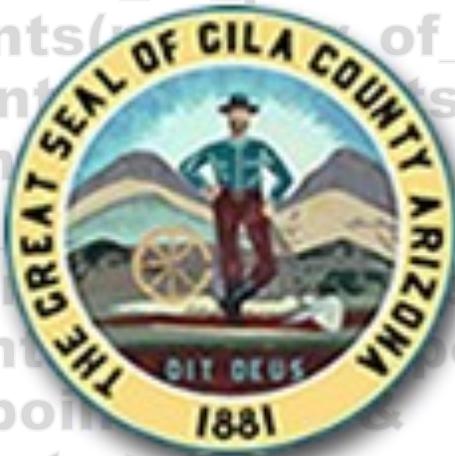




# FISCAL YEARS 2017-2019



# GILA COUNTY ARIZONA JUDICIAL BRANCH INFORMATION TECHNOLOGY STRATEGIC PLAN

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# **GILA COUNTY COURTS**

## **INFORMATION TECHNOLOGY STRATEGIC PLAN FOR FISCAL YEARS 2017-2019**

### **INTRODUCTION**

This is a three-year information technology strategic plan for the courts in Gila County covering the period from January 2015 through June 2019. This document is an update to the FY15-FY17 plan submitted in March 2014.

The courts in Gila County are composed of the following:

<b>Superior Court in Gila County</b>
<b>Globe Regional Justice Court</b>
<b>Payson Regional Justice Court</b>
<b>Globe Municipal Court</b>
<b>Hayden Municipal Court</b>
<b>Miami Municipal Court</b>
<b>Payson Municipal Court</b>
<b>Star Valley Municipal Court</b>
<b>Winkelman Municipal Court</b>

The Superior Court in Gila 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 Arizona Court Automation Project (ACAP) 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.

All courts in the county are participating in the Arizona Court Automation Project. Local court network, hardware devices and system applications are managed by Gila County Court Information Systems.

## A. PLANNING METHOD AND PARTICIPANTS

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

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

<b>Timothy Wright</b>	Presiding Judge, Superior Court
<b>Anita Escobedo</b>	Clerk of the Superior Court
<b>Kendall Rhyme</b>	Superior Court Administrator/Chief Probation Officer
<b>Dorothy Little</b>	Payson Regional Justice of the Peace and Magistrate
<b>Jesse Bolinger</b>	Globe Regional Justice of the Peace
<b>John Perlman</b>	Globe Magistrate

## 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 academic and information technology cultures are in alignment as follow:

The county's courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable academic and information technology cultures are in alignment as follow:

