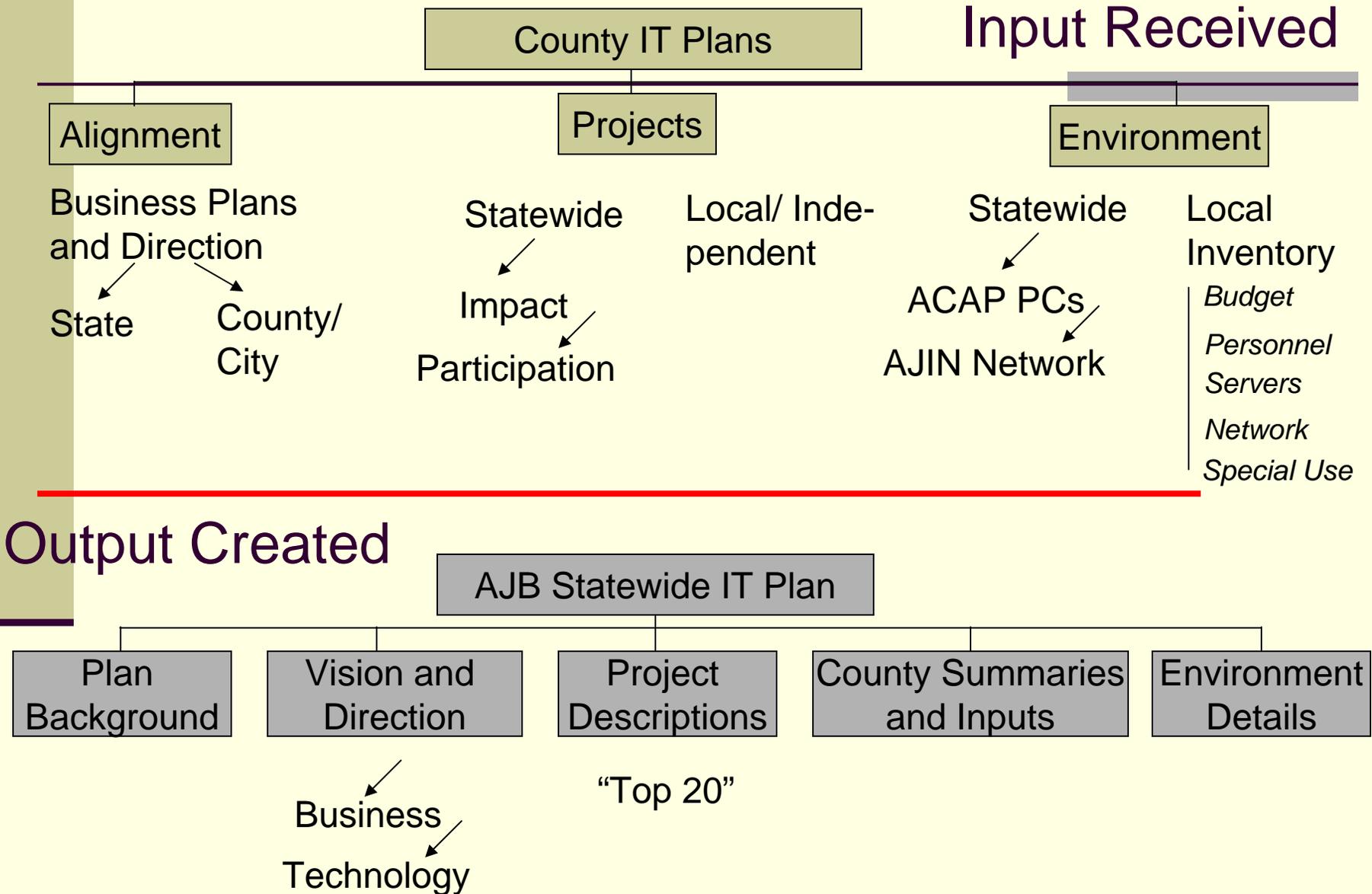

Business Drivers from IT Plans circa 2008

Stewart Bruner

Commission on Technology – Jan 4, 2008

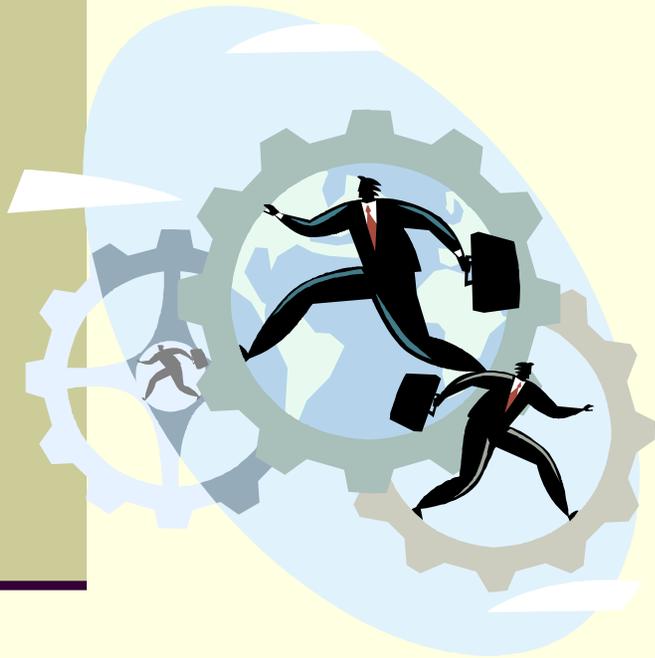
General Context of IT Planning



What the Plans Say...



Business Drivers from Plans



- Increase remote access to court applications and data
- Storage space dwindling – get EDMS and destroy paper
- Increase case processing efficiency through workflow and digitization
- Add more services and self-help forms to existing websites
- Increase jury participation

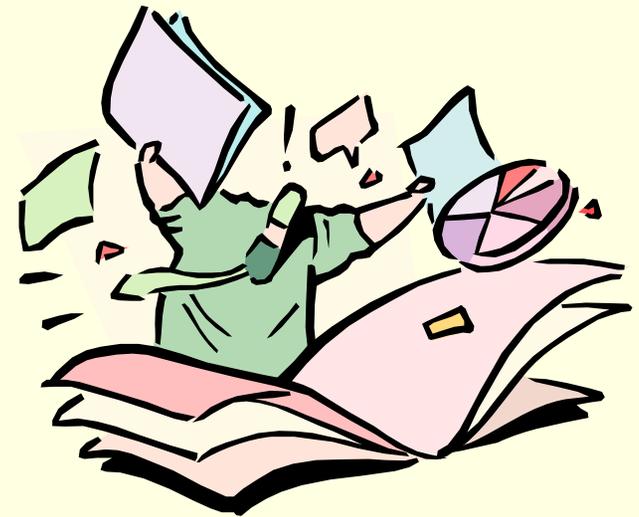
Business Drivers from Plans

- Improve courthouse experience for users, including public wireless and connecting calendar display to CMS
- Improve objective data gathering and reporting – CourTools
- Improve interaction with justice partners' automation systems



Business Drivers from Plans

- Security efforts focused on business continuity approaches including access from offsite locations
- Use video over network for IAs, conferences, court reporting, and training
- **Strangely missing:** massive data conversion in support of CMS changeover and dealing with budget challenges



Comparison: AZ Court Trends

'07 TRENDS

- Expand remote access
- Increase reach of EDMS; enable destruction of paper
- Use more videoconferencing
- Expand online forms/services
- Privacy vs. public access to records (still)
- Enhance communication/integration with justice partners
- Improve courthouse experience with connected displays
- Process all cases efficiently
- e-Filing (even in LJ plans!)
- Adopt/expand CourtTools

'06

- Business continuity planning
- Solve storage problems
- 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

