

FISCAL YEARS 2012–2014

**MOHAVE COUNTY COURTS
INFORMATION TECHNOLOGY
STRATEGIC PLAN**



ARIZONA SUPREME COURT

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MOHAVE COUNTY COURTS

INFORMATION TECHNOLOGY STRATEGIC PLAN FOR FISCAL YEARS 2012-2014

INTRODUCTION

This is a three year information technology strategic plan for the courts in Mohave County covering the period from January 2011 through June 2014.

The Courts in Mohave County are composed of the following:

Superior Court in Mohave County
Bullhead City Justice Court
Bullhead City Municipal Court
Lake Havasu City (Consolidated Court)
Kingman Justice Court
Kingman Municipal Court
Moccasin Consolidated Court
Probation Department

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,
 - The Technical Advisory Council, and
 - The COT e-Courts Subcommittee
- 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.

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:

Richard Weiss	Presiding Judge, Mohave County Superior Court
Rick Williams	Superior Court Judge
Kip Anderson	Court Administrator – Superior Court
Virlynn Tinnell	Clerk of Superior Court
Audrey MacDonald	Chief Deputy Clerk of Superior Court
Kyle Rimel	Court Technology Systems Manager
Jill Davis	Presiding Judge for Limited Jurisdiction Courts
Valerie Winters	Court Administrator – Limited Jurisdiction Courts
Laurie Allen	Kingman Justice Court
Ruthie Teigen	Kingman Municipal Court
Kathy McCoy	Judge - Kingman Municipal Court
Debbie Mallotto	Bullhead City Municipal Court
Sheila Engels	Bullhead City Justice Court
Friend Walker	Chief Probation Officer

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The courts support *JUSTICE 20/20: A VISION FOR THE FUTURE OF THE ARIZONA JUDICIAL BRANCH 2010-2015* 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 adopted in March 2010 at the direction of the judiciary's new chief justice. It remains consistent with the previous *GOOD TO GREAT* vision and encompasses five broad goals, each associated with several key strategic business needs.

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	Establish programs that will allow judicial integration of electronic data with county departments and between all courts. This will include developing workflow programs and standardizing forms and procedures in all the courts.	Justice Integration – Court Technology Services (CTS) is currently in the process of mapping similar data fields between the Courts and County Judicial case processing systems to begin judicial integration.
All Courts in Mohave County	Improve Access and Customer Service by: Ensuring all forms are standardized and available online and at all court locations Enhancing local technology to match the business requirements of our judicial partners.	Web Site Upgrades/ Enhancements - CTS will continue to enhance the Courts public web site which will continue to expand on the Superior Court and Limited Court self service forms center.
All Courts in Mohave County	Ensure fair and timely resolution of disputes by: Implementing effective case management practices and using technology to improve	Work Flow Integration in CMS - Two of the Mohave County Superior Court Strategic planning committees are focused on improving case processing by