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Court Administration	<ul style="list-style-type: none"> <li>• Maintain and/or improve the current Language Access Plan and its provisions.</li> <li>• Further enhance early resolution of Family Law / Domestic Relations cases by having Family Law forms on line and easily accessible to the public in conjunction with the Clerk of Superior Court.</li> </ul>	<ul style="list-style-type: none"> <li>• Support the Develop Language Access project and activities to provide services through translated court forms, websites, and signage in English and Spanish.</li> <li>• Create and modify court Family Law forms on line for public access.</li> </ul>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>Court Administration</b></p>	<ul style="list-style-type: none"> <li>• Improve Caseload to better comply with adopted case processing time standards.</li> <li>• Improve physical security at the various court locations and probation facilities in conjunction with County Administration.</li> <li>• Implement CASAaz</li> <li>• Enhance court marquee to include court informational videos, court news, and public information.</li> <li>• Procure preventive maintenance diagnostics on existing Libery Recorder digital audio system.</li> <li>• Coordinate Pre-Trial Services for Limited and General Jurisdiction in cooperation with the Adult Probation Department.</li> <li>• Investigate and deploy new calendar system or software.</li> <li>• Migrate to OneDrive “cloud”-based data storage.</li> </ul>	<ul style="list-style-type: none"> <li>• Support Court Administration to implement CourTools with software tools as needed.</li> <li>• Establish video conferencing capabilities between the Gila County Jail in Globe and Payson court facilities.</li> <li>• Support CASA-user systems and functions; assist in training on the new system.</li> <li>• Support, maintain, and update the marquee system.</li> <li>• Support existing digital audio system; incorporate maintenance / support feedback or instruction from vendor.</li> <li>• Utilize Outlook to communicate initial appearance information, supply the Pretrial Assessment in a fillable document, and record the results.</li> <li>• Replace existing (unsupported) calendar product, “Center Court”.</li> <li>• Implement a business plan to rollout OneDrive to various court departments and then eliminate / reduce dependence on physical servers.</li> </ul>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>All Gila County Courts</b></p>	<ul style="list-style-type: none"> <li>• Provide quality of service and information to the public;</li> <li>• Provide education to court staff to improve accuracy of data entry;</li> <li>• Provide reliable and up to date financial tracking in AJACS and AZTEC/LJ AJACS software;</li> <li>• Improve collections at all levels;</li> <li>• Become compliant with COT Architecture Standards for IT equipment;</li> </ul>	<ul style="list-style-type: none"> <li>• Utilize Gila County's web hosting services to provide the public with access to court information and court calendars,</li> <li>• Reduce the number of servers using virtualization via OneDrive.</li> <li>• Implement automated collection services (nCourt or similar) and provide input into webpages.</li> <li>• Study current architecture to identify vulnerabilities then work to appropriately address those areas.</li> </ul>
<p><b>Superior Court Clerk in Gila County</b></p>	<ul style="list-style-type: none"> <li>• Utilization of TIPS in conjunction with FARE continue to increase collections.</li> <li>• Increase public access to court records. Providing long term access to documents via microfilm and digitizing files.</li> <li>• Improve service center for self-represented litigants.</li> <li>• Enhance workflow efficiency in OnBase EDMS to include electronic judicial signature as approved.</li> <li>• Develop and implement a business plan for Superior Court jury selection in the northern part of the county.</li> <li>• Increase the quality of service to public, attorneys and all court users.</li> </ul>	<ul style="list-style-type: none"> <li>• Implement forms of automated services such as Web-based payments and debit/credit card payment capabilities.</li> <li>• Phase I -Digitize all Superior Court records back to 2000.</li> <li>• Continue to provide court forms online for public access.</li> <li>• Upgrade OnBase EDMS with capability of automated judicial signatures within OnBase workflow.</li> <li>• Jury + Next Generation software.</li> <li>• Expansion of electronic minute entries on all case categories with the exception of DOC &amp; ADJC commitments.</li> </ul>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>Probation Department</b></p>	<ul style="list-style-type: none"> <li>• Continue to use Evidence Based assessments practices for both juvenile and adult probationers.</li> <li>• Continuing work with Casey Foundation to increase alternatives to detention for juveniles in the system.</li> <li>• Migrate probation and detention users off of local servers and onto one-drive to eliminate redundancy</li> <li>• Develop and implement avenues to move probation services into more of virtual environment and away from a traditional office setting.</li> <li>• Develop and implement mobile direct payment avenues to increase financial obligations.</li> <li>• Increase probation officer competency in case processing at every step in decision-making.</li> <li>• Continue to identify potential drug court candidates early in the process.</li> </ul>	<ul style="list-style-type: none"> <li>• Relocate Globe Adult and Juvenile Probation computer equipment to county owned facilities in Globe and Payson and continue to provide technical network connectivity required for AJIN</li> <li>• Study the Federal Probation system's modality for the "virtual environment" to determine tech requirements (laptops, docking stations, etc.)</li> <li>• Identify an appropriate system that complies with AJIN's security requirements and Minimum Accounting Standards.</li> <li>• Purchase of additional laptops and cell phones with "hot spot" capabilities.</li> </ul>
<p><b>Globe Regional Justice Court and Miami Magistrate Court</b></p>	<ul style="list-style-type: none"> <li>• Maintain existing automated collections procedures.</li> <li>• Utilize AOC's Disconnected Scanning Program to prepare for transition from Aztec to AJACS.</li> <li>• Maintain audio recording operational efficiencies.</li> <li>• Continue office transition to "paperless" court procedure.</li> </ul>	<ul style="list-style-type: none"> <li>• Support systems necessary to coordinate with collections vendors, "nCourt" and "Justice EZTrac".</li> <li>• Participate in statewide migration to L.J. AJACS case management system.</li> <li>• Establish audio recording vendor contacts on a yearly basis to train on upgraded versions.</li> <li>• Support and maintain scanners associated with the "paperless" court initiative. Ensure connectivity.</li> </ul>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>Payson Regional Justice Court / Star Valley Magistrate Court / Payson Magistrate Court</b></p>	<ul style="list-style-type: none"> <li>Utilize AOC's Disconnected Scanning Program to prepare for transition from Aztec to AJACS and expand to different case types.</li> <li>Establish automated collections procedures.</li> <li>Develop automated court forms capable of being signed in the courtroom and subsequently attached to the record.</li> <li>Transition to updated / reconfigured court facility in Payson.</li> <li>Database clean-up of warrants, open cases, and negative balance cases.</li> <li>Review bond practice to reduce detention levels.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in statewide migration to LJ AJACS case management system.</li> <li>Implement nCourt automated collection service and provide input relating to webpage design and content.</li> <li>Study the possibility of implementing PaperPort (or similar product) to produce fillable court forms.</li> <li>Coordinate with AOC-IT to ensure that the new court facility meets the technical needs of the court.</li> <li>Pursue options for better connection speeds to improve PC performance.</li> <li>Training Laptop – procure and program a laptop computer to allow for staff training.</li> </ul>
<p><b>Globe Municipal Court / Hayden Magistrate Court / Winkelman Magistrate Court</b></p>	<ul style="list-style-type: none"> <li>Utilize AOC's Disconnected Scanning Program to prepare for transition from Aztec to AJACS.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in statewide migration to LJ AJACS case management system.</li> </ul>

