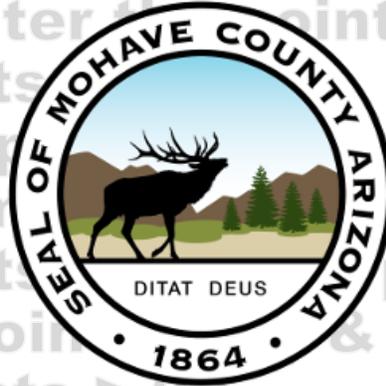




# FISCAL YEARS 2016-2018



# MOHAVE COUNTY ARIZONA JUDICIAL BRANCH INFORMATION TECHNOLOGY STRATEGIC PLAN

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# MOHAVE 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 Mohave 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 Mohave County are composed of the following:

<b>Superior Court in Mohave County</b>
<b>Bullhead City Justice Court</b>
<b>Bullhead City Municipal Court</b>
<b>Lake Havasu City (Consolidated Court)</b>
<b>Kingman Justice Court</b>
<b>Kingman Municipal Court</b>
<b>North Canyon Consolidated Court</b>
<b>Probation Department</b>

The Superior Court in Mohave 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.

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 Mohave Courts.

A county-wide automation committee made up of representatives from the courts and probation developed this plan. Participants included:

<b>Charles W. Gurtler Jr.</b>	Presiding Judge, Superior Court
<b>Rick Williams</b>	Associate Presiding Judge Superior Court
<b>Kip Anderson</b>	Court Administrator – Superior Court
<b>Virlynn Tinnell</b>	Clerk of Superior Court
<b>Heather Muhle</b>	Chief Deputy Clerk of Superior Court
<b>Kyle Rimel</b>	Court Technology Systems Manager
<b>Jill Davis</b>	Presiding Judge for Limited Jurisdiction Courts
<b>Laurie Allen</b>	Court Administrator – Limited Jurisdiction Courts
<b>Jennifer Harrold</b>	Supervisor - Lake Havasu Consolidated Court
<b>Barbara Potter</b>	Supervisor - Kingman Justice Court
<b>Ruthie Teigen</b>	Administrator - Kingman Municipal Court
<b>Melissa Solano</b>	Manager - Bullhead City Municipal Court
<b>Sheila Engels</b>	Supervisor - Bullhead City Justice Court
<b>Darrell Reeves</b>	Chief Probation Officer

## 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, the probation department 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)
All Courts in Mohave County	Develop programs that will improve/expand on current data integration programs with the court and county departments.	<b>Justice Integration –</b> Pursue additional technical projects that allow integration between Judicial Partners and Mohave County Courts.
All Courts in Mohave County	Continue to create online videos that will explain court processes and provide the public with user friendly information. Videos will be posted on the court's webpage and other online resources.	<b>Provide Training and Education to the Community by Expanding Service Videos –</b> The Courts in Mohave County are committed to providing the best service possible; therefore, we are continuing to produce videos on self help court matters as well as mediation classes and posting to our public web site and our YouTube Channel.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
All Courts in Mohave County	Develop programs to monitor case filings and court case processing procedures. Using available CMS and CourTools reports to help improve Court performance.	<b>Implement Case Management Practices using CMS and CourTools</b> – Continue to expand CMS reporting tools to include high level reports that import into a web based dashboard view.
All Courts in Mohave County	Work closely with county staff to identify options and build support for the improvement of existing court facilities. Work with county staff to begin the process to build a new courthouse in Kingman.	<b>Improve Court Facilities</b> - Court IT will continue to work with Court Leaders and County Leaders in the development of integrated Technology Services into new and existing Court facilities.
All Courts in Mohave County	Identify and administer programs that will ensure the courts have well trained and motivated staff and Judges.	<b>On-Line Videos and Frequent Tech Tips-</b> Develop on-line training materials to assist staff in court processes as well as provide frequent tech tips to help the users navigate their systems easier.
All Courts in Mohave County	Finalize the Court's Continuity of operations plan – including refining the existing IT disaster recovery strategy as necessary.	<b>Business Continuity –</b> CTS will continue to be an integral part in the development of the Business Continuity Plan. Once the business plan has been completed, CTS will overlay the technical assets and resources necessary to maintain the business directive.
All Courts in Mohave County	Identify and implement a process to allow for the electronic processing of jury payments for all jurors.	<b>Community Outreach –</b> Jury Kiosks will be installed in the Superior Court to allow Jurors to check in as well as receive payment after service has been performed.
All Courts in Mohave County	Continue to look for opportunities to expand Online Services to the public, particularly in remote locations, through the use of Kiosk machines.	<b>Community Outreach –</b> Our community has many rural areas that have limited connectivity and services. Therefore, we must continue to push Kiosk machines into these areas to bring court services into these areas.
All Courts in Mohave County	Identify ways to enhance the use of the court's intranet website and improve the delivery of information.	<b>Web Site Redesign –</b> Pursue additional steps to transform the public web site to highlight frequently used services to increase efficiencies and

