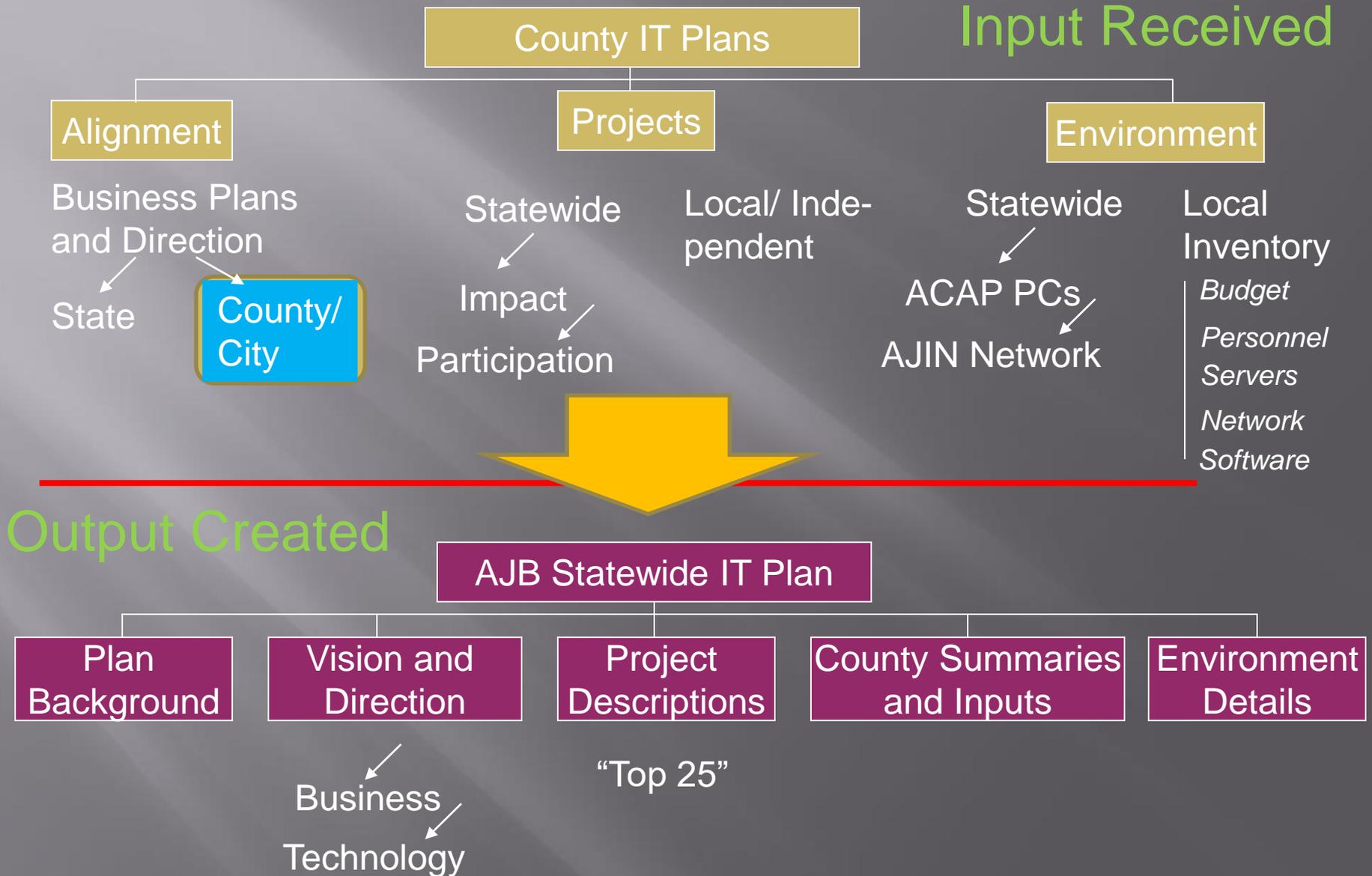


# BUSINESS DRIVERS FROM COUNTY IT PLANS CIRCA 2016

Stewart Bruner

Commission on Technology – Feb 19, 2016

# GENERAL CONTEXT OF IT PLANNING



# National Center's Macro Trends

## ▣ From *Future Trends in State Courts 2011*

1. Improving access to courts through technology
2. Harnessing social media / changing outreach
3. Continued growth of specialized courts
4. Addition of special programs for specific populations
5. Need for “revolutionary” changes to address looming challenges



