

# **BUSINESS DRIVERS FROM IT PLANS CIRCA 2009**

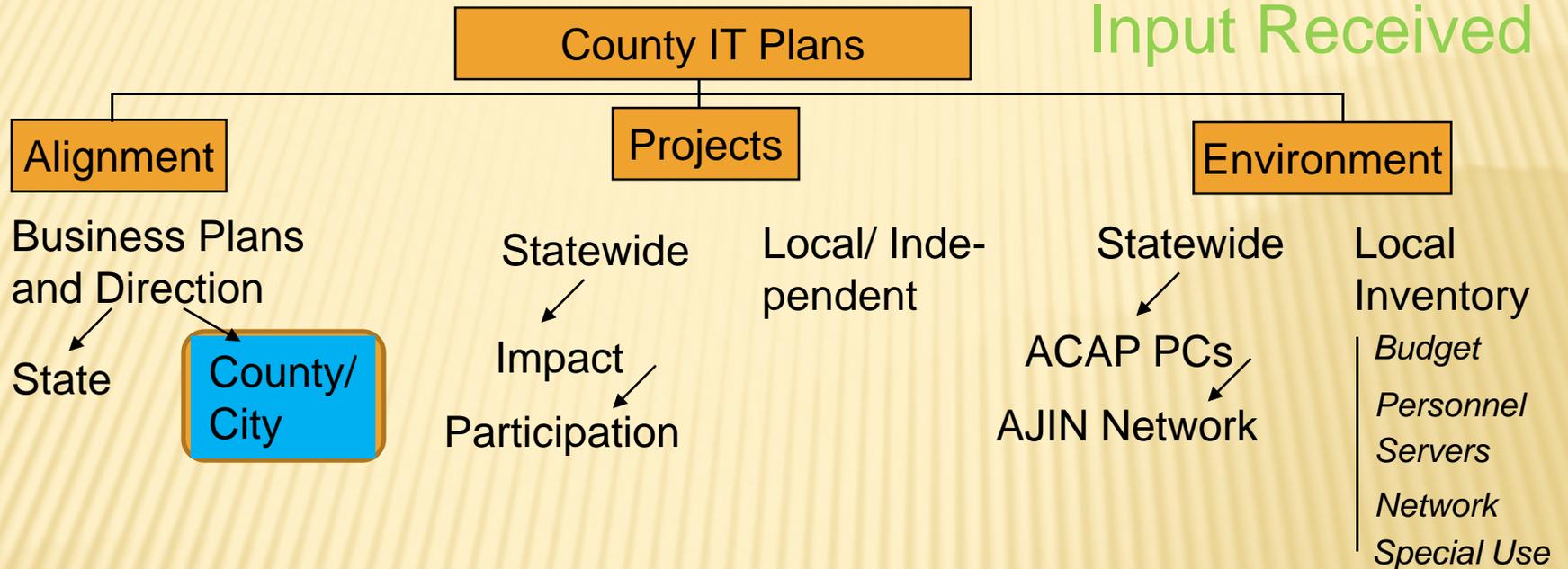
Stewart Bruner

Commission on Technology – Mar 6, 2009

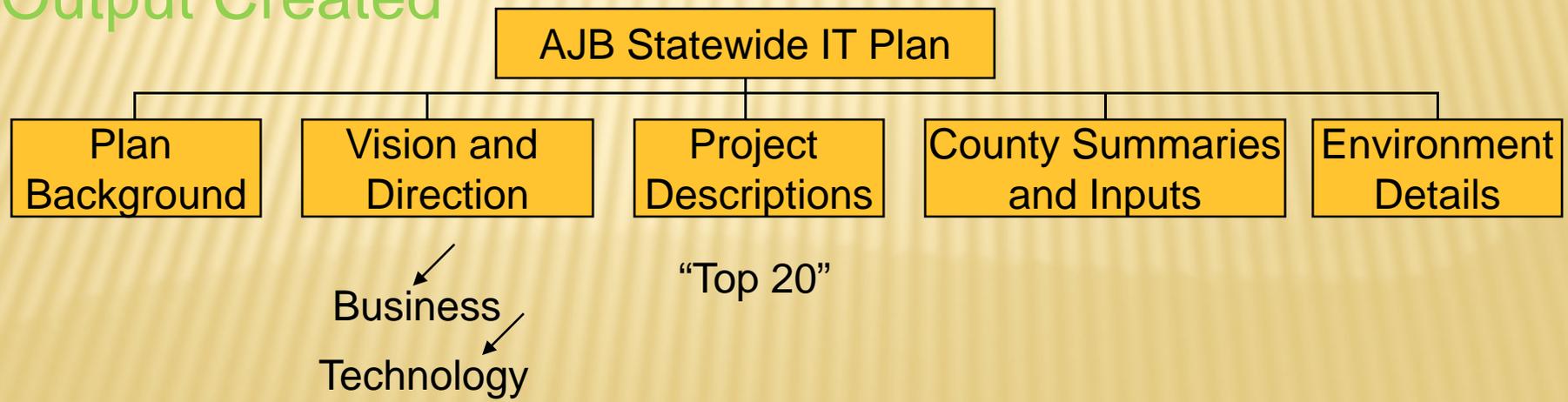
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# General Context of IT Planning