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
		decrease time spent on site.
All Courts in Mohave County	Implement an E-Bench process within the courts.	<b>E-Bench</b> - Continue to work with the State selected vendor to implement this project into the Mohave County Court System.
All Courts in Mohave County	Pursue additional remote interpreter programs that will provide all court locations with increased access to interpreter resources.	<b>Expand Remote Interpreter Systems</b> – pursue additional remote interpreter systems at the front counters in all of our courts. In addition, provide probation officers with tablets to allow real time interpretation when visiting probationers.
Superior Court	Identify ways to strengthen employee morale and enhance existing programs that will improve communication within the work environment.	<b>Maintain a Professional Workforce</b> - Implement a section on Courtweb devoted to employee morale and communications by building a communications forum and employee spotlight.
Superior Court	Implement an E-filing system in the courts.	<b>E-Filing</b> – Mohave County Courts will participate in the Statewide e-Filing initiative.
Probation Department	Implement a process that will allow officers in the field to connect to their home office remotely.	<b>Remote Connectivity</b> - Explore Satellite connectivity options to provide Probation Officers with remote connectivity.
Clerk of Court	Provide E-payment options to the public.	<b>e-Payments</b> - Mohave County Clerk's office would like to adopt the State standard e-payments vendor; however, until this service is available at a state level, the Mohave Courts are currently accepting online payments through third party vendor.
Clerk of Court	Acquire a workflow program that will enhance the operations of the office, streamline the work process and provide for electronic distribution of documents.	<b>Acquire a Workflow Program</b> - CTS will assist the Superior Court Clerk's office in the selection and implementation of a new workflow system that will integrate into the current Case Management System.
Clerk of Court	Establish a process to provide public access to case documents for All case types.	<b>e-Access</b> - This project must be done at the State level. Therefore, CTS will assist the State in the Statewide Initiative –

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
		E-Access.
Clerk of Court	Develop a collections process that will provide online payment options and will send out automatic notifications to parties.	<b>Balance Due Notices</b> – Pursue additional applications to produce monthly invoices as well as emails reminder notices of payments due
Limited Jurisdiction Courts	Decrease the time it takes to transfer disposition information to MVD.	<b>Decrease Disposition Transfer Time to MVD</b> - Although this initiative has been listed as a new initiative, it has never been promoted to an active project. Therefore, CTS will pursue this project as a active project once the local automation committee approves resources for this work effort.
Limited Jurisdiction Courts	Continue to expand the Video sentencing project to all courts.	<b>Expand Video Sentencing into Remaining Limited Courts</b> - Continue to work with the Limited Courts to identify a priority of installations among the Limited Courts.

## 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.

Local Mohave County server environment consists of multiple HP DL380 servers, hosting multiple SQL Databases, internal and external web services, various web based applications, EDMS, off site NAS real time backup, FTR audio and local Crystal Enterprise services / reports.