### 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, 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 ad-hoc 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, refreshed all the State-owned external (ACAP and JOLTS) PCs (about 3500) 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 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:

- Deploy New eFiling Engine
- Deploy Judge Automation
- Launch eAccess
- Build Online Citation Payment
- JOLTSaz Deployment
- AJACS - AZTEC Replacement
- AJACS - GJ eFiling & Enhancements
- NICS Reporting
- FARE - Infrastructure Port
- Time Standards Reporting
- eWarrant Pilot
- Data Destruction
- Appellate CMS
- Disaster Recovery Move

## GILA COURT IT ACCOMPLISHMENTS CY2014/15

This section lists the accomplishments of the county's courts in information technology projects from January 2014 to January 2016.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT DATE
State	Language Access	Implemented county-wide Language Access Plan	FY14-15
State	PC Refresh	Completed Technology Refresh Project / ACAP device update / Windows 8.1	FY14-15
Local	AJACS File Tracking	Replaced MS ACCESS system for file tracking	FY14-15
Local	OnBase Upgrade	Upgraded from OnBase v 9.1 to OnBase 13 R2 then to 15 SP1	FY15-16

## 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>Implement AJACS for Limited Jurisdiction Courts</b>	Migrate from AzTec CMS to AJACS LJ CMS.	AJACS GJ Enhancements	Early adopter	FY18	Underway	
<b>CASAaz</b>	CASAaz will be rolled out to Gila this spring	JOLTSaz	Early adopter	FY17	Pending	
<b>Time Standards Reporting</b>	To support technical query report writing from AJACS local data.	AJACS GJ Enhancements	Mid-cycle adopter	FY17	Underway	

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Probation Office - Relocation</b>	To relocate Globe Adult and Juvenile Probation offices to county owned structure located in downtown Globe	FY17	Pending	
<b>"Superior Court North"</b>	To relocate annex offices in Payson from the existing structure to a new facility	FY17	Pending	
<b>Online Family Law Forms</b>	To support technical tasks of creating forms and posting to website	FY17	Underway	
<b>Automated Collections</b>	Employ modern automated collections to allow for online payment, telephonic payments, and debit / credit card receipting	FY17	Underway	
<b>Enhance Court Website</b>	To provide court information on county websites including calendars, links to legal resources and legal aid, and information to assist LEPs	FY17	Underway	

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Digital Audio Recording Diagnostic</b>	To diagnostically analyze the current digital audio system, Liberty, thus ensuring accurate recordings	FY16	Underway	
<b>AJACS Calendar</b>	To employ AJACS calendar function to replace unsupported legacy program, Center Court	FY17	Planned	
<b>OneDrive</b>	Migrate from physical servers to MS OneDrive	FY18	Conceptual	
<b>Jury Selection - North</b>	Develop a system for Jury Selection in the new Superior Court North facility	FY17	Conceptual	
<b>Video Conferencing</b>	Institute Video Conferencing capabilities between the Globe Jail and the Payson court facilities	FY17	Planned	

**OTHER LOCAL INDEPENDENT PROJECTS**

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Outlook Notification - Pretrial Services</b>	Utilize outlook to streamline notification of initial appearances. This would enable Court Admin and Probation to coordinate PSA / PTS	FY17	Conceptual	
<b>Training Laptop - Payson</b>	Procure and develop a training solution (laptop) for use in the Payson Justice Court	FY17	Conceptual	