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	<p>efficiencies Identifying possible alternatives to expand the use of alternative dispute resolution programs. Provide training and instruction to Judicial Officers and staff on new technology</p>	<p>flow charting the entire case process for each case type. Once this flow charting has been completed, a series of workflow processes will be designed and prioritized to be integrated into the Courts CMS, ultimately improving court performance.</p>
All Courts in Mohave County	Develop a plan to build support for the construction of a new law and justice building including identifying mechanisms to provide for funding of the building.	<p>Law and Justice Facility – Provide the Courts with the necessary case statistics that will support our effort to expand into a new facility.</p>
All Courts in Mohave County	Identify and administer programs that will ensure the courts have well trained and motivated staff and Judges.	<p>On-Line Videos- Develop on-line training / motivational videos to assist court staff</p>
All Courts in Mohave County	Continue to reach out to local justice partners and build strong ties with County and State agencies. Identify opportunities to build support from the public.	<p>Build ties with Local Agencies – Technology can bridge many gaps as it will with this initiative. As we continue to expand the Justice Integration data exchange project and increase our services on the web our partnerships will continue to grow.</p>
All Courts in Mohave County	Revise/update the Court's Continuity of operations plan – including refining the existing IT disaster recovery strategy as necessary.	<p>Business Continuity – Court Technology Services (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.</p>
All Courts in Mohave County	Provide E-payment options to the public.	<p>E-Payments- Continue to expand our E-Payments solution into the Clerk's Office allowing for Probation payments to be made on-line</p>
All Courts in Mohave County	Improve service level of courts through the use of performance measures derived from	<p>CourtTools - Develop a web based CourtTools application to measure</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	CourTools.	CourTools in both Limited and Superior Court.
All Courts in Mohave County	Install public access terminals in Kingman, Bullhead City and Lake Havasu City courthouses.	Public Access Terminals - CTS will continue to expand these public terminals into the courts to further assist the public.
All Courts in Mohave County	Expand Online Services to the public including the possible use of Kiosk machines.	Kiosk Machines - Pursuing possible options for Kiosk machines, such as Probationers meeting with their Probation Officers thru the use of Kiosks.
All Courts in Mohave County	Continue to implement and update as necessary the objectives outlined in the court's long-range strategic plan.	Strategic Planning Projects - CTS will continue to work with all courts to pursue the courts long term strategic plans.
All Courts in Mohave County	Increase building security by installing an access control management software system.	Proximity Door Readers - Mohave County Courts are currently under contract with a company to provide proximity card readers on several key doors in the Kingman Courthouse. Once this project has been completed, we will expand this service to our outlying courthouses.
All Courts in Mohave County	Update the court's Intranet site to enhance use and provide improved access to information.	Web Site Upgrades/ Enhancements - This is considered an on-going project both with the Internet and Intranet as services and features are continually developed and enhanced.
All Courts in Mohave County	Expand the capability of the video conferencing system so remote court reporting, local meetings, conferences and training can be done via video.	Expand Video Systems - The Courts in Mohave County recognize the advantage of this technology and will continue to pursue it in every feasible scenario to install video units.
All Courts in Mohave County	Continue to administer an employee survey to gauge morale and to identify ways to improve communication and the work environment.	Customer Service Surveys - CTS will continue to modify and enhance this service to meet the needs of the courts.
Superior Court	Develop an Integrated Family Court process.	Integrated Family Court - This agenda item is tied to the overall Courts Strategic Plan.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
		Committee #2 is scheduled to address this initiative in 2012.
Superior Court	Develop a judicial workload model and a related case assignment model – this project will be completed with assistance from the National Center for State Courts.	NCSC Workload Model Assist the NCSC in creating and pulling current statistics as well as provide automated long term reports to ensure goals are still on track.
Probation Department	Work with county staff to identify possible new building locations to relocate the Bullhead City staff.	Building Construction - CTS is very involved with the relocation or construction of any Court facility in Mohave County. This building will be no exception as we have already exchanged correspondence with the procurement manager on the technical needs of this facility.
Probation Department	Provide field officers with wireless / remote connectivity to the local office	Probation PC Lease Program - We are currently in the process of leasing new PC's for the Probation Department that will have the ability to connect to a wireless cell signal allowing this remote connectivity to take place.
Clerk of Court	Implement an effective file tracking system.	File Tracking – The scope of this project is to track in real time case files using RFID tags and readers. As of yet, no funding has been allocated to this project.
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.	CMS Work Flow – This project is essential to the progression of our courts as cases increase and resources decrease. Therefore, Mohave County Courts will be working closely with the AOC in developing and prioritizing the individual workflow processes.
Clerk of Court	Promote the implementation of an e-Appeal program.	E-Appeal – Continue to work and test with the AOC to make this project a reality.
Clerk of Court	Establish a process to provide public access to case documents for All case types.	Public Access- Continue to work with the AOC to expand the public warehouse to

