

COUNTY COURTS' INFORMATION TECHNOLOGY STRATEGIC PLANS 2017-2019

Commission on Technology
Analysis, Review and Approval
June 3, 2016



2017-2019 ITSP Development

- ▶ Continued **changed frequency** of plan updates and **two-step planning approach** – 18 total plans reviewed this year
- ▶ Collected **business drivers** first – reported in February
- ▶ Collected updated **IT initiatives, projects, and inventories**
 - Focused on **project lifecycle and alignment** information
 - Inventory relied largely on **AOC's ACAP** numbers
 - Updated **statewide projects'** impact information
- ▶ Reviewing **notable accomplishments, significant plans, and issues** discovered, then requesting 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 2 urban counties in “lite” mode plus the 7 rurals not included this year – 9 plans total

COT Review/Approval of Projects

- ▶ **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 get/share **digitized materials** including e-filing, local public access solutions, online fillable forms, backscanning – balance has almost tipped to digital input
 - **Workflow software** drive continues at GJ level, especially in OnBase
 - **eCitation** now the norm, projects switching to epayment of citations
 - **Disconnected scanning** now adopted by 61 LJ courts
- ▶ Local **video projects** growing in number, though most in concept stage, motivation is addressing LEP, court reporting shortages, making court friendlier for users, training clerks
 - IA demands within county continue to grow
 - Already seeing associated bandwidth/traffic priority impacts
- ▶ Probation and justice partners continue seeking **increased access to AJACS** case data; some increases have already been granted
- ▶ **Out-of-support** operating systems, office productivity tools, and database management tools continue to **be addressed over time**
 - **Gaps will widen again** as EA targets get updated after today's meeting

Ageing Software Details*

Product/Release	Mainstream Lost	All Support Lost	Replacement
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
SQL 2005 s	4/12/2011	4/12/2016	SQL 2008 s
Windows XP	4/14/2009	4/8/2014	Windows 7/8.1
Windows 7	1/13/2015	1/14/2020	Windows 10
Office 2003	4/14/2009	4/8/2014	Office 2016
Visual Studio 2005	4/12/2011	4/12/2016	Visual Studio 2013

* Dates according to Microsoft product lifecycle support website

Court Technology Trends (cont'd)

- ▶ Courtroom **audio/video refreshes** underway; plans in place to expand reach and coverage, including **remote interpreters** in rural superior courts
- ▶ Several courts pursuing **local resources for custom reports**, generally in support of caseflow processing stds and dashboards
 - Retooling from Crystal to SSRS reports continues
- ▶ LJs enamored of “**call out**” **systems** to reduce FTAs and FTPs
- ▶ Huge backlogs for local court technology resources; most project end dates getting extended
 - Project numbers increasing by court from last full plan
- ▶ **Common items** I won't cover for every court/plan:
 - LJ AJACS prep/impl., JOLTSaz prep/impl., PC/courtrooms audio refresh, increased scanning, website improvements/maintenance, OnBase upgrades

APACHE COUNTY COURTS

- ▶ Continuing pursuit of paperless office; increase availability of electronic court records, more efficient case processing
 - Evaluating social media and consumer technology to reach users
- ▶ Rebuilt CoC website and refreshed all content per prev. plan
- ▶ Investigating e-payment options, expanding FARE/TIP
- ▶ Now providing enhanced Probation access to AJACS
- ▶ Concern for extensiveness of LJ CMS data conversion efforts
 - Strain on local resources during transition
 - Judge buy-in required for bench automation to be successful
- ▶ Local development reduced; **dependence on MS-Access** to support business continues but plan to convert to SQL by end of FY19 ; now **Probation planning new MS-Access database**



COCONINO COUNTY COURTS

- ▶ Continuing to expand services available via court website; **pilot location for AZCourtHelp** virtual access & resource center
- ▶ Expanding county criminal justice integration effort; pilot site for statewide eWarrant project
- ▶ Replaced FTR with Liberty recording countywide
- ▶ Provided Probation increased read-only access to AJACS
- ▶ Planning to construct local automation /reports to meet case processing standards
- ▶ **OnBase version out of sync; not participating in CDR**; plan to host local apps requires additional security and management



GILA COUNTY COURTS

- ▶ Improving early resolution rates and shortening process times for family law cases; coordinating pre-trial services w/ Probation
- ▶ Enhancing superior court website to address language issues, collect payments, provide more useful forms for public
- ▶ Desire to improve court statistical reporting, file, and financial tracking with goal of shortening case processing times
- ▶ Underway with **extensive facility moves/additions in Payson**, affecting multiple courts and Probation
- ▶ Anxious to roll out scanning in LJ courts but concerned for lack of local funds to pay subscriptions
- ▶ Reducing dependency on custom software and local development; reducing local servers; **plan to address retirement items still in production** by removing CenterCourt calendar software