## 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 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. The AOC is further building upon the AZTEC-replacement application and developing a solution that meets the needs of all LJ courts, large or small, rural or metropolitan. Significant, large volume, non-AOC-supported courts, spearheaded by Mesa, are engaged in collaborating with the AOC and the vendor. 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: Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through the fall of 2019, on a schedule determined by the AOC.</p>	
<p><b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>2-3 Years</p>
<p><b>2. General Importance or Impact to Your Court:</b></p> <p>Continuity with Superior Court case processing applications for integration and leveraging of resources. Training resources will be needed prior to installation.</p>	

**STATEWIDE INITIATIVE  
JOLTSaz JUVENILE MANAGEMENT SYSTEM**

**Description:**

The vast majority of the section can remain as it is still applicable. JOLTSaz, the new, fully functional, juvenile tracking system with features and enhancements beyond Legacy JOLTS, has over 500 screens and over 500 tables. It was first implemented in Pima County in June 2013 integrated with AGAVE, CAMMS, and the Clerk of Court's Minute Entry system. This not true. JOLTaz is still stuck in Yuma County or perhaps it has migrated to Pinal, but it will likely take the 3 years of this plan for JOLTaz to be realized in Gila County. Yuma County was the pilot for data migration and implementation in the rural counties along with modification to the data extract feed. As each county transitions from Legacy JOLTS, the data extract is modified so that all juvenile data continues to flow to AOC's Data Warehouse.

Phase II development is underway concurrent with the rural counties rollout. Juvenile Treatment (JTX) functionality is scheduled for implementation followed by Foster Care Review Board (FCRB) functionality. A real-time feed of juvenile data from iCIS in Maricopa County is being planned in order to create a truly statewide repository of Juvenile data once the JOLTSaz rollout completes.

CASAaz, used by CASA volunteers to track their cases, was piloted in Pinal in April 2015 followed by Pima and Yuma. Data is sourced from JOLTSaz and casaaz.gov email accounts, hosted by GoDaddy, are provided to all CASA volunteers. Phase II development is planned for 2016. CASAaz implementations will follow the same order as JOLTSaz, but lag it by one month.

Anticipated rollout timeline: Unknown at this time.

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

Rollout schedule determined by AOC

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

To ensure JOLTSaz juvenile identification number has a link in AJACS. Integration with AJACS will need to be stable before implementation of JOLTSaz.. JOLTSaz AZYAS projects have not been implemented in Gila County and plans to implement have not been finalized. Additionally, AJAC needs to be upgraded to capture accurate and timely financial records. This is an on-going matter for the AOC.

**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. Currently, participation is voluntary, but following changes to ACJA 1-501, any LJ court without an EDMS will be required to participate prior to accepting e-filings.

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 is currently being tested.

Anticipated rollout timeline: Starting Fall 2011 to requesting courts, but will now be provided in the LJ AJACS implementation. Scanners will be installed (where needed) and court personnel will be trained on new scanning processes and procedures for use with LJ AJACS.

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

Matches LJ AJACS adoption timeframe

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

This Initiative would be beneficial to decrease costs related to paper, folders, labels, and actual storage. Due to budget constraints in Gila County, local funding is not available for costs associated for software, hardware, implementing, and training for a centralized electronic document management. Capability to share documents between court types is ideological and valuable to processes court documents timely and provide for accurate information sharing for sentencings.

**STATEWIDE INITIATIVE  
ELECTRONIC FILING AND STANDARDIZED FORMS**

**Description:**

Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), online payment providers, and multiple electronic filing service providers. From the public's perspective, it enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents to individual court case management systems online. From the court's perspective, it provides a means for clerks to review and accept electronically delivered submissions which can then be provided to judges electronically. Once a filing is accepted with virtually the touch of a button, CMS docketing processes post associated data and documents into official case records. Notifications indicating the status of the docketing process are returned to the submitting litigants letting them know their case information is filed and documents are now readily available for reference online.

Delivering case information online removes the need for data entry and document scanning, the norm for processing physical paper documents delivered over-the-counter. The goal of the project remains to enable electronic filing that supports all case types statewide. At present, four courts are participating in the statewide e-filing system.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle electronic filing more efficiently and effectively. Equally important is reducing the amount of paper that must be maintained by the court and with it the high cost of physical storage. The current focus is to expand the implementation of e-filing in rural Superior Court locations, beginning with Yavapai County.

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)

2-3 year

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

Valuable needed function for electronic filing for Gila Superior Courts. Benefits required for feasibility include: ability to file 24 hours a day, seven days a week, flexibility in payment options- either credit card, deposit account or Electronic Funds Transfer (EFT) or E-Check; save money on postage and fax charges, more accurate filing information because it is entered directly in CMS, upon approval and does not have to be entered again manually, more efficient review of the filings because of form standardization, and automatic confirmation to avoid time delays.

