff	Local PC Client and Server		Software for interactive, instructor-led n-line training

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	Server		This is a package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. It also includes web payment and an IVR interface.
Other collections tracking				
Payment gateway				
Digital Audio: Product Name: _____				for Courtroom recording
Digital Video: Product Name: _____				for Courtroom recording
Document Scanning Product Name: _____				
Electronic Document Management System Product Name: _____				
Integration-electronic data sharing with county/city law enforcement				

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
Integration-electronic data sharing with city/county prosecutor				
Integration-electronic data reporting of dispositions to DPS	AOC developed and supported.	AOC MQ server		An electronic transaction to DPS with court dispositions.
Integration-electronic data reporting of citations/dispositions to MVD.	AOC developed and supported	Local PC and FTP Server		An electronic transaction to MVD for traffic citations.
Integration-electronic data sharing/reporting of _____ to _____.				
Jury system: Next Generation version _____	JSI/Jury+	Local PC and Local Jury Server		
Other jury system: _____	Vendor/Local staff			
MEEDS (minute entry distribution system)	Maricopa Superior Court developed/ SmartBridge Technologies supported	Local PC and server		A software package interfaced to Word and AZTEC that provides electronic minute entry forms generation and distribution.
Other Minute Entry System				
Data warehouse				

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Resides on ("local PC" or Server Name)</b>	<b>Courts Using</b>	<b>Description of Application</b>
Public access				
Bulk data by subscription				
Court Web site	Vendor/Local staff			Provides general information for participating courts well as???[other special features]
Interactive Voice Response System				Provides callers access to court information over the telephone

**6. Comparison of Environment to Arizona Judicial Branch Enterprise Architecture**

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with this FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next step on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.supreme.state.az.us/cot/Documents/EAS/EAS.htm>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

**Fill in only the cells not grayed out.**

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<b>Architecture Layers</b>	<b>Retirement (targeted for de-investment)</b>	<b>Current Court Technology or Product (fill in)</b>	<b>Containment (limited to maintenance &amp; current commitments)</b>	<b>Current Court Technology or Product (fill in)</b>
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Business Applications	Character based			
Electronic Document Management	LaserFiche			
Report Writer for Ad Hoc Reporting			Crystal < V10	
Report Writer for Business Application Reports			Crystal < V10	
Development Languages	COBOL, JAM, RPG		Java (on a business case need basis), ASP (Classic)	
Development Environment	Panther		Visual Interdev, Visual Studio (VB6), PowerBuilder	
Analysis Tools	HOW			
<b>Productivity Tools</b>				
Word Processing	Word Perfect, Word97			
Instant Messaging	IRC Chat			
<b>Data Architecture</b>				
DBMS	Informix, Advanced Revelation, DBASE, SQL Server < 2000		SQL Server 2000, FoxPro, Clipper	
Data Exchange Model			Fixed format, XML homegrown	
Audio File Format			Proprietary	
<b>Networks and Platforms</b>				
Network Protocol	SNA			
Wireless Network Access	WEP			
Network Operating System	Novell (unsupported) Windows (unsupported)			
Client Operating System	≤ Windows 2000			
Server Operating Systems	OS/400, Wang		DEC VMS	
<b>Shared Services</b>				

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<b>Architecture Layers</b>	<b>Retirement (targeted for de-investment)</b>	<b>Current Court Technology or Product (fill in)</b>	<b>Containment (limited to maintenance &amp; current commitments)</b>	<b>Current Court Technology or Product (fill in)</b>
Component Service Layer			DCOM, ASP (classic)	
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤ V5.2			
Data Transformation	MQSI ≤ V2.0		Data Junction, Cloverleaf	
Data Routing/Publish and Subscribe	MQSI ≤ V2.0		Cloverleaf	
File Transfer	FTP (intercourt and using public Internet), MQ ≤ 5.2		FTP (intracourt only)	

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**APPENDIX - B**

**NAME**

Add any further Appendices here in support of any information in the plan. Do not provide LJ court survey results you collected separately – incorporate the answers into your plan. Thanks



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# Input to Information Technology Strategic Plan FY2008-2010

<LJ Court Name>

<County Name>

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INTRODUCTION: Commission on Technology has identified a maturity path for IT planning with a goal of involving courts at all levels in the county in a collaborative effort annually. To promote that collaborative discussion, this template should be distributed to limited jurisdiction courts to prompt some advance homework. The goal is to have it filled out before attending the plan development meeting so that the court administrator has ideas of common issues among the LJ courts in the county and discussion can focus on common solutions to those issues.

This template shows the areas of input AOC is requesting and is constructed in a way that promotes easy inclusion of details in the countywide plan following the collaborative discussion.

**A. COUNTY-LEVEL STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES**

<County Name> County and its associated agencies have identified strategic business goals, initiatives, and pressures that relate to the limited jurisdiction courts as follow:

To be filled in by superior court administrator of presiding judge, if applicable, prior to distribution to LJ courts.

<b>STRATEGIC AGENDAS</b>
??e.g. Increase the quality of service to constituents.
??e.g. Reduce spending by 10% from 2004 fiscal year levels.
?? Increase Collections

**B. LOCAL COURT AND CITY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING TECHNOLOGY INITIATIVES OR PROJECTS**

The courts and their associated local funding entities have identified strategic business goals, initiatives, and pressures, some of which respond to county agendas and initiatives. Court technology has responded to those initiatives, where applicable, as shown.