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
		include documents on cases other than Criminal.
Clerk of Court	Develop a collections process that will provide online payment options and will send out automatic notifications to parties.	E-Payment – Mohave County currently has four Courts accepting payments on-line for traffic citations. We will continue to expand this project to other courts and payment options.
Clerk of Court	Ensure conversion of existing scanned microfilm into the court's case management system	Microfilm Image Conversion The infrastructure necessary to support the large number of Microfilm images has been made and the process of moving them into OnBase is underway.
Limited Jurisdiction Courts	Purchase an Electronic document system for the storage of citations / records.	Limited Courts EDMS – CTS will continue to assist the Limited Courts in pursuing this project. Once the funds are approved, the process of integrating the documents into the Courts EDMS system will begin.
Limited Jurisdiction Courts	Decrease the time it takes to transfer disposition information to MVD.	MVD Disposition Transfer – Work with the AOC to improve the MVD electronic transfer module.
Limited Jurisdiction Courts	Expand e-Citation programs to include all courts.	E-Citation - Expand eCitation into the Bullhead and Kingman Municipal Courts in Mohave County.
Limited Jurisdiction Courts	Develop a system that will provide for the exchange of information (data) between Courts and with other judicial agencies.	Justice Integration – A current initiative is underway to move data between the GJ CMS and the County Public Defenders CMS. Once this is complete, we will have the foundation for moving other data.
Limited Jurisdiction Courts	Continue to work with Public works and procurement staff to finalize plans and begin construction of new a courthouse for the Moccasin Justice court.	Moccasin Facility – CTS will continue to work with the Architects and Construction company during the entire process. Thus far this project is proceeding and the IT special systems scope has been agreed to.

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, has undertaken a four year equipment leasing cycle which is designed to refresh desktop hardware regularly to ensure that it incorporates the technology needed to support the evolution of statewide applications and projects. In the most recent refresh activity, the following models were placed in service:

- Desktop: EW290AV hp Compaq Business Desktop dc5700 SFF, Intel Core 2 Duo 2.13GHz, 160 GB, 2 GB RAM, NIC
- Laptop: RM266UA hp Compaq 8510p, Intel Core 2 Duo 2.2GHz, 160 GB, 2 GB RAM, NIC
- Printer: Q5401A hp LaserJet 4015N

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:

STRATEGIC PROJECTS	PRIORITY*
ELECTRONIC FILING — CENTRAL CASE INDEX	1
ELECTRONIC FILING — CENTRAL DOCUMENT REPOSITORY	1
ELECTRONIC FILING — PAYMENT PORTAL	1
AJACS (GJ CMS) ENHANCEMENTS	1
AJACS (GJ CMS) REPORTS	1
LJ EDMS CENTRAL REPOSITORY	2
DEFENSIVE DRIVING PHASE 2	2
JUDGE/BENCH AUTOMATION (AJACS)	2
PROBATION CASE ACCESS	2
LJ CMS — DEVELOPMENT	2
APETS-CMS INTEGRATION	2
JOLTSAZ — STATEWIDE NEEDS ASSESSMENT	2
JOLTSAZ — DEVELOPMENT	2
LJ CMS PILOT(S)	3
LJ DISCONNECTED SCANNING	3
LJ DOCUMENT BRIEFCASE	3
JOLTSAZ — PILOT	3
ELECTRONIC DOCUMENT ACCESS	4
JOLTSAZ — ROLLOUT	4
LJ CMS ROLLOUT	4
APETS ENHANCEMENTS (EBP)	4
JOLTSAZ PHASE 2 DEVELOPMENT	5