**STATEWIDE INITIATIVE  
JUDGE/BENCH AUTOMATION**

**Description:**

Thus far, court automation has largely been limited to backoffice functions that assist the clerk or court administrator. Digitization will necessarily bring about changes in the way judges operate on the bench and in chambers, as electronic filing shifts the medium for the majority of documents from paper to digital over time. Document review applications for judges are being constructed for use with for both the AZTEC and AJACS case management systems (CMSs).

Due to economic realities like the soaring cost of printing and distributing bench books, resources for judges are becoming electronic rather than paper-based. 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 from both limited and general jurisdiction courts and AOC technical resources have spent considerable time together examining the workflow of bench operations to identify streamlining opportunities through automation. A major goal of the project is ensuring that judges' workload doesn't increase in comparison to paper processing. The eventual outcome will be a judge information management capability that assists with the day-to-day activities of the judiciary, integrated with target CMS automation efforts.

Anticipated rollout timeline: Currently in pilot with Agave at Pima Superior Court. Expected pilot launch with AJACS at Yavapai Superior Court Winter 2015/16

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

2-3 years

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

Judicial tools, such as Judge/Bench Automation will enhance capability of managing the business of the courts, initiatives, and strategic planning.

**STATEWIDE INITIATIVE  
LJ CASE WORKSHEET (AKA BENCH AUTOMATION)**

**Description:**

Historically, court automation was significantly structured to take place in the back-office with a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide us the opportunity to move away from paper and dive into the digital world. With all of the technology enhancements we introduce change and that change tends to have some impact on the court and court processes. The project being provided offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. The worksheet provides quick access to the key components of court cases. This access includes ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet also provides collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that the section cannot be expanded if the case information does not yet support the use of the desired section.

All requirements were gathered and development completed. The worksheet has gone through thorough testing for any defects and has gone through an additional judicial review for usability. The new case worksheet should assist in streamlining the court process and increase productivity to better serve the public.

Anticipated rollout timeline: Rollout of the case worksheet accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff are being trained on the use of the case worksheet.

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

Matches LJ AJACS adoption timeframe

**2. General Importance or Impact to Your Court:** The ability to access the case management system in the courtroom will enable judicial officers to obtain and assess information relative to a case at the actual time that case is heard. This process, once understood and implemented, will streamline court processes by eliminating duplicative administrative efforts to produce or access that same information.

## D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court for FY2015.

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City or County FTE Technical Support Staff
<b>Superior Court</b> <b>Judicial Divisions</b> Clerk of Court Court Administration Court Information Systems County Attorney Gila County Sheriff Department	\$77,750.	\$248,319 (FY16 CIS Budget)	2	0
<b>Probation</b>	\$57,250			
<b>Globe Regional Courts</b> Justice Court Miami Municipal	\$15,500 \$1,500		0	0
<b>Globe Municipal Court</b>	\$4,250		0	0
<b>Payson Regional Courts</b>	\$13,250.		0	0
<b>Hayden Municipal Court</b>	\$1,500		0	0
<b>Winkelman Municipal Court</b>	\$1,500		0	0

## 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	32	Windows 8.1	1	Windows 8.1	10
Clerk (County)			1	Win 7	
Probation	42	Windows 8.1	8 11	Win 7 Win 8.1	16
Court Admin	22 (5 TRN PC)	Windows 8.1	1	Win 7	9
Court Admin			1	Win 8.1	
C.I.S. (County)	3 (2 PAPC)	Win 7 64Bit	6	Win 7	2
C.I.S.	4 1	Windows 8.1 Vista	1	Win 8.1	
Globe Regional Court Globe JP Hayden JP Winkelman JP Miami City	14	Windows 8.1	1	Vista	7
Payson Regional Court	12	Windows 8.1	1	Vista	4

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Globe Municipal Court	2	Windows 8.1	1	Windows 8.1	2
Hayden Municipal Court	1	Windows 8.1			1
Winkelman Municipal Court	1	Windows 8.1			1
County Attorney	2	Windows 8.1			1
Gila County Sheriff	1	Windows 8.1			

\*PAPC= Public Access PC

**2. HARDWARE FOR SPECIAL FUNCTIONS**

All are included in above count.

