
“What I Learned on My Winter Vacation”
&
Business Drivers from IT Plans

Stewart Bruner's Wild
IT Planning Adventure
in Rural Arizona
COT -- March 2, 2007

www.blogspot.com/sb_in_rural_az/whatchoutforthatminingtruckwhileBlackberrying

“I’ve Been Everywhere...” – J. Cash

Date	County	Meeting Location
1/12	La Paz	Parker
1/16	Apache	St. Johns
1/17	Navajo	Pinetop
1/22	Santa Cruz	Nogales
1/23	Cochise	Sierra Vista
1/24	Greenlee	Clifton
1/25	Graham	Safford

Random Thoughts from Meetings

- Credit Cards Valuable for Scraping Windshield
- Phoenix Can Seem Far Away...
- “Just Too Busy to Plan...”
- “Where Do I Turn for Support?”
- “Can You Hold Off Big Change ‘til I Retire?”



More Specific Findings from Trip

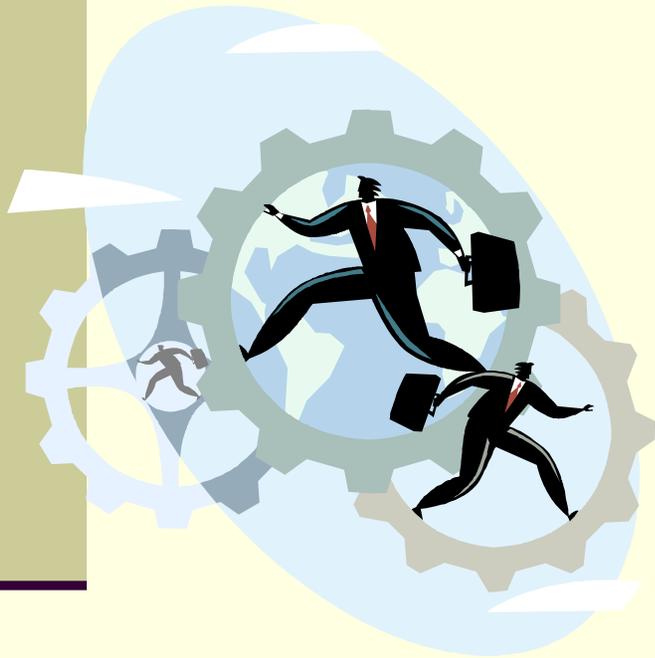
- Court reporters project carries high hopes
- Integration on everyone's mind
 - Well, not re-keying is, at least
- WordPerfect very deeply entrenched
- Frustrating lack of LJ input
- Need more local treatment options
- LJs desire to pool an automation trainer



What the Plans Say...



Business Drivers from Plans



- Clerks putting suspended projects back on front burner
- Physical space at a premium
- Get more info in digital format
- Output more information digitally

Business Drivers from Plans

- Need archiving guidance for e-records
- Manage jury experience over Web
- Improve objective reporting
- Standardize local forms
- Improve personnel administration/compensation
- Improve interaction with County automation systems



Business Drivers from Plans

- Improve collections and order enforcement
- Use network to connect to scarce resources
- Enhance overall user friendliness of courthouse
- Push to complete websites or add services to existing ones



Business Drivers from Plans

- Workers require instant access to applications
- Physical security leading to data security improvements
- Drive to develop more specialty courts continues



Comparison: State Court Trends

NCSC TRENDS

- Emergency preparedness
- Impact of technology
- Increased need for interpreters
- Impact of aging population
- Privacy vs. public access to records
- Judicial independence/selection
- Addressing budget challenges
- Problem-solving courts
- Self-represented litigants
- Performance measurement

AZ TRENDS

- Business continuity planning
- What the plan's all about!
- Connect to scarce resources available elsewhere
- Provide services online
- Privacy vs. desire to increase public access to records
- Integration of justice partners' information
- Facilities issues; increasing efficiencies w/ technology
- Problem-solving courts
- Empower pro per se litigants
- CourTools / real-time metrics