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<b>COURT/LOCAL GOV'T NAME</b>	<b>STRATEGIC AGENDA</b>	<b>TECHNOLOGY RESPONSE</b>
city name/court name	??e.g. Increase the quality of service to constituents.	??e.g., Increase the level of service to constituents by making all jury-related materials available online.
city name/court name	??e.g. Reduce spending by 10% from 2004 fiscal year levels.	??e.g., Reduce IT spending by 10% from 2005 fiscal year levels.
city name/court name	?? Increase Collections	?? Increase automation of court processes to feed collections service provider

Superior Court Administrator – Rows may be pasted into your master table

## C. STATEWIDE INFORMATION TECHNOLOGY STRATEGIC PROJECTS

For reference, the statewide strategic technology projects, and their priority as assigned by the Commission on Technology, are as follows:

Priorities for On-Going Initiative	Priority in Impact-Timing Order*
<b>1. Systemic Thinking Approach to Development and New Projects</b>	<b>H-S Code Standardization</b>
<b>2. Core Software Support/Maintenance (balanced by end-of-life ROI consideration)</b>	<b>H-S Penalty Enforcement Program</b>
- AZTEC	<b>H-S New Case/Financial Management Systems for Trial Courts</b>
- JOLTS/JOLTaz	<b>H-S Electronic Document Management</b>
- APETS	<b>H-M Electronic Filing</b>
- Appellation	<b>H-M Integration</b>
<b>3. Automation Training and Support</b>	<b>H-M JOLTSaz</b>
<b>4. Infrastructure Maintenance</b>	<b>M-S Adult Probation System (APETS) Rollout</b>
	<b>M-S Internet Public Interactive Service</b>
	<b>M-S Audio and Video Court Records</b>
	<b>M-S Electronic Signatures</b>
	<b>M-M Technical Training</b>
	<b>M-M Interactive Jury</b>
	<b>M-L Enterprise Architecture</b>
	<b>M-L Process Standardization</b>

\*Based on relative importance/impact being **H**igh, **M**edium, or **L**ow and predicted time to implementation being **S**hort, **M**edium, or **L**ong term.

## D. COURT TECHNOLOGY PROJECTS MASTER LISTING

This section lists the accomplishments of the court in information technology projects from January 2006 to January 2007.

Fill in significant local and statewide items you'd like to call attention to. Place information about completed projects from last year's detail table here, since only open or planned projects are allowed in the spreadsheet.

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<b>STRATEGIC PROJECT (State or Local)</b>	<b>PROGRAM / PROJECT</b>	<b>DESCRIPTION</b>	<b>LOCAL ACCOMPLISHMENT</b>

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**DETAILED PROJECTS MASTER LISTING**

This section collects all information technology project-related information for your court during fiscal year 2007 (really January 2006 to January 2007). Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court’s strategic initiatives independent from the statewide projects.

Information is returned in a separate Excel spreadsheet with drop down fillins and free-form text. Superior Court administrator – you may create a new worksheet in the county workbook for each LJ court or you may paste projects into a single worksheet for the entire county.

**E. COURT/CITY APPLICATIONS INFORMATION**

This section collects all justice or municipal court information technology applications-related information by functional categories (case/financial management, document management, data integration/warehouse, web development, audio/video records, jury management, public service/public access) including court name, application function, name of the software or system, whether homegrown or vendor name, whether proprietary or what standards used,

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current age, remaining life anticipated, and planned replacement strategy. Emphasis is on the age of each current system and the plan for its replacement.

The table below identifies categories of software used in various courts to prompt you to fill in what's used in your court. The table includes state-provided applications (such as AZTEC) and local applications along with productivity software, report writing, other database and other tracking applications. Rows may be added to capture alternative products or additional categories of products, where necessary.

<b>Local Applications</b>				
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/Supported by (vendor name or court)</b>	<b>Age of Current System</b>	<b>Replacement Date/Strategy</b>
AZTEC application software for the Arizona Court Automation Project (ACAP)	State standard case management system.	AOC	12 yrs	2-3 yrs/Tempe CMS (candidate system)
Other Case Management System				
AZTEC Wizard	Add on to AZTEC case mgt system	Scottsdale City Court		
Other AZTEC add-on program				
AZTEC module: Exhibit tracking	A module of AZTEC that keeps track of exhibits.	AOC		
Exhibit tracking				
AZTEC module: Calendaring	A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars.	AOC		
Other: Calendaring				

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/Supported by (vendor name or court)</b>	<b>Age of Current System</b>	<b>Replacement Date/Strategy</b>
AZTEC module: Financials	A module of AZTEC that performs the cash management functions.	AOC		
Financials/Cash Mgt. System				
AZTEC module: File Tracking	A module of AZTEC that uses bar coding to track file locations.	AOC		
File Tracking System				
AZTEC forms generation	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word Perfect.	AOC		
Forms Generation/Processing				
Adult Probation Tracking System	Maricopa Superior Court System for tracking adult probationers in the court system.	AOC		
DCATS - CASA	The statewide system for tracking court appointed special advocates.	AOC		

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/Supported by (vendor name or court)</b>	<b>Age of Current System</b>	<b>Replacement Date/Strategy</b>
JOLTS (Juvenile On-Line Tracking System)	Maricopa superior court system for tracking juveniles in the court system, including juvenile probation, dependency and detention.	AS/400 JOLTS		
PIMS (Probation Information Management System)	A state standard legacy system for tracking adult probation for DTEF reporting.	AOC		
Statistical Reports (CASPER)	A statewide statistical reporting application.	AOC		
CourTools				
Court performance / metrics tracking tool				
Tax Intercept Program (TIP)	A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery	AOC		
PC/Laptop operating system		Microsoft/local staff		
Server operating system		Local staff		
Network operating system				
Electronic storage (SAN, NAS, etc)				

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/Supported by (vendor name or court)</b>	<b>Age of Current System</b>	<b>Replacement Date/Strategy</b>
Data backup / recovery system	Used for disaster recovery and business continuity			
E-mail application	e- mail and calendaring software	Local staff		
Report writing tool	A report-writing tool for user ad hoc reports from various applications.			
Problem and change management				
Software configuration management				
Hardware and software inventory				
Procurement / Materials Mgmt				
Centra	Software for interactive, instructor-led n-line training	Local PC Client and AOC Server		
On-line training tool	Software for interactive, instructor-led n-line training	Local PC Client and Server		
Adobe Acrobat Reader	A free product from Adobe Acrobat for reading documents in pdf format.	Adobe Local PC		
Word Processing				

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/Supported by (vendor name or court)</b>	<b>Age of Current System</b>	<b>Replacement Date/Strategy</b>
Spreadsheet		Local PC		
Database(s)				
Project management / tracking				
Timekeeping				
Human Resources				
Virus prevention	Virus detection software to protect local PCs.	Local PC and Various Servers		
Fines, Fees and Restitution Enforcement Module for FARE participation	Package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. It also includes web payment and an IVR interface.	AOC and vendor, ACS		
Other collections tracking				
Payment gateway				
Digital Audio for Courtroom recording				
Video for courtroom recording				
Document Scanning and Imaging				