Court	Number of:				
	Public Access PCs (PAPC)	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk		4	1	1	
Court Admin		3	3		5
C.I.S.	2				
Probation					
Globe Regional		1	1	2	

Court	Number of:				
	Public Access PCs (PAPC)	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Payson Regional		1	1	1	
Hayden Municipal Court					
Winkelman Municipal Court					

### 3. LOCAL SERVER HARDWARE AND FUNCTION

GILA COUNTY SUPERIOR COURTS LOCAL SERVER INFORMATION Managed by Gila County Superior Court, Court Information Systems Department				
Brand/Model	Operating System	Database	Managed By:	Uses/application
IBM Series 235 @ Server, Globe	Windows 2000 Server Active Directory	CenterCourt DB	Local Court C.I.S. Department	MS SQL Server 2000, ACRONIS, Apache Tomcat Server, CenterCourt – Court Calendar, MacAfee Virus Protection
IBM Series 235 @ Server, Globe	Windows 2003 Server Active Directory		Local Court C.I.S. Department	McAfee Virus Protection, Acronis, File Server for: Gila Superior Court, Gila Probation, Globe Justice Court.
Nortech Server Globe Hyper-V Host Server	Windows 2012 R2 Member Server		Local Court C.I.S. Department	McAfee Virus Protection, Acronis, [Hyper-V Guest Server]
Lenovo Think Server TD 100, Globe Probation	Windows 2003 Server Active Directory		Local Court C.I.S. Department	McAfee Virus Protection, Acronis, File Server for: Gila Probation

**GILA COUNTY SUPERIOR COURTS LOCAL SERVER INFORMATION**  
 Managed by Gila County Superior Court, Court Information Systems Department

Brand/Model	Operating System	Database	Managed By:	Uses/application
Lenovo Think Server TD 230	Windows 2012R2 Member Server	ONBASE Production, App, Web & DB.	Local Court C.I.S. Department	McAfee Virus, Production ONBASE Application & Web IIS Server Ver. 15.0.1.84 SP1
Lenovo Think Server TD 230	Windows 2012R2 Member Server	Financial Tracking DB, MS SQL Server 2012	Local Court C.I.S. Department	McAfee Virus Protection, ONBASE Test Server, Decision Aide Financial Tracking Software, Print Server for Financial Aide
IBM Series X3500 Server, Globe CIS	Windows 2003 Standalone Server	PostgreSQL	Local Court C.I.S. Department	McAfee Virus Protection, IIS Server, Center Court Java Web Server <b>Note:</b> (Not part of the AJIN Network)
IBM Series X3500 Server, Payson	Windows 2003 Server Active Directory		Local Court C.I.S. Department	McAfee Virus Protection, PDC for local domain, trust server with AOC
Nortech Server Payson	Windows 2012R2 Member Server		Local Court C.I.S. Department	McAfee Virus Protection, Acronis, Liberty Audio files for Payson Court rooms. File Server for: Gila Superior Court, Gila Probation, Payson Justice Court.
HP Compaq DX2300 Globe Server Globe	Windows 2000 Server Active Directory		Local Court C.I.S. Department	McAfee Virus Protection, PDC for Superior Domain
HP Compaq DX2300 Globe Server Globe	Windows 2008R2 Member Server		Local Court C.I.S. Department	McAfee Virus Protection Liberty Recorder Audio files for the Payson Court/Payson West court room.
Hyper-V Guest 2012R2 Server	Windows 2012R2 Member Server		Local Court C.I.S. Department	Liberty Recorder Audio files for the Globe Court/Hearing rooms.

GILA COUNTY SUPERIOR COURTS LOCAL SERVER INFORMATION Managed by Gila County Superior Court, Court Information Systems Department				
Brand/Model	Operating System	Database	Managed By:	Uses/application
TeraStation NAS Servers – 6 Servers	NAS Operating System	Backup System Servers	Local Court C.I.S Department	8.0 to 12.0 TB Backup Servers for all Production Servers

#### 4. NETWORK ENVIRONMENT

Gila County Courts Network is a participant of 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	Developed/ Supported by	Courts Using	App Category (Vendor Package, Bolt-On, or Standalone)	Implementation Date	Replacement Date/Strategy
AJACS application For the AZ Court Automation Project (ACAP)	AOC	Superior Court	N/A		
AZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	Justice and Municipal Courts	N/A	N/A	N/A
AZTEC module: Calendaring	AOC	JP Court	N/A	N/A	N/A
AZTEC module: Financials	AOC	JP Court	N/A	N/A	N/A

