



# FISCAL YEARS 2016-2018



# GRAHAM COUNTY ARIZONA JUDICIAL BRANCH INFORMATION TECHNOLOGY STRATEGIC PLAN

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# GRAHAM COUNTY COURTS

## INFORMATION TECHNOLOGY STRATEGIC PLAN FOR FISCAL YEARS 2016-2018

### INTRODUCTION

This is a three year information technology strategic plan for the courts in Graham County covering the period from January 2014 through June 2018. It was created as an update to the FY14-FY16 plan submitted in March 2013.

The courts in Graham County are composed of the following:

|  |
|--|
| <b>Superior Court in Graham County</b> |
| <b>Justice Court Precinct #1</b>       |
| <b>Justice Court Precinct #2</b>       |
| <b>Safford Municipal Court</b>         |
| <b>Thatcher Municipal Court</b>        |
| <b>Pima Municipal Court</b>            |

The Superior Court in Graham County provides administrative direction to the courts. Each court also works closely with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

The automation for the county's courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
  - Court Automation Coordinating Committee,
  - Probation Automation Coordination Committee, and
  - The Technical Advisory Council
- The General Jurisdiction (GJ) Case Management System (CMS) Users' Group,
- The Juvenile On-Line Tracking System (JOLTS) Users' Group and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

All courts in the county are participating in the Arizona Court Automation Project (ACAP).

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups.

## **A. PLANNING METHOD AND PARTICIPANTS**

This section outlines the participants, processes and events that contributed to formulating the Information Technology Plan for Graham County Courts.

A countywide automation committee made up of representatives from courts developed this plan. Participants included:

|                         |   |
|-------------------------|---|
| <b>R. Douglas Holt</b>  | Presiding Judge                               |
| <b>Darlee Maylen</b>    | Clerk of the Superior Court                   |
| <b>Joshua Halversen</b> | Court Administrator                           |
| <b>Linda Burrell</b>    | Safford Municipal Court                       |
| <b>Gary Griffith</b>    | Judge of Justice Court Precinct #1            |
| <b>Anna Elder</b>       | Justice Court Precinct #1                     |
| <b>Elizabeth Luna</b>   | Justice Court Precinct #2 and Pima Magistrate |
| <b>McCoy Hawkins</b>    | County IT                                     |

## B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The courts support **ADVANCING JUSTICE TOGETHER: COURTS & COMMUNITIES 2014-2019** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2014 at the direction of the judiciary's new chief justice. It remains consistent with the previous **JUSTICE 20/20** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Improving Court Processes to Better Serve the Public;
4. Enhancing Professionalism within Arizona's Courts; and
5. Improving Communications and Community Participation.

### B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The county's courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follow:

| COURT/LOCAL AGENCY NAME      | STRATEGIC AGENDA   | RELATED IT INITIATIVE(S)  |
|------------------------------|--|---|
| Graham County Superior Court | Provide educational informational opportunities to the public of Graham County on the function of the Court. Utilize the courthouse centennial as a format to educate the community. | Utilizing interactive and video applications in the website to provide educational and informational content for the community. |
| Graham County Superior Court | Improve sound/recording issues such as telephonic appearance and access to the public to easily hear and understand proceedings in the courtroom.                                    | Re-vamping sound system with new equipment as well as an engineered approach to sound/video/recording in the courtrooms.        |

| COURT/LOCAL AGENCY NAME             | STRATEGIC AGENDA   | RELATED IT INITIATIVE(S)   |
|-------------------------------------|--|--|
| <b>Thatcher Municipal Court</b>     | Improve the availability of useful court information to the public via internet access.  | Utilize local web resources and add useful content to town website.  |
| <b>Safford Municipal Court</b>      | Increase court physical space to accommodate jury trials and other public needs not currently able to do in the facility.  | Be sure to meet all network and IT standards needed in new facility in order to operate successfully.  |
| <b>Graham County Superior Court</b> | Improve courtroom infrastructure planning for the future to enhance video capability and remote interpretation capability.   | Purchase and implement video equipment that will work with new sound/recording plans as well as being able to service as many courtrooms as possible.                  |
| <b>Graham County Superior Court</b> | Improve the availability of useful court information to the public via internet access.  | Utilize local web resources and add useful content to county website.  |
| <b>Justice Court Precinct #1</b>    | Consolidate data/information storage (both back log and future) by implementing electronic scanning/storage systems, as well as additional personnel to carry out the process. | Implement scanning station and actively scan records, particularly older records and destroy physical records not needed.  |
| <b>Justice Court Precinct #2</b>    | Expand court facility space to provide greater access to justice for the public and more efficient use by parties, attorneys and court staff.                                  | No IT implications.  |
| <b>Superior Court, JP#1, JP#2</b>   | Provide more reliable, cost-effective interpretation services in all possible languages to provide full access to LEP individuals.   | Implement equipment and processes into Superior Court and Safford/Pima Justice Courts courtrooms to be able to provide video remote interpretation to multiple courts. |
| <b>Superior Court</b>               | Provide greater security in the courthouse to keep the public and staff safe from danger.  | Add the ability to use video surveillance/recording into the security program.   |

