

**TECHNICAL ADVISORY COUNCIL**  
**A Subcommittee of the Commission on Technology**  
**Minutes**

**February 2, 2007**  
**Conference Room 230**  
**10:00 am to 1:00 pm**

**Members Present:**

**Lillith Avalon**  
**Ron Beguin**  
**Karl Heckart**  
**Eloise Price**  
**Kyle Rimel**  
**Gregg Obuch**  
**Rick Rager**

**Members Not Present:**

**Mohyeddin Abdulaziz**  
**Joan Harphant**  
**Correnia Honnaker**  
**Randy Kennedy**  
**John King**  
**Cary Meister**  
**Carol Merfeld**  
**David Stevens**  
**Alan Turner**

**Others Present:**

**Stewart Bruner, Staff**  
**Gary Graham, AOC**  
**Tim Lawler, Phoenix Muni**  
**Robert Roll, AOC**  
**Carl Ward, Maricopa Clerk**

\* indicates attendance via phone

### **Welcome and Introductions**

The February 2, 2007, meeting of the Technical Advisory Council (TAC) was called to order at 10:05 a.m. by Karl Heckart, Chair.

### **General Jurisdiction CMS Update**

Karl kicked off the meeting by recapping discussions regarding the general jurisdiction case management system decision (or lack thereof) at the January 5, 2007, Commission on Technology (COT) meeting. COT has directed Karl to prepare an RFP and get ready to release and assess responses. An AOC team has been visiting vendor installations around the county. The key to making a purchased CMS a success is contractually locking in the success factors and working in partnership with the vendor. These are totally different skills from software development.

### **Data Integration Wording**

Another topic at COT was the lack of juvenile case management functionality in the scope of AGAVE 2.0 and the development team's request for direction in light of that fact. The specifics of the probation question yielded a more general motion about interfaces and data sharing. Concern was raised about the words "real time" and the implications to applications in development as well as the infrastructure they'll eventually require in production. The matter was referred to CACC for a recommendation. Karl stated that the issue really boils down to event-driven triggers for timely feeding of data to other systems. The group consensus was that near-real-time capability should be sufficient. Stewart will propose the word "timely" in place of "real time" to CACC staff as the starting point for their consideration.

### **Other Introductory Items**

Karl has observed that the "hype" cycle that affected e-filing for so long is also affecting integration, prompting the need for COT to shape appropriate expectations by putting a policy in place governing next-generation automation systems.

He also updated members on vendor and State Bar issues with Maricopa's multi-vendor implementation and where the AOC stands regarding the development of an appellate e-file system using the Maricopa code as a starting point.

Karl filled members in on the Arizona Criminal Justice Commission's (ACJC's) approach to criminal justice integration at the macro level. The possibility exists of garnering enough money from the Legislature to expand the Arizona Disposition Reporting System (ADRS) project to a wider audience. He gave the steps short of a "big bang" as being 1) Improve routing and bandwidth, 2) Enable network crawling, 3) Improve network security, 4) Fix the criminal history repository and integrate ADRS, and 5) Take ADRS statewide in an effort led by DPS.

Karl also briefly mentioned that AOC is bringing in a project management consultant to similarly round up all the various aspects of e-filing into a coherent roadmap and project set for COT. A question was raised about communicating the pre-requisites for e-filing to courts. Gary Graham referred those interested to the e-filing checklist as a starting point, acknowledging that its flavor will change as filing projects transit from pilot into production.

### **Business Continuity/Disaster Recovery Framework**

Prior to the meeting, members were asked to submit a completed disaster planning matrix for their court to determine whether it would be workable tool for courts to use statewide. Lillith Avalon shared the details of efforts in Apache County along with best practices that grow from those efforts. (Lillith's short list of most-relevant sections in the COOP has been posted with the meeting materials.) She recommended COT make business continuity planning a statewide project in next year's template and that the matrix/instructions be distributed as part of the IT planning process, even if not every court will be able to complete it by the planning deadline.

After suggesting some specific changes to the matrix, members expressed concern that the matrix not supersede other documentation already generated in the counties. The decision was made to select a set of minimum information types and instructions regarding their collection. Karl added that, much like IT planning, the process is far more important than the resulting document.

Next steps involve presenting the slightly revised matrix to other COT subcommittees with the set of basic information that must be returned. After their review, COT will review it be asked to approve it for distribution with the IT plan next year. Returned matrices can then be analyzed to determine where an infusion of state money would make the biggest difference.

### **PC Refresh Update**

Karl informed members that it's time to refresh PCs. More than 3000 PCs in the field are now over 4 years old and still have the Windows 2000 operating system. JT Hilton from AOC Technical Support shared current thinking about the refresh including the leaning toward HP DC5700 and DC7700 hardware using Windows Vista as the operating system. The goal is one standard platform and model of PC having one operating system that will be supported for the entire life of that PC.

JT detailed the testing AOC has done since the initial release candidate and will do as well as the current plan for involving the courts in testing their local applications. He mentioned that some software drivers do not yet exist in Vista and that some software does not play well in the Vista environment. It is possible that problems may require a Windows 2000 machine to be left behind in each court, since AOC owns the machines outright. Members did not feel that was the necessarily the most appropriate solution. The hope is that time will cure driver-related ills as it did with previous Microsoft OS releases. Members also asked that sufficient time to convert WordPerfect forms be baked into the project plan since Word will be the only word processor provided on the refresh PCs.

JT shared a "best guess" timeline of March for the pilot courts (50 percent replacement in each) and early fall for the start of the official rollout, dependent on the complete plan created by the outside project manager being contracted by AOC. He stated that Microsoft's new approach of locking the kernel in Vista makes waiting for SP1 or SP2 unnecessary. Members agreed that copious communication, along the lines of the

APETS statewide rollout, is the key to refresh project success. They also asked about the availability of technical training.

Karl mentioned that various new features are being considered for rollout concurrent with Vista and the new PCs including a bit locker used to make confidential data unreadable in the event of theft, instant messaging, live communication server, and possibly even Word 2007. Many configuration options still have to be investigated and selected before the image is burnt. Members asked if AOC might deliver PCs with their local apps already in place, prompting discussion about cost, testing, and configuration management.

**Brief IT Planning Update**

Stewart Bruner shared major learnings from his seven county, two-week-long road trip to help compile IT plan input. He summarized the time spent as worthwhile and the lessons learned as valuable. He also provided a draft list of business drivers from his initial pass through the plans in preparation of reporting to COT March 2. He reminded members that the full plans are due no later than March 9, 2007, and that the short analysis time this year makes on-time submission even more important.

Members who had received visits on the road trip thanked Karl for sending Stewart out to help. A request was made to have the most rural courts only refresh their plan every other year to reduce the burden on both Stewart and the local contacts, providing them more time on projects and less time on reporting and dreaming up new things not to get done. Karl said the frequency of plan submittals would be considered in relation to the rethinking of the support tiers and structure at the COT annual meeting. Stewart added that he had informed presiding judges that it was unfair to use the IT contact as the responsible party for generating the county's business input as well as its IT input.

The meeting adjourned at 1:30 p.m.

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TAC's next meeting is scheduled for April 6, 2007 (Good Friday), in Conference Room 230.

COT's next meeting is scheduled for March 2, 2007, in Room 119A/B.