

# TAC MEETING MINUTES

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

Friday, October 3, 2014  
10:00 AM - 12:30 PM

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

Conference Room 230

### MEMBERS PRESENT

Ron Bitterli  
Valerie Burns  
Charles Drake\*  
Jennifer Gilbertson  
Karl Heckart, *Chair*  
Cary Meister  
Jared Nishimoto  
James Towner  
Thomas Watson

### GUESTS

Dean Hammel, *Pima Superior Court*  
Nick Felber, *Yuma Superior Court*  
Nathan Marler, *Court of Appeals, Div.2*  
Tom Moseley, *Maricopa Superior Court*  
Teri Softley\*, *Apache Superior Court*

### MEMBERS ABSENT

Mohyeddin Abdulaziz  
Paul Coulombe  
Laura Johnston  
Randy Kennedy  
Kyle Rimel

### AOC STAFF

Stewart Bruner, *ITD*  
Eric Ciminski, *ITD*  
Rod Franklin\*, *ITD*  
John Glowacki\*, *ITD*  
Tina Knezovich-Hladik, *ITD*  
Pamela Peet, *ITD*  
Lou Ponesse, *ITD*  
Jason Shumberger, *ITD*

\* indicates appeared via telephone

# TAC MEETING MINUTES

## WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 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 August 1<sup>st</sup>, 2014 TAC meeting.

### MOTION

**A motion was made and seconded to accept the minutes of the August 1, 2014 TAC meeting as written. The motion passed unanimously.**

## UPDATE

### TECHNOLOGY REFRESH PROJECT FORUM

Thom Watson &  
TRP Team Members

Tina Knezovich, project manager for the Technology Refresh Project (TRP), reported the general progress of rollout activities taking place in Pinal County before introducing Thom Watson to share his local perspective of the rollout and some lessons learned. Thom listed the following major observations:

- The refresh has taken more work than he and his staff originally planned for. Resources get weary and productivity tends to wane as the days lengthen and the rollout progresses.
- Have a plan for breaking down pallets of PCs when they get delivered ahead of the refresh as well as a plan for disposing of trash and old equipment.
- Have a clear path for communications and issue escalation that you can exercise as activities get underway and challenges arise.
- Keep AOC up to date with names of employees that have come and gone since you returned your original court surveys.
- Work on problems as a team in collaboration with AOC resources. The value of trust is huge. Be sure both sides know who is installing local printers, multifunction devices, and local software applications.
- Agree in advance on what constitutes sufficient completion to leave a department, facility, or location.
- Don't underestimate the value of video cables/adapters for the new machines since the existing monitors are being reused.

Thom went on to list the specific problems that Pinal has experienced and the actions taken to work around or resolve them. He emphasized that the 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. Thom's presentation will be posted to the TAC meeting materials webpage for reference by upcoming counties. Karl thanked Pinal for blazing a trail for the other courts and cautioned members that the involvement of the field trainer with every court's rollout is absolutely vital to success. In response to a question, Thom characterized how the average user has been coping with the changes brought by Windows 8 and Office 365. Tina returned to share the plan for handling FTR and public access PCs by leaving behind certain Vista PCs and some spares.

# TAC MEETING MINUTES

Lou Ponesse, AOC Support Center Manager, reviewed the initial draft of the standard software list discussed in the previous TAC meeting. It will continue to be refined as the rollout moves through the counties and will be updated on the Support Center website periodically. Lou also reviewed flowcharts for requesting local administrative rights and for requesting additional software to be installed to a local machine.