## C. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

### Hardware

The Arizona Judicial Department has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS reporting, and Statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, is replacing all the State-owned external (ACAP and JOLTS) PCs (about 4000) in FY15. Because of the long hardware life expected for the new PCs and the ever-shortening support cycle by software manufacturers, the project also includes a change to a subscription model for the operating system and office productivity applications utilized by all PCs deployed in the courts' environment.. In the most recent refresh activity, the following models were placed in service:

- Desktop: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-4570 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Intel Core i5 vPro
- Laptop: D1F64AV HP EliteBook 850 G1 Notebook PC: Intel - i5-4300U (1.9 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 4400, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Core i5 vPro, D8U08AV Integrated camera
- Printer: CE991A HP LaserJet - HP Laser Jet M602

The hardware listed in Appendix A reflects equipment used to support the court management system software, the juvenile tracking software, other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

## Software

Appendix A also identifies all the software used in the county's courts. It includes the state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

## D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing in over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects, which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology projects, and their priority as assigned by the Commission on Technology, are as follows:

### Top Tier eCourt

- Deploy New eFiling Engine
- Deploy Judge Automation
- Launch eAccess
- Build Online Citation Pay

### Top Tier Court Automation

- AJACS - LV/Mesa
- JOLTSaz Deployment
- Technology Refresh
- AJACS - AZTEC Replacement
- AJACS - GJ Enhancements
- AJACS - GJ eFiling Enhancement
- NICS Reporting
- FARE - Infrastructure Port

### Second Tier

- Time Standards Reporting
- eWarrant Pilot
- Data Destruction
- Appellate CMS
- Disaster Recovery Study
- APETS Integration

## COURT IT ACCOMPLISHMENTS CY2013/2014

This section lists the accomplishments of the county's courts in information technology projects from January 2013 to January 2015.

| STRATEGIC PROJECT<br>(State or Local) | PROGRAM / PROJECT                         | DESCRIPTION  | LOCAL ACCOMPLISHMENT   |
|---------------------------------------|---|--|--|
| Local/State                           | Collections Improvement                   | Re-implement the use of the FARE program in Graham Superior Court with AJACS upgrade, and implement enhanced collections practices in probation. | In 2014, along with the State, the Graham County Superior Court was able to re-implement the use of FARE, which it had used from 2006 to 2010. It took a forced hiatus due to incompatibility with the AJACS CMS. Also in 2014, The Graham County Adult Probation Department created a collections position that works alongside the Clerk finance staff and the APO's in tracking and enforcing the collection of fines, fees, and restitution. |
| Local                                 | Thatcher Municipal Court Video IA Project | Implementation of video conferencing equipment in the court with the Graham County Jail.   | In 2013, the Thatcher Municipal Court was able to utilize video conferencing equipment to connect it with the adult detention facility and has continued to perform video IAs, thus reducing the need for transportation of inmates to and from the court.   |
| Local                                 | Safford Municipal Court                   | Digital Recording Project  | In 2012, the Safford Municipal Court implemented the digital recording system, Liberty, into its courtroom. It now captures and archives all proceedings in high quality digital sound.  |

| STRATEGIC PROJECT<br>(State or Local) | PROGRAM / PROJECT  | DESCRIPTION   | LOCAL ACCOMPLISHMENT   |
|---------------------------------------|--|---|--|
| Local                                 | Safford and Pima Justice Courts Video IA   | Improvement of Video Conferencing Capabilities  | In 2013, the courts improved their video conferencing capability by moving to a Polycom video system utilizing Logitech cameras and adding an LCD display monitor to each courtroom for greater visibility.  |
| State                                 | Pima Justice Court Document Storage  | Provide through ACAP a stand-alone scanning station to scan old documents still useful to the court that have passed the retention schedule | In 2013/2014, Pima Justice Court partnered with the AOC and implemented a scanning station in the court which now assists the court in archiving documents and giving staff digital access to useful files that can now be destroyed in paper form according to the documents retention schedule.  |
| Local                                 | Graham County Superior Court/Clerk of the Court Facility Space Utilization Project | Re-purpose multiple spaces in the courthouse to provide greater efficiency to staff and better service to the public.                       | In 2014, the Superior Court remodeled multiple vacant spaces in the facility to provide a new, spacious and efficient Clerk of the Court office area. The court also remodeled space to create an administrative hearing room complete with new bench and digital recording hardware and software. |

### COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

## STATEWIDE PROJECT PARTICIPATION

| Strategic Project Name / Phase   | Brief Project Description  | Related Statewide Project                   | Participation Scheduling | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns   |
|----------------------------------|--|---|--------------------------|-------------------------|---------------------------------|---|
| <b>Video Remote Interpreting</b> | Implement equipment and processes into Superior Court and Safford Justice Court courtrooms to be able to provide video remote interpretation to multiple courts. | Video Remote Interpreting – Language Access | FY2016                   | 6/1/2016                | Planning                        | Availability of resources to cover costs of equipment and future maintenance and replacement costs. |

## OTHER LOCAL INDEPENDENT PROJECTS

| Strategic Project Name / Phase                                     | Brief Project Description   | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns                                       |
|--|---|-------------------------|---------------------------------|---|
| <b>Website Upgrades (Graham Superior/Thatcher Municipal)</b>       | Create and add to the web helpful content to enhance services and accessibility to the courts by the public.  | 6/30/2016               | Planning                        | Time to develop and load content; technical skill to load content     |
| <b>Document Storage/ Scanning</b>                                  | Safford Justice Court is considering the AOC's limited jurisdiction electronic document storage project in lieu of own OnBase purchase.   | 12/31/2015              | Planning                        | Increased workload/time commitment from staff to have to manage; Cost |
| <b>Upgrade Digital Audio Quality (Superior Court)</b>              | Update digital audio equipment to improve the quality of recording. Replacement of microphones, recording software, mixers, lines, etc., may be included in the process to provide reliable, quality recordings.      | 5/31/2016               | Planning                        | Finite resources to purchase new equipment.                           |
| <b>Implement Hardware/Software Solutions for Videoconferencing</b> | Implement video conferencing system at Thatcher Municipal linked to county jail to hold IA hearings remotely. Graham Superior/Pima Justice: enhance video systems to comply with State standards established in ACJA. | 6/30/2017               | Execute                         | Cost, ability to integrate with jail                                  |

## OTHER LOCAL INDEPENDENT PROJECTS

| Strategic Project Name / Phase     | Brief Project Description   | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns  |
|------------------------------------|---|-------------------------|---------------------------------|--|
| <b>Facility Video Surveillance</b> | Create video surveillance system throughout Superior Court Facility Courthouse to assist in providing safety to all staff, visitors, and litigants in the facility. | 6/30/2018               | Concept                         | Lack of financial resources for purchase of needed equipment             |
| <b>New Court Building</b>          | Moving Safford Muni Court to another building that will provide greater space and ability. Will require new AJIN network connection.                                | 6/01/2015               | Execute                         | Moving an entire court to a new location. Infrastructure issues, funding |

**D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION**

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

| STATEWIDE INITIATIVE<br>LIMITED JURISDICTION CASE MANAGEMENT SYSTEM – CONVERSION AND IMPLEMENTATION   |  |
|---|--|
| <p><b>Description:</b><br/>A limited jurisdiction court case management system to replace AZTEC is being developed by extending the GJ CMS (AJACS) code set to include certain functionality unique to Arizona’s justice and municipal courts. Significant, large volume, non-AOC-supported courts, led by Mesa, have collaborated with the AOC and the vendor through the provision of resources, funding, and business analysis to build upon the AZTEC-replacement application and develop a solution that meets the needs of all LJ courts, large or small, rural or metropolitan. Additional courts could be consolidated into this solution as their current case management systems age and become un-supportable.</p> <p>Program interfaces that permit integration with other automation systems, like electronic citations, the e-filing manager application, and central document management system are being included. Conversion of certain AZTEC case data and extensive training will be undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort.</p> <p>Anticipated rollout timeline: Summer 2014 through Fall 2017</p> |  |
| <p><b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)</p>   | <p>Safford JP #1: 3-4 years</p> <p>Pima JP#2: 3-4 years</p> <p>Safford Municipal Court: 3-4 years</p> <p>Thatcher &amp; Pima Municipal Courts: 3-4 Years</p> |
| <p><b>2. General Importance or Impact to Your Court:</b> The need certainly exists for the implementation of the new LJ CMS, but all courts in Graham County are in the later implementation phase.</p>   |  |

**STATEWIDE INITIATIVE  
JOLTSaz JUVENILE MANAGEMENT SYSTEM**

**Description:**

JOLTSaz, the new, fully functional, juvenile tracking system, includes many new features and enhancements beyond Legacy JOLTS screens and functionality. It was successfully implemented in Pima County in June 2013. Following JOLTSaz going live in Pima County, a decision was reached that the system be implemented in the rural counties in a standalone mode initially without the Probation/CMS integration that required so much testing time and coordinated effort in Pima. Further JOLTSaz development in support of the standalone approach is currently underway for case information modules, calendaring, and data conversion activities. This includes enabling Probation financials to be entered directly into JOLTSaz until CMS integration takes place later.

