

COUNTY COURTS INFORMATION TECHNOLOGY STRATEGIC PLANS 2009-2011



Commission on Technology
Review and Approval
June 6, 2008

2009-2011 ITSP Development

- ▶ Members directed courts to simply **update previous plan**
- ▶ Continued **two-step planning approach**
- ▶ Collected/Reported **business drivers** first
- ▶ Collected updated **IT initiatives, projects,** and inventories
 - Focused on **project lifecycle and alignment** information
 - Inventory accuracy much improved
 - Reconsidered **statewide projects'** impact information
- ▶ Returning to review both **notable accomplishments and issues** discovered, and obtain approval for each plan
- ▶ **Communicate** COT decision/concerns to presiding judges
- ▶ Switch focus to Branchwide Technology Strategic Plan
- ▶ Further **refinements** next year will be discussed in September

COT Review/Approval Means

- ▶ **Recognizing** in concept the local needs, initiatives and drivers for technology projects
- ▶ **Approving** projects that clearly conform to existing standards and directions and have sufficient detail
- ▶ Not approving, but **acknowledging**, general references to projects which are pending future additional information to be provided
- ▶ **Rejecting** specific projects that appear to run counter to adopted directions and priorities
- ▶ **Reminding** all courts that referencing a project in an IT plan does not constitute a project investment justification, request for service, or a project plan as required by COT's project methodology

Court Technology Trends

- ▶ Desire to **digitize environment** – EDMS, e-citation, photo enforcement, online forms -- growing among LJ courts who participated
 - Usual lack of plan participation at LJ level (I should get over it!)
- ▶ **Network** increasingly relied upon to connect scarce resources, reduce travel costs, improve public safety, provide business continuity
- ▶ Clerks have high hopes for new CMS functionality, relying on
 - **Electronic minute entry/distribution**
 - **Workflow** out of the box
 - Much enhanced **financials**, including **JSL** and **priority of payments**
 - **E-Filing**, full **FARE**, and **appeals record transfer** very soon after go-live
- ▶ **Court data residing in numerous apps outside AZTEC poses risk at CMS conversion time**
 - Especially **calendars, financials, forms, and MS-Access databases**
 - **Data outside AZTEC is local court resp. w/ assistance from CMS team**
 - **Once court converts, going back to old applications not allowed**

Court Technology Trends

- ▶ Increased focus on **training**
 - Number/capacity of dedicated training facilities
 - Field trainer coverage
- ▶ Continued increase in **contingency planning** and **specific emergency preparations**
- ▶ Expanding **Web presence**, increasing products and services available
- ▶ Rapid increase in desire for **online payments / vendor services** on court websites (generally pre-dispo tickets)
 - **15 courts show projects that involve online or cc payments**
 - **Possible misunderstanding about FARE's role**
- ▶ Continued desire to streamline case processing through **workflow** software

Ageing CMS Details

Court	CMS Age	Support Method	Replacement Plan
PCCJC	14 years	Court-supported	Statewide CMS
Phoenix	8.5 years	Court-supported	JAVA/GUI
Mesa	14 years	City-supported	Client/Server
Tempe	13 years	Court-supported	.NET/SQL
Prescott	20 years	Consultant-supt'd	None
Chandler	17 years	Court/City-sup'td	None

What I Left Off Individual Pages

- ▶ Implemented DV updates/AZTEC 1.4 and PASSPORT forms – added to websites
- ▶ Implemented various new divisions or specialty courts
- ▶ Participating in Jury+ web interactive project, migrated jury database to AOC
- ▶ Participating in remote court reporters project – desire to expand to encompass court interpreters
- ▶ Expanded general web-based information and capabilities, including self-help forms and requests/payment for services

APACHE COUNTY COURTS

- ▶ Funding obtained for a field trainer
- ▶ Continued enhancement of local products including electronic minute entry/distribution; now using for water cases
- ▶ **Concern for extensiveness of CMS data conversion efforts:** various production functions and data provided by **MS-Access** rather than AZTEC
 - Exception **Pima CMS/imaging** now legacy with adoption of AGAVE
- ▶ Continuing to digitize back criminal case records
- ▶ Continued focus on business continuity; submitted matrix
- ▶ Pursuing trade-out of current image system with OnBase
- ▶ No technology cost or FTE information submitted