### Local Applications

Application Name	Developed/ Supported by	Courts Using	App Category (Vendor Package, Bolt-On, or Standalone)	Implementation Date	Replacement Date/Strategy
AZTEC Forms Generation	AOC	JP Court	N/A	N/A	N/A
Center Court Calendaring	Levare, Inc. Local Staff	Superior Court	Vendor Pkg.	2006	TBD
Wind-X application Other Financials/ Cash Mgt. System,	DSA, Inc. Local Staff	Clerk of the Court	Vendor Pkg.	2005	TBD
C2C application Appeals Image Capture	AOC	Clerk of the Court	Standalone	N/A	N/A
C2C application DMEA	AOC	Clerk of the Court	Standalone	N/A	N/A
APETS (Adult Probation Enterprise Tracking System)	AOC	Probation	N/A	N/A	N/A
DCATS - CASA	AOC	CASA	N/A	N/A	N/A
JOLTS (Juvenile On-Line Tracking System)	AOC	Probation	AS/400 JOLTS N/A	N/A	N/A
JOLTSaz	AOC	Probation	N/A	N/A	N/A
Statistical Reports (CASPER)	AOC	JP Court	N/A	N/A	N/A
CourTools	AOC				
F.A.R.E. Fines/Fees And Restitution Enforcement	AOC	JP Court	N/A	N/A	N/A

### Local Applications

Application Name	Developed/ Supported by	Courts Using	App Category (Vendor Package, Bolt-On, or Standalone)	Implementation Date	Replacement Date/Strategy
Tax Intercept Program (TIP)	AOC	Superior Court JP Court Municipal Court Probation	N/A	N/A	N/A
MS Office 365 Enterprise	Microsoft/ AOC, local staff	Superior Court, JP Court, Municipal Court	Vendor Pkg.	AOC hardware refresh of Feb 2015	
Windows Vista	Microsoft, Local Staff	C.I.S. Dep JP Court Municipal Court	Vendor Pkg.		
Windows 8.1	Microsoft/ AOC, local staff	Superior Court, JP Court, Municipal Court	Vendor Pkg.	AOC hardware refresh of Feb 2015	
Win 7	Microsoft/ Local staff	C.I.S. Dept.	Vendor Pkg.		
Server 2000 Standard	Microsoft/ Local staff	C.I.S. Dept.	Vendor Pkg.		Replace Center Court and de- commission
Server 2003 Standard	Microsoft Local staff	C.I.S. Dept.	Vendor Pkg.		
SQL Server ver. 2012	Microsoft/ Local staff	C.I.S. Dept.	Vendor Pkg.		
MS Web Expression	Microsoft Local Staff	C.I.S. Dept.	Vendor Pkg.		
Outlook 2007	Microsoft/ local staff	Superior Court JP Court Municipal Court Probation	Vendor Pkg.		

### Local Applications

Application Name	Developed/ Supported by	Courts Using	App Category (Vendor Package, Bolt-On, or Standalone)	Implementation Date	Replacement Date/Strategy
MS Word 2007	Microsoft/ Local Staff	Superior Court JP Court Municipal Court Probation	Vendor Pkg.		
MS Excel 2007	Microsoft/ Local Staff	Superior Court JP Court Municipal Court Probation	Vendor Pkg.		
MS PowerPoint 2007	Microsoft/ Local Staff	Superior Court JP Court Municipal Court Probation	Vendor Pkg.		
MS Access 2007	Microsoft/ Local Staff	Superior Court JP Court Municipal Court Probation	Vendor Pkg.		
MS Publisher 2007	Microsoft/ Local Staff	C.I.S. Dept. Probation	Vendor Pkg.		
MS Office 365 Pro+	Microsoft local staff	Probation	Vendor Pkg.	AOC hardware refresh of Feb 2015	
MS Project Management/Tracki ng	Microsoft Local Staff	C.I.S. Dept.	Vendor Pkg.		
Adobe Acrobat Reader	Adobe Local Staff	All Courts C.I.S. Dept. Probation	Vendor Pkg.		
Adobe Acrobat Professional	Adobe Local Staff	Superior Court C.I.S. Dept. Probation	Vendor Pkg.		
McAfee Virus Scan	McAfee	All Courts C.I.S. Dept. Probation	Vendor Pkg.		

