

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, October 5, 2012
10:00 AM - 1:00 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Mohyeddin Abdulaziz*
John Barrett (*Steve Ballance, proxy*)
Ron Bitterli
Valerie Burns*
Charles Drake
Karl Heckart, Chair
Jennifer Gilbertson
Cary Meister
Jared Nishimoto
Eloise Price
Kyle Rimel
Thomas Watson

GUESTS

Rona Newton, *PACC*
Jim Putz-Artrup, *La Paz Superior Court*

MEMBERS ABSENT

Randy Kennedy
Myron Pecora
James Towner

AOC STAFF

Adele May, *ITD*
Stewart Bruner, *ITD*
Melissa Hinojosa, *ITD*
Mary Kennedy, *ITD*
Steven Scales, *ITD*
Jethro Sheridan, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order just after 10:00 a.m. after confirming that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the April 6th TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the April 6, 2012, TAC meeting. The motion passed unanimously.

UPDATE

STATEWIDE PROJECTS UPDATE

Karl Heckart

Being the first TAC meeting of the fiscal year, Karl shared details about several statewide initiatives of note, including

- The recent change in e-filing vendors as well as the e-filing financial model and the resulting priority to bring existing customers onto the new system June 1, 2013 before expanding to rural courts, form-based filing, and bulk filing;
- The e-Access contact award, work getting underway, and required set of policy decisions to be made about document access and data access as direction to the service provider as well as how individual courts deal with requests;
- The e-Bench judge-centric pilot using aiSmartBench from Mentis;
- AJACS enhancements scheduled for the near future and possible pilot courts besides Apache Junction Municipality Court for implementing the AZTEC-replacement release for limited jurisdiction use;
- JOLTSaz load testing, integration testing, and general implementation plan;
- Factors in making the decision about refreshing ACAP PCs in FY14 using Windows 8 with IE10 and the “Metro” interface versus Windows 7 with IE9 and the traditional desktop view.

Karl responded to various questions posed by members throughout his presentation.

REVIEW/ APPROVE

EXCEPTION REQUEST: PCCJC’s ADOPTION OF AGAVE CMS

Charles Drake

Karl introduced the subject of obtaining an exception to the statewide case management system (CMS) by reminding members that exceptions fall into two categories: 1) the requesting organization is so fundamentally different that the standard package simply does not fit, or 2) the standard selected is deficient and therefore requires change.

Charles Drake, IT Director for the Pima Consolidated Justice Court (PCCJC), provided statistics about the court’s volumes of activities, described problems with the court’s legacy case management system, NIHIL, the need to accelerate the timeline for its replacement, and the suitability of the AGAVE CMS currently operating in Pima Superior Court to meet the business needs of PCCJC. He informed members that PCCJC managers and staff from various functional areas of the court had spent time extensive reviewing the workings of AGAVE, the CMS used by Pima Superior Court, and had pronounced it much easier to use than AJACS at a lower cost and shortened timeline for adoption. Charles elaborated on specific advantages his court would

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realize with AGAVE, including use of its integrated document management system rather than OnBase.

Charles reviewed his project plan for accomplishing necessary development, data conversion, and testing that would lead to adoption of AGAVE as early as November 2013 using current technical staff and a group of knowledgeable contractors who originally developed the AGAVE CMS. Charles pointed out that no annual maintenance costs would exist, and the system would remain 90 to 95 percent common with the superior court, allowing collaboration and access to a larger pool of support resources.

Members discussed the specifics of the cost/benefit equation being described, the likelihood of failure of the current system, the impact to the rest of the LJ courts in the state should PCCJC pull out of AJACS development, the message being sent about AJACS' capabilities to other courts, the most realistic timeline for providing AJACS to PCCJC, and how to accurately measure the gaps to AJACS rather than to AGAVE. Discussion boiled down to whether enough specific data existed to make a recommendation and the contrasts between the relative freedom of pursuing a local-only approach against the various hidden burdens imposed by "going it alone."

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| MOTION | A motion was made and seconded to recommend that COT grant the exception being requested by PCCJC. The motion failed to pass with 4 aye votes and 6 nay votes (1 abstention). | |
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| MOTION | A motion was made and seconded to direct PCCJC to revise the exception request to address the improvements members discussed. Until then, insufficient information exists upon which to base a recommendation. The motion passed with 8 aye votes and 3 nay votes. | |
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| UPDATE | LOCAL COURT ROUNDUP | Various |
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Various members shared their topics of concern or questions for other members.

- Jared Nishimoto asked about court use of Skype versus Polycom for off-network appearances in court proceedings and what guidelines are being followed. The result of discussion was that security and recordability concerns lead most courts to limit Skype to administrative use only. Members recommended that videoconference solutions be included in the next iteration of the enterprise architecture table. Practices are covered by court rule, regardless of technology employed.
- Jared requested that members place packaged software they use in a best practices book or wiki-type offering on Supreme22 that can be edited by other members. The site needs to have a disclaimer that items listed are not standards. William Earl had been pursuing similar functionality before he departed the AOC.