COURT IT ACCOMPLISHMENTS CY2009/2010

This section lists the accomplishments of the county's courts in information technology projects from January 2009 to January 2011.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	On-Line Forms for Superior Court	Convert existing forms into a PDF format, making them interactive and publishing to our web site.	767 forms have been placed on our public web site for customer use.
Local	E-Payment	Implementation of a e-payment system for the limited courts in Mohave County	Extracts are being produced each night for Bullhead City Justice court, Kingman Municipal Court, Kingman Justice court and Moccasin Justice Court allowing the citizens to pay traffic fines on-line.
Local	Install Public Access Terminals	Public Access Terminals in the Kingman , Lake Havasu and Bullhead Courts	Terminals have been installed in all three locations.
Local	Enhance Public and Internal Web Sites	Redesign our Public Web site	The mohavecourts.az.gov web site has been completely redesigned focused on ease of use by expanding and highlighting the services we offer.
Local	Facilities Relocation + Expansion	During FY09 and FY10, several courts and court departments were working in deplorable conditions forcing two projects to surface. Relocation of Probation into the Negus building and the Court House Expansion Project	Probation Department has moved into a newly renovated facility Mediation has moved into a newly renovated facility Mohave County Superior Court has expanded the entrance to accommodate additional security measures as well as provide a large Jury Assembly Room.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	E-Citation	Ability to process citations electronically from local Police Departments.	This project has been implemented in the LHC Consolidated Court. Other courts have moved away from the project due to the upfront cost.
Local	Improve Phone System	Improve efficiencies within the LHC Phone System	The LHC Phone tree was analyzed and redesigned to provide greater efficiencies within the office.
Local	Expand Self-Help Center	Increase the number of on-line self service forms	Over the past year, CTS has published close to a thousand new on-line forms in the Superior Court and Limited Court self service center.
Local	Centralized I/A Standard Release Procedures	Centralize all I/A procedures through one court.	The committee formed to work on this project quickly determined that centralized IA's would not work in Mohave County due to Jurisdictional boundaries. However, this committee pursued the IA process and streamlined the documentation process.
Local	Produce on-line surveys	Produce a series of on-line surveys to capture staffs opinions on where we are exceeding and need improvement.	Multiple surveys for citizens as well as court employees have been produced and published.
Local	Integrate Microfilm images with AJACS	Integrate old microfilm into digital documents accessible by AJACS	All old microfilm documents have been converted to a digital format and loaded into OnBase.
Local	Expand Video Conferencing Capability	Increase the number of video systems around the County Court System	A total of 10 new video units have been installed during the past year.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Server Refresh Program	Replace Production servers that will be moving out of warranty in FY10	Two servers were replaced this FY.
Local	Evidence Presentation Equipment in the Courtrooms	Installing equipment in the courtrooms allowing the Attorneys and Judges to easily switch between multiple methods of presenting evidence.	Eleven different Courtrooms were equipped with an internally designed A/V system allowing the Judge or Attorney to switch between multiple equipment feeds. The project was designed and implemented by local Court IT staff resulting in a savings to the courts of over \$220,000.

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during fiscal year 2011 (really January 2010 to January 2011). 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
Business Continuity Planning	Provide Mohave County Courts with a business continuity solution that utilizes alternate methods of communication links to AOC.	Business Continuity	Mid-Cycle adopters	FY11	Execute	Backup location is 60 miles away with limited resources.
EDMS in Limited Courts / Probation Department	Expand the SC EDMS system to incorporate the Limited Courts and the Probation Department	Electronic Document Management	Early adopters	FY11	Concept	Funding
Judicial Integration	Research cost effective solutions to exchange data between CA and Courts		Mid-Cycle adopters	FY12	Initiate	

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
Public Access to Case Documents for All Case Types	Expand the public warehouse documents beyond Criminal Cases			FY13	Concept	None
Improve Caseflow Management / Case Processing	Utilize the knowledge gained from Centralized IA's and map all court processes and contact points	Business Continuity	Mid-Cycle adopters	FY11	Execute	None
Implement e-Appeal	Provide the Clerk's Office with the ability to electronically transfer case documents that are set for appeal.			FY12	Execute	None