### Local Applications

Application Name	Developed/ Supported by	Courts Using	App Category (Vendor Package, Bolt-On, or Standalone)	Implementation Date	Replacement Date/Strategy
Backup & Recovery ACRONIS	Acronis	C.I.S. Dept.	Vendor Pkg.	2009	TBD
Crystal Reports 10 Crystal Enterprise	Crystal Local, AOC staff	Superior Court JP Court Municipal Court Probation	Vendor Pkg.		
HelpTrac 8.0	Local staff	C.I.S. Dept.	Standalone	Pre 2001	TBD
TimeTrax	Pyramid Local Staff	Clerk Of Court, JP Court	Vendor Pkg.	2011	TBD
Liberty Court Recorder	JCG Technology Local Staff	Superior Court JP Court Municipal Court	Vendor Pkg.	2011	Ongoing Maintenance Contract with JCG
Liberty Court Player	Roxio/Sonic Local Staff	Superior Court JP Court Municipal Court	Vendor Pkg.	2011	Ongoing Maintenance Contract with JCG
Electronic Document Management System OnBase /15	OSAM, Inc. Local Staff	Superior Court	Vendor Pkg.	2005	Ongoing Maintenance Contract with DataBank
Integration- electronic data reporting of dispositions to DPS	AOC developed and supported.	Superior Court	N/A		
Integration- electronic data reporting of citations/disposition s to MVD.	AOC developed and supported	Superior Court JP Court	N/A		

### Local Applications

Application Name	Developed/ Supported by	Courts Using	App Category (Vendor Package, Bolt-On, or Standalone)	Implementation Date	Replacement Date/Strategy
Jury Plus Next Generation v6.2	JSI/Jury+ Local Staff	Clerk of the Court	N/A	2015	Ongoing Maintenance Contract with JSI
Jury Plus Checks 3.1.13	JSI Local Staff	Clerk of the Court	Vendor Pkg.	2015	Ongoing Maintenance Contract with JSI
County Accounting & Financial: New World Systems	Local Gila County	Superior Court JP Court Municipal Court Probation	Vendor Pkg.	2006	TBD
Westlaw	Local and Westlaw	Superior Court JP Court Municipal Court	Vendor Pkg.		
MS SQL 2000/ 2005/ 2012	Microsoft/ Local	Clerk of the Court	Vendor Pkg.		Replace Center Court and de- commission
MSSRS 2005/12 Report Builder	Microsoft/ Local	CIS	Vendor Pkg.		
Maysiware	Maysiware/ Local Staff	Superior Court	Vender Pkg.	2011	TBD

## 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.supreme.state.az.us/cot/Documents/EAS/EAS.htm>.. 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		Internet Explorer v11	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Character based	
Electronic Document Management	LaserFiche, Hyland OnBase <V12.0.3		OnBase v15	
Document Imaging	Kofax Card	Kofax Ascent Capture		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS 2000	Crystal 10, MS SSRS 2005	MS SQL, Crystal 10 and Enterprise for legacy reports	
Report Writer for Business Application Reports	Crystal <10	Crystal 10, MS SSRS 2005	MS SQL Server 2008 Report Builder, Crystal 10 and Enterprise (for legacy reports)	
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	Visual Basic .Net	
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2008	
Source Control	Aldon			
Analysis Tools	HOW		None	
<b>Office Productivity Tools</b>				
Word Processing	Word ≤2003	Word 2007	Office 365 ProPlus/ Word 2007 (PA)	
Spreadsheet	Excel ≤2003, Quattro Pro	Excel 2007	Office 365 ProPlus/ Excel 2007 (PA)	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	
Presentation	PowerPoint ≤2003, CorelDraw	PowerPoint 2007	Office 365 ProPlus/ PowerPoint 2007 (PA)	
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	Office 365 ProPlus/ MS-Access 2007 (PA)	
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported)	Office 365 ProPlus/ Outlook 2007 (PA)	
Instant Messaging		MS-Live Communication Server	Office 365 ProPlus/ Skype	
<b>Data Architecture</b>				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL Server 2000, 2005, 2012	Replace Center Court and de-commission in FY17
Data Warehouse DBMS		Informix XPS, SQL Server 2008		
Data Exchange Model		Fixed format, XML homegrown	None	
<b>Networks and Platforms</b>				
Network Protocol	SNA		TCP/IP v4	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	
Wireless Network Access	WEP		WPA	
Network Operating System	Novell (unsupported) Windows (unsupported)	MS-Windows Server 2003	TCP/IP	
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7, Windows Vista, Windows 8.1	
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows Server 2000, 2003, 2008 R2, 2012 R2	Replace Center Court and de-commission in FY17
Mobile Operating Systems	BlackBerry O/S		iPhone OS, Droid OS	
<b>Shared Services</b>				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	IIS 5, IIS 6 includes ASP.NET v.nn	
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	None	
Data Transformation ETL	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	
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 (intradoc only), MQ V5.3/V6.0	None	
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0		