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- Jared also asked how to get more names of active attorneys in AJACS. Other members stated that they had previously gotten the list expanded for their counties and recommended Jared take up the issue with the AJACS GJ Steering Committee.
- Kyle Rimel asked for direction about creating local, user-fillable forms, specifically HotDocs, now that the e-filing vendor is changing. Stewart mentioned that HotDocs is the A2J forms authoring tool and eUniversa claims to handle A2J authoring, but no specifics have been worked out. Risk exists that development could lead to print and file capability only rather than enabling full e-filing.

UPDATE

TECHNOLOGY CATEGORIES OF COURTS IN AZ

Karl Heckart

Substituting for Karl, staff member Stewart Bruner, referred to a document created for courts desiring to be self-supported with AJACS and described the ongoing need to clearly describe the line between local support items and central support items for any particular software application. Stewart reviewed the descriptions of “Fish”, “Fowl” and the in-between “Amphibians” described in a handout. Members briefly reviewed the division of responsibilities listed and requested some clarifications about the “Amphibian” category. Stewart requested that any comments and concerns about the document be directed his way in advance of further discussion at the next TAC meeting.

UPDATE

ENTERPRISE ARCHITECTURE UPDATE

Steven Scales

Steven Scales, Enterprise Architecture Manager at the AOC, discussed several items of interest to members, including t

- Expanding the central case index (CCI) architecture from the current single-application model to a multi-application or enterprise model. He displayed a graphic of the future structure his team is presently constructing.
- Removing data from the public access facility that remains far beyond its retention period. The data in the warehouse will not be deleted; the rules for what is shown in public access will be changed. Steve mentioned a “Phase 2” improvement in the data warehouse facility to enable applications to set a flag for showing or not showing a record in public access. Some concern was raised about the filtering of secure items being indexed by ROAM and stored in the central document repository. Discussion focused on the appropriate classification of case-related data and documents as well as the need to get clear policies in front of the clerks that enter cases and events into the system.
- Warning of an impending date for shut-off of unregistered local bolt-ons to statewide applications. Steven distributed a listing of all bolt-ons that have been registered to date and emphasized that the end of December has been selected as the date for potential shutoff of unregistered items. Cutover to new, individual userIDs can take place after registration since it involves more coordination, but Steve first needs to know the bolt-ons that require IDs.

REVIEW

ACJA CODE SECTIONS UPDATE

Stewart Bruner

Staff member Stewart Bruner briefly reviewed the history of a code section covering digital audio recording. He provided a proposed update to members for their review and suggestions for

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change before COT on November 9. If approved for posting by COT, the changes will go through the regular code section comment and update process.

Stewart reminded members how combining electronic documents into a single file seriously limits the future possibilities for public document access and security. COT agreed but requested input from courts about the impact of making such a policy. Visits to AJC subcommittees have pointed out the difficulty business leaders have in understanding the detailed requirements presented in a proposed code section absent the context of a larger policy discussion about managing digital documents through their entire lifecycle. The policies need to be decided prior to the e-Access project's opening the door on a facility to sell access to documents

UPDATE

ONBASE STATEWIDE ADMINISTRATORS' NEWS

Stewart Bruner

Stewart Bruner, Manager of Strategic Planning at the AOC ITD, accompanied by Jethro Sheridan from AOC Infrastructure Operations, reminded members of the OnBase 11 SP2 upgrade target. Karl had previously stated that courts should plan on an upgrade each year to their standalone OnBase system as Hyland continues to issue new versions and discontinue support for older versions.

Stewart discussed the timeline to populate the central document repository for the e-Access. The door to the repository remains closed while the population is being done and the policies are being solidified. Jethro has been given November 30, 2012 deadline for getting the document transfer module installed and configured on local systems in order to begin day-forward transfers. Uploading of historical documents will be subject to some policy decisions still being made.

Valarie Burns reported that Yavapai Superior Court has already tested OnBase 11 SP2 integration with AJACS and upgraded on October 5. Jennifer Gilbertson announced that Phoenix will be hosting OnBase System Administrator training conducted by Hyland Software during the week of January 14, 2013.

CALL TO THE PUBLIC

Stewart Bruner

After hearing no further discussion from members or the public, staff member Stewart Bruner entertained a motion to adjourn the meeting at 1:05 p.m.

Upcoming Meetings:

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| December 7, 2012 | AOC – Conference Room 230 |
| February 1, 2013 | AOC – Conference Room 106 |

MEETING ADJOURNED

1:05 PM