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Case File Tracking System for Superior Court	Implement an effective file tracking system utilizing RFID Tracking	FY12	Execute	None
Court Performance Measurements	Implement 3 of the 10 court performance measurement tools in both Superior and Limited Courts by generating high level reports and posting to our intranet for judges and division heads viewing.	FY11	Execute	We must focus on capturing data at a high enough level to avoid unnecessary comparisons between divisions, but at the same time capture enough detail to ensure the information is valuable.
Court Performance Measurements	Web enabled application tracking near real time case statistics and posting in graphical interface.	FY11	Execute	None
Customer Satisfaction Survey	Continue to administer an employee survey to gauge morale and to identify ways to improve communication and the work environment	FY12	Execute	None

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Judicial Workload Model / Case Assignment Model	Assist the NCSC in creating and pulling current statistics as well as provide automated long term reports to ensure goals are still on track.	FY12	Execute	None
Decrease Disposition Transfer Time to MVD	Decrease the time it takes to transfer disposition information to MVD	FY11	Concept	None
E-Citation	Work with the AOC and local law enforcement agencies, to process citations.	FY13	Concept	None
Convert Microfilm into Electronic Images	Convert all historical case information stored on Microfilm into TIFF images and place in OnBase	FY13	Execute	None
E-Payment	Expand e-Payment solutions into the Clerks' Offices	FY12	Concept	None

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Implement Integrated Family Court / Division	Design a Family Court Division maintaining continuity between the individual family and the Court	FY12	Concept	None
Access Control Management Software	Install door proximity readers in the Kingman, Bullhead, Lake Havasu, Kingman Justice and Kingman Muni Courthouses	FY12	Execute	None
Judicial Integration	Research cost effective solutions to exchange data between COA and Courts	FY11	Execute	None
New Building / Location for Bullhead City Probation	Work with county staff to identify possible new building locations to relocate the Bullhead City staff.	FY12	Execute	None
Probation Kiosks	Build remote Kiosks machines in various locations around the county allowing Probationers the ability to communicate with PO.	FY12	Concept	None

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
On-Line Forms for Superior Court	Convert remaining forms into a PDF format, making them interactive and publishing to our web site.	FY11	Execute	None
Produce Training Videos for Staff	Provide staff with training videos on local policies and procedures, as well as more global skills such as customer service Work with the AOC and local law enforcement agencies, to process citations.	FY11	Concept	None
Provide Training and Education to the Community	Provide informational web videos on "How the Court works", and " what to do next"	FY11	Initiate	None
Remote Connectivity to Field Officers	Provide Hot spots or Satellite connections for Probation Officers to work remotely	FY11	Execute	Lack of Funding and local ISP Services
Relocate the Moccasin Court Facility	Begin construction of a new courthouse for the Moccasin court	FY12	Execute	None

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>Description: A limited jurisdiction court case management system to replace AZTEC is being developed by extending the GJ CMS (AJACS) codeset to incorporate certain functionality favored in the Tempe CMS product with AZTEC system improvements developed by Scottsdale Municipal Court called AZTEC Wizard. Significant, large volume, non-AOC-supported courts are collaborating with the AOC and the vendor through the provision of resources, funding, and business analysis to build upon the AZTEC-replacement application and develop a solution that meets the needs of all LJ courts, large or small, rural or metropolitan. Additional courts could be consolidated into this solution as their current applications age and become un-supportable.</p> <p>Program interfaces that permit integration with other automation systems, like electronic citations, the e-filing manager application, and central document management system are being included. Conversion of certain AZTEC case data and extensive training will be undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort.</p> <p>Anticipated rollout timeline: Summer 2011 through Fall 2014</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>1 – 2 years.</p>
<p>2. General Importance or Impact to Your Court: 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:

Phase 1 of JOLTSaz, the next-generation probation automation system, lays the foundation for building interfaces and exchanging the data required in the juvenile services and justice arenas while continuing the functionality in legacy JOLTS using new technology. Also included is the development and implementation of a statewide juvenile identification number that will be utilized by all counties [one unique, statewide identifier (SWID) for each juvenile] and an interface with the Clerks of Courts' case management systems, namely AJACS for the rural counties and AGAVE for Pima County. Following extensive testing, data conversion from JOLTS will accompany a methodical, county-by-county rollout across the state. Phase II will be undertaken in parallel with the statewide rollout and will enhance JOLTSaz with new functionality beyond legacy JOLTS. In addition, a Juvenile Needs Assessment (JNA) module is presently in the final stages of development.

