

## I. INTRODUCTION

### BACKGROUND

The Arizona Judicial Branch consists of the Supreme Court, the Court of Appeals, the Superior Court, Justice of the Peace Courts, and Municipal Courts. The Supreme Court has administrative supervision over all courts in the state and the authority to make rules governing all procedural matters in any court.

The Arizona Judicial Council (AJC), established in 1990, assists the Supreme Court in developing and implementing policies that will provide central direction for court management, consistency in court operations, and coordination of services within the courts. Under the direction of the Chief Justice, the Administrative Office of the Courts provides the necessary support for the supervision and administration of all courts.

The Commission on Technology (COT), under whose auspices the Judicial Branch Information Technology Strategic Plan is developed, is a committee of the Arizona Judicial Council. The Commission plays both an advisory and a review role with respect to statewide technology policies, standards, and applications. The Information Technology Division of the Administrative Office of the Courts staffs the Commission and its subcommittees, and typically provides the technical resources for statewide technology projects.

Both the AJC and the COT are statewide, multi-disciplinary, governance groups having representation from all levels of the judicial branch, as well as the executive branch, the Bar, academia, local government, the legal community, and the general public.

The Arizona Judicial Branch has turned to technology as one means to meet its goal to provide an independent, accessible, and integrated judicial system in accordance with constitutional mandates. There are many compelling reasons that the court is looking to automation to meet today's demands for information and efficient processing. The following strategic plan maps out the future direction of Arizona's Judiciary in information technology architecture and projects for the three-year period including Fiscal Years 2013 through 2015.

The Arizona Judicial Branch is proud of its accomplishments in information technology over the two decades since statewide efforts towards technology planning and statewide systems and standards began in earnest.

- Most juvenile court-related functions are automated on JOLTS (now being updated as JOLTSaz and integrated with superior court financial management systems).
- All superior courts are automated using the same, centrally supported and managed system, AJACS, apart from the high volume courts in Maricopa and Pima counties. Only a handful of limited jurisdiction courts continue to use

legacy case management systems. Development of enhancements to AJACS to meet limited jurisdiction court requirements is nearing completion.

- Adult probation offices in all 15 counties continue to use the same statewide reporting and statistical data collection system and a second-generation adult probation tracking system. APETS, initially developed and implemented in Maricopa County, is implemented statewide, placing all adult probation information within a single database.
- A training program to support common court “best practices” processes and procedures has been developed and implemented. It addresses the automation training needs of the courts, providing both partial funding for staffing a training function in each county court system and also statewide training programs.
- A centralized repository of all court protective orders is available for query by law enforcement. A similar path is now being pursued for arrest warrants throughout the state.
- Public access to case information for 153 Arizona courts is available via the Internet for lookup of cases by name or case number. A subscription feature also exists for public case information. Plans are being made to enable public access to certain case-related documents online.
- All clerks of the superior court continue digitizing paper filings using electronic document management systems. Several prominent limited jurisdiction courts have implemented standalone electronic document management systems, as well. Because document management is a key enabler for electronic case filing, the AOC has constructed a central document repository for both public access and enhancing courts’ business continuity. More than 20 smaller limited jurisdiction courts are already employing the central solution, enabling their paper documents to be disposed of after quality assurance steps have been taken.

The *Fiscal Year 2012 Accomplishments* section provides a detailed listing of last year’s major information technology accomplishments.

The demands of the public to access court records, information sharing among the courts and other criminal justice agencies, plus the sheer volume and complexity of justice transactions are focusing the Judiciary on modernizing the courts’ use of technology. The court continues addressing technology-hostile court rules, especially in the electronic case-filing arena. In this era of insufficient finances, Court leadership is committed to use technology to enable the improved effectiveness of court business processes and those of the entire criminal justice system.

The Arizona Judicial Branch recognizes its role in the enhancement of the criminal justice system as a whole in the state. While much progress has been made within each criminal justice function to improve operational effectiveness, it is now widely acknowledged that criminal justice agencies must collaborate to bring about much needed systemic improvements. The first project to address the justice integration initiative is the electronic reporting of criminal dispositions to the Department of Public Safety (DPS). Related projects are planned to improve the exchange of accurate data among the various criminal justice functions before submittal to the common criminal

justice history files. Being central to the criminal justice system, the courts play a critical part in the successful accomplishment of local integration initiatives.

Electronic Document Management (EDM), which includes electronic filing, document imaging, and the integration of documents with other applications, has become an important initiative of the chief justice. An EDM project addresses both back- and front-office functions. Without a basic infrastructure made up of document repositories, software to manage them, and sufficient network bandwidth to support document transmissions, courts cannot begin to accept electronic documents from other agencies. Now that the basic infrastructure is in place, along with a systemic analysis to alter existing document handling and filing processes, courts are able to respond to requests to accept electronic filings from the law enforcement, prosecution, and legal communities. Efforts continue to enable process and technology changes that allow judicial officers to access electronic documents from the bench.

