

COURTS IN PIMA COUNTY INFORMATION TECHNOLOGY STRATEGIC PLAN 2017-2019



LOCAL INITIATIVES, DRIVERS, AND PRESSURES

SUPERIOR COURT, CLERK, PROBATION

- Continue functional enhancements including workflows and automated retention rules for Pima Agave case management system and eDocs; extend integration with state-level and justice partner systems.
- Implement new technology to support conciliation court calendaring/scheduling and document management processes.
- Expand e-filing to all case types and integrate e-filing access points; revamp case initiation for e-filed cases.
- Implement aiSmartBench for all superior court benches.
- Support MacArthur grant award through data consolidation and dissemination.
- Expand and improve electronic signature and hearing officer review functions; provide Probation data in support of evidence-based practice and other initiatives.
- Provide secure cloud hosted e-mail for judicial staff and migrate staff to Office 365 and Windows 10; expand document creation software to better integrate with automated environment.
- Improve services available on websites especially for self-represented litigants, add Spanish language offerings, and revamp public access to electronic records.
- Continue efforts to update and/or replace end-of-life hardware and software products and platforms.

TUCSON CITY COURT

- Continue to manage LJ AJACS adoption; including replacement of bolt-ons, data cleanup/conversion, WordPerfect replacement, and on-demand disaster recovery.
- Replace ageing desktop PCs and MS-Office products.
- Replace the case default and letter printing application once AJACS implemented.

PCCJC

- Focusing efforts on participation in numerous statewide initiatives and data transfers.
- Continuing to improve public website and self-service options, including MVD kiosk.
- Updating continuity of operations plan details for new recovery site and backup strategies.

ACAP LJ COURTS

- Implement web-based, fillable forms in multiple languages, incl. juror forms and protection orders.
- Implement e-citation and auto-calendaring in conjunction with local law enforcement.
- Implement document scanning and back scanning in AJACS.

CY 2015 ACCOMPLISHMENTS

- Implemented mandatory e-filing for civil bench; implemented new infrastructure to support eBench and expanded use of application to additional judges; completed back-file processing on 18 million documents.

- Completed multiple Agave software releases to provide new features and functions and implemented hardware improvements to address performance.
- Replaced Conciliation Court Wang functionality with Microsoft Dynamics CRM cloud-based software.
- Upgraded numerous infrastructure items; refreshed hundreds of PCs/laptops, upgraded courtrooms to support interpreter's audio functionality.
- Implemented electronic integration with AOC for NICS repository records.
- Clerk implemented EZ-Q public kiosks and clerk review interface for customer-entered data; migrated to TIP and began move of local collections functions to FARE model.
- Tucson addressed numerous long-standing bolt-on, infrastructure age, and disaster recovery issues with replacement of AZTEC; developed web services partial payment functionality; upgraded OnBase and related infrastructure in preparation for obtaining ACJA 1-507 exemption.
- PCJCC made numerous website improvements for mobility and Spanish language pages; devoted resources to design and development of FARE interface in Agave; consolidated servers and licenses.
- AZTEC LJ courts focused on data cleanup, AJACS adoption, and online payment capabilities.

Statewide Projects: Impacts, Concerns, and Participation Plans

LJ CMS	PCCJC enhancing Agave; Tucson Muni and all ACAP LJs except Marana now on AJACS; initial county to convert from AZTEC.
JOLTSaz	Continuing to plan enhancements, though on statewide codeset, continuing reliance on certain retirement software items for JOLTSaz development.
LJ EDMS	High interest in going paperless; Tucson and PCCJC have standalone EDMS already; other courts adopting as AJACS scanning process solidifies.
e-Filing/Std Forms	GJ Civil now mandatory; continuing Agave development to accommodate e-filing; Superior court expanding statewide solution; LJ courts anxious to receive e-filing with AJACS.
Bench Automation	Continuing eBench expansion to entire superior court over time.
LJ Case Worksheet	Generally positive, though judges want enhancements to enter own sentencing and notes on each case; Oro Valley not adopting without enhancements.

Risks and Concerns (Security and Architecture)

- IT initiative and numerous projects included to upgrade identified end-of-life databases and operating systems along with replace legacy technologies, but technology risk still present until upgraded.
- Visible Developer used in JOLTSaz development necessitates several retirement products at Pima Juvenile (Visual Studio 2003, Office 2003).
- Production ftp continues to exist in various courts/depts. presenting business risk.
- Retirement items with no replacement plan exist in PCCJC (ASP classic) and Tucson (SQL Server 2000, Windows XP)
- Marana court leadership is aware Laserfiche is a non-standard EDMS and actively planning next steps to be able to participate in statewide automation initiatives. Investigating paper case file destruction status.

