

COT MEETING MINUTES

COMMISSION ON TECHNOLOGY

Friday, November 21, 2014

10:00 AM - 12:20 PM

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

CONFERENCE ROOM 106

MEMBERS PRESENT

John Pelander, *Chair*
Randolph Bartlett
Kent Batty
Michael Baumstark
Raymond Billotte
Bennett Evan Cooper
Michael Jeanes
Gary Krcmarik
John Lucas*
Michael Miller*
John Rezzo
Roxanne Song Ong
Virlynn Tinnell

GUESTS

Jennifer Gilbertson, *Phoenix Muni Court*
Lester Godsey, *Mesa City IT*
MaryAnne Majestic, *Tempe Muni Court*
Donald Jacobson, *CACC*
Janet Johnson, *AZ Supreme Court*
Tom Moseley, *Maricopa Superior Court*
Michael Pollard, *CACC*
Jacob Maskovich, *Bryan Cave, LLP*
Thomas Moseley, *Maricopa Superior Court*
Danny Pugh, *Tempe Municipal Court*
Deborah Schaefer, *Tempe Municipal Court*
Christy Slover, *Tempe Municipal Court*
Matthias Tafoya, *Mesa Muni Court*
Paul Thomas, *CACC*
Thomas Watson*, *TAC*

* indicates appeared by telephone

MEMBERS ABSENT

Diane Johnsen
Thomas Schoaf
Delcy Scull

AOC STAFF

Stewart Bruner, *ITD*
Eric Ciminski, *CSD*
Elizabeth Evans, *CSD*
Karl Heckart, *ITD/TAC*
Jeff Mangus, *ITD*
Pamela Peet, *CSD*
Renny Rapier, *ITD*
Marcus Reinkensmeier, *CSD*
Tony Sita, *CSD*
Jason Shumberger, *ITD*
Amy Wood, *CSD*

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WELCOME AND OPENING REMARKS

Hon. John Pelander, Chair

Vice Chief Justice John Pelander, Chair, called the Commission on Technology (COT) meeting to order promptly at 10:00 a.m. He welcomed members and guests then called the roll of members at the table and on the phone. Staff confirmed that a quorum existed. The chair thanked recent and upcoming retirees Delcy Scull, Judge Roxanne Song Ong, and Judge Randy Bartlett.

Justice Pelander informed members of meeting dates for next year and announced a late-breaking schedule change for the November 2015 meeting. He took a moment to relate some recent events related to loss of data and defacing of court websites then emphasized the importance of requiring at least one-half hour of security awareness for employees each year. He noted that the code of judicial administration is being amended to require annual cybersecurity awareness training and requested that members support that effort.

The chair then called members' attention to the minutes from the September 12, 2014 meeting.

MOTION

A motion was made and seconded to approve the minutes of the September 12, 2014 Commission on Technology meeting. The motion passed unanimously.

TECH 14-17

CLIENT TECHNOLOGY REFRESH AND DISASTER RECOVERY PLANNING UPDATE

Mr. Karl Heckart

Karl Heckart reminded members of the overarching goals for the refresh of PCs, laptops, operating systems, and office productivity software underway in the individual counties. Overall, the changeout is progressing very smoothly thanks to good teamwork among the local field trainers, county technologists, and the AOC's computer technicians. He called attention to a few challenges uncovered in the initial couple of counties. A court recording software manufacturer's slowness to adapt to Windows 8.1 and out-of-support local software versions have necessitated that Vista PCs be left behind for a period of time in certain courts.

Karl elaborated various items that will become available with or following the rollout including SharePoint Online, OneDrive for Business, ongoing software updates, and eventually Windows 10 deployment using the same hardware. Kent Batty warned that SharePoint involves a mindset change that will require extensive training for employees to master. Karl then recounted the advantages of OneDrive for Business over local file servers or consumer storage solutions like DropBox and GoogleDocs. He shared a concern that some courts are directing employees not to store business documents on OneDrive due to a lack of understanding of the security inherent in Microsoft's Government Cloud. They are unaware that OneDrive for Business is now certified by FBI and DPS and has a management and audit layer unavailable in consumer offerings.

