

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, October 14, 2016
10:00 AM - 12:15 PM

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

Conference Room 230

MEMBERS PRESENT

Jackie Barrett*
Ron Bitterli
Jay Dennis*
Nick Felber
RJ Hurley *
Laura Johnston*
Randy Kennedy*
Jayne Pendergast
Kyle Rimel
Jared Nishimoto
Carlos Solano

GUESTS

Tom Carroll*, *Phoenix Muni Court*
Jorge Cota, *Santa Cruz Superior Court*
Sharayah Montgomery*, *Yuma Superior Court*

MEMBERS ABSENT

Mohyeddin Abdulaziz*
Karl Heckart, *Chair*
Jennifer Gilbertson
Van Le

AOC STAFF

Richard Blair, *ITD*
Stewart Bruner, *ITD*
Summer Dalton, *CSD*
Kat Nguyen, *ITD*
Lou Ponesse, *ITD*
Jim Price, *ITD*
Jethro Sheridan, *ITD*

* indicates appeared via telephone

WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Staff Member Stewart Bruner, pinch-hitting for Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He welcomed members and explained that Karl’s conference travel plan was extended and he would not return in time to participate in the meeting. Stewart also introduced his new assistant, Kat Nguyen, then conducted a roll call of those present in the room and on the phone. After confirming that a quorum existed, he requested discussion or a motion regarding the minutes of the August 5th, 2016 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the August 5, 2016 TAC meeting as written. The motion passed unanimously.

UPDATE

WINDOWS 10 UPGRADE WRAPUP

Lou Ponesse

AOC Support Services Manager Lou Ponesse recapped the statewide Windows 10 upgrade effort. He reviewed the strategy for dealing with FTR court recording products and for public access machines that were left behind in the countywide upgrades. The only issue of note is intermittent network connectivity experienced on certain PCs in certain courts. AOC Network Services is researching the issue. Lou reminded members of the goal of better characterizing a repeatable schedule for deployment of patches and upgrades now that the infrastructure is in place. Office 2016 was not in the Windows 10 project scope, pending the upgrade of Exchange to 2016.

Richard Blair, AOC’s Manager of Infrastructure Operations, reported on the progress of moving the statewide e-mail system to Exchange in the cloud or upgrading the on-premise system. A few initial mailboxes have been successfully moved and AOC is now searching for a pilot court having lower bandwidth to move in November. No decision will be made on the location of Exchange or the migration strategy until network performance can be fully evaluated. A member reported slow network response at certain courts and Lou reported some things to check based on extensive research performed following the Windows 8 upgrade.

Stewart closed discussion by stating that future meeting agendas will include a standing infrastructure update from Lou and Richard.

**REVIEW/
DISCUSS**

COT STRATEGIC PROJECTS REVIEW

Jim Price
Summer Dalton

In Karl’s absence, Jim Price and Summer Dalton, project managers from the AOC, provided members with very brief status updates on various high priority projects AOC is currently involved with, including:

- eFiling’s continued success in Yavapai Superior Court with necessary updates to accommodate fee revisions and additional types of cases; progress on integration with Maricopa Superior Court’s existing system; and desire to work with Pima Superior Court on integration with their new system that is in development.
- eDocument hyperlinking for use with e-filing, driven by the appellate courts’ desire to stop receiving previous filings appended to later filings thereby bloating file sizes. AZTurboCourt will function as a trusted identity provider for the system.

- Continued development of the general jurisdiction (GJ) case management system (CMS) to support e-filing, continued testing on AJACS 6.0 release, and general rollout dates for the limited jurisdiction (LJ) AJACS CMS in Pima and Maricopa County courts.
- Progress toward a pilot of Online Citation Processing (OLCP), the integrated payment collection system operated by Xerox. Summer also clarified the details of nCourt payment processing versus Xerox OLCP payment processing for LJ courts.
- eBench implementation plans for Mohave County followed by Cochise and Pinal preceding eFiling. Laura Johnston added that 27 judges on the Pima bench are now using eBench with only a single issue requiring vendor attention. In response to a question, Summer and Stewart described the rationale for adding a product for judges on top of AJACS and OnBase.
- eAccess development is scheduled to complete by month end then testing will continue through November. Focus remains on testing the complex business rules associated with Supreme Court Rule 123.

