

# AOC INFORMATION TECHNOLOGY REVIEW

## PIMA COUNTY CONSOLIDATED JUSTICE COURTS

Objectives, Findings and Recommendations



# Goals and Objectives



- Goals and objectives of the PCCJC review
  - ▣ Perform an audit of current environment and a top level assessment of the stability of the current system
  - ▣ Provide clarity as to the hardware versus software stability
  - ▣ Provide ideas on how to stabilize the environment for 9 to 12 months

# Today's Situation

- Vax 4000 Server introduced into environment in 1991
  - ▣ Server is over 16 years old, and is unable to scale to meet current needs
  - ▣ Operating system is at least 7 years old and no longer supported
  - ▣ Server difficult to maintain due to age; disk drives fail routinely
  - ▣ Server will go down at least once a month and the probability that this server will not come back up is extremely high
    - Following the August 24 “bad day” it took at least 11 IPL attempts for the system to come back online
  - ▣ Outdated server has lead to several outages that directly impact the court, staff and public
  - ▣ Can only support a 10 Mbps connection which causes slow response time and overall slow and inefficient data processing

# Today's Situation

## □ CMS Application Issues

- There is no documentation on initial CMS application development and subsequent program changes/enhancements, user requirements, workflow designs, system environment, etc.
- The full picture of the hardware and software environment is largely unknown.
  - Efforts to document are underway and significant progress has been made but is not 100% complete.
- The CMS application and system processes are written in an unsupported version of Datatrieve in, or prior to, 1985.
- Numerous newer technologies and applications have been linked to the old, outdated and failing hardware and software (i.e., web Court Calendar, E-Filings, E-Payments, etc.) These applications will fail every time the server and/or CMS fail.

# Today's Situation



- CMS Application Issues (Continued)
  - CMS application will hang and cause server to freeze if application is not terminated at user station correctly
    - There are over 100 users of this application, making it almost impossible to determine when and if this situation will occur
    - Nightly batch processes will hang and either fail to run or run though next day business hours
  - Routine problems are experienced with the CMS application
    - Fixing an immediate issue may cause other problems
    - Application failures have a ripple effect that is almost impossible to plan or foresee

# Immediate Recommendations

- Purchase “newer old” VAX Alpha server
  - ▣ Provide immediate stability to environment
  - ▣ Lessen server downtime and outages
  - ▣ Capable of running newer version of OS (at least two or three versions higher than current)
  - ▣ Capable of supporting a 100 Mbps connection, decreasing slow response time and increasing overall application and user efficiency
  - ▣ Cost of this replacement server is approximately \$3,600.00
  
- Continue to document hardware and software environment
  
- Invest in programmer consultant services to assist with immediate and critical application programming modifications

# Future Recommendation



- Prepare for acceptance of statewide Limited Jurisdiction Case Management System
  - ▣ Anticipated delivery is expected to be within the next 12 months