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/Supported by (vendor name or court)</b>	<b>Age of Current System</b>	<b>Replacement Date/Strategy</b>
Electronic Document Management System				
Integration-electronic data sharing with county/city law enforcement				
Integration-electronic data sharing with city/county prosecutor				
Integration-electronic data reporting of dispositions to DPS	An electronic transaction to DPS with court dispositions.	AOC developed and supported.		
Integration-electronic data reporting of citations/dispositions to MVD.	An electronic transaction to MVD for traffic citations.	AOC developed and supported		
Integration-electronic data sharing/reporting of _____ to _____.				
Jury management system		Jury+ or Jury for Windows		

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<b>Local Applications</b>				
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/Supported by (vendor name or court)</b>	<b>Age of Current System</b>	<b>Replacement Date/Strategy</b>
MEEDS (minute entry distribution system)	A software package interfaced to Word and AZTEC that provides electronic minute entry forms generation and distribution.	Maricopa Superior Court developed/ local technology staff		
Other Minute Entry System				
Data warehouse				
Public access				
Bulk data by subscription				
Court Web site	Provides general information for participating court as well as???[other special features]			
Interactive Voice Response System	Provides callers access to court information over the telephone			

**Superior Court administrator – transfer only unique items into your table – DO NOT PASTE. Be sure to list court name under “Courts Using” column.**

**E.1 Comparison of Environment to Arizona Judicial Branch Enterprise Architecture**

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with this FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

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The complete, updated table appears on the COT website at <http://www.supreme.state.az.us/cot/Documents/EAS/EAS.htm>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Fill in only the cells not grayed out.

Architecture Layers	Retirement (targeted for de-investment)	Current Court Technology or Product (fill in)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Business Applications	Character based			
Electronic Document Management	LaserFiche			
Report Writer for Ad Hoc Reporting			Crystal <10	
Report Writer for Business Application Reports			Crystal <10	
Development Languages	COBOL, JAM, RPG		Java (on a business case need basis), ASP (Classic)	
Development Environment	Panther		Visual Interdev, Visual Studio (VB6), PowerBuilder	
Analysis Tools	HOW			
<b>Productivity Tools</b>				
Word Processing	Word Perfect, Word97			
Instant Messaging	IRC Chat			
<b>Data Architecture</b>				
DBMS	Informix, Advanced Revelation, DBASE, SQL Server < 2000		SQL Server 2000, FoxPro, Clipper	
Data Exchange Model			Fixed format, XML homegrown	
Audio File Format			Proprietary	
<b>Networks and Platforms</b>				
Network Protocol	SNA			
Wireless Network Access	WEP			

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<b>Architecture Layers</b>	<b>Retirement (targeted for de-investment)</b>	<b>Current Court Technology or Product (fill in)</b>	<b>Containment (limited to maintenance &amp; current commitments)</b>	<b>Current Court Technology or Product (fill in)</b>
Network Operating System	Novell (unsupported) Windows (unsupported)			
Client Operating System	≤ Windows 2000			
Server Operating Systems	OS/400, Wang		DEC VMS	
<b>Shared Services</b>				
Component Service Layer			DCOM, ASP (classic)	
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤ V5.2			
Data Transformation	MQSI ≤ V2.0		Data Junction, Cloverleaf	
Data Routing/Publish and Subscribe	MQSI ≤ V2.0		Cloverleaf	
File Transfer	FTP (intercourt and using public Internet), MQ ≤ 5.2		FTP (intra-court only)	

Superior Court Administrator – Rows may be pasted into your master table

## **F. Court Hardware Environment**

Please list the hardware deployed in your court, including mainframes, servers, desktops, and other peripherals.

### **F.1 Desktops/Laptops by Operating System**

<b>Court Name</b>	<b>Number of PCs</b>	<b>PC Operating System</b>	<b>Number of Laptops</b>	<b>Laptop Operating System</b>	<b>Number of Network Printers</b>

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Superior Court Administrator – Rows may be pasted into your master table

**F.2 Court Hardware for Special Functions**

Tell whether hardware items below have or have not been included in counts above.

Court Name	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Dedicated Imaging/ Scanning Workstations

Superior Court Administrator – Rows may be pasted into your master table

**F.3 Court Servers by Operating System**

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/Applications

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<b>Local Server Information</b>					
<b>Court/Dept.</b>	<b># Brand / Model</b>	<b>Operating System</b>	<b>Database</b>	<b>Managed by</b>	<b>Use/Applications</b>

Superior Court Administrator – Rows may be pasted into your master table

**G. COURT NETWORK ENVIRONMENT**

→ **Either fill in the table below**

**OR**

→ **Remove the table below and note that your network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it.**

<b>LOCAL AREA NETWORK &amp; CITY OR COUNTY HARDWARE</b>						
<b>Court/Dept.</b>	<b>Network O/S</b>	<b>Number of PCs on Network</b>	<b>Number of Laptops on Network</b>	<b>Number of Printers on Network</b>	<b>Network Firewall Brand/Model</b>	<b>Other Security Provisions</b>

Superior Court Administrator – Rows may be pasted into your master table

**H. LOCAL INFORMATION TECHNOLOGY RESOURCES**

Please provide high-level information about the technology spending and resources. State device costs are ACAP fees. Other technical cost is spending beyond ACAP fees for technology. If there are no local court or city/county resources (i.e., FTEs) providing any technical support, then just put zero (0). But, if court gets, for instance, about 4 hours a week from a city/county technical person to field various local technology needs [like a separate financial system they need to interact with], then list .1 FTEs in the table.