TECHNOLOGY PROJECTS					
Project	Year/ Status	Project Detail Provided			Comments
		Full¹	Skeletal²	Mention³	
Incorporate Arnold Foundation Risk Factors	FY17		X		Superior Court; PIMA application
aiSmartBench	FY17		X		Superior Court; full rollout
PFLA Module in Agave	FY17		X		Superior Court
Agave Retention Changes	FY17		X		Superior Court, Clerk of Court
Integrate NICS into CCI	FY17		X		Superior Court, Clerk of Court; EA required
eUniversa Implementation	FY17/18		X		Superior Court; Clerk of Court
Agave Password Enhancements	FY17		X		Superior Court; Clerk of Court; EA required
Time Standards Reports (Agave)	FY17		X		Superior Court; Clerk of Court
New CCI Integration Architecture	FY19		X		Superior Court
Meet New Statewide Security Standards	FY17		X		Superior Court; EA required
Separate eFiling Replication for High Availability	FY17		X		Superior Court; Clerk of Court; EA reqd
Replace Pre-Trial Case Applications	FY19		X		Superior Court, eliminates FoxPro front end; EA req'd
Upgrade Server Operating Systems	FY17		X		Superior Court; EA required
Upgrade Visual Studio Software	FY18		X		Superior Court; EA required
Upgrade Team Foundation Server	FY17		X		Superior Court; EA required

TECHNOLOGY PROJECTS

Project	Year/ Status	Project Detail Provided			Comments
		Full ¹	Skeletal ²	Mention ³	
Conciliation Court WANG Application Replacement	FY16		X		Superior Court; eliminates WANG
Mental Health Module	FY17		X		Superior Court; Agave Module
Repl. Legacy DotNetNuke Website Technology	FY19		X		Superior Court
Disaster Recovery (COOP)	FY19		X		Clerk of Court; Superior Court
Windows 10/ Office 365	FY17		X		Superior Court; EA required
Move Exchange to Cloud	FY17		X		Superior Court; Clerk of Court EA Related
Repl. Court Reporter e-Notes Application	FY18		X		Superior Court; EA required
Upgrade SQL for Agave	FY17		X		Superior Court; Clerk of Court EA Related
Move Jury System to Cloud – under evaluation	FY17		X		Superior Court; EA related
Virtualize Client-side Applications	FY17		X		Superior Court; EA related
Virtualize Desktop – under evaluation	FY18		X		Superior Court; EA related
Upgrade non-Agave SQL Servers and Databases	FY18		X		Superior Court; EA Related
Agave Screen Re-Sizing – under evaluation	FY18		X		Superior Court; Clerk of Court; EA related
Automated e-Mail Notifications	FY18		X		Superior Court; Clerk of Court; Agave
Agave Datastore Reorganization	FY18		X		Superior Court; EA related

TECHNOLOGY PROJECTS

Project	Year/ Status	Project Detail Provided			Comments
		Full ¹	Skeletal ²	Mention ³	
eDocument Workflow	FY17		X		Superior Court; Clerk of Court; Phase III
eFiling Enhancements	FY17		X		Superior Court; Clerk of Court
eDocument/eFiling Hearing Officer Functions	FY17		X		Superior Court; Clerk of Court
ADRS	FY17		X		Superior Court; Clerk of Court
Clerk Public Access	FY17		X		Superior Court; Clerk of Court
Collections / TIP	FY17		X		Clerk of Court; with Agave
JOLTSaz Enhancements	FY17		X		AOC; Juvenile
Adapt OCI Database	FY17		X		Juvenile; Interpreter's Office
JusticeTools	FY17		X		AOC; Juvenile
Disaster Recovery (COOP)	FY17		X		Juvenile
Network Security Assessment / Remediation	FY17		X		Juvenile; EA Related
Server Environment Upgrade	FY17		X		Juvenile; EA Related
Update Webpages	FY17		X		Juvenile; SharePoint
FARE Collections	FY16		X		PCCJC; AOC
Automated Disposition Reporting	FY17		X		PCCJC