# NACM's Highly Likely by 2025

- ▣ Online Forms e-Filing
- ▣ Web-Based Public Information (primary)
- ▣ Remote Interpretation
- ▣ Digital Recording
- ▣ Distance Learning
- ▣ ADR is the Norm
- ▣ Full Digitization
- ▣ Central Data Storage & Processing by State
- ▣ Increased User-Based Revenue
- ▣ Access to Centrally Stored Data/Docs
- ▣ Differentiated Caseflow Mgmt
- ▣ Broader Knowledge Base for Court Admin



# Gartner Government Trends for 2016

- ▣ Digital Workplace
- ▣ Multi-Channel Citizen Engagement
- ▣ Increased Access to Expanding Pools of Open Data
- ▣ Citizen e-IDs and Authentication for Online Services
- ▣ Evolving Analytics
- ▣ Scalable Interoperability
- ▣ Single Digital Gov't Platform
- ▣ Internet of Things Continues -- Technology Embedded Everywhere

# *Government Technology's Trends*

1. Comprehensive cyber security initiatives
2. Office productivity movement to the cloud
3. Big data moving from descriptive to prescriptive
4. Growing 'Internet of Things' strains network bandwidth
5. 'Post-PC Era' continues taking shape

**GOVERNMENT TECHNOLOGY<sup>®</sup>**

# What the Plans Say...



# Business Drivers from Plans



- Increase public access to court information and services online
  - Digitize everything
  - Improve forms available online
  - Increase self-help capabilities
  - Expand e-filing, e-signature, e-certification, e-payment
  - Improve access for non-English speakers
  
- Harness new technologies for operational efficiencies
  - Improve case mgmt / processing
  - Courtroom technology enhancements
  - Employ automated reminders
  - Provide staff mobile connectivity to court information and documents
  
- Improve physical and data security along with formal business continuity for essential services

# Business Drivers from Plans

- ▣ Improve/Expand justice integration and electronic information exchanges, especially with local justice partners
- ▣ Invest in workforce, communications, and work environment (#1 in Maricopa)
- ▣ Expand use of video for security, court proceedings, public outreach, & training



# Business Drivers from Plans

- ▣ Increase payment options and improve collections
- ▣ Pilot or expand problem-solving courts
- ▣ Upgrade or replace ageing infrastructure and software
- ▣ Numerous one-off items