Anticipated rollout timelines:

SWID – January 2011 (Pima) and February 2011 (Rural Counties)

JOLTSaz Phase 1 -- May 2011 (Pima) and TBD (Rural Counties)

JOLTSaz Phase II -- TBD

JNA – TBD (Anticipated to be implemented in legacy JOLTS)

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:

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

Description:

The vision of court leadership is hastening the day in which no paper comes into the court at all and judges have the information they need right when they need it on the bench or in chambers without printing any case-related documents. Photo radar and e-citation started courts on that journey by auto-calendaring cases using a stream of digital data supplied by a vendor. 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 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 is therefore constructing a shared document management environment for use by limited jurisdiction courts to accomplish both document imaging and e-filing. Following the ACAP subscription model, each LJ court will receive a scanner and licenses to access the central system, along with necessary training to ensure documents are successfully deposited in and retrieved from the system.

Anticipated rollout timeline: Pilot Spring 2010, general rollout starting Fall 2010 to requesting courts

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

Immediately

2. General Importance or Impact to Your Court:

**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. AZTurboCourt is the all-encompassing system that supports electronic filing for all courts and case types statewide via an Internet portal.

AZTurboCourt includes a mechanism for filers to pay filing fees online. Through a central case index and central document repository, it also provides parties and counsel the ability to quickly locate and retrieve documents they have filed and secondary copies of the official court record, eliminating the need for direct access to the CMSs to access case records.

Simultaneously, work is underway to expand the Judicial Branch’s self-service capabilities on the Web, to standardize forms, and provide other information helpful to those who appear unrepresented in the limited and general jurisdictions as well as appellate courts. Forms needed for dissolution and other domestic-relations-related cases, small claims, eviction actions, probate, and certain general civil cases are being developed for filing. Forms use an interview-based question and answer process to assist filers. Form data filed through AZTurboCourt is converted to a data stream, similar to electronic citation data, for use by the case management system, minimizing the need for manual intervention. In support of that goal, work is also underway to automate the entire workflow associated with case initiation and subsequent filings for select case types throughout the courts. Related rules and code changes to support statewide e-filing are also being accomplished.

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:

**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 and a technical analyst are currently examining the workflow of bench operations to identify streamlining opportunities through automation and 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: Summer 2011 through Fall 2014

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:

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	\$190,893		3	0
Clerk of Court		N/A	.5	0
Network Connectivity (LHC Disaster Line, reimbursed to AOC each year)	\$10,048.43			
Other Local Network Costs for Courts Network Connectivity.		\$25,432.68		

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	14	Vista			
Bullhead City Municipal	24	Vista			1
Clerk of Court	59	Vista			5
Court Administration/ Superior Court	50	Vista	1		8
Kingman Justice	21	Vista			3
Kingman Municipal	16	Vista	1		4
Lake Havasu Consolidated	22	Vista			2
Moccasin Court	7	Visa			1
Mediation Consolidated Court	5	Vista			1
First things First	3	Vista			
External Court Agencies	4				

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			
Kingman Justice		2	2			
Bullhead City Municipal		2	2			
Bullhead City Justice		1	1			
Lake Havasu Consolidated		2	2			
Moccasin Consolidated		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	HP DL380	Windows 2003 Server		Court Automation	TEST DEVELOPMENT SERVER
Automation Department	HP ML370	Windows 2003 Server		Court Automation	FTR SAN Connectivity
Automation Department	HP DL370	Windows 2008 Server R2		Court Automation	EDMS SAN Connectivity
Automation Department	HP DL380	Windows 2003 Server	SQL 2005	Court Automation	EDMS – ONBASE / Local Web Applications-moving out of Production
Automation Department	HP DL180	Windows 2008 Server R2	SQL 2008	Court Automation	EDMS – ONBASE / Local Web Applications
Automation Department	HP DL380	Windows 2003 Server		Court Automation	Web Server /Data and Print Sharing / Backup Server
Automation Department	HP DL380	Windows 2003 Server		Court Automation	Data and Print Sharing
Automation Department	HP DL360	Windows 2003 R2	AD 2003	Court Automation	2003 Active Directory, supporting local domains, Crystal Enterprise Server

