

# TAC MEETING MINUTES

## TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, August 1, 2014  
10:00 AM - 2:00 PM

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

Conference Room 230

### MEMBERS PRESENT

Mohyeddin Abdulaziz\*  
Ron Bitterli  
Valerie Burns  
Paul Coulombe  
Jennifer Gilbertson (*Tom Carroll, proxy*)  
Karl Heckart, Chair  
Laura Johnston  
Randy Kennedy  
Cary Meister  
Jared Nishimoto  
Kyle Rimel  
Thomas Watson

### GUESTS

Britney Cain, *Yavapai Field Trainer*  
Nick Felber, *Yuma Superior Court*  
David Garretson, *Glendale Muni Court*  
Teri Softley\*, *Apache Superior Court*

### MEMBERS ABSENT

Charles Drake  
James Towner

### AOC STAFF

Heather Barton, *ITD*  
Stewart Bruner, *ITD*  
Eric Ciminski, *ITD*  
Rod Franklin, *ITD*  
John Glowacki, *ITD*  
JT Hilton, *ITD*  
Tina Knezovich-Hladik\*, *ITD*  
Denise Lundin, *CSD*  
Pamela Peet, *ITD*  
Lou Ponesse, *ITD*  
Jason Shumberger, *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. He conducted a roll call of members in the room and on the phone, confirming that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the April 25<sup>th</sup>, 2014 TAC meeting.

## MOTION

**A motion was made and seconded to accept the minutes of the April 25, 2014 TAC meeting as written. The motion passed unanimously.**

## DISCUSS

## KEY TOPICS FROM COT ANNUAL MEETING

Karl Heckart

Karl reviewed the entire list of project priorities and critical technology-related items from the June 6 Commission on Technology (COT) annual meeting. He detailed the various items that appeared on a handout for members and indicated that the most growth occurred in the “next tier” category.

The COT priorities were subsequently reviewed by the Arizona Judicial Council. Their review took place on June 23, the same day as AmCad’s announcement about exiting the case management system (CMS) business. Karl provided a caveat that the priorities may be reshuffled a bit as a result.

## UPDATE

## KEY PROJECT UPDATES

Karl Heckart

Karl shared the various effects of Oklahoma’s cancellation of its statewide CMS contract with AmCad before detailing AOC’s actions following the June 23 announcement. He reviewed the available options to courts in the CMS arena. The most stable remaining vendor has about a 36 month wait time, refuses customization requests, and likely requires millions more dollars of investment. Karl provided current details about CMS efforts as well as several statewide initiatives of note:

- While support for the 13 courts already using AJACS is priority number one, development activities are “inches away” from release of AJACS 3.11 for limited jurisdiction (LJ) courts and also clerk review with the date/time modifications needed by the general jurisdiction (GJ) courts. Karl estimated only about a 30-day slip for an initial pilot court at this point (AZTEC replacement). Development will be complete in time to enable Mesa to go live in February 2015. The largest factors in the long-term success of AJACS will be sustained funding and retaining a sufficient number of knowledgeable developers. Karl mentioned that the Chief Justice will be meeting with representatives from courts that are most in need of a new CMS, Mesa and Tucson.
- eUniversa and eAccess development continues at AmCad, though Karl predicted that all AmCad product lines will be sold eventually. For that reason, AOC has taken reasonable precautions to ensure the two projects can sustain their momentum. Members relayed the frustration of local courts who have waited a long time for productivity and customer

service enhancements to be delivered via these new programs. AmCad will be proving the functionality of the integration between eUniversa and AJACS later this month. AJACS 3.9 (patched for civil e-filing) is on schedule for testing in the fall followed by implementation in the first superior court late this year or early next year, depending on the outcome of testing. Karl briefly discussed the potential transition of Pima and Maricopa e-file processing to the multi-vendor model as early as next summer.

- The eBench Pima implementation is scheduled for August 25 after a one-month delay to address issues with the data feed from Agave. Laura Johnston shared that one judge in the court has committed to being totally paperless starting the day of the rollout. She has requested that the vendor make a trainer available onsite to lessen the pain of transition. No decisions have yet been made about client devices for the judges. Members questioned Eric Ciminski about the timeline for Yavapai Superior Court to go live on eBench after Pima.
- The AOC will decommission its BlackBerry Enterprise Server on September 1. As part of a true-up effort, ActiveSync entries for those not using AOC-owned devices will be deleted when the BES goes away and only those who have returned a signed BYOD request form will be re-added. Karl reminded members that no BYOD agreement is necessary for browser access to Outlook.