Input Received



Output Created



# IMPACT OF MACRO TRENDS ON COURTS

1. Cases will become increasingly complex, causing both workloads and case processing time to rise – changes in case management strategy will be required.
2. Public expectations for courts will increase, including volume of court programs and services as well as breadth of availability locally or electronically.
3. Shifting demographics will necessitate innovations to continue to provide accessible, user-friendly, understandable courts for different populations.
4. Funding challenges will only increase.

*With thanks to the Mohave strategic planning committee and Dr. Brenda Wagenknecht-Ivey, Praxis Consulting, Inc.*

# IMPACT OF MACRO TRENDS ON COURTS

5. Courts will be called on to be more efficient and effective with declining resources, also more responsible and more accountable.
6. Technology will be relied on to offset inadequate staffing and facilities as well as to address space shortages.
7. Staff retention issues will increase over time, training and development will therefore increase in importance; new generations will have new motives for working and new leadership must be raised up.
8. Collaboration with justice partners will become even more vital in an increasingly interconnected world.

*With thanks to the Mohave strategic planning committee and Dr. Brenda Wagenknecht-Ivey, Praxis Consulting, Inc.*

# PUBLIC CIO'S PRIORITIES

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- ✘ From *Government Technology Magazine* Survey for 2009
  1. Align IT with business goals
  2. Implement cost controls
  3. Change the culture/manage expectations
  4. Implement project mgt and governance
  5. Improve business continuity/disaster recovery

# WHAT THE PLANS SAY...

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# BUSINESS DRIVERS FROM PLANS



- ✘ Improve case processing using automation
- ✘ Increase number + scope of electronic services
  - + Enhance 24/7 public access
- ✘ Expand justice integration
- ✘ Perform business continuity planning
- ✘ Address facilities + space needs

# BUSINESS DRIVERS FROM PLANS

- ✘ Digitize even more court documents
- ✘ Enhance public education efforts
- ✘ Expand digital recording (audio + video)
- ✘ Expand videoconferencing
- ✘ Better measure court performance



# BUSINESS DRIVERS FROM PLANS

- ✘ Address massive budget challenges
- ✘ Enhance court physical security using DVR
- ✘ Address staffing challenges
- ✘ Improve the in-courthouse experience
- ✘ Improve jury-related operations
- ✘ Increase probation services



# COMPARISON: COURT TRENDS & DRIVERS

## MACRO TRENDS

- Changes in case mgt strategy
- Increasing public expectations for services and availability
- Address shifting demographics and new court populations
- Funding challenges increase, declining resources
- Increased transparency, responsibility and accountability
- Technology vs. staff and space
- Staff retention/training
- Collaboration increasingly vital

## AZ DRIVERS

- Improve efficiency of case processing
- Increase number and scope of court services/ Better educate public/ Expand videoconferencing services/ Improve courthouse presentation
- Provide increased services + online/ Improve jury operations/ videoconferencing
- Address budget challenges/Measure court performance/Local automation/ Address facilities and space needs
- Enhance access/digitize documents/ Measure court performance/Business continuity
- Address shortages using technology
- Staff retention and training
- Expand justice integration

# '10-12 Plan Development Cycle

