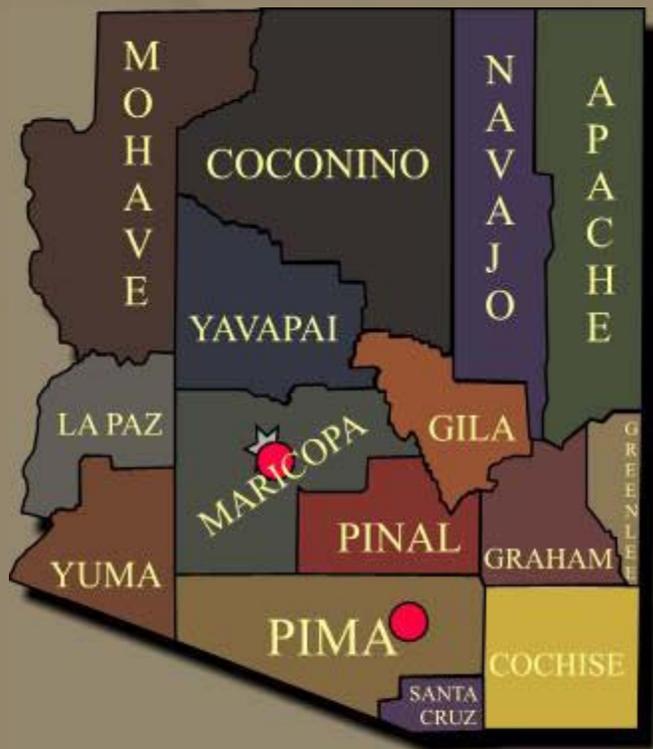


COUNTY COURTS' INFORMATION TECHNOLOGY STRATEGIC PLAN UPDATES 2010-2012



Commission on Technology
Analysis, Review and Approval
June 5, 2009

2010-2012 ITSP Development

- ▶ COT directed courts to **update previous plan** with minimum effort
- ▶ 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 relied largely on **ACAP post-refresh** numbers
 - Reconsidered **statewide projects'** impact information
- ▶ Returning to review both **notable accomplishments and issues** discovered, and obtain approval for each plan
- ▶ Will **communicate** COT decision/concerns to each presiding judge
- ▶ Switch focus to Branchwide Technology Strategic Plan
- ▶ **Approach for next year** will be discussed in September, once we know more about budget constraints on courts

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 fillable forms, e-filing -- growing in clarity and breadth of projects among LJ courts who participated
 - In general, plan participation improved at LJ level (esp. Pima and Maricopa)
- ▶ Clerks nervous about **minute distribution and web posting functionality** in new CMS; not dropping existing local projects
- ▶ Local software development efforts reduced as CMS data conversion heavy lifting continues for AJACS and budgets reduce
- ▶ Number of dedicated court technology resources continues to grow slightly in rural areas
- ▶ **Court data residing in numerous apps outside AZTEC** generally being addressed, some rude awakenings possible still
- ▶ **Out-of-support** operating systems, office productivity tools, and database management tools are **proliferating**
 - Likely due to extending replacement cycles during lean times
 - Will worsen as Microsoft ends mainstream support for XP/Office 2003 and EA table gets updated next year

Ageing Software Details*

Product/Release	Mainstream Lost	All Support Lost	Replacement
Windows NT 4 s	12/31/2002	12/31/2004	Windows 2000 s
Windows 2000 s	6/30/2005	7/13/2010	Windows 2003 s
Windows 2003 s	7/13/2010	7/14/2015	Windows 2008 s
SQL 2000 s	4/8/2008	4/9/2013	SQL 2005 s
Office 2000	6/30/2004	7/14/2009	Office 2003
Office 2003	4/14/2009	4/8/2014	Office 2007
Win XP (PC)	4/14/2009	4/8/2014	Vista

* Dates according to Microsoft product lifecycle support website

Court Technology Trends (cont'd)

- ▶ Lack of clarity on **e-filing division of responsibilities and timing**
 - Some local forms and e-distribution projects ahead of statewide
 - “Free” is never really free
- ▶ Continued increase in **contingency planning** and specific **emergency preparations**, including testing
- ▶ Expanding **Web presence**, increasing products and services available online in more courts
- ▶ Courts taking the plunge into **online payments / vendor services** on court websites (generally pre-dispo tickets)
 - Several courts show implementation with **VitalChek, Official Payments, or Teleworks** for online or cc payments
 - Possible misunderstanding about **FARE’s** role

What I Left Off Individual Pages

- ▶ Refreshed all ACAP PCs, changed ancillary apps to work with new Vista operating system, especially FTR
- ▶ Adopting/Expanding videoconferencing, especially for additional locations, interpreters, administrative, and training functions
- ▶ Expanding general web-based information and capabilities, including fillable forms and requests/payment for services
- ▶ Implemented online juror questionnaire (in rurals)
- ▶ Lengthening local refresh cycle; ageing operating systems and office products apart from ACAP devices

