Information Technology Strategic Plan 2016-2018

Commission on Technology

September 11, 2015

Stewart Bruner

Overview of Changes to ITSP 16-18

- Updated COT priority list projects to remove tiers following Annual Planning Meeting in June

- Re-mapped projects to update their alignments

- Added FY 2015 statewide and CY 2014 local accomplishments (for courts that provided input, as well as for the AOC)

Overview of Changes to ITSP 16-18

- Updated all strategic initiatives and strategic project details
  - Added 1 project and removed 3 for 25 total

- Posted draft for review on August 25th, provided members a link via e-mail

Added Priority Categories

1. Production Support
2. Improve Security
3. Replace Aging Business Systems (ex. AZTEC, JOLTS)
4. Mitigate Aging Technology Risk (NT Servers, Mumps CMS)
5. Enhance Core Systems with New Functionality
6. Public Facing Services (ex. eFile, eAccess)
7. Increase Revenue Flow (ex. FARE, eAccess)
8. Integrate systems to Improve Productivity and Capability

Updated Priority Table

- Deploy New eFiling Engine
- Deploy Judge Automation
- Launch eAccess
- Build Online Citation Payment
- JOLTSaz Deployment
- AJACS - AZTEC Replacement
- AJACS - GJ eFiling & Enhance
- NICS Reporting
- FARE – Infrastructure Port

- Time Standards Reports
- eWarrant Pilot
- Data Destruction
- Appellate CMS
- Disaster Recovery Move

Discussion

- Plan content items for discussion?

- Any specific changes needed before finalization?

Motion

- Approve the Arizona Judicial Branch Information Technology Strategic Plan for FY2016-2018 with any recommended changes incorporated before distribution to ASET and JLBC

FY17 – FY19 Plan Cycle Kickoff

- Planning direction for next year
  - Development process/timeline remains same
  - Rural counties not submitting a 16-18 plan
  - AOC offer to assist rurals with update
  - Streamlining inventory counts – take the AOC billing counts, update only local-owned items
  - Focus on local-supplied s/w and architecture
  - Project xls update
  - Continue risk assessment focus in summary

Recap of the Maricopa / Pima "Lite" Process for Past Plan

- Business input in comparison only

- All new accomplishments

- Reviewed updated statewide initiatives

- Technical input: project summary data elements only + EA target comparisons

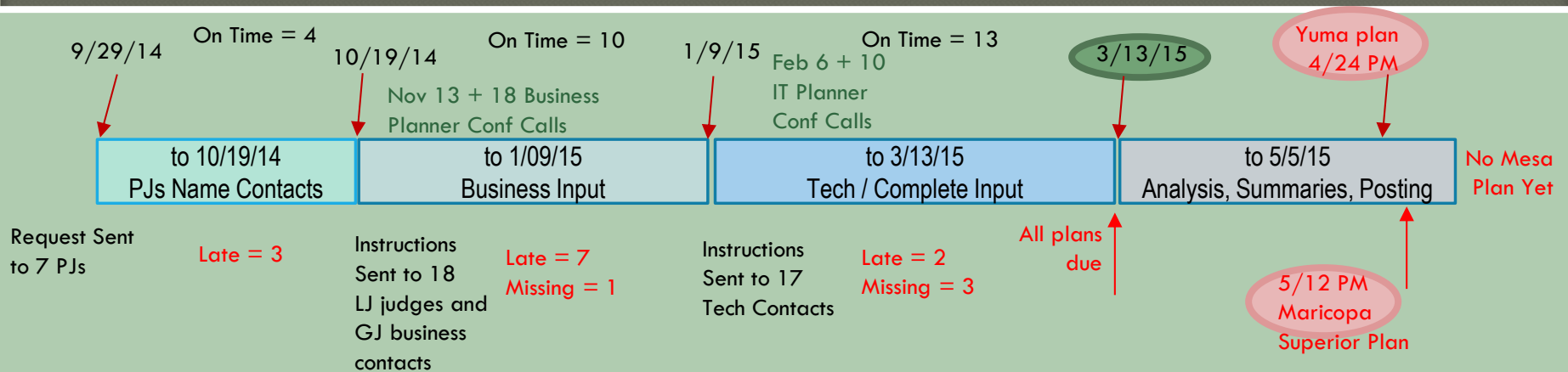- No inventory updates or counts or costs

Recap of the Maricopa / Pima "Lite" Process for FY16-18

- Skipped ACAP courts except Glendale

- Staff dealt directly with non-ACAP LJs
  - 7 in Maricopa, 2 in Pima

- Total number of plan inputs 9 ➡ 18

- LJ updates included as appendices

- "Full" process to fill in details next time

"Lite" Cycle Lessons Learned

- Complicates the AOC prep effort
  - 1st time through new process, though

- Half of GJs still not on time (8 weeks late)
  - 8 of 9 total LJs on time, Mesa never responded

- Little project detail from Word table data
  - Summarizing projects with so little info vs. usual xls presented a challenge

FY16-18 Plan Submittal Data

9/29/14

On Time = 4

10/19/14

On Time = 10

1/9/15

On Time = 13

Nov 13 + 18 Business
Planner Conf Calls

Feb 6 + 10
IT Planner
Conf Calls

3/13/15

Yuma plan
4/24 PM

to 10/19/14 PJs Name Contacts	to 1/09/15 Business Input	to 3/13/15 Tech / Complete Input	to 5/5/15 Analysis, Summaries, Posting

No Mesa Plan Yet

Request Sent
to 7 PJs

Late = 3

Instructions
Sent to 18
LJ judges and
GJ business
contacts

Late = 7
Missing = 1

Instructions
Sent to 17
Tech Contacts

Late = 2
Missing = 3

All plans
due

5/12 PM
Maricopa
Superior Plan

FY17-19 "Full" Update Process

- AOC will deal with non-ACAP LJs again to reduce GJ effort
  - Offer ACAP courts opportunity to contribute

- <u>All</u> plan sections will be updated this time

- Spreadsheet required but detail reduced
  - Enough detail to evaluate impact, leverage for others, relate to COT priorities, and summarize

Need Detail Related to Priorities

1. Production Support
2. Improve Security
3. Replace Aging Business Systems (ex. AZTEC