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 400) 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. This most recent refresh activity placed the following models 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 M602M

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 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 (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Public Web Site Enhancements	Redesigned public website MohaveCourts.az.gov focused on easier user navigation	Court technology staff re-designed the webpage and added new content to provide improved service and accessibility.
Local	New 5 year Strategic Plan	Strategic Planning	Court staff working with the National Center for State Courts completed a review and planning process to create a new 5 year plan. The Court outlined 5 'strategic pillars' that define future initiatives and actions to help improve court performance.
Local	Kiosks in Rural Areas	Kiosks in Rural Areas.	Hardware was purchased and court IT staff developed the necessary programming to build and install a Kiosk that allows members of the public to connect with court staff from a remote location in Beaver Dam / Colorado City.
Local	Increase Court Building Security by Adding New Cameras and Controls	Video security equipment	New equipment was added in several court locations to ensure security and management staff could view vital public work areas. Upgraded recording equipment was also added as needed.
Local	Judicial Assistant Training manual	Instruction to Judicial Officers and Court Staff	A procedural manual was compiled outlining basic duties and providing guidelines and procedures for new staff.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	EDMS in Limited Courts – Disconnected Scanning	Scanning equipment installed in all Limited Courts	Scanners and necessary computer equipment was installed in all court locations.
Local	Jury Merge / Purge Process	In-house Jury merge/purge process completed	Programming and training was completed so court staff can now complete this process internally.
Local	Instruction to Judicial Officers and Court Staff on Technology	Education / Training	By moving the Field Trainer, position into the Technical Services Department has allowed the Field Trainer to be actively involved in day to day technology discussions and issues. Therefore, allowing the training to focus on current issues and future technologies that our user community is faced with.
Local	Improve Existing Court Facilities and Expedite Lake Havasu Court Facility Build-Out	Court Facilities	Completed expansion and build out of new courtroom and chambers in Lake Havasu City
Local	CourtWeb – Enhancements	CourtWeb (Intranet) Enhancements -	Mohave County Court Intranet was enhanced to add additional forms and services for court employees.

### 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>E-Filing in Superior Court</b>	Implement a e-Filing system in the courts	Electronic Filing	Mid-cycle implementation	FY16	Concept	Concerned about the time it will take to implement into our Courts.
<b>Access to Electronic Documents</b>	Establish a process to provide public access to ALL case types	Provide Public Access to Case Documents for All Case Types - E-Access	One of the last	FY16	Concept	Concerned about sensitive documents being made public

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Develop programs that will improve / expand on current data integration programs with the court and county departments</b>	Justice Integration - the ability to pass information back and fourth between Justice partners individual systems .	>FY19	Execute	Lack of integration into AJACS forces external vendor to provide services
<b>Continue to create online videos explaining court processes</b>	continuing to produce videos on self help court matters as well as mediation classes and posting to our public web site and our YouTube Channel	>FY19	Execute	None
<b>Develop programs to monitor case filings and court case processing procedures</b>	Continue to expand CMS reporting tools to include high level reports that import into a web based dashboard view	FY16	Plan	None
<b>Provide training and instruction to Judicial Officers and Staff on new technology</b>	Focus training materials on current issues and future technologies that our user community is faced with	>FY19	Execute	None
<b>Improve Court Facilities - New Courthouse in Kingman</b>	Assist in the development and design of new Courthouse in Kingman	>FY19	Plan	None

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Pursue additional remote interpreter programs	Remote Interpreter systems. In Courtroom and Font Counters	FY16	Execute	Ability to integrate existing systems into new approach AOC is taking in cloud connectivity
Implement e-Bench	Implement e-bench	FY16	Concept	Possible lack of participation from Judicial Staff and funding of the system.
Continue to expand Remote Interpreter systems	Remote Interpreter systems. In Courtroom and Font Counters	FY16	Execute	Obtaining approval and funding from courts
Identify ways to strengthen employee morale and enhance existing programs that will improve communications		FY16	Initiate	Obtaining approval from Limited Courts on Standard Form set
Implement a process that will allow officers in the field to connect to their home offices remotely	Remote Connectivity for Probation Officers in the field	FY17	Execute	Lack of Funding and local ISP Services