A statewide version of the application will be rolled out in Pima then Yuma in early 2015. Phase II development of JOLTSaz is scheduled to begin concurrent with the rural county rollout and incorporate Court Appointed Special Advocate (CASA), Foster Care Review Board (FCRB), and Juvenile Treatment (JTX) functionality in the new system. In addition, a statewide data repository to replace the juvenile portion of the data warehouse with a real-time feed of juvenile data from iCIS in Maricopa County is planned to coincide with the completion of the rollout in 2016.

Several Phase II projects are scheduled to begin concurrent with the rural county rollout including incorporation of Court Appointed Special Advocates (CASA), Foster Care Review Board (FCRB), and Juvenile Treatment (JTX) functionality into the new system. In addition, the creation of a statewide Juvenile Data Repository will be complete with the real-time feed of juvenile data from iCIS in Maricopa County.

Anticipated rollout timeline for the new statewide version of JOLTSaz

Pima County -- January 2015

Yuma County – March 2015

Remaining Rural Counties -- June 2015 through July 2016

**1. Timeframe in which needed:** (immediately, next 12 months, 1-2 years, 3-4 years)

1-2 years

**2. General Importance or Impact to Your Court/Probation Department:** If the planned interface functionality works as proposed, both the juvenile court and juvenile probation will be impacted favorably by increased data entry speed/efficiency and improved data integrity.

**STATEWIDE INITIATIVE  
CENTRALIZED ELECTRONIC DOCUMENTS  
(LIMITED JURISDICTION COURTS ONLY)**

**Description:**

Electronic case filing requires a more comprehensive business solution for managing digital documents from cradle to grave, since, by definition, no paper exists. As business becomes dependent on digital documents, they must be stored in a way that protects them, makes them reliably retrievable 24/7, associates them with the cases they relate to through integration with the case management system, enables appropriate public access as specified by Rule 123, and meets records retention requirements. While many limited jurisdiction courts have shown interest in imaging existing paper documents, very few can afford to implement and maintain the full-featured electronic document management system (EDMS) needed to adequately support e-filing.

At the same time, many courts are experiencing facilities issues caused by storing years of accumulated paper records. ACJA § 1-507 allows destruction of paper records for which equivalent electronic records exist, but stipulates that multiple redundant copies and various media must be employed before any paper records can be destroyed (short of reaching their required retention period). The same technical requirements must be met before courts accept e-filings because, by definition, no paper backup exists for these records. The AOC has constructed a shared document management environment for use by limited jurisdiction courts to support both document imaging and e-filing. Following the ACAP subscription model, each participating LJ court will receive a scanner and software licenses to access the central system, along with necessary training to ensure documents are successfully deposited in and retrieved from the system.

Participation in the shared LJ EDMS enables a court to both accept e-filings and destroy paper copies of imaged records. An enhancement for bulk scanning of closed records has been added.

Anticipated rollout timeline: Started Fall 2011 to requesting courts; will be implemented in remaining courts as part of the AJACS rollout

**1. Timeframe in which needed:** (immediately, next 12 months, 1-2 years, 3-4 years)

Safford JP #1: 1-2 years  
Pima JP #2: Implemented  
Safford Municipal Court: 3-4 years  
Thatcher & Pima Municipal Courts: 3-4 Years

**2. General Importance or Impact to Your Court:** Safford Justice Court is actively pursuing their own EDMS solution which will be compatible with the state's e-Filing standards (OnBase), but the other limited jurisdiction courts would like to utilize this as e-filing comes to the fore-front.

**STATEWIDE INITIATIVE  
AZTURBOCOURT: E-FILING AND STANDARDIZED FORMS**

**Description:**

Electronic Filing, aka “e-filing,” is a composite project that uses portions of other individual projects to construct a pinnacle application to enable filing of documents and data along with appropriate and validated indexing information so that data can be automatically accepted and recorded into both the electronic document management and case management systems, thus removing the need for a document scanning function. Currently in production for four courts, the vision is to eventually allow electronic filing for all courts and case types statewide via an Internet portal with multiple e-filing vendors.

E-filing includes a mechanism for filers to pay filing fees online and provides parties and counsel the ability to quickly locate and retrieve documents they have filed and secondary copies of the official court record.

Capabilities will be expanded following an enhancement for participant matching to allow filers to select the parties associated with the filing rather than entering them into the system manually. Also on the horizon is expansion of small claims intelligent forms, which currently can be printed by the filer, into a full electronic filing solution.