Karl provided a brief update on the decisions being faced in the disaster recovery arena. He estimated the cost and timeline of two possible projects that would improve the business continuity of statewide systems housed at the AOC. One project would only move current data replication capabilities from the DES data center to another data center by summer 2015. The

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other project involves implementing full operational capability for statewide applications from a privately operated data center that other state agencies are being encouraged to move to. Unfortunately, the state CIO who is spearheading the project recently announced his resignation. Because of the high project cost and low revenue projections for next fiscal year, the detailed budget request for full disaster recovery will have to be considered as part of the funding mix at the annual meeting in June.

PROCESS CHANGES TO IT STRATEGIC PLANNING IN PIMA AND MARICOPA COUNTIES

Mr. Stewart Bruner

Mr. Stewart Bruner, IT Strategic Planning Manager for the AOC, reviewed action taken since a request was made to place Maricopa and Pima County courts on the same frequency of IT plan submittals as the rural counties, every other year. Stewart summarized discussions with the planners and their management leading to a set of proposed changes designed to address the items that consume the largest amount of planners' time and energy in the two counties. Stewart proposed alternating the update cycles between light and heavy years rather than skipping a year. He also proposed to rearrange plan inputs by court rather than by information type and talked members through rearranging the plans to accomplish the goals of Maricopa and Pima. He also proposed to separate input from the larger independent limited jurisdiction (LJ) courts in each county, to set a \$25,000 threshold for including project details, and to add architecture remediation information into the current table rather than requiring a separate project listing for each item. He walked members through the updates that would be requested in light years versus those in heavy years. Current superior court focal points will continue to facilitate plan inputs in heavy years, just no longer integrate them into a single, homogenous plan for the county. Stewart will handle the updates from those courts in the light years.

Kent Batty and Ray Billotte expressed their gratitude for the degree of change AOC has been willing to undertake to lighten their planners' load. The chair added his thanks. Members briefly discussed whether the proposed changes would keep the process within the bounds of the various code sections that touch on IT planning.

MOTION

A motion was made and seconded to approve the changes to the planning process for Maricopa and Pima County courts as presented, effective with the FY2016-FY2018 plan preparation cycle. The motion passed unanimously (Kent Batty and Ray Billotte abstaining).

TECH 14-18

AJACS CASE MANAGEMENT SYSTEM PROGRESS

Mr. Karl Heckart

Karl Heckart informed members of the outcome of the AmCad bankruptcy proceedings, leading to K1 Capital, owners of Granicus, winning the "take-all" bid by surprise. In Karl's understanding, the transaction-based Granicus business model is not conducive to supporting a case management system, though it would work for land records, eAccess, and eFiling. He plans to meet with the vice president of K1 to review the terms of the AmCad contracts.

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Karl then brought members up to date with development activities for the general jurisdiction (GJ) and LJ AJACS systems including the pilot in Apache Junction Municipal Court, the Tucson implementation, and a possible justice court pilot. The largest pressures currently include: obtaining sufficient resources to test widely enough and quickly enough, configuring the setup for the initial courts, defining conversion processes before implementing the pilot, and creating training materials for the initial courts. He then summarized actions being taken in relation to the non-CMS AmCad products and the options available for each in the wake of talks with the new owner, including a request for proposals (RFP) effort currently underway to identify an alternative payment processing solution.

In response to a wealth of questions from members, Karl provided more detail about the scope of the upcoming Apache Junction CMS pilot, the relationship between Arizona and other AmCad customer courts, the strategy for retaining sufficient resources to support AJACS in the longer term, accomplishing knowledge transfer from former AmCad developers to the AOC, the quality of the source code Arizona received, and the funding for the in-house development effort.

E-COURT SERVICES UPDATE

Mr. Marcus
Reinkensmeyer

Marcus Reinkensmeyer, AOC Court Services Division Director, provided progress on AOC's activities with the present e-filing solution, the next e-filing solution, access to electronic case documents and data, the RFP for a potential e-payment processing solution, and enabling online citation payments through Xerox. Marcus emphasized the effort being made to finally realize the multi-vendor e-filing model and the high financial value of enabling online citation payment statewide. He also reviewed recent enhancements made to AZTurboCourt and its increasing value for addressing access-to-justice issues. He also described technical changes requested by participants in the eBench pilot at Pima Superior Court.