## UPDATE

### STATEWIDE ONBASE ADMINISTRATORS UPDATE

Stewart Bruner  
Jethro Sheridan

Staff member Stewart Bruner updated members on a change in approach being planned for LJ disconnected scanning courts to eliminate printing of the barcode leadsheet and the WOB.EXE file used for “integration.” He provided updated facts and figures about the progress with populating the central document repository (CDR) using the document transfer module (DTM) for day-forward and historical documents. He reminded members that OnBase 13 SP2 upgrades must be in place to enable Windows 8.1/IE11 PCs to connect to OnBase when the new ACAP hardware arrives in courts. Karl reminded members who have agreements with AmCad for bulk backscanning of case records to double check their contract provisions.

## UPDATE

### TECHNOLOGY REFRESH PROJECT FORUM

Karl Heckart &  
TRP Team Members

Lou Ponesse, AOC Support Center Manager, reported on the progress of the AOC refresh and Windows phone deployment as well as with resolving an application issue that has led to the postponement of the statewide rollout until at least September 15. Preparations are well underway with the initial county, Pinal, and getting underway with the next three counties in line. Karl then opened the floor to members to discuss their ability to support local operations and manage ACAP PCs. He stated that after a 10-plus-year lockdown of administrative rights on ACAP PCs, a recent inventory revealed a large number of unsafe, unauthorized, executable files and unlicensed applications. A better defined process will be instituted for use of administrator rights with the Windows 8.1 machines to prevent proliferation of malware and other unauthorized software on the network. Karl stated that the standard software listing is being updated and a formal request process is being put in place for new items; the refresh process will go much faster if license certificates can be communicated to the AOC and software can be placed in System Center ahead of time. This has the added benefit of enabling critical updates to

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be pushed to the applicable machines automatically, better protecting them from vulnerabilities discovered with software applications over time.

Members discussed various local applications that require administrator rights to configure and use, most notably FTR Gold. They also install printers, change OnBase configurations, and perform local software development. Members requested that only individuals pre-approved by the presiding judge ever be given admin rights under any circumstances. AOC will require that local developers follow a deployment process, just like AOC does, that includes change management and release planning processes.

Discussion changed to turnaround time for requests made to the AOC. Local users expect instant service. In the interest of time, members felt local court IT reps would be willing to be certified by AOC and then audited regarding activities they perform using the administrative password. Karl reiterated the importance of getting necessary software that is not supplied on the statewide image loaded into System Center using a defined process. Pinal will be the test site for perfecting the process. Members requested creation of an additional administrative password that would only be given out in an emergency situation, then changed after use. They also requested to see the published list of standard software and the inventory of software from their county's ACAP PCs. Karl stated that the ultimate location for such a standard list is SharePoint since pages allow subscribers to receive notice as changes are made. Karl directed members to return their local software lists to Stewart Bruner within 30 days. Stewart will pass the lists along to the Technology Refresh Project leaders.

The topic then switched to local servers placed on the AJIN network. Karl reminded members that with over 200 locations on AJIN a single local server presents risk to all users that must be addressed in a standard fashion. Installation of McAfee and providing AOC with administrative rights on any network server lowers the risk for everyone. Val Burns relayed a recent positive experience with having AOC as admin on her server when the SAN crashed and had to be rebuilt. Replacement of Sophos with McAfee will not cost courts any money. Discussion focused on whether subdomains are recognized as AJIN or not, the wisdom of disabling front USB ports on the new desktops, methods of protecting public access PCs, handling court reporters' notes in real-time, and plans for an eventual move to Exchange in the cloud.

## CALL TO THE PUBLIC

Karl Heckart

After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 1:50 p.m.

## Upcoming Meetings:

October 3, 2014

AOC – Conference Room 230

December 5, 2014

AOC – Conference Room 230

## MEETING ADJOURNED

1:50 PM