# Tally Sheet for GJs

Maricopa	Recruitment, retention, succession planning	Improve case processing /management	Expand the reach of e-services	Digitization & electronic signatures	Xfer information to and from justice partners electronically	Electronic public access to court documents	Record court & administrative proceedings electronically	BCDR / COOP	Measure court performance
Apache	Ensure access for all non-English speaking court users	Improve records and information available to public via various means at variou locations	Xfer information to and from justice partners electronically	Take steps to maintain a qualified workforce w/ reduced funding		Social networking strategies	Update mission statements, policies & procedures	Security enhancements at LJ courts	LJ Data Cleanup / prep for AJACS impl.
Coconino	Increase quality of service to constituents	Improve workplace environment	Provide virtual court access through e-court, web services, e-filing, remote appearance	Expand the use of new technology in court and back office, esp video	Expand services provided by video within and outside court	Expand / enhance justice integration	Pilot AZ Court Help and e Warrant	Host more applications locally, automate reporting	
Gila	Improve access for all non-English speaking court users	Improve court physical security	Improve case processing speed & data accuracy	Improve information available via public websites esp self-help	Improve payment options & collections	Increase alternatives to juvenile detention	move probation services away from offices into virtual environment	Impl. Scanning & prepare for AJACS in LJ courts	
Pima	Improve workforce excellence	Improve safety & functionality of courthouse facility and usefulness of court systems	Increase public access to services and court records; expand e-filing	Expand and enhance AGAVE CMS incl e-docs + e-filing + collections	Improve productivity and quality of courtroom proceedings	Plan offsite recovery actions iaw COOP	Improve data integration and exchanges	Update end-of-life hardware and non-supported software	Incorporate EBP Juvenile data into processes
Pinal	Provide more court services via public websites	Improve case processing /management /QA	Digitize to enable full e-filing , ebench, forms stdztion, dig sigs	Improve courtroom technology offerings	Xfer information to and from justice partners electronically	Data/Document Security & Redundancy	Provide staff w/ mobile connectivity to court docs and info	Adopt LJ AJACS	Enhance collections processes
Santa Cruz	Improve public access, esp. sound and video	Improve & formalize language access services	Improve accountability for orders & collections	Improve case processing /management	Improve attendance and compliance via automated reminders	Improve emergency planning, pcdrs, trng, & stds	Implement AJACS and eCitation	Enhance courts' webpages throughout county	
Yavapai	Improve Probation's access to required case info & mobility	Implement AJACS, eCitation & digital case processing	Enhance security with video surveillance	Improve breadth of electronic filing, communications, and e-functionality to public	Create or enhance court webpages, incl ePayment	Improve internal communications	Increase access to justice using technology, video, social media		

# Tally Sheet for LJs

Chandler	Implement eSolutions (OLP, EDMS, eCite, web services)	Automate sharing warrant info w/ PD	Upgrade courtroom audio solution	Enable encrypted e-mail capability for sharing court info			
Gilbert	Re-establish statewide data feeds	Implement e-Citation	Local e-filing + paper on demand for records	Video playback in courtrooms	Enhance network security	Join FARE collections	
Glendale	Consider providing public MVD kiosk	Improve court check-in & wayfinding experience	Automate complex court tasks locally				
Mesa	Restore all public web services on new CMS	Complete statewide interfaces + participate in FARE	Ensure judges can receive and respond to motions electronically	Pilot Mental Health Court			
Phoenix	Compliance Assistance Program	MVD self-serve kiosk in lobby	Pilot Mental Health Court	Upgrade case management technology	Better manage courtroom utilization		
Scottsdale	Further e-Services and automated processes for customers	Expand self-help and court lobby services	Implement problem solving courts	Enhance collections practices & tools	Expedite dispo & reporting to justice partners	Provide safe environment for public & staff	Appreciate and value employees
Tempe	Increase electronic access to court info	Expand problem solving courts across jurisdictional boundaries	Improve accuracy & completeness of criminal history	Improve case processing /management			
Tucson							
PCCJC	Implement FARE	Automated Disposition Reporting	Improve Warrant Reporting	additional data transfers of justice partners	Enhance public services and self-service options	Desktop refresh	Update COOP
Pima LJs	Implement document scanning and management	Enable eCitation & ePayment w/ AJACS	Enhance courts' websites & eServices	Improve attendance and compliance via automated reminders	Make all court-related materials available online	Use cloud storage to streamline document sharing	