In answer to a question, Marcus clarified that the solution being sought for online payment processing will plug into various customer applications while the eCitation payment strategy will use Xerox as the payment processor under their current contract.

EXCEPTION REQUEST: MESA MUNICIPAL COURT CASE MANAGEMENT SYSTEM REPLACEMENT

Hon. Matt Tafoya
Mr. Paul Thomas

Mesa Municipal Court Presiding Judge Matt Tafoya characterized the public sentiment about the court in Mesa and the vital importance of the requested exception for adoption of the Tempe CMS rather than the statewide standard CMS, AJACS, to maintain that positive sentiment. He described the court's historical reliance on City IT for support of their current CMS. Paul Thomas, court administrator in Mesa, reviewed the timeline of technological innovation at the court to demonstrate the ongoing pace of automation the court has come to rely upon. He pointed out the high number of IT team members at the city and the court. Paul gave reasons that members should not adopt staff's recommendation to limit the term of the exception.

In response, Karl Heckart walked members through the fundamentals of requesting an exception: either the court has exceptional circumstances and the standard should not apply in their case or the standard is deficient and needs to be reconsidered. Mesa's request contains elements of both

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perspectives. He asked whether Mesa's degree of need for a non-standard case management system merits the additional cost to taxpayers for constructing functionality already provided by the state-standard system. He warned that new legislation is passing along requirements for integration to every operator of an independent CMS, thereby further increasing software management complexity and the burden of funding in the future. He focused on Mesa's scoring of the AJACS system versus the AOC's re-scoring in three areas and provided members a summary of the scoring discrepancies. He pointed out that the assessment indicates that Mesa reduced its scope for implementing the Tempe system well below what it required for implementing AJACS, resulting in an artificially higher functional score.

Mr. Lester Godsey from Mesa City IT responded to Karl's concerns about the scoring. He explained that Mesa's scoring reflects a moment in time and had to be completed before AJACS was in use at an LJ court while the Tempe system was scored after several years of use. Mesa's weighting also took into account the fact that as many as 2600 hours were needed for adding web services, local interfaces, automated check writing, etc., before the June 2015 mainframe shutdown date while Tempe already demonstrated many of those features. Lester summarized the scoring of AJACS as being intended to reflect a risk level if adopted rather than an indictment of the functionality of the system. Paul agreed that AJACS contains the necessary functionality, but has not been proven by production usage in a court while the Tempe system has been in operation since 2009.

Paul then described how Mesa's decision benefits the state as a whole, focusing on Mesa's culture of innovation. He felt COT should simply ask Mesa to re-examine its CMS against AJACS at some undesignated point in the future rather than tying Mesa's hands with a four-year timeline prior to rescoring. Tempe Presiding Judge MaryAnne Majestic made a brief statement on the design of the Tempe system and its suitability for addressing Mesa's business needs in a timely fashion. In response to a question, she made no commitment for the length of time that Tempe will continue its use of the system.

Karl concluded that if the exception is truly a function of time and risk, Mesa should embrace an approach that mitigates those issues without increasing the cost to the state and its taxpayers. Members discussed in detail the various conditions on the exception proposed by staff.

MOTION	A motion was made and seconded to approve the use of the Tempe CMS rather than AJACS at Mesa Municipal Court, with the following conditions: • construction of all integration points and statewide interfaces shall occur in the original development effort, • construction of the integration points and statewide interfaces shall be monitored by CACC, • Mesa shall report progress with the exception CMS including integration points and statewide interfaces in 2 years, and • Within 4 years, Mesa shall assess its continued need for the exception CMS and return to COT to request	TECH 14-19
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extension should the court be unable to adopt the state-standard CMS.

The motion passed unanimously.

Mike Baumstark and Michael Miller clarified that should the 4-year assessment indicate that continuation of the exception not be warranted, a strategy would be decided for later re-integrating Mesa into the statewide system.

CALL TO THE PUBLIC

Hon. John Pelander

After hearing no further discussion from members or the public, the chair entertained a motion to adjourn at 1:10 p.m.

Upcoming Meetings:

February 13, 2015

AOC – Conference Room 119

June 5, 2015

AOC – Conference Room 119 (annual meeting)

MEETING ADJOURNED

1:10 PM