Stewart added what little he knew about progress with an automated notification system fed by local CMSs for use by courts. The approach is still being researched; a meeting was held last week with Don Jacobson, the manager for “Justice for All” projects. Stewart mentioned a recent article on mounting public requests for Federal Trade Commission rules limiting business use of “auto dialers.” Various members shared the extent of their use of automated notifications today. Kyle Rimel suggested that a brainstorming session be held to identify other court uses for the function before any statewide approach gets solidified.

UPDATE**MINIMUM SECURITY STANDARDS GAP ANALYSIS**

Richard Blair

Staff member Stewart Bruner summarized activities since the official communication about the security standards was sent to court leadership on June 30th. He displayed pie charts about the rate of table returns and Pareto charts of the standards having the least compliance and most requests for time extension. These will become inputs for discussion at the COT CyberSecurity Subcommittee about the reasonableness of the various requirements. Stewart also shared the likely next steps and general timeline of activities now that tables have been analyzed from more than 80 percent of courts and probation departments. In response to a question, Stewart outlined a preliminary plan for closing AJACS’ gap with encrypting minute entry distribution in sealed and restricted situations. He also described the general composition of the subcommittee.

Richard Blair told members about a recent AJIN security scan performed in accordance with Security Standard 4.14 and the communication plan for sharing the results with local leadership. He explained the categories of entities reported on as well as the categories of critical items contained in each report. The highest vulnerabilities require remediation within 90 days. Rich offered to perform interim scans to provide progress checks as changes are made locally.

In response to a question, Rich described AOC’s recent activities to increase protection against malware, especially ransomware, on the AJIN network. Tool and vendor names were not provided since a procurement effort is currently underway.

UPDATE

STATEWIDE ONBASE ADMINISTRATORS' UPDATE

Jethro Sheridan

Jethro Sheridan, AOC's OnBase Administrator, reminded members about the disappearance of OnBase Desktop Client in Version 17 and described AOC's progress with using the Unity client with a new WOB.exe as its replacement. He specified that OnBase 17 will also be a prerequisite for future adoption of eCourt products from the AOC in counties following Yavapai and Mohave, due in part to MIME type mismatch issues in Version 15. Jethro stepped members through the preliminary OnBase 17 upgrade steps and timeline for courts' planning purposes. Stewart exhorted administrators to get DataBank involved earlier than with past upgrades to meet the June 30, 2017 deadline.

Jethro finished by describing the magnitude and impact of the bug preventing transfer of locked documents, of duplicated keywords, and of missing keywords in local OnBase systems. Keyword problems must be tackled before or during the AZTEC-to-AJACS conversion for LJ courts. Stewart recently communicated the requirement for 100 percent inspection of both scanned documents and keywords to all disconnected scanning courts. Jethro reiterated his previous advice that OnBase administrators make all case-document-related keywords required fields.

UPDATE

FY18-20 IT PLAN DEVELOPMENT TIMELINE

Roundtable

Stewart reviewed the timeline for next strategic plan and outlined the development activities involved for rural courts. He also clarified activities for Maricopa and Pima courts using the "lite" update process next year. Business input will be due January 6, 2017, with the full plan updates due March 17, 2017. A separate conversation is needed regarding the Appellate courts' plan.

UPDATE

FY17 LOCAL PROJECTS WITH AOC DEPENDENCIES

Roundtable

Karl had previously requested that members share local items requiring AOC support or that could be leveraged to meet needs in other courts. Discussion focused on using AOC's network to transmit to DPS where the local network is not ACJIS certified; expansion of PCCJC's automated contact system from solely IVR to include SMS texts, and Scottsdale's upcoming switch to non-AZTEC feeds of the data warehouse. Nick Felber also raised a question about retention of probation-related electronic records that required consultation with AOC Legal following the meeting.

CALL TO THE PUBLIC

Stewart Bruner

Randy Kennedy raised an issue about out-of-retention cases from Scottsdale that continue to appear on the AOC's public access website, as reported by a user. Stewart committed to follow up on the issue. Hearing no further comments from members or the public, Stewart entertained a motion to adjourn the meeting at 11:50 a.m.

Upcoming Meetings:

December 9, 2016

AOC – Conference Room 230

March 3, 2017

AOC – Conference Room 230

MEETING ADJOURNED

11:50 AM