**DRAFT 8/30/06**

<b>LOCAL TECHNOLOGY RESOURCES</b>				
			<b>Number of:</b>	
<b>Court Name</b>	<b>State Device Cost</b>	<b>Other Technical Cost</b>	<b>Court FTE Technical Staff</b>	<b>City or County FTE Technical Support Staff</b>

Superior Court Administrator – Rows may be pasted into your master table

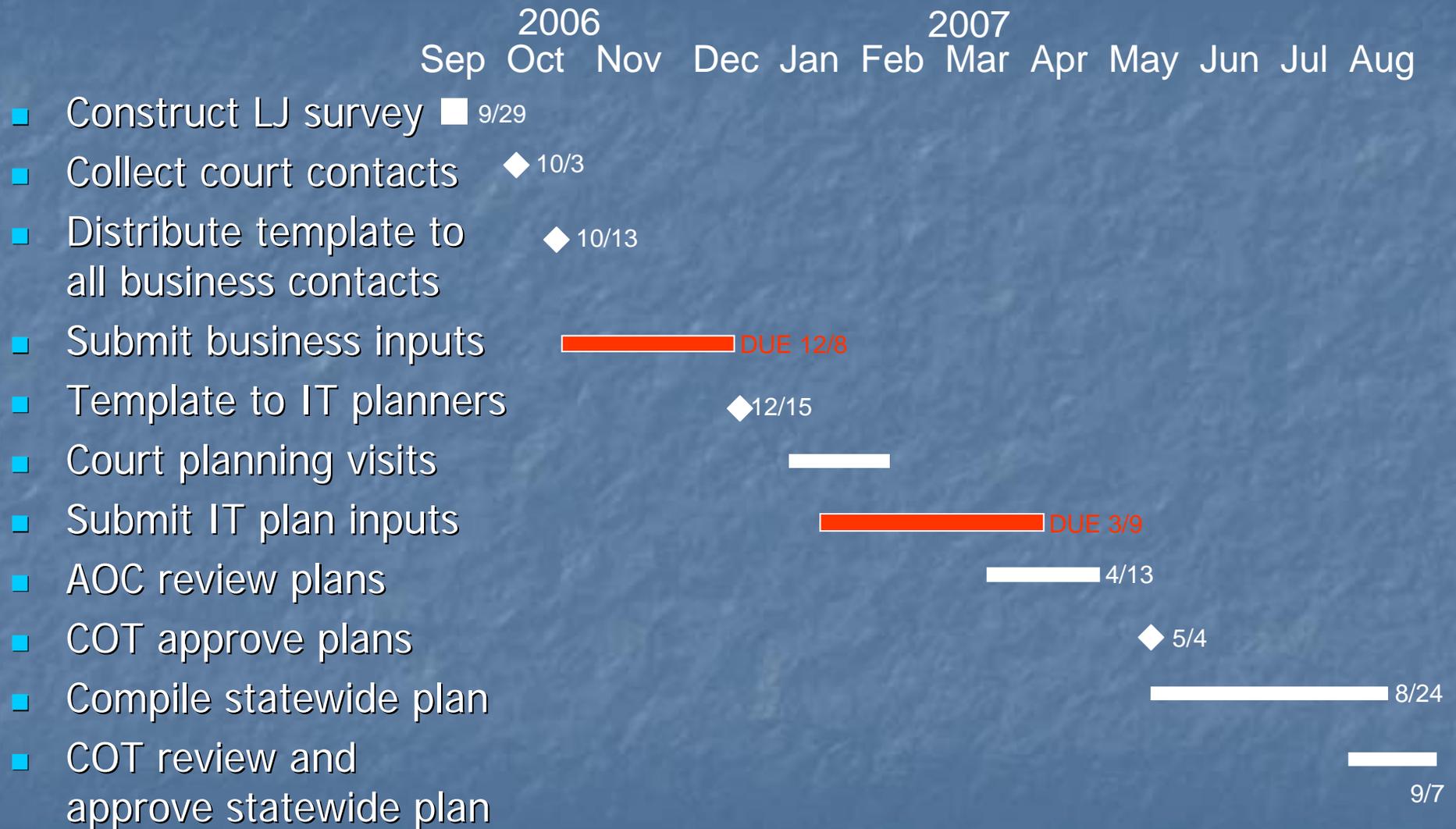
**DRAFT 8/30/06**  
**APPENDIX A (if necessary)**

For any further detailed supporting information related to your court.





# '08-10 Plan Development Cycle



DRAFT – Current Best Guess!



**To:** Presiding Superior Court Judges; Superior Court Administrators; Superior Court Clerks; Dessaint, Noel; Handler, Jeffery; Espinosa, Philip; McGregor, Ruth; Gemmill, John; Urry, Phil  
**Cc:** COT; Court Automation Coordinating Committee; Court Automation Coordinating Committee; Technical Advisory Council; Byers, Dave; Planners backchannel list  
**Subject:** Information Technology Strategic Plan - 2008-2010

On behalf of the Commission on Technology (COT), I am contacting you regarding your ***Information Technology Strategic Plan for 2008-2010***. The Arizona Judicial Department is required to submit an Information Technology (IT) Strategic Plan to the State per ARS 41-3504(f). In accordance with ACJA 1-109, COT reviews and approves IT strategic plans of the courts. Strategic planning is also specified by an initiative under Goal 3 of the Branch Plan, *Good to Great*.

As you recall from past years, the plan you submit encompasses all courts in the county as well as all departments within the courts, especially Adult and Juvenile Probation.

I'm beginning the preparation process earlier this year to accommodate an important improvement. To ensure the plan captures courts' business goals distinct from IT goals and projects, COT has directed that plans now be prepared in two steps, 1) obtaining court business drivers and 2) detailing the technology responses to those drivers.

Please provide a contact person for each step **by September 29**: 1) the person (typically a superior court administrator) who can best characterize the business issues facing the courts in your county, as well as 2) the information technology (IT) liaison most knowledgeable about IT projects underway and those planned for the future. I'd be happy to include whomever you might want added to my distribution list to receive further emails regarding either topic.

Once I have received those names from you, I'll circulate the business-related plan sections to the business contact identified in Step 1. After I receive plan input from the business contact I'll share it with the IT liaison as drivers for project plans in Step 2. Where plan sections request impact statements from both business and technology perspectives, input will be requested from both contacts.

While this creates an additional due date to manage, COT determined that the approach brings greater clarity to the business drivers behind your automation initiatives. By COT and stakeholder request, some other changes were made to streamline things this year by

- surveying limited jurisdiction courts to obtain their detailed input early in the process,
- combining business drivers with related IT initiatives to ensure alignment,
- providing last year's project detail Excel spreadsheet as a starting point,
- continued refinement of hardware inventory information collected, and
- addition of a table that compares the court's technology to the state standards.