As technologies evolve and more experience is gained, new concepts and approaches arise for handling electronic filing in efficient and effective ways. Work is underway on a next-generation e-filing approach to handle rapid expansion to a greater number of courts and to significantly increase overall case volume.

Anticipated rollout timeline: July 2009 onward, by level of court and case type

**1. Timeframe in which needed:** (immediately, next 12 months, 1-2 years, 3-4 years)

Graham County Superior Court: 3-4 years  
 Safford JP #1: 3-4 years  
 Pima JP #2: 3-4 years  
 Safford Municipal Court: 3-4 years  
 Thatcher & Pima Municipal Courts: 3-4 Years

**2. General Importance or Impact to Your Court:** All the courts see this as an important process, but each shares concerns and the need to improve current practices in anticipation of e-Filing implementation.

**STATEWIDE INITIATIVE  
JUDGE/BENCH AUTOMATION**

**Description:**

Historically, court automation has largely been limited to back-office functions that assisted the clerk or court administrator. As the medium for the majority of documents and judicial resources shifts from paper to digital, out of necessity the way judges operate on the bench and in chambers will also change. The initial effort involved constructing a document review application for use with the AJACS case management system (CMS) that would provide a necessary component for automating the work of judges but not the totality of functions they require.

Preliminary user requirement sessions have been held to determine the information that judges need to have available in chambers and on the bench. A group of judges and a business analyst are examining the workflow of bench operations to identify process improvement opportunities while ensuring that workload doesn't increase by switching to digital documents. Procurement of a solution has been completed. The product is a judicial decision support application, integrated with the target CMS automation, which allows judges in their day-to-day activities to efficiently work with digital documents.

Anticipated rollout timeline: August 2014 (pilot launch at Pima Superior) Winter 2014 (pilot launch at an AJACS superior court)

**1. Timeframe in which needed:** (immediately, next 12 months, 1-2 years, 3-4 years)

Graham County Superior Court: Immediately

Safford JP #1: 3-4 years

Pima JP #2: 3-4 years

Safford Municipal Court: 3-4 years

Thatcher & Pima Municipal Courts: 3-4 Years

**2. General Importance or Impact to Your Court:** Will be very valuable and the courts would anticipate utilizing this along with e-Filing.

## D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court.

| LOCAL TECHNOLOGY RESOURCES |                   |                      |                           |  |
|----------------------------|-------------------|----------------------|---------------------------|--|
| Court                      | State Device Cost | Other Technical Cost | Number of:                | City or County FTE Technical Support Staff |
|                            |                   |                      | Court FTE Technical Staff |  |
| Clerk & Superior Court     | \$19,500          | *                    | 0                         | .05  |
| JP#1                       | \$6,750           | *                    | -                         | .05  |
| JP#2/Pima Muni             | \$5,250           | *                    | -                         | .05  |
| Safford Muni               | \$3,750           | *                    | -                         | .05  |
| Thatcher Muni              | \$2,250           | *                    | -                         | .05  |

\*Additional support by County IT is funded by county.

## APPENDIX A. CURRENT ENVIRONMENT

### 1. HARDWARE ENVIRONMENT BY COURT

This section lists the judicial branch-owned hardware deployed in the courts, including mainframes, servers, desktops, and other peripherals.

| Court                  | Number of PCs | PC Operating System | Number of Laptops | Laptop Operating System | Number of Network Printers |
|------------------------|---------------|---------------------|-------------------|-------------------------|----------------------------|
| Clerk & Superior Court | 17            | Windows 8.1         | 2                 | Windows 8.1             | 8                          |
| JP#1                   | 6             | Windows 8.1         |                   |                         | 2                          |
| JP#2                   | 3             | Windows 8.1         |                   |                         | 1                          |
| Safford Muni           | 3             | Windows 8.1         |                   |                         | 2                          |
| Thatcher Muni          | 2             | Windows 8.1         |                   |                         | 1                          |
| Pima Muni              | 1             | Windows 8.1         |                   |                         | 1                          |

## 2. HARDWARE FOR SPECIAL FUNCTIONS

| Court          | Number of:        |                  |                 |                     |                            |                        |
|----------------|-------------------|------------------|-----------------|---------------------|----------------------------|------------------------|
|                | Public Access PCs | In Courtroom PCs | In Chambers PCs | DPS ACJIS Terminals | Imaging/ Scanning Stations | Dedicated Training PCs |
| Clerk          | 1                 |                  |                 |                     | 1*                         | 0                      |
| Superior Court |                   | 3                | 1               |                     |                            | 0                      |
| Probation      |                   |                  |                 | 1                   |                            | 0                      |
| All LJ Courts  |                   |                  | 4               |                     | 1                          | 0                      |

\* County device.