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	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
AJACS application software for the Arizona Court Automation Project (ACAP)	AOC	Local PC	Superior Court	State standard case management system.
AZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	Local PC	Justice and Municipal Courts	State standard case management system.
AZTEC module: Calendaring	AOC	Local PC	Limited Court	A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars.
AZTEC module: Financials	AOC	Local PC	Justice and Municipal Courts	A module of AZTEC that performs the cash management functions.
AZTEC Forms Generation	AOC	Local PC	Lake Havasu, Bullhead Justice, Bullhead Muni, Kingman Justice	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
APETS (Adult Probation Enterprise Tracking System)	AOC	Local PC/AOC Server	Probation	The new state standard system for tracking adult probationers.
DCATS - CASA	AOC	Local PC/AOC Server	CASA	The statewide system for tracking court appointed special advocates.
CourTools	Mohave County	Mohave6	Justice and Municipal Courts	Court Performance - Provides real time stats on all case types.
JOLTS (Juvenile On-Line Tracking System)	AOC	AS/400 JOLTS AOC Server Environment for JOLTS AZ	Probation	The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention.
PIMS (Probation Information Management System)	AOC	Local PC/Local Server	Probation	A state standard legacy system for tracking adult probation for DTEF reporting.
Tax Intercept Program (TIP)	AOC	Local PC/AOC Server	All Justice and Municipal Courts	A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery.
Vista	Microsoft/AOC staff	Local PC	Superior Court and all Justice and Municipal Courts	The operating system of the state standard desktop PCs.
XP Laptop operating system	Local staff	Local PC	Automation / probation	

Local Applications

Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
2003 R2 Server operating system	Local staff	Servers (All)	Automation	
Network operating system, Windows Server 2003	Local staff	Servers (All)	Automation	
Electronic storage (SAN, NAS, etc) Buffalo 6TB	Local staff	Mohave7 –NAS – MohaveNAS1 MohaveNAS2 MohaveNAS3 MohaveNAS4 MohaveNAS5	Automation	Backup / DR
Outlook	Microsoft/AOC staff	Local PC	Superior Court and all Justice and Municipal Courts	The email and calendar software used by AJIN.
Microsoft Word	Microsoft/local & AOC staff	Local PC	Superior Court and all Justice and Municipal Courts	A word processing system.
Excel	Microsoft	Local PC	Superior Court and all Justice and Municipal Courts	A spreadsheet product from Microsoft.
Database(s) SQL 2005 / 2008	Local staff	Mohave5 Mohave11	Automation	* OnBase * Local Web applications
Project management / tracking Microsoft Project	Local staff	Local PC	Automation	Project management
Human Resources Alliance	Local staff / County IT	Server	Personnel Department	Employee tracking information