COCHISE COUNTY COURTS

- ▶ Began electronic records transfers to Division Two
- ▶ Expanded justice partner access to images
- ▶ Implemented online video and questionnaire for jurors
- ▶ Began CourTools customer satisfaction surveys
- ▶ Prepared dedicated automation training environment
- ▶ **Court form and financial data outside AZTEC** poses CMS data conversion risk
- ▶ LJ interest in EDMS reported, especially for closed records, as well as eCitation
- ▶ Expanding **OSAM minute distribution** solution
- ▶ Desire to make **online payments** available in Family Court



COCONINO COUNTY COURTS

- ▶ Continued focus on digitizing court records and increasing their availability
- ▶ Countywide EDMS project underway (incl Flag Muni) in addition to expanding county-wide integration work with AZTEC and MQ
- ▶ Implemented FARE in all courts (except Page Justice)
- ▶ Have high expectations for capabilities of new GJ CMS, especially minute distribution and e-filing
- ▶ Calendar **data outside AZTEC** is a Vista and CMS conversion risk



GILA COUNTY COURTS

- ▶ Initiated network disaster recovery plan; purchased some related stand-by equipment
- ▶ Improving training and technical tools for court staff to improve case processing
- ▶ Shortened Vista adoption curve with early testing and forms conversion work
- ▶ Implemented photo radar in Star Valley
- ▶ Concern for CMS data conversion efforts
 - **Using vendor court calendar and minute entry programs**
 - **Financial information residing outside AZTEC**



GRAHAM COUNTY COURTS

- ▶ Pursuing replacement of grandfathered LaserFiche EDMS with OnBase countywide
 - Facilitates integration with new CMS while maintaining integration
 - Enables participation in e-filing and minute distribution initiatives
- ▶ **Court form and calendar data outside AZTEC** may complicate CMS conversion and e-Citation adoption
- ▶ Completed audio/video and physical security enhancements at superior court
- ▶ Justice courts and Pima Muni expanding at current locations
- ▶ Began discussions re: multi-county filed trainer to address **perennial lack of IT support**



GREENLEE COUNTY COURTS

- ▶ Continuing to improve court physical security and disaster planning
- ▶ Have high expectations for capabilities of new GJ CMS, especially minute distribution and expanded financials
- ▶ Obtained remote access for telework and business continuity
- ▶ **Jury+ not yet upgraded** to enable interactive juror capability
- ▶ **Homegrown probation program** poses multiple risks
- ▶ Began discussions re: multi-county filed trainer to address **perennial lack of IT support**



LA PAZ COUNTY COURTS

- ▶ Pilot court for new GJ CMS; very involved in preparation work
- ▶ Tip and FARE expanded to all courts
- ▶ Implemented videoconference system for initial appearances, hearings, training, and administrative use
 - Connecting county justice partners
- ▶ Expanded superior court web presence
- ▶ Increasing interest in digitizing LJ records and e-forms
- ▶ **Very little individual LJ court input to plan**



MARICOPA COUNTY COURTS

- ▶ Implemented Juvenile iCIS and web access
- ▶ Completed Juvenile Web Minute Entry application and integrated with iCIS
- ▶ Enhanced and expanded clerk's e-filing system to incorporate family court, WizNet vendor use, and SmartWarrants application
- ▶ Upgraded electronic document management system; expanded number of data integration projects and exchanges using ICJIS
- ▶ Implemented electronic initiation of forcible detainer e-filing
- ▶ Added measures in iCIS CourTools
- ▶ Reconfigured systems to fail over to disaster recovery hot site



MARICOPA COUNTY COURTS

- ▶ Continued enhancements to SmartWarrant application
- ▶ Continuing development of candidate LJ CMS in Tempe
- ▶ Installed public access kiosks in justice courts
- ▶ A prominent non-AZTEC muni court has **end-of-life, legacy CMS with no clear plan for replacement**; another has plan to **rewrite CMS to new technology**, requiring COT approval
- ▶ Several LJ courts have **production data residing in MS-Access**
- ▶ Several muni courts report **NetWare versions** out of support, may impact ability to run statewide CMS if AmCad selected
- ▶ Submitted consolidated IT strategic plan



MOHAVE COUNTY COURTS

- ▶ Replaced critical, ageing servers; stabilized computer room environment; improving continuity of operations
- ▶ Have high hopes for new CMS functionality, counting on
 - **Workflow**
 - Enhanced **file tracking**
- ▶ Upgraded several applications , including EDMS and video systems; have **FTR/Vista** issue
- ▶ Installing new security cameras and recording equipment
- ▶ Part of **countywide e-payment solution** with vendor
- ▶ High interest in EDMS and e-Citation among LJ courts