Your plan, **due March 9, 2007**, will be:

- reviewed at the Commission's May/June 2007 strategic planning meeting,
- used to make COT's JCEF/TCPF program funding decisions in May/June,
- integrated into the statewide Arizona Judicial Branch Information Technology Strategic Plan for 2008-2010, and
- submitted to the Government Information Technology Agency and the Joint Legislative Budget Committee in September 2007.

### ***Timeline of Activities***

- 1) **By September 29:** Please provide your two contact names and their e-mail addresses to Stewart Bruner via phone (602.542.9351) or email ([sbruner@courts.az.gov](mailto:sbruner@courts.az.gov)); you can also contact the Customer Service Center and they will refer your call. (Superior courts without IT support typically use the court administrator as the sole contact or solicit help from county IT staff in plan preparation.)
- 2) The ***business contact*** will then be provided with instructions, a copy of the branch plan, a link to last year's county-wide courts ITSP, last year's Excel spreadsheet input, and the 2008 plan template in Word format for download from the strategic plan page at <http://www.supreme.state.az.us/cot/Documents/AJBITSP08/Planning.htm>. Any of these documents may also be requested via email from [sbruner@courts.az.gov](mailto:sbruner@courts.az.gov).
- 3) **By December 8:** The business contact will return the appropriate completed sections of the template to Stewart Bruner. Stewart will then distribute the business input to the ***IT contact*** with instructions for completion of technology-specific sections. Further refinements may still be submitted as a result of collaboration with limited jurisdiction courts and submitted to Stewart.
- 4) **By March 9:** The IT contact will return the county courts' IT plan in Word format via email or other electronic means. Staff will prepare them for distribution to COT in electronic form. There is no need to mail a paper copy to AOC.
- 5) **Today – March 9:** Stewart will be available to answer questions and assistance in plan preparation. Contact him directly via phone (before Oct. 6 - 602.542.9351 or after Oct. 9 – 602-452-3351) or email; you can also contact the Customer Service Center and they will refer your call. Several instructive conference calls will be held for planners to clarify any confusion about the process or plan content sought. Some superior courts will be visited in person in the January timeframe.
- 6) **March 10 -- April 13:** Staff will review plans, summarize them for COT, and create motions for approval. Staff will communicate with the appropriate court contact to clarify text or resolve any issues as summaries are drafted.
- 7) **May 3/4:** COT Strategic Planning meeting. COT will review submitted IT Plans. Revisions will be identified based on meeting results and decisions. You will be sent a letter indicating the results of COT's review of your county-wide plan.
- 8) **During the summer:** Staff will create the branch strategic plan based on the planning session and the contents of the individual plans as approved.
- 9) **September 7:** COT will meet for final review and approval of the Arizona Judicial Department's 2008-2010 Information Technology Strategic Plan.
- 10) **By September 30, 2007:** Staff will submit final IT Strategic Plan to GITA and the Arizona Legislature (JLBC).

As clarification of the content, please note that these IT plans are strategic and not tactical; therefore, they identify business and technology goals and high-level information about projects planned to achieve them. When specific projects are undertaken, detailed planning and documentation is assumed to be developed and is often requested as project documentation; detailed project plans and accompanying documentation are neither expected nor intended to be included in a strategic plan.

**Thank you in advance for submitting your business and IT contact names to me and for your support of the planning process in your courts.**

Further detail will be provided to courts receiving a visit from COT Staff.

**Second letter ONLY to presiding judges in Graham, Greenlee, Cochise, Santa Cruz, La Paz, Navajo, and Apache**

**Subject:** Upcoming IT planner visits

Dear Judge,

This letter supplements the previous one detailing the requirements of the information technology (IT) planning process. The Commission on Technology responded to my concern that counties lacking dedicated court IT support or an IT trainer have a very difficult time providing valuable input to the planning process by directing me to visit management and planners in various counties to help “jump start” the process.

To that end, I’d like to schedule a half day at your court sometime in January to meet with all the people involved in planning. Meeting with courts individually may provide some give and take that is not feasible using the typical e-mail process. My goal is to complete as much of your plan input as possible on-site. I’ll provide materials in advance to facilitate the success of the meeting and leave a clear set of follow-up tasks on my way out.

Could you please provide me with a contact name for coordinating the visit from your end? It would be best if that person can schedule necessary court and clerk’s office personnel, probation personnel, county IT resources, justice courts reps, etc. Stephanie Nolan from AOC will be handling all meeting logistics for me. I’ve asked her to sequence court visits within the same region to conserve time and money – Graham, Greenlee, Cochise, and Santa Cruz in one trip; Navajo and Apache in one trip; La Paz in one trip.

I’m looking forward to a great and productive visit that reduces the burden of IT plan preparation on your staff. Thanks in advance for your assistance with meeting those goals. I look forward to speaking with your contact person to plan the on-site meetings.

Sincerely,

Stewart Bruner  
COT Staff  
AOC IT Planning Manager



**INFORMATION TECHNOLOGY STRATEGIC PLAN  
COUNTY PLAN TEMPLATE  
FOR FY 2008 - 2010**

**DETAILED INSTRUCTIONS**

These directions include some background to planning, definitions of terms used in the plans, and a checklist to help you prepare the plan. More context is being provided this year at the request of court administrators.

2008 APPROACH

Following multiple re-examinations, the IT planning process has been reduced to three main elements: 1) Projects underway and planned, 2) the business context surrounding those projects, and 3) the current technology environment of courts in comparison to architectural targets. The planning process has become the annual update of information in those areas.

The Branch IT Plan combines top-down information from Commission on Technology's (COT's) annual planning session and bottom-up information collected from the individual countywide plans submitted. The process continues to be refined to collect only the necessary information from courts and to collect it in the least painful way. The award-winning Coconino *Justice 2025* approach provides a best practice for obtaining court, stakeholder, and justice partner input in a day-long meeting. I encourage planners to emulate the Coconino approach in their county, even if only as a part-day session for representatives from all the courts and justice partners.

After making some major changes last year, COT has directed that the preparation process remain largely the same this year. The slimmer template remains with only some minor modifications as does the separate project spreadsheet. The high-level Branch business and technology initiatives remain the same. The branch plan, *Good to Great*, is available [from this link](#). The IT strategic priorities have changed slightly to increase the emphasis on case management systems, EDMS, and e-filing.