APACHE COUNTY COURTS

- ▶ Replaced exception Pima CMS/imaging with OnBase
- ▶ Expanded local electronic minute entry/distribution program
- ▶ **Detailed extensive CMS conversion efforts for production functions and data provided by MS-Access rather than AZTEC; concern whether enough time exists to complete conversion**
 - Conversion will address variety of standardization issues
- ▶ Hired a field trainer; focusing on justice court financial reconciliations
- ▶ Created high profile case website w/ automated noticing
- ▶ Continued focus on business continuity in coordination with other county entities



COCHISE COUNTY COURTS

- ▶ Implemented AJACS
 - Concern for **loss of e-ROA** capability and **minute entry function**
- ▶ Completed CourTools customer service surveys in all courts
- ▶ Standardized warrant forms used by all justice courts
- ▶ Implemented juror questionnaire e-mail link for deferment requests
- ▶ Installed new hardware and software for use in education of probationers
- ▶ LJ interest in eCitation and EDMS growing, especially for closed records
- ▶ Purchasing **countywide document distribution server**



COCONINO COUNTY COURTS

- ▶ Continued focus on digitizing court records, including microfilm, and increasing their availability
- ▶ Implemented EDMS in Superior Court and Flag Muni
- ▶ Obtained AZTEC changes to improve data transfers among justice agencies; using **AZTEC feed for JA calendars** in GroupWise
- ▶ Have high expectations for capabilities of new GJ CMS, especially minute distribution and e-filing
- ▶ Implementing call-out system to reduce FTAs (Flag Muni)
- ▶ Using MS-Access in various depts. but not for production data



GILA COUNTY COURTS

- ▶ Reducing physical space needs through EDMS
- ▶ Upgraded IT security and network capability; creating plans to address architecture-related issues
- ▶ Providing court calendar information online to public and justice partners
- ▶ Anxious to further justice integration using ADRS
- ▶ Implemented FARE in Globe limited jurisdiction courts
- ▶ Preparing for AJACS implementation
 - **Using vendor court calendar and file tracking programs**
 - **Financial information residing outside AZTEC without evidence of local conversion project**



GRAHAM COUNTY COURTS

- ▶ Replaced LaserFiche with OnBase EDMS countywide
 - Converted existing images to new system
- ▶ Clerk anxious to have increased functionality over AZTEC
 - **Court form and calendar data outside AZTEC** may complicate CMS conversion
- ▶ Placed ACAP PCs on VLAN to allow AOC greater access to them
- ▶ Pima Justice and Pima Muni expanding at current locations
- ▶ **Hired field trainer** (shared with Greenlee) to address perennial lack of IT support



GREENLEE COUNTY COURTS

- ▶ Have high expectations for capabilities of new GJ CMS, especially minute distribution and expanded financials, but stakeholders reluctant to e-file
- ▶ Enabled remote access to AZTEC/OnBase for court admin and judge
- ▶ Jury+ NG now in place to enable interactive juror capability
- ▶ **Homegrown probation program** poses multiple risks ; obtained additional training on APETS
- ▶ **Hired field trainer** (shared with Graham) 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

- ▶ Completed wide array of iCIS enhancements
- ▶ Pursuing virtualization to reduce IT infrastructure cost
- ▶ Tightened project mgt controls and governance at Superior Court and Clerk's Office; continued financial mgt app development
- ▶ Numerous limited jurisdiction courts participated in gap analysis effort for new CMS
- ▶ Various courts added CourTools measures; Phoenix has all 10
- ▶ Numerous municipal courts pursuing EDMS, e-Citation, photo enforcement projects



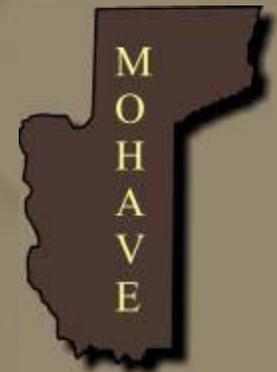
MARICOPA COUNTY COURTS

- ▶ Nearing completion of development on Tempe CMS
- ▶ Enhanced and expanded digital recording in various courts
- ▶ Wide range of **retirement items still in production** use, especially Windows 2000 server; some plans in place to upgrade
- ▶ A prominent non-AZTEC muni court has **end-of-life, legacy CMS with no clear plan for replacement**
- ▶ Several LJ courts have **production data residing in MS-Access**
- ▶ Submitted consolidated IT strategic plan – a major effort!



MOHAVE COUNTY COURTS

- ▶ Installed and connected backup power generator, improving continuity of operations
- ▶ Designed and implemented online employee satisfaction survey
- ▶ Completed 130 interactive pdf forms and placed online
- ▶ Prepared for AJACS CMS conversion
- ▶ Implemented Juvenile Education Development system to track training histories
- ▶ Part of countywide e-payment solution with vendor
- ▶ Addressing architecture issues with planned server refresh
- ▶ Anxious to see statewide e-filing get underway



NAVAJO COUNTY COURTS

- ▶ Continue development of Adult Drug Court Program
- ▶ Extensive expansion of videoconferencing in justice courts and superior court
- ▶ Preparing for AJACS CMS implementation and data conversion
 - Anticipate **electronic minute entry/distribution** functionality in AJACS
- ▶ Superior Court interested in eROA transmission
- ▶ LJ courts interested in EDMS and eCitation.
- ▶ Court **caseflow and collections data in MS-Access** poses risk



PIMA COUNTY COURTS

- ▶ Implemented AGAVE 2.0; developing AGAVE 3.0; replacing non-standard backend products in the process
- ▶ PCCJC stabilization project completed; now preparing for new CMS
- ▶ Developing portions of JOLTSaz and tackling AGAVE integration
- ▶ Implemented KIOSK application to enable adult probation self-reporting
- ▶ Deployed pilot electronic documents app in Clerk's Office; e-filing integrating with statewide effort
- ▶ **Numerous out-of-support DBMSs and O/Ss** present risk
- ▶ Improved digitization of documents in largest volume courts; demand for e-citation, EDMS, and fillable forms rapidly increasing at LJ courts
- ▶ New planner submitted consolidated IT strategic plan with increased LJ input– a major effort!



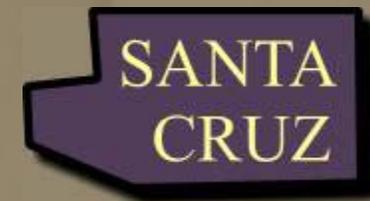
PINAL COUNTY COURTS

- ▶ Continued full-time GPS monitoring in probation area
- ▶ Developed local applications to print juror checks and validate match between images and docket entries
- ▶ Continued aligning superior court processes in preparation for new case management system transition; **no projects beyond clerk's office shown**
- ▶ Numerous superior court **automated functions outside AZTEC** poses challenges for CMS transition
- ▶ Standardized justice court fillable forms countywide
- ▶ Interest in viewing other courts' data beyond public access
- ▶ County justice integration efforts advancing with **BizTalk**, not **MQ**, risk for ADRS adoption



SANTA CRUZ COUNTY COURTS

- ▶ Broke ground on facilities additions and renovation work in Nogales
- ▶ Planning to implement self-service center and enhance EDMS in Clerk's Office
- ▶ Purchased and installed OnBase EDMS and related hardware in Clerk's Office; working on expanding use
- ▶ Implemented web interactive jury management solution
- ▶ Preparing for AJACS CMS conversion
 - 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



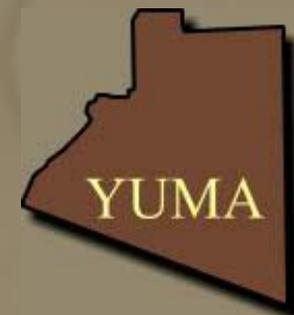
YAVAPAI COUNTY COURTS

- ▶ Continued justice partner and public online access to court documents, including self-service forms and local administrative orders
- ▶ Studied applicability of OnBase to adult probation processes
- ▶ Continuing to meet regularly on justice integration
- ▶ Preparing for transition to new CMS functionality, counting on
 - Electronic minute entry/distribution
 - Workflow out of the box
 - Enhanced financials
- ▶ Prescott Courts progressing with improving efficiency of various case-related filings through automation in non-AZTEC CMS
- ▶ May have production **databases in MS-Access** at Juvenile and Drug Courts; have county/city PCs with **unsupported Windows O/Ss**



YUMA COUNTY COURTS

- ▶ Initial pilot court for new GJ CMS; very involved in continued improvements
- ▶ Completed implementation of JAVS in Yuma Justice Center
- ▶ Opened document management system to display images for county justice partners and public
- ▶ Updated listings for county personnel in court e-mail and vice versa
- ▶ Continued focus on improving service level and measurement – CourTools leader
- ▶ Installed educational software to provide courses for AZTec High School and detention education
- ▶ Yuma Muni pursuing EDMS (**other than OnBase** requires exception)
- ▶ Show some end-of-life servers and O/Ss but ID'd replacement project



STATE APPELATE COURTS

- ▶ Continued digitizing the appellate court environment
 - Scanning exhibits in death penalty cases
 - Working on higher volume electronic record on appeal transfers
- ▶ Continuing to expand e-filing and electronic distribution
- ▶ Developed CourTools measures for appellate courts
- ▶ Continued roadmap of development and paperless e-court; expanded criminal case e-filing at Supreme Court
- ▶ **Disparate automation systems** make true integration a challenge