NAVAJO COUNTY COURTS

- ▶ Continue focus on improving DUI data; created ad hoc reports for justice courts participating in pilot project
- ▶ Installed Polycom videoconferencing in justice courts
- ▶ Implementing video initial appearance in places
- ▶ Designed superior court website and provided to County IT to integrate into Navajo County website
- ▶ Installed digital audio recording equipment in remaining courtrooms at superior court.
- ▶ Anticipate electronic minute entry/distribution functionality in new CMS
- ▶ Court **caseflow and collections data in MS-Access** poses risk



PIMA COUNTY COURTS

- ▶ Developing AGAVE case and calendar management system ; replacing non-standard backend products in the process
- ▶ Developing portions of JOLTSaz and tackling AGAVE integration
- ▶ Clerk pursuing **local e-filing** system; two LJs interested in own, too
- ▶ Implemented new PIMA system module for pretrial services as well as application to manage adult treatment providers for Probation
- ▶ Implemented time and attendance system in superior court
- ▶ **PCCJC stabilization** underway – focus on environment, then **CMS**
- ▶ Completed large computer/infrastructure refresh at superior court/clerk
- ▶ Improved digitization of documents in largest volume courts; demand for e-citation, EDMS, and **online payments** increasing at LJ courts
- ▶ Tucson contemplating replacement of PCs with **Citrix desktops**



PINAL COUNTY COURTS

- ▶ Implemented full-time GPS monitoring in probation area
- ▶ Developed local applications for calendar display, video inbox and automated exhibit lists
- ▶ Numerous superior court automated functions **outside AZTEC** poses risk for CMS transition
- ▶ Continued aligning superior court processes in preparation for new case management system transition
- ▶ Justice integration efforts advancing with **BizTalk, not MQ**
- ▶ Installed FTR audio systems in additional courtrooms



SANTA CRUZ COUNTY COURTS

- ▶ Continued planning for facilities additions and renovation work in Nogales
- ▶ Implemented FARE in Justice Court Precinct #1 and Superior Court
- ▶ Purchased and installed OnBase EDMS and related hardware in Clerk's Office; working on expanding use
- ▶ Upgraded jury management software to Next Generation; planning next step to web interactive solution
- ▶ Anticipate electronic minute entry/distribution functionality in new CMS; eager for business process standardization and workflow
- ▶ Possible **production data in MS-Access** presents business risk



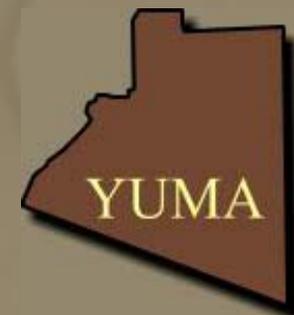
YAVAPAI COUNTY COURTS

- ▶ Continued justice partner and public online access to court documents, including self-service forms and local administrative orders
- ▶ Expanded adult probation remote work program to additional officers; serving as regional monitoring center for State-mandated GPS Program
- ▶ Continuing to make progress on justice integration
- ▶ Have high hopes for new CMS functionality, counting on
 - **Electronic minute entry/distribution**
 - **Workflow** out of the box
 - Enhanced **financials**
- ▶ Prescott Courts progressing with auto posting of defensive driving school files and creating electronic minute entries
- ▶ May have production **databases in MS-Access** at Juvenile and Drug Courts, posing business risk



YUMA COUNTY COURTS

- ▶ Pilot court for new GJ CMS; very involved in preparation work
- ▶ Completed state-of-the-art IT training room in Yuma
- ▶ Continued focus on improving service level and measurement – CourTools leader
- ▶ Expanding self-service infrastructure and forms (including **online payment processing**) at several LJ courts
- ▶ Anticipate electronic minute entry/distribution, appeals transfer, and *pro se* e-filing functionality in new CMS
- ▶ LJs pursuing EDMS (**other than OnBase** requires exception)
- ▶ Standardizing audio recording systems in Yuma Justice Center
- ▶ Installed business continuity hardware and software
- ▶ **Court financial data outside AZTEC** is risk for CMS conversion



STATE APPELLATE COURTS

- ▶ Continued digitizing the appellate court environment
 - Installed/upgraded /integrated EDMs
 - Expanded e-Record on Appeal to Cochise/Division Two
 - Desire to add document searchability
- ▶ Continuing to enhance court websites
- ▶ Increased access to Supreme Court opinions, minutes, and memorandum decisions
- ▶ Continued roadmap of development and paperless e-court; recruited partner for e-filing at Supreme Court
- ▶ **Disparate automation systems** make true integration a challenge