The two-part development process remains. Presiding judges have been asked to provide both a business contact and an IT contact for this year's plan preparation activities. The template has been labeled to indicate which contact is primarily responsible for input in each section.

Commission on Technology has identified a maturity path for IT planning with a goal of involving courts at all levels in the county in a collaborative effort annually. To promote that collaborative discussion, a new template has been created for distribution to limited jurisdiction courts to prompt some advance work prior to attending the plan development meeting. The goal is to give the court

administrator ideas of common issues among the LJ courts in the county so discussion can focus on common solutions to those issues.

All project-related information remains consolidated in a single Excel spreadsheet. AOC will paste reports made from the spreadsheet into Section D of the finished document for you before publication.

Like last year, conference calls will be scheduled during the planning process to answer questions and share best practices among those working on plans.

### CHANGES TO THE 2008 TEMPLATE

- Business portions of the template must be completed and returned by December 8, 2006. These will, in turn, be provided as input for the more detailed IT portions of the plan due March 9, 2007.
- A separate document is being provided for court administrators' use in collecting limited jurisdiction court input throughout the county. It will be distributed as part of the business portion of plan preparation.
- A new column has been added to show the alignment of IT initiatives with business initiatives in the same table. The table and subsection previously devoted solely to IT initiatives has been removed.
- Standard hardware configurations for ACAP PCs are TBD pending the purchase of hardware for the upcoming ACAP PC refresh cycle.
- An accomplishments table has been added back into Section D of the document after it was overzealously removed last year by someone.
- Last year's detailed project information spreadsheet will be supplied to planners for their reference. Headings have been color coded to link together information required only for statewide or only for local projects. A project must be categorized as one or the other – local projects directly linked to statewide projects are considered statewide. For example EDMS installation is statewide but implementing workflow on an existing EDMS is a local project.
- Inventory listings may be provided in an Excel spreadsheet rather than the Word table in the template this year, provided the same categories of information are included. Additional information regarding applications, databases, and management of servers being requested this year must also appear in the spreadsheet.
- A new table has been added to show items in the court that fall within the retirement and containment categories of the enterprise architecture table at <http://supreme.state.az.us/cot/documents/EAS/EAS.htm>. At COT's request, all technology items at a court in the retirement category of the enterprise architecture **must** have a replacement project identified, even if no money exists for completing that project. This will help determine funding priorities as we strive for a total environment that enables the next generation of automation and integration. You may be asked to add

projects to your listing following AOC review of the software inventory information submitted.

The revision tracking feature in Word was not used this year since it confuses some people!

Despite the trimming down of the template, please feel free to add back whatever you wish to make this “your” plan – one that you could provide to officials and citizens locally to reflect your county courts’ technology status and plans.

### THE USUAL REMINDERS

As clarification of the content, please note that these IT plans are strategic and not tactical; therefore, they will identify your business and technology goals and high-level information about the projects planned to achieve them. When specific projects are undertaken, detailed planning and documentation is assumed to be developed and is often requested. Detailed project plans and accompanying documentation are not expected to be included as strategic plan input.

The plans you submitted last year remain posted on the [strategic plans website](#). If you need the Word version of your plan, I can email it to you.

### GLOSSARY OF PLAN TERMS WITH EXAMPLE

An "Agenda" is a very high-level area of business concern to be addressed.

A "Strategic Initiative" is a general activity you can pursue to achieve the goal stated in your agenda.

A "Strategic Technology Initiative" is a general activity related to technology that can be used to support the "Strategic Initiative."

A "Strategic Technology Project" is specific project technology-related project you are undertaking to meet the objective of your initiative. It has or will have resources (people, machines, networks, software, etc.) assigned to it with deliverables and a schedule.

Every "Strategic Technology Project" should support at least one strategic initiative and one strategic technology initiative.

#### GLOSSARY TERMS EXAMPLE:

##### Agenda

PROTECTING CHILDREN, FAMILIES & COMMUNITIES

##### Strategic Initiative

Expand the centralized registry to include orders of protection from all courts.

##### Strategic Technology Initiative

Support Statewide Automation Projects that feed centralized registry.

##### Strategic Technology Project

Order of Protection Service Entry Project: This project will implement a re-engineered workflow in all ABC County Courts to assure that all service activity on orders of protection is entered within 24 hours of receipt. It will involve specialized training of selected court clerks, an expedited mail room process to identify such notifications on the day of receipt, and....

The Judicial Branch Information Technology Plan shows alignment between Agendas and Strategic Initiatives found in *Good to Great: A Strategic Agenda for Arizona's Courts 2005-2010* and the various statewide strategic technology projects.

Your county-level plan should align independent projects to either the agendas/initiatives in *Good to Great* or to agendas/initiatives of a local city, county or court. The master projects table in the spreadsheet walks you through the alignment process by listing active agendas, initiatives, and statewide projects to select from.