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Adobe Acrobat Reader	Adobe	Local PC	Superior Court and all Justice and Municipal Courts	A free product from Adobe Acrobat for reading documents in pdf format.
McAfee Virus Scan	McAfee	Local PC and Various AOC Servers	Superior Court and all Justice and Municipal Courts	Virus detection software to protect local PCs.
Kerpasky	Vendor/Local staff	Local PC and Various Servers	Automation / Probation	Virus detection software to protect local PCs.
Data backup / recovery system Backup exec 2010	Vendor/Local staff	Mohave6	Automation	Used for disaster recovery and business continuity.
Crystal Reports 11 /Crystal Enterprise 11	Crystal/AOC staff	AOC server	Automation	A report-writing tool for user ad hoc reports from various applications.
Hardware and software inventory Trackit	Local staff	Mohave5	Automation	Tracking problems, projects, inventory and employee training.
Problem and change management Trackit	Local staff	Mohave5	Automation	Tracking problems, projects, inventory and employee training.
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	Server	Superior Court and all Justice and Municipal Courts	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.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Digital Audio: Product Name: FTR Gold_5.2_____	Vendor / Local Staff	Server and Local PC	Superior Court and all Justice and Municipal Courts	for Courtroom recording
Document Scanning Product Name: OnBase 7.2	Vendor / Local Staff	Mohave 11 / Mohave 12	Clerk of Courts	Electronic Document Management
Jury system: Next Generation version _____	JSI/Jury+	AOC	Clerk of courts	Jury Management application
Data warehouse	AOC	AOC Server	Superior court	Distribution of public case information
Public access	AOC	AOC Server	Superior court	Distribution of public case information
Court Web site	Hosting – Network Solutions Creation, design and support - Local staff	Network solutions, local development server	All courts	Provides general information for court patrons.
LOCIS Web	Local Staff	Mohave 6	Clerk of courts	Legacy Court data application migrated to web application.
Motion Book	Local staff	Mohave6	Clerk of courts	Web enabled application informing staff to pull cases for the day's events.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
AZTEC Change Management	Local Staff	Mohave6	All Courts	Web enabled application tracking modifications made to AZTEC by staff.
Court Performance	Local Staff	Mohave6	Limited Courts	Web enabled application tracking near real time case statistics and posting in graphical interface.
Hallway monitors	Local staff	Mohave6	Kingman Superior, Kingman Muni, Kingman Justice, BHC Superior and BHC Justice	Web enabled entrance monitor scrolling daily calendar, public information, court news and a live CNN video feed.

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 step 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)
Applications & Tools			
User Interface Delivery Method for Public Access	Netscape		
User Interface Delivery Method for Business Applications	Character based		
Electronic Document Imaging/ Management	LaserFiche	Kofax	OnBase
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal ≤10 MS-SSRS 2005	Crystal 11
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	Crystal 11
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework V1.1	.NET v2
Development Environment	Panther, Visual Studio ≤2003, Visual Studio 6	Visual Interdev, Visual Studio 2005, PowerBuilder, MS-Access	Visual Studio 2008

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Source Control	Aldon		
Analysis Tools	HOW		
Word Processing	WordPerfect, Word <2003	Word 2003	Word 2007
Spreadsheet	Excel <2003 Quattro Pro	Excel 2003	Excel 2007
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2003	PowerPoint 2007
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2003, Lotus Notes, GroupWise (supported)	Outlook 2007
Instant Messaging	IRC Chat		Instant Communicator
Data Architecture			
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2005	SQL 2005 and SQL 2008
Data Warehouse DBMS		Informix XPS	
Data Exchange Model		Fixed format, XML homegrown	
Audio File Format		Proprietary	WAV
Networks and Platforms			
Network Protocol	SNA		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Wireless Network Access	WEP		
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	
Client Operating System	≤ Windows 2000	Windows XP	Windows 7 / Vista
Server Operating Systems	OS/400, DEC VMS	Windows Server 2003	Windows 2003 Windows 2008 Server
Shared Services			
Component Service Layer		Web Services current version, DCOM, ASP (classic)	
Message Transport Middleware			
Message Transport	MQ ≤ V5.2	MQ V5.3	
Data Transformation	Data Junction, MQSI ≤ V2.1	Cloverleaf	
Data Routing/Publish and Subscribe	MQSI ≤ V2.1	Cloverleaf	
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤ 5.2	FTP (intra-court only), MQ V5.3	
File Transfer, Ad Hoc	FTP, MQ ≤ 5.2	FTP, MQ V5.3	SFTP Voyager SSH2