## 3. LOCAL SERVER HARDWARE AND FUNCTION

| Local Server Information |                 |                              |           |            |  |
|--------------------------|-----------------|------------------------------|-----------|------------|--|
| Court/Dept.              | # Brand / Model | Operating System             | Database  | Managed by | Use/ Applications                              |
|                          |                 | Windows Server 2012 Standard | SQL 2012* | County IT  | EDMS storage server -- OnBase                  |
|                          |                 | Windows Server 2003          |           | County IT  | Forms/FTR digital recordings – NAS Snap Server |

## 4. NETWORK ENVIRONMENT

The court network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it.

## 5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the county's courts. It includes the state-provided applications (such as AJACS, AZTEC, TIP, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

### Local Applications

| Application Name   | Description of Application                                     | Courts Using                     | Developed/Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|--|----------------------------------|------------------------|--|---------------------|---------------------------|
| AJACS application software for the Arizona Court Automation Project (ACAP) | State standard case management system.                         | Superior Court and Clerk         | AOC                    | AOC Supported                          | 2008                |                           |
| AZTEC application software for the Arizona Court Automation Project (ACAP) | State standard case management system.                         | All Justice and Municipal Courts | AOC                    | AOC Supported                          | 1993                | LJ AJACS                  |
| Other Calendaring  |  |                                  |                        |  |                     |                           |
| AZTEC module: Financials   | A module of AZTEC that performs the cash management functions. | Justice Courts                   | AOC                    | AOC Supported                          | 1993                | LJ AJACS                  |

### Local Applications

| Application Name   | Description of Application  | Courts Using  | Developed/Supported by              | Vendor Package, Bolt-On, or Standalone                      | Implementation Date | Replacement Date/Strategy |
|--|---|---|-------------------------------------|---|---------------------|---------------------------|
| AZTEC module: File Tracking  | A module of AZTEC that uses bar coding to track file locations.   |   | AOC                                 | OAC Supported   | 2002                | LJ AJACS                  |
| AZTEC: Forms Generation  | A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word. | JP #1, JP #2, all muni courts                                       | AOC                                 | AOC Supported   | 1993                | LJ AJACS                  |
| Other Forms Generation/Processing: OMNI (Non-AJACS); AJACS for Superior Court only | Local forms package (OMNI)<br><br>MEs, forms, for Superior Court (AJACS)  | Superior Court, Justice Courts (Omni)<br><br>Superior Court (AJACS) | County IT (OMNI)<br><br>AOC (AJACS) | Vendor Pkg / Standalone (OMNI)<br><br>AOC Supported (AJACS) |                     |                           |
| APETS (Adult Probation Enterprise Tracking System)                                 | The new state standard system for tracking adult probationers.  | Adult Probation   | AOC                                 | AOC Supported   | 2006                |                           |

### Local Applications

| Application Name                               | Description of Application  | Courts Using       | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|---|--------------------|-------------------------|--|---------------------|---------------------------|
| DCATS - CASA                                   | The statewide system for tracking court appointed special advocates.  | Superior Court     | AOC                     | AOC Supported                          | Early 90's          | CASAaz                    |
| JOLTS (Juvenile On-Line Tracking System)       | The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention. | Juvenile Probation | AOC                     | AOC Supported                          | 1991                | JOLTSaz                   |
| JOLTS Storage Area Network (SAN)               | Centralize storage for documents, etc   | Juvenile           | AOC                     | AOC Supported                          |                     |                           |
| Statistical Reports (CASPER)                   |   |                    | AOC                     | AOC Supported                          |                     |                           |
| CourTools                                      |   |                    |                         |  |                     |                           |
| Other court performance/ metrics tracking tool |   |                    |                         |  |                     |                           |

### Local Applications

| Application Name                            | Description of Application   | Courts Using            | Developed/Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|--|-------------------------|------------------------|--|---------------------|---------------------------|
| Tax Intercept Program (TIP)                 | A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery. | Now part of FARE        | AOC                    | AOC Supported                          |                     |                           |
| Windows 8.1                                 | The operating system of the state standard desktop PCs.  | All courts              | Microsoft/AOC staff    | Vendor Pkg                             | 2015                |                           |
| Other PC/Laptop operating system: Windows 7 | County PCs only  | Courts using county PCs | Local staff            | Vendor Pkg                             |                     |                           |
| Network operating system: Windows           | Network O/S  | All                     | Local staff            | Vendor Pkg                             |                     |                           |
| Outlook 2007                                | The email and calendaring software used by AJIN.   | All Courts              | Microsoft/AOC staff    | Vendor Pkg                             |                     |                           |
| Other e-mail application:                   |  |                         |                        |  |                     |                           |