TECHNOLOGY PROJECTS

Project	Year/ Status	Project Detail Provided			Comments
		Full ¹	Skeletal ²	Mention ³	
Improve Warrant Reporting	FY18		X		PCCJC
Outside Data Feeds	FY17		X		PCCJC
Automate MVD Abstracts	FY17		X		PCCJC
Public Access	FY18		X		PCCJC
Constituent Notification	FY18		X		PCCJC
Self-Service Kiosk	FY16		X		PCCJC; MVD
Desktop Refresh	FY16		X		PCCJC; EA related
Financial Operations Process Maps	FY17		X		PCCJC
Update COOP Plan	FY17		X		PCCJC, new location
ASP Web Solution	FY17		X		PCCJC: EA related
Coordinate and Manage FARE Data	FY17		X		Tucson City Court
Disaster Recovery Planning	FY17		X		Tucson City Court
Servers for Scan/Shred	FY16		X		Tucson City Court
Electronic Daily Court Calendar	FY17			X	Tucson City Court
eCite Labeling	FY17		X		Tucson City Court

TECHNOLOGY PROJECTS

Project	Year/ Status	Project Detail Provided			Comments
		Full ¹	Skeletal ²	Mention ³	
IVR (Interactive Voice Recognition)	FY17			X	Tucson City Court
Implement AJACS	FY16	X			Tucson City Court; AOC; repl. bolt-ons
Fillable Forms on Website	FY17		X		Sahuarita
Automated Notification	FY16		X		Sahuarita
eCitation	FY16		X		Sahuarita
Fillable Protective Order Forms	FY17		X		Sahuarita
Records Management: Scanning	FY17		X		Sahuarita; scanning
Automated Phone Services	FY17		X		Sahuarita
Jury Forms	FY17		X		Oro Valley
Spanish Forms	FY18		X		Oro Valley
Backup Recording Equipment	FY18		X		Oro Valley
Bench Automation	FY18		X		Oro Valley
Scanning	FY18		X		Oro Valley
Language Access	FY18		X		Oro Valley; listening devices
Forms	FY18		X		Oro Valley; AJACS

TECHNOLOGY PROJECTS

Project	Year/ Status	Project Detail Provided			Comments
		Full ¹	Skeletal ²	Mention ³	
Defendant Notification	FY18		X		Oro Valley; nCourt
Case File Tracking	FY18		X		Oro Valley; AJACS
Document Imaging	FY17			X	Green Valley
Printable Forms on Webpage	FY18		X		Green Valley
Automated Courtroom Forms	FY18		X		Green Valley
Spanish Forms	FY17		X		Green Valley
Electronic Court Calendar	FY17		X		Green Valley; Website
Web Payments	FY17		X		Green Valley
New LJ CMS	FY18		X		Green Valley; AJACS
Case Time Standards	FY17		X		Green Valley; AJACS
Fillable Court Forms	FY17		X		Marana; Clerk
MVD Kiosk	FY17		X		Marana
New LJ CMS	FY17		X		Marana; AJACS
Website Enhancement	FY17		X		Marana
Electronic Jury Interaction	FY17		X		Marana

TECHNOLOGY PROJECTS					
Project	Year/ Status	Project Detail Provided			Comments
		Full¹	Skeletal²	Mention³	
Document Scanning	FY17		X		Ajo Justice
e-Citations	FY18		X		Ajo Justice
Courtroom Smartboard	FY17			X	Ajo Justice
Accurint	FY17		X		Ajo Justice; Collections
Courtroom Laptop	FY16			X	South Tucson
eCitation	FY16		X		South Tucson
Webpage Enhancement	FY16		X		South Tucson; LEP
MVD Accessibility	FY17			X	South Tucson
e-Records Management	FY17			X	South Tucson
Case File Scanning	FY17		X		South Tucson
Video Court	FY16			X	South Tucson; jail
Automated Phone Services	FY16			X	South Tucson

Note 1:

An “X” in “Full” indicates that the court has provided full detailed information about the project according to the general parameters outlined in the Commission on Technology’s Project Management Methodology. Also, risk analysis, impact, project costs and funding information has been provided.

Note 2:

An “X” in “Skeletal” indicates that the court provided detail about the local project in the master projects listing spreadsheet. Complete information, usually risks, impact analysis, project costs and funding, was not provided.

Note 3:

An “X” in “Mention” indicates that the court mentioned this project in a summary or listed it in an initiative. It may have been a phrase or a full paragraph of description, but did not contain detailed project-oriented information. If these projects are related to pursuing standards or directions already adopted (e.g., OnBase EDMS implementation, Jury+ upgrade, digital audio in the courtroom), then any mention which includes appropriate funding information is sufficient.