## UPDATE

### KEY PROJECT UPDATES

Karl Heckart

Karl provided brief updates on various high priority projects AOC is involved with including:

- AJACS general jurisdiction (GJ) integration with eUniversa and AJACS limited jurisdiction (LJ) bug fixing in preparation for a year-end release.
- The likely fate of AmCad's products in the wake of their recent Chapter 11 bankruptcy. He emphasized that a buyer in bankruptcy court can choose to assume existing contracts or not, but reminded members that AOC has negotiated the right to use the source code under certain conditions. Karl relayed talk of a possible buyer for the CMS product in addition to eUniversa and eAccess.
- The eBench Pima implementation going live for three judges. Dean Hammel from the court shared that the software has been working as designed but that judges are less than happy with the speed of loading documents. Dean also pointed out lessons learned about the touchscreen monitors used on the bench and courtroom lighting. Karl added that hardware will need to be ordered to support the implementation of eBench for the AJACS courts.
- Online Processing for eCitations (pre-adjudication) is getting underway. Eric Ciminski shared the current timeframe for finalization of project requirements. The goal is to start with a manageable scope and work up to the full FARE process over time. In response to a concern raised about the quality of financial data in AZTEC, Karl stated that the initial scope is day-forward only and that data quality issues will be cleared up by the larger AJACS conversion effort.
- The statewide version of JOLTSaz is nearing release for testing in Pima County before the statewide rollout begins with Yuma County early next year.

## UPDATE

### STATEWIDE ONBASE ADMINISTRATORS UPDATE

Stewart Bruner

Staff member Stewart Bruner reminded members that OnBase 13 SP2 must be in place to enable Windows 8.1/IE11 PCs to connect to OnBase before the new ACAP hardware arrives in courts. He warned that pre-requisites for OnBase servers have changed, extending the length of the upgrade project significantly in some counties. Stewart handed out updated facts and figures about the progress of populating the central document repository (CDR) using the document transfer module (DTM) for day-forward and historical documents. Eric Ciminski reported on the success of obtaining the historical documents from Yavapai superior court and installing them in a test environment for the CDR.

## UPDATE

### MARICOPA PRIORITY PROJECT UPDATES

Ron Bitterly  
Tom Moseley

Ron Bitterli walked members through brief summaries of the following priority projects for the Maricopa Clerk's Office:

# TAC MEETING MINUTES

1. Office 2010 and later (.docx) support for e-filing (TurboCourt) and internal applications
2. Juvenile document e-filing
3. E-Filing case initiation / ECF 4.0
4. Restitution, Fines, Reimbursement (RFR) Application requirements/replacement
5. Cash receipting credit card processor change
6. Cash receipting credit card device/receipt printer upgrade
7. Juvenile and Adult Probation Minute Entry Application rewrite
8. "File a Case" rewrite (County Attorney integration)
9. Clerk of Court Website redesign (clerkofcourt.maricopa.gov)
10. e-Filing of Clerk-Created documents
11. Help desk software implementation
12. Asset management software implementation
13. Application support for IE 10/11

Tom Moseley then walked members through a top-10 list of projects for Maricopa Superior Court including:

1. Ongoing iCISng development work by module and bench type
2. eSearch Warrants expansion
3. ePetitions to Revoke
4. Database architecture optimization for iCIS
5. Data center modernization and virtualization
6. Continuity of operations changes for co-location
7. User device modernization
8. Central Case Index (CCI) feed for AOC
9. Bringing the justice courts' OnBase inhouse
10. Juvenile accountability block grant work

Karl mentioned that Pima would be requested to provide an update at the next TAC meeting.

## ITEMS OR OLD OR NEW BUSINESS

Karl Heckart

Members raised the question of charges for single-function devices on AJIN discussed briefly in the previous meeting. Stewart displayed the information he had received from four counties since then. Karl placed the discussion in a larger context of proposing changes to ACAP pricing that would require COT approval at the annual meeting. More detail is needed about the impact of the devices on the network before any proposal for categories of pricing can be made to COT. Stewart will circulate a table for members to provide details of various network impacts in preparation for refining the model over the next couple of meetings.

## 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 12:20 p.m.

## Upcoming Meetings:

December 5, 2014  
February X, 2015

AOC – Conference Room 230  
AOC – Conference Room TBD

# TAC MEETING MINUTES

**MEETING ADJOURNED**

12:20 PM