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Provide E-payment options to the public</b>	Move the existing e-payments process to the state wide system once in place	FY16	Plan	
<b>Acquire a Workflow Program</b>	Acquire a workflow program	FY16	Concept	
<b>Develop a collections process that will provide online payment options and will send out automatic notifications to parties.</b>	Create a collections process for Limited Courts to send out balance due notifications	FY16	Concept	None
<b>Decrease the time it takes to transfer disposition information to MVD</b>	Decrease the time it takes to transfer disposition information to MVD	FY16	Concept	None
<b>Continue to expand the video sentencing project to all courts</b>	Expand video conferencing beyond Initial Appearance and move into full hearings and sentencing procedures	FY16	Execute	None

### OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns

### OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns

**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 LIMITED JURISDICTION CASE MANAGEMENT SYSTEM – CONVERSION AND IMPLEMENTATION	
<p><b>Description:</b> A limited jurisdiction court case management system is being developed to replace AZTEC by taking the base GJ CMS (AJACS) application and expanding the functionality to specifically address limited jurisdiction needs then extending the use of system automation that is of specific benefit to Arizona’s justice and municipal courts. Significant, large volume, non-AOC-supported courts have collaborated with the AOC 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: Winter 2015 through Fall 2019</p>	
<p><b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>12 months</p>
<p><b>2. General Importance or Impact to Your Court:</b> The Court is willing to be in the forefront of the roll-out of this new program.</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)

Within the next 12 months

**2. General Importance or Impact to Your Court/Probation Department:**

The court is anxious to implement the new program and take advantage of the increased efficiencies in the new system and the available reports.

**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)

Immediately

**2. General Importance or Impact to Your Court:**

All Limited Courts in Mohave County are currently utilizing the AOC's Disconnected scanning model.

**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)

Immediately

**2. General Importance or Impact to Your Court:**

The court is willing to be an early participant in this program.

**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)

Immediately

**2. General Importance or Impact to Your Court:**

The court is anxious to implement this program and take advantage of the enhanced capabilities.

## 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	
All Courts in Mohave County	\$194,762		4	0
Clerk of Court		N/A	.5	0
Network Connectivity (LHC Disaster Line, Public Wireless Access Points)	\$5,923			
Other Local Network Costs for Courts Network Connectivity.		\$22,200.00		

## 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
Bullhead City Justice	13	Windows 8			1
Bullhead City Municipal	24	Windows 8			1
Clerk of Court	59	Windows 8			5
Court Administration/ Superior Court	47	Windows 8	1	Windows 7	8
Kingman Justice	22	Windows 8			2
Kingman Municipal	17	Windows 8			4
Lake Havasu Consolidated	30	Windows 8			
Moccasin Court	7	Windows 8			3
Mediation Consolidated Court	4	Windows 8			
First Things First	3	Windows 8			
External Court Agencies	7	Windows 8			

## 2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk of Court	3				6	
Law Library	1					
Superior Court		13	7	1		5
Kingman Municipal		2	2		1	
Kingman Justice		2	2		1	
Bullhead City Municipal		2	2		1	
Bullhead City Justice		1	1		1	
Lake Havasu Consolidated		2	2		2	
North Canyon Consolidated		1	1		1	
Probation				2		

### 3. LOCAL SERVER HARDWARE AND FUNCTION

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Automation Department Kingman	HP DL370 G6	Windows 2008 R2 Server		Court Automation	FTR Storage (Production)
Automation Department Kingman	HP DL180 G6	Windows 2008 Server R2	SQL 2008	Court Automation	Database Server (Production)
Automation Department Kingman	HP DL380 G7	Windows 2008 R3 Server		Court Automation	Web Server ONBASE / Local Web Applications-Data Sharing (Production)
Automation Department Kingman	HP DL370 G6	Windows 2008 R2 Server		Court Automation	Onbase Image Storage (Production)
Automation Department Kingman	HP DL360	Windows 2003 R2	AD 2003	Court Automation	2003 Active Directory, supporting local domains, Crystal Enterprise Server (Production)
Automation Department LHC	HP DL380	Windows 2008 Server R2		Court Automation	Data and Print / Image / FTR Replication server (Production)
Automation Department Kingman	DL380	Windows 2003		Court Automation	BACKUP - Web Server ONBASE / Local Web Apps.- Data Sharing ( Non Production)
Automation Department Kingman	ML370 G5	Windows 2008 Server R2	SQL 2008	Court Automation	BACKUP Database Server (Non Production)

#### 4. NETWORK ENVIRONMENT

Mohave County Courts Network is the Arizona Judicial Information Network (AJIN).