### **CHECKLIST FOR COMPLETING THE STRATEGIC PLAN TEMPLATE**

<b>STEP</b>	<b>CHAPTER/Tasks &lt;&lt;RESOURCE PROVIDING INPUT&gt;&gt;</b>	<b>Done</b>
1.	<p><b>COVER PAGE &lt;&lt;BUSINESS CONTACT&gt;&gt;</b></p> <ul style="list-style-type: none"> <li>• Be sure you change &lt;&lt;county &gt;&gt; to your county name.</li> </ul> <p>There are many places in the text of the document where "the county's courts" is used and you may wish to change that to "&lt;Your County Name&gt; County courts."</p>	
2.	<p><b>INTRODUCTION &lt;&lt;BUSINESS CONTACT&gt;&gt;</b></p> <ul style="list-style-type: none"> <li>• Change &lt;county name&gt; to your county.</li> <li>• In the Introduction, list the all the courts included in the plan.</li> <li>• You are welcome to add an "<u>executive summary</u>" to your plan, either before or as part of the introduction. This is where you can broadly discuss and summarize your technology directions, needs, future plans, etc.</li> </ul>	
3.	<p><b>INTRODUCTION &lt;&lt;BUSINESS CONTACT&gt;&gt;</b></p> <ul style="list-style-type: none"> <li>• In the Introduction, list any courts that have prepared and submitted separate plans. Keep in mind that COT has recently reiterated its goal of receiving a single, county-wide plan.</li> <li>• You should also include a summary of such plan(s) in the introduction.</li> </ul>	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
4.	<b>INTRODUCTION &lt;&lt;BUSINESS CONTACT&gt;&gt;</b> <ul style="list-style-type: none"> <li>• Remove any comments that appear in red font in the chapter. These are instructions for plan preparation and should not be part of the final plan.</li> <li>• Place court locations in the table.</li> </ul>	
5.	<b>A. PLANNING METHOD AND PARTICIPANTS &lt;&lt;BUSINESS AND IT CONTACTS&gt;&gt;</b> <ul style="list-style-type: none"> <li>• Put a list of the personnel who participated in the strategic planning to prepare the document. COT strongly encourages you to seek input from your justice partners in the planning process.</li> <li>• Add a summary of the process used to gather, document and review the plan information.</li> <li>• Remove any comments printed in red.</li> </ul>	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
6.	<p data-bbox="332 233 1209 300"><b>B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL &lt;&lt;BUSINESS AND IT CONTACTS &gt;&gt;</b></p> <p data-bbox="332 306 1258 525">This section references the statewide agendas in the new Branch business plan, <i>Good to Great: A Strategic Agenda for Arizona's Courts 2005-2010</i>. These are broad, non-technology, business-related goals. A link to the document has been included in the kickoff letter addressed to all presiding judges for reference. It is also available <a href="#">from this link</a>.</p> <ul data-bbox="381 567 1258 1438" style="list-style-type: none"> <li data-bbox="381 567 1258 672">• If your local city, county or court(s) have agendas, initiatives, or business pressures, add them at the end in the section so labeled.</li> <p data-bbox="430 703 1209 850">For instance, if "Reduce spending by 10% from 2006 levels" is an <i>agenda</i>, then an <i>initiative</i> might be to "Use electronic communications where possible to reduce postage costs."</p> <li data-bbox="381 892 1258 1071">• Have the IT contact provide the name of the corresponding technology project or projects in the right-hand row of the table. Later, in the Section D.1 master projects table, the IT contact will provide detail about the particular plan/project that responds to the initiative.</li> <li data-bbox="381 1113 1258 1365">• Each IT initiative should relate to at least one strategic agenda/strategic initiative, either or both from <i>Good to Great</i> and/or a local one that has been recorded in the local agendas/initiatives/business pressures above. It is likely that some business initiatives have no IT counterpart. No IT initiative should be listed without a corresponding business initiative – that's what ensures alignment.</li> <li data-bbox="381 1407 1258 1438">• <b>Remove any comments printed in red.</b></li> </ul>	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
7.	<p><b>C. CURRENT TECHNOLOGY ENVIRONMENT: Hardware &amp; Software.</b> &lt;&lt;TECHNICAL CONTACT&gt;&gt;</p> <p>This is just a general statement about the technology environment. The only update involves a statement about the upcoming refresh cycle. If you are not an AZTEC court, you'll need to include your own PC and laptop specs.</p> <ul style="list-style-type: none"> <li>• Add any general information you wish here to characterize your environment more completely.</li> <li>• In Appendix A, you will be listing details of hardware, network, and software employed in your court. This includes ACAP, JOLTS, CASA and other AOC-placed equipment as well as other technology you use, like FTR court digital recording equipment, video equipment, etc.</li> <li>• Contact me if you need an updated list of counts of ACAP and/or JOLTS equipment.</li> </ul>	
8.	<p><b>D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS</b> &lt;&lt;TECHNICAL CONTACT&gt;&gt;</p> <ul style="list-style-type: none"> <li>• The first portion of the section lists and defines the statewide technology strategic initiatives and the relative priority of each. No local entry of projects or initiatives is needed.</li> <li>• A table has been provided for recording significant project accomplishments from January 2006 to January 2007 you'd like highlighted. Place information about completed projects from last year's detail table here, since only open or future projects are allowed in the spreadsheet.</li> <li>• List your local court, county/city technology strategic projects and provide details/descriptions in the court projects master listing below.</li> </ul> <p><b>COURT PROJECTS MASTER LISTING</b> &lt;&lt;TECHNICAL CONTACT&gt;&gt;</p> <p>This section must be completed by updating last year's Excel spreadsheet or a blank one available for download from the <a href="#">planning webpage</a>. All court-related IT project information is being collected in a single place – statewide and local -- for conceptual projects as well as those currently underway.</p> <ul style="list-style-type: none"> <li>• A "reference" spreadsheet (Sheet 2) shows the valid entries in the pulldown lists as well as help text for each</li> </ul>	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
	<p>column of Sheet 1. <b>Do not fill in the reference sheet.</b></p> <ul style="list-style-type: none"> <li>The “Projects” spreadsheet (Sheet 1) contains drop-down lists of project information to fill in for various columns. Cells that display pull-down arrows to their right will only accept entries from the associated list. <b>DO NOT DELETE</b> rows below the colored area of the spreadsheet – the list items are contained in hidden cells there. Just leave extra rows alone.</li> <li>Each project has been allotted two lines of space. The second line (light blue) is to be used only for elaboration of any “Other” answers selected from lists in the row above. The first two rows in the template spreadsheet contain an example project that should be overwritten or deleted. The “Reference” sheet (Sheet 2) displays all the list items that are valid within each column. <b>NOTE: AOC’s Access database truncates free form input at 255 total characters, spaces included – to avoid truncation, do not enter more than 255 characters in any cell.</b></li> <li><u>Be sure to include any work you are doing as part of statewide IT initiatives</u>, not just independent, local projects. Refer to the list of initiatives in the table above or last year’s plan submittal to jog your memory.</li> </ul>	