New case management system development projects address replacement of two core systems, AZTEC and JOLTS, as they are approaching the end of the automation life cycle. Next-generation systems significantly reduce the level of clerical effort needed for data entry and update functions by enabling automated exchange of data among criminal justice agencies. Rather than placing all functionality within a single enterprise system controlled by the court, the integration model being pursued calls for loosely coupling disparate systems using defined standards for data exchange like GJXML and the NIEM as well as an enterprise service bus (ESB) for transaction-based services.

The 2013-2015 IT Plan continues to support the core functionality of the existing statewide applications. In particular, the AZTEC case management system will be maintained and modified, as required, to provide its remaining user courts with benefits that will exceed the level of effort necessary to maintain it as it approaches the end of its life.

The Arizona Judicial Branch's Information Technology Strategic Plan for Fiscal Years 2013-2015 offers a strategic direction for the information technology resources and activities in the Judiciary. It results from a formal planning process, which began with updates to various IT plans at the county level. These supporting plans are included in Appendix D. Rural courts' plans are now updated only every other year, following a recent decision by the Commission on Technology.

This plan first presents the Judiciary's business strategic initiatives. Those initiatives are defined in Sections III and IV. Then, the IT initiatives supporting these business needs are outlined.

The IT strategic initiatives are:

- Promote a Systemic Thinking Approach to Technological Solutions
- Provide Infrastructure that Facilitates Effective Communication and Integration
- Enhance Security and Disaster Recovery to Protect Court Technology-Related Assets
- Standardize Processes and Solutions to Improve Efficiency and Effectiveness
- Complete and Enhance Second-Generation Statewide Automation Projects
- Improve Data Exchange, Communications, and Public Access
- Digitize the Court Environment
- Provide Administrative Support Functions

Finally, major IT strategic projects are outlined.

The Commission on Technology and its subcommittees provide a strong, active force for directing technology efforts and funding. Its members deserve special thanks for the fine job they are doing in providing leadership in technology to the Arizona Judicial Branch. Members of Commission on Technology and its subcommittees, Court Automation Coordinating Committee, the Technical Advisory Council, the Probation Automation Coordinating Committee and, the e-Court subcommittee are provided below.

**COMMISSION ON TECHNOLOGY- (COT)  
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<p><b>MICHAEL JEANES</b> Clerk of the Court Superior Court in Maricopa County</p>	<p><b>DELCY SCULL</b> Director Cochise County Juvenile Court Services</p>
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<p><b>RANDY KENNEDY</b> Court Automation Manager City of Scottsdale Municipal Court</p>	<p><b>KYLE RIMEL</b> Automation Systems Manager Superior Court in Mohave County</p>
<p><b>JAMES TOWNER</b> IT Director Court of Appeals, Div I</p>	<p><b>JOHN BARRETT</b> Chief Information Officer Superior Court in Maricopa County</p>
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**COURT AUTOMATION COORDINATING COMMITTEE- (CACC)  
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<p><b>MICHAEL MALONE</b> Limited Jurisdiction Court Administrator Superior Court in Pinal County</p>	<p><b>PATRICIA NOLAND</b> Clerk of Court Superior Court in Pima County</p>
<p><b>JULIE DYBAS</b> Deputy Court Administrator City of Scottsdale Municipal Court</p>	<p><b>RONA NEWTON</b> Director of IT and Research Pima County Juvenile Court Center</p>
<p><b>MARY HAWKINS</b> Court Administrator Superior Court in Maricopa County</p>	<p><b>RICK RAGER</b> IT Manager City of Tempe Municipal Court</p>
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<p><b>PHILLIP KNOX</b> General Jurisdiction Court Administrator Superior Court in Maricopa County</p>	<p><b><u>STAFF</u></b> <b>STEWART BRUNER</b> Strategic Planning Manager Arizona Supreme Court, AOC</p>

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<p><b>JOHN DYESS</b> Chief Probation Officer La Paz County</p>	<p><b>AMY STUART</b> Information &amp; Research Manager Arizona Supreme Court</p>
<p><b>DAVID SANDERS</b> Chief Probation Officer Superior Court of Pima County</p>	<p><b>PAULA TAYLOR</b> APETS Business Manager Arizona Supreme Court</p>
<p><b>RIK SCHMIDT</b> Director of Juvenile Court Services Pima County Juvenile Court</p>	<p><b>KIP ANDERSON</b> Court Administrator Superior Court of Mohave County</p>
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<p><b>DIANE DRAIN</b> Attorney State Bar Representative</p>	<p><b>DAN DODGE</b> Justice of the Peace Highland Justice Court</p>
<p><b>KARL HECKART</b> Director, Information Technology Division, CIO Arizona Supreme Court, AOC</p>	<p><b>SHERI NEWMAN</b> Clerk of the Court Superior Court in La Paz County</p>
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