### Local Applications

| Application Name                                 | Description of Application                         | Courts Using      | Developed/ Supported by               | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|--|-------------------|---------------------------------------|--|---------------------|---------------------------|
| Microsoft Word                                   | A word processing system.                          | All               | Microsoft/local & AOC staff           | Vendor Pkg                             |                     |                           |
| Excel  | A spreadsheet product from Microsoft.              | Superior Court    | Microsoft                             | Vendor Pkg                             |                     |                           |
| McAfee Virus Scan                                | Virus detection software to protect local PCs.     | All               | McAfee                                | Vendor Pkg                             |                     |                           |
| Data backup / recovery system software: Semantic | Used for disaster recovery and business continuity | All County Courts | Semantic Vendor/Local County IT staff | Vendor Pkg                             |                     |                           |
| Problem and change management                    |  |                   |                                       |  |                     |                           |
| Software configuration management                |  |                   |                                       |  |                     |                           |
| Hardware and software inventory                  |  |                   |                                       |  |                     |                           |
| Procurement/ Materials Mgmt                      |  |                   |                                       |  |                     |                           |

### Local Applications

| Application Name                                | Description of Application   | Courts Using   | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|--|----------------|-------------------------|--|---------------------|---------------------------|
| Seagate Info/Crystal Reports/Crystal Enterprise | A report-writing tool for user ad hoc reports from various applications. | Superior Court | Crystal/AOC staff       | Vendor Pkg                             |                     |                           |
| Centra  | Software for interactive, instructor-led n-line training                 | All courts     | Centra                  | Vendor Pkg                             |                     |                           |
| Adobe Acrobat Reader                            |  |                | Adobe Local PC          | Vendor Pkg                             |                     |                           |
| Adobe Acrobat Professional                      |  |                | Adobe Local PC          | Vendor Pkg                             |                     |                           |
| Other online training tool                      |  |                |                         |  |                     |                           |

### Local Applications

| Application Name  | Description of Application   | Courts Using               | Developed/Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|--|----------------------------|------------------------|--|---------------------|---------------------------|
| Fines, Fees and Restitution Enforcement Module for FARE participation | This is a package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. It also includes web payment and an IVR interface. | All courts                 | AOC and vendor, ACS    | Vendor Pkg                             | 2003                |                           |
| Other collections tracking  |  |                            |                        |  |                     |                           |
| Pre-adjudication payment / online pmt processing                      |  |                            |                        |  |                     |                           |
| Digital Audio:<br>Product Name: FTR Gold                              | for Courtroom recording  | Superior Court, JP#1, JP#2 | Local/Vendor           | Vendor Pkg                             |                     |                           |
| Digital Audio:<br>Product Name: Liberty Recording                     | for Courtroom recording  | Safford Municipal          | Local/Vendor           | Vendor Pkg                             |                     |                           |

### Local Applications

| Application Name  | Description of Application                                | Courts Using                          | Developed/ Supported by      | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|---|---------------------------------------|------------------------------|--|---------------------|---------------------------|
| Document Scanning<br>Product Name:<br>Prod Doc Imaging                  | Imaging and OCR   | Superior Court                        | County IT/Vendor             | Vendor Pkg                             |                     |                           |
| Electronic Document Management System OnBase 13.0.2                     | EDMS  | Superior Court                        | County IT/Vendor             | Vendor Pkg                             | 2014                | 2015/OnBase 15            |
| Project management / tracking   |   |                                       |                              |  |                     |                           |
| Timekeeping   |   |                                       |                              |  |                     |                           |
| Human Resources   |   |                                       |                              |  |                     |                           |
| Integration-electronic data reporting of dispositions to DPS            | An electronic transaction to DPS with court dispositions. | Except Safford Muni and Thatcher Muni | AOC developed and supported. | AOC Supported                          |                     |                           |
| Integration-electronic data reporting of citations/dispositions to MVD. | An electronic transaction to MVD for traffic citations.   | Safford Muni Only                     | AOC developed and supported  | AOC Supported                          |                     |                           |

### Local Applications

| Application Name                  | Description of Application                            | Courts Using             | Developed/Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|-----------------------------------|---|--------------------------|------------------------|--|---------------------|---------------------------|
| Jury system: Next Generation      | Jury management                                       | All courts               | JSI/Jury+              | Vendor Pkg                             |                     |                           |
| Data warehouse                    |   |                          |                        |  |                     |                           |
| Public access                     |   |                          |                        |  |                     |                           |
| Court Web site                    | Provides general information for participating courts | Superior Court, JP1, JP2 | County IT/Local staff  | Standalone                             |                     |                           |
| Interactive Voice Response System |   |                          | None                   |  |                     |                           |