9.	<p><b>D.1 MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION</b>  <b>&lt;&lt; BOTH BUSINESS AND IT CONTACTS &gt;&gt;</b></p> <p>This subsection deals with planning for statewide initiatives or projects that likely have or will have impact on your court(s).</p> <ul style="list-style-type: none"> <li>Respond to the items with your analysis/planning perspective.</li> <li>Some items may be redundant from prior years, but your environment and personnel may have changed as well. Please consider the impact from the perspective of how things stand today, not how you answered previously.</li> <li>It is reasonable to indicate that certain activities are in progress and expected to be completed by a particular date in the future.</li> <li><u>This is not a status report</u> but a reflection of analysis activity (or planning for it) for major projects or changes coming in the next 3 years. Feel free to be high level, when you have not worked through detailed implications.</li> </ul>	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
10.	<p data-bbox="332 233 1239 302"><b>D.2 POTENTIAL INITIATIVES ON THE PLANNING HORIZON</b> <b>&lt;&lt; BOTH BUSINESS AND IT CONTACTS&gt;&gt;</b></p> <p data-bbox="332 344 1239 596">This subsection provides early visibility into potential initiatives currently only in the planning stage. These do not yet require participation outside the AOC and might never progress to the point where they require local court participation. They have been included in case they trigger plans in local courts related to the implementation of or interface with the technologies described.</p> <p data-bbox="332 638 1239 779">Please fill in any general comments you have for AOC about the potential initiative from your court's perspective. Should any of these become initiatives, they will be elevated in future planning templates for detailed impact analysis.</p>	
11.	<p data-bbox="332 785 1174 854"><b>D.3. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES</b> <b>&lt;&lt; BOTH BUSINESS AND IT CONTACTS&gt;&gt;</b></p> <p data-bbox="332 932 1230 1037">Please list each court and supply specific information about it in the four columns. The desire here is to get an idea of the total technology spending in the judicial branch.</p> <ul data-bbox="430 1058 1255 1598" style="list-style-type: none"> <li data-bbox="430 1058 1222 1163">○ Annual device costs. These are the billings related to AZTEC computers and printers attached to the court network. Non-AZTEC courts will not have this.</li> <li data-bbox="430 1184 1239 1352">○ Other Technical Cost is everything else related to automation and technology use. Don't include fax machines or copiers or your phone system but do include video or audio devices for recording or holding court.</li> <li data-bbox="430 1373 1255 1598">○ Then indicate the number of FTEs supporting technology or technology projects from the court itself (if any) as well as from city or county support staff. This will yield counts for estimating the overall training impact for technology standards and the upcoming CMS change.</li> </ul>	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
12.	<p data-bbox="331 233 639 264"><b>APPENDIX A AND B</b></p> <p data-bbox="586 270 1008 302" style="text-align: center;"><b>&lt;&lt;TECHNICAL CONTACT&gt;&gt;</b></p> <ul style="list-style-type: none"> <li data-bbox="383 346 1232 453">• Fill in the information in Appendix A for the technology, hardware, network, and software deployed in your courts along with enterprise architecture compliance.</li> <li data-bbox="383 495 1240 674">• Hardware-related inventory categories have been revised to capture more about the function. Inventory is still by operating system type, not box by box. List number of boxes running the same operating system by court or department on separate rows of the table.</li> <li data-bbox="383 716 1260 1150">• Software inventory has an additional table below it that compares the technology and products used in the court to the latest Enterprise Architecture table. Various layers and functional areas of the architecture are defined along with specific items falling in the end-of-life categories. Please fill in the white cells. Where the court's product matches or predates a retirement item, create a project in the spreadsheet to detail the replacement strategy for that item, whether or not funding exists to complete the project. The complete, updated table appears at <a href="http://www.supreme.state.az.us/cot/Documents/EAS/EAS.htm">http://www.supreme.state.az.us/cot/Documents/EAS/EAS.htm</a></li> <li data-bbox="383 1192 943 1224">• <b>Remove all red text and instructions.</b></li> <li data-bbox="383 1266 1200 1373">• Add any detailed project plans, as appropriate and any other appendices that support your local information or independent technology initiatives or projects.</li> </ul>	
13.	<p data-bbox="331 1415 678 1446"><b>TABLE OF CONTENTS</b></p> <p data-bbox="586 1453 1008 1484" style="text-align: center;"><b>&lt;&lt;TECHNICAL CONTACT&gt;&gt;</b></p> <p data-bbox="331 1526 938 1558">After the document text has been finalized:</p> <ul style="list-style-type: none"> <li data-bbox="383 1579 1117 1610">• Double check the entries in the table of contents.</li> <li data-bbox="383 1652 1187 1684">• Put the correct page numbers in the table of contents.</li> <li data-bbox="383 1726 1102 1791">• Add the items in the list of appendices with their corresponding page numbers.</li> </ul>	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
14.	<p><b>ENHANCING THE PLAN</b></p> <p>Feel free to add graphics, clip-art, photographs, the county seal, the city logos, etc., that make this template into your own plan. Don't waste time on the cover you send to me since Stephanie creates a new graphic based on each year's graphic design theme for the Branch Plan.</p>	
15.	<p><b>SUBMITTAL</b></p> <p style="text-align: center;"><b>&lt;&lt;1. BUSINESS CONTACT&gt;&gt;</b></p> <p>Please attach the completed <u>sections</u> in Word format to an e-mail and send to <a href="mailto:sbruner@courts.az.gov">sbruner@courts.az.gov</a> by December 8, 2006, to be checked in and forwarded as input to the technical contact named by your presiding judge.</p> <p style="text-align: center;"><b>&lt;&lt;2. TECHNICAL CONTACT&gt;&gt;</b></p> <p>Please attach the completed plan (as approved by your court administrator, clerk, and presiding judge) in Word format to an e-mail and send to <a href="mailto:sbruner@courts.az.gov">sbruner@courts.az.gov</a> by March 9, 2007, to be analyzed and summarized for COT review.</p> <p>Though I discourage paper transmittal, if you do have a signature page or release information to transmit, you may fax it to 602-452-3480, Attn. S Bruner.</p>	
16.	<p><b>THANK YOU. COT APPRECIATES YOUR HARD WORK ON CREATING THIS VALUABLE PLAN.</b></p>	





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## ARIZONA JUDICIAL BRANCH

### Information Technology Strategic Planning 2008-2010

Overview	
◆ IT Planning Maturity Path	
Instructions	
◆ Plan Development Schedule	◆ Detailed Instructions
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◆ County Courts IT Strategic Plan Template	◆ Court Project Master Listing (.xls)
◆ LJ Court Survey Template (.doc)	◆ <b>Note: Last years .xls input is being mailed to contacts in this years template.</b>
<b>Reminder: Please save your work often!</b>	

**Note:** Some files on this Web site are presented in ".pdf" format and require the free Adobe Acrobat Reader installed on your PC.

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