## 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	AOC	AOC Supported	2008	
AZTEC application software for the Arizona Court Automation Project (ACAP)	State standard case management system.	Justice and Municipal Courts	AOC	AOC Supported	1993	LJ AJACS
AZTEC module: Calendaring	A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars.	Limited Court	AOC	AOC Supported	1993	LJ AJACS
AZTEC module: Financials	A module of AZTEC that performs the cash management functions.	Justice and Municipal Courts	AOC	AOC Supported	1993	LJ AJACS
AZTEC module: File Tracking			AOC	AOC Supported	2002	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 Forms Generation	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word.	Lake Havasu, Bullhead Justice, Bullhead Muni, Kingman Justice	AOC	AOC Supported	1993	LJ AJACS
APETS (Adult Probation Enterprise Tracking System)	The new state standard system for tracking adult probationers.	Probation	AOC	AOC Supported	2006	
DCATS - CASA	The statewide system for tracking court appointed special advocates.	CASA	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.	Probation	AOC	AOC Supported	1991	JOLTSaz
Statistical Reports (CASPER)	A statewide statistical reporting application.	All courts	AOC	AOC Supported		
CourTools	Court Performance - Provides real time stats on all case types.	Justice and Municipal Courts	Mohave County Mohave6	Standalone???		
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.	All Justice and Municipal Courts	AOC	AOC Supported		
Windows 8	The operating system of the state standard desktop PCs.	Superior Court and all Justice and Municipal Courts	Microsoft/AOC staff	Vendor Pkg	2015	Windows 8.1
2008 R2 Server operating system		Automation	Local staff	Vendor Pkg		
Windows Server 2003		Automation	Local staff	Vendor Pkg		
Electronic storage (SAN, NAS, etc) Buffalo	Backup / DR	Automation	Local staff	Vendor Pkg		
Data backup / recovery system Backup exec 2012	Used for disaster recovery and business continuity.	Automation	Vendor/Local staff	Vendor Pkg		
Data backup / recovery system VisaVersa	Used for disaster recovery and business continuity.	Automation	Vendor/Local staff	Vendor Pkg		
Outlook	The email and calendaring software used by AJIN.	Superior Court and all Justice and Municipal Courts	Microsoft/AOC staff	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
Crystal Reports 11 /Crystal Enterprise 11	A report-writing tool for user ad hoc reports from various applications.	Automation	Crystal/AOC staff	Vendor Pkg		
Problem and change management Trackit	Tracking problems, projects, inventory and employee training.	Automation	Local staff	Vendor Pkg		
AZTEC Change Management	Web enabled application tracking modifications made to AZTEC by staff.	All Courts	Local Staff	Bolt-on		
Other software configuration management						
Hardware and software inventory Trackit	Tracking problems, projects, inventory and employee training.	Automation	Local staff	Vendor Pkg		
Procurement / Materials Mgmt						
Centra						
Other on-line training tool						
Adobe Acrobat Reader	A free product from Adobe Acrobat for reading documents in pdf format.	Superior Court and all Justice and Municipal Courts	Adobe	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
Adobe Acrobat Professional			Adobe	Vendor Pkg		
Database(s) SQL 2008	* OnBase * Local Web applications	Automation	Local staff	Vendor Pkg		
Project management / tracking						
Timekeeping						
Human Resources Alliance	Employee tracking information	Personnel Department	Local staff / County IT	Vendor Pkg		
McAfee Virus Scan	Virus detection software to protect local PCs.	Superior Court and all Justice and Municipal Courts	McAfee	Vendor Pkg		
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.	Superior Court and all Justice and Municipal Courts	AOC and vendor, ACS	Vendor Pkg	2003	
Other collections tracking						

### Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Pre-adjudication payment/online pmt processing						
Digital Audio: Product Name: FTR Gold_5.6.2_____	for Courtroom recording	Superior Court and all Justice and Municipal Courts	Vendor / Local Staff	Vendor Pkg		
Document Scanning & Imaging  Product Name:  OnBase 13	Electronic Document Management	Clerk of Courts	Vendor / Local Staff	Vendor Pkg		
Electronic Document Management  Product Name:  OnBase 13	Electronic Document Management	Clerk of Courts	Vendor / Local Staff	Vendor Pkg		
Integration-electronic data sharing with city/ county law enforcement						
Integration-electronic data sharing with city/ county prosecutor						

### Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Integration-electronic data reporting of citations/dispositions to DPS			AOC developed and supported	AOC Supported		
Integration-electronic data reporting of citations/dispositions to MVD			AOC developed and supported	AOC Supported		
Jury system: Next Generation version	Jury Management application	Clerk of courts	JSI/Jury+	Vendor Pkg		
Data warehouse	Distribution of public case information	Superior court	AOC	AOC Supported		
Public access	Distribution of public case information	Superior court	AOC	AOC Supported		
Court Web site	Provides general information for court patrons.	All courts	Hosting – Network Solutions  Creation, design and support - Local staff	Network solutions, Standalone		
LOCIS Web	Legacy Court data application migrated to web application.	Clerk of courts	Local Staff	Standalone		

### Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Motion Book	Web enabled application informing staff to pull cases for the day's events.	Clerk of courts	Local staff	Bolt-on		
Hallway monitors	Web enabled entrance monitor scrolling daily calendar, public information, court news and a live CNN video feed.	Kingman Superior, Kingman Muni, Kingman Justice, BHC Superior and BHC Justice	Local staff	Bolt-on		
COJET Tracking Application	Web enabled application allowing training coordinators to track employees training hours and employees to view classes taken.	All Courts	Local staff	Bolt-on		
Balance Due Application	Web enabled application tracking payments into the Kingman Municipal Court and balance due.	Limited Courts	Local staff	Bolt-on		
Warrants	Web enabled application allowing the public to search for active warrants.	Public	Local staff	Bolt-on		
Jury Management	Web enabled application allowing Court Staff to update Jury Trial information on public web site in real time	All Courts – Jury Staff – Public	Local Staff	Standalone		

## 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			IE11
User Interface Delivery Method for Business Applications	Character based	Silverlight	IE11
Electronic Document / Management	LaserFiche, Hyland OnBase <9/2		OnBase 13
Document Imaging	Kofax Card	Kofax Ascent Capture	ISIS
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000		Crystal 11
Report Writer for Business Application Reports	Crystal <10		Crystal 11
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	.NET v2 .NET v3 .NET v4

<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 Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2010
Source Control	Aldon		
Analysis Tools	HOW		
<b>Office Productivity Tools</b>			
Word Processing	WordPerfect, Word ≤2003	Word 2007	Word 2013
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2007	Excel 2013
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2007	PowerPoint 2013
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	MS-Access 2013
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	Outlook 2013
Instant Messaging		MS-Live Communication Server	Lync
<b>Data Architecture</b>			
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL 2008
Data Warehouse DBMS		Informix XPS, SQL Server 2008	
Data Exchange Model		Fixed format, XML homegrown	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
<b>Networks and Platforms</b>			
Network Protocol	SNA		
Wireless Network Access	WEP		
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows Server 2008 R2
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7 / Windows 8
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows 2003 Windows 2008 Server
Mobile Operating Systems	BlackBerry O/S		iPhone / Samsung
<b>Shared Services</b>			
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	ASPX
<b>Message Transport Middleware</b>			
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	FTP Voyager

<b>Architecture Layers</b>	<b>Retirement</b> (targeted for de-investment)	<b>Containment</b> (limited to maintenance & current commitments)	<b>Current Court Technology or Product</b> (fill in)
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	SFTP Voyager SSH2