MARICOPA COUNTY COURTS

- ▶ Continued development of ICISng modules; made numerous infrastructure enhancements; continued CCI work
- ▶ Added name change and fee deferral to EZCourtForms
- ▶ Probation added Wi-Fi to detention centers, continued file imaging, macro conversion effort and AZYAS integration
- ▶ MCJC brought OnBase back in-house from cloud; pursuing online forms
- ▶ Continuing to optimize internal and external information sharing, as well as electronic access to court and public records
- ▶ Clerk digitizing pre-2002 documents
- ▶ Many infrastructure items addressed but **some retirement items remain in production**: VB6, out-of-support Crystal, **XP**, Server O/S and DBMS
 - ▶ General plans to upgrade exist; Clerk's **Access DBs remain** but risks mitigated

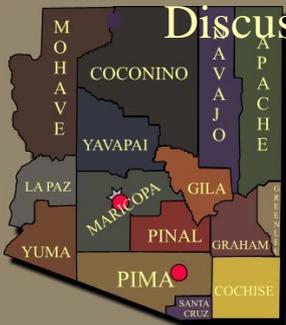


MARICOPA COUNTY COURTS

- ▶ Chandler completed programming for record destruction in CMS and converted to Liberty recording
- ▶ Gilbert implemented e-citation and electronic signature; began automated case purging and time standards reports
- ▶ Glendale created additional warrant reports; began work on defendant notification, check-in system, docket display, evidence display, and Rule 11 automation
- ▶ Mesa implemented new CMS, upgraded Q-Matic, and ACD systems, and piloted PSA tool for “evidence-based release
- ▶ Phoenix prepared for Compliance Assistance Program, obtained JAM-to-Panther code migration approval, migrated from Lotus Notes to MS-Office, and removed 23 printers
- ▶ Scottsdale created online motion submission and new protective order module; created SQL server environment for CMS; working with AOC on interface changes
- ▶ Tempe made CMS infrastructure /support improvements, created consolidated warrant process, integrated new light rail and parking handhelds, implemented case aging stds
- ▶ Several LJ courts lacking **statewide interfaces**; some using **prod ftp still**

PIMA COUNTY COURTS

- ▶ Continue development of functional enhancements for AGAVE CMS; added hardware to improve performance; support MacArthur grant
 - ▶ Extend integration with state & justice partners; incl NICS repository
 - ▶ Mandated e-filing for civil cases; now expanding eBench to all judges
 - ▶ Migrating to Windows 10, Office 365, and secure Exchange in MS cloud
 - ▶ Probation implementing JusticeTools graduated assessment matrix; continuing to support local JOLTSaz integration
 - ▶ Tucson **addressed multitude of CMS bolt-ons** with AJACS; developed local web services repl.; prepared OnBase for 1-507 exemption
 - ▶ PCCJC working on FARE interface for AGAVE; consolidated servers
 - ▶ Smaller courts transitioned to AJACS; added online payment services
 - ▶ **Upgraded numerous out-of-support DBMSs and O/Ss** to reduce risk
 - Plans now in place for vast majority of retirement items identified
- Discussions underway with Marana about **Laserfiche** and AJACS



PINAL COUNTY COURTS

- ▶ Focus on increasing accuracy and efficiency of case processing using new technologies and workflows
- ▶ Completed Crystal migration to SSRS for local reports
- ▶ Will provide judicial officers and staff access to court documents on mobile devices; improving reach of wireless capabilities
- ▶ Consolidated and reconfigured large number of local servers and databases
- ▶ Preparing to be next LJ CMS impl. county; cleaning up OnBase and local apps participation in statewide GJ initiatives like e-filing
- ▶ Retired some bolt-on applications but **numerous remaining bolt-ons & local development** including mobile apps continue to present risk; **lack of OnBase 15 prevents participation in CDR**; plan to replace **SQL 2005** test system by 12/31/16



SANTA CRUZ COUNTY COURTS

- ▶ Updated technology items in courtrooms and improved sound quality
- ▶ Pursuing superior court calendar displays, auto-reminder system, and other improved services to public
- ▶ Desiring various enhancements to statewide automation systems
 - Standardized reports, better dispo reporting, process/code standardization, workload management, web calendar view
- ▶ Plan to expand e-citation in limited jurisdiction courts and implement e-payment ability
- ▶ Preparing for upcoming statewide initiatives, esp. LJ CMS
- ▶ Still contemplating **Access DB** for local collections tracking



YAVAPAI COUNTY COURTS

- ▶ Prescott Courts jointed ACAP/adopted statewide CMS
- ▶ Superior court expanding technology in courtroom and chambers, digitization, now piloting **eUniversa e-filing**
 - ▶ Adopted **eBench**
 - ▶ Made court calendar available online
 - ▶ Reducing paper document transfers among justice partners
- ▶ Need increased mobile access and AJACS access for Probation
- ▶ All courts preparing for participation in statewide initiatives
- ▶ LJ courts expanding eCitation, disconnected scanning, and payments via Web
- ▶ Probation Access database holds **production data outside JOLTS**; two LJs still have **non-OnBase** scanning programs in use



Next Steps / Direction

- ▶ Notify Presiding Judges of all decisions
 - Obtain revised plans for reconsideration where directed
- ▶ Begin work on Branchwide IT Plan for Sept.
- ▶ Approach & materials for next year
 - Rurals not submitting FY17-19 plans
 - Urbans
 - ▶ Lite update cycle again
 - ▶ All project details or only summary items in Word doc?

Questions