# AZ COURT TRENDS COMPARISON

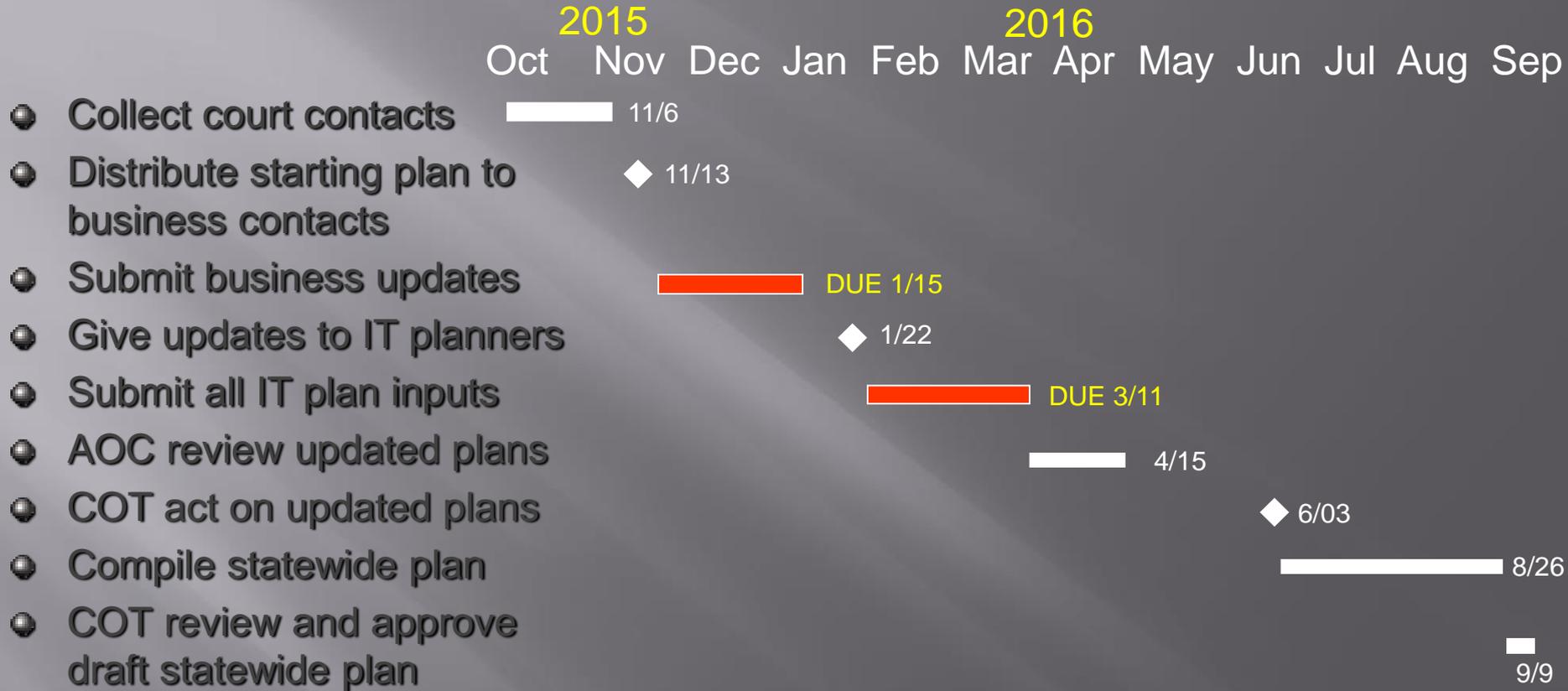
## Gartner TRENDS

- Digital workplace
- Multi-channel citizen engagement
- More open data
- Citizen authentication
- Evolving analytics
- Scalable interoperability
- Single digital gov't platform
- Internet of Things (IoT)
- Hybrid cloud with web-scale IT

## AZ TRENDS

- Digitize records
- Address aged infra & software
- Provide staff mobile connectivity
- Improve access to case info
- Expand use of video for public
- Increase payment options
- Automate reminders for users
- Add problem-solving courts
- Improve access to case-related information
- Harness new technology/AJACS
- Improve integration/exchanges
- Expand eSolutions across courts
- Increase availability of offsite data

# 2017-19 Plan Development Timeline



DRAFT – Subject to Slight Change!