## 6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

| Architecture Layers                                      | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) |
|--|---|--|---|
| <b>Applications &amp; Tools</b>                          |   |  |   |
| User Interface Delivery Method for Public Access         | Netscape                                |  |   |
| User Interface Delivery Method for Business Applications | Character based                         | Silverlight  |   |
| Electronic /Document Management                          | LaserFiche, Hyland OnBase <9.2          |  | OnBase13.0.2                                  |
| Document Imaging   | Kofax Card                              | Kofax Ascent Capture                                       | PDI   |
| Report Writer for Ad Hoc Reporting                       | Crystal <10 MS-SSRS 2000                | Crystal 10 MS-SSRS 2005                                    | Crystal 10                                    |
| Report Writer for Business Application Reports           | Crystal <10                             | Crystal 10 MS-SSRS 2005                                    | Crystal 10                                    |

| <b>Architecture Layers</b>       | <b>Retirement (targeted for de-investment)</b>                 | <b>Containment (limited to maintenance &amp; current commitments)</b>                  | <b>Current Court Technology or Product (fill in)</b> |
|----------------------------------|--|--|--|
| Development Languages            | COBOL, JAM, RPG, MUMPS, FoxPro                                 | Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight |  |
| Development Environment          | Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev | Visual Studio 2008, PowerBuilder, MS-Access  |  |
| Source Control                   | Aldon  |  |  |
| Analysis Tools                   | HOW  |  |  |
| <b>Office Productivity Tools</b> |  |  |  |
| Word Processing                  | WordPerfect, Word ≤2003  | Word 2013  | Word 2013  |
| Spreadsheet                      | Excel ≤2003 Quattro Pro  | Excel 2013   | Excel 2013   |
| Presentation                     | PowerPoint ≤2003 CorelDraw                                     | PowerPoint 2013  | PowerPoint 2013                                      |
| Local Standalone Database        | MS-Access ≤2003  | MS-Access 2013   |  |
| E-mail Client                    | Outlook ≤2003, Lotus Notes, GroupWise (unsupported)            | Outlook 2013, Lotus Notes, GroupWise (supported)                                       | Outlook 2013   |
| Instant Messaging                |  | MS-Live Communication Server   | Lync 2013  |
| <b>Data Architecture</b>         |  |  |  |
| DBMS                             | SQL Server ≤2005, FoxPro, Clipper                              | SQL Server 2008  | SQL 2012   |

| <b>Architecture Layers</b>          | <b>Retirement (targeted for de-investment)</b> | <b>Containment (limited to maintenance &amp; current commitments)</b> | <b>Current Court Technology or Product (fill in)</b> |
|-------------------------------------|--|---|--|
| Data Warehouse DBMS                 |  | Informix XPS, SQL Server 2008   |  |
| Data Exchange Model                 |  | Fixed format, XML homegrown   |  |
| <b>Networks and Platforms</b>       |  |   |  |
| Network Protocol                    | SNA  |   |  |
| Wireless Network Access             | WEP  |   |  |
| Network Operating System            | Novell (unsupported)<br>Windows (unsupported)  | Windows Server 2003   | Win Svr 2003   |
| Client Operating System             | Windows ≤XP                                    | Windows 7, Vista  | Windows 8.1  |
| Server Operating Systems            | OS/400, DEC VMS,<br>Windows Server <2003       | Windows Server 2003   |  |
| Mobile Operating Systems            | BlackBerry O/S                                 |   | iPhone/Droid O/S                                     |
| <b>Shared Services</b>              |  |   |  |
| Component Service Layer             |  | Web Services previous version, DCOM, ASP (classic)                    |  |
| <b>Message Transport Middleware</b> |  |   |  |
| Message Transport                   | MQ ≤V5.2                                       | MQ V5.3/V6.0  |  |

| <b>Architecture Layers</b>          | <b>Retirement (targeted for de-investment)</b>       | <b>Containment (limited to maintenance &amp; current commitments)</b> | <b>Current Court Technology or Product (fill in)</b> |
|-------------------------------------|--|---|--|
| Data Transformation                 | Data Junction, MQSI ≤V2.1                            | Cloverleaf, WMB 6.0, BizTalk  |  |
| Data Routing/Publish and Subscribe  | MQSI ≤ V2.1  | Cloverleaf, WMB 6.0, BizTalk  |  |
| File Transfer, Scheduled Production | FTP (intercourt and using public Internet), MQ ≤ 5.2 | FTP (intra-court only), MQ V5.3/V6.0                                  |  |
| File Transfer, Ad Hoc               | MQ ≤ 5.2   | MQ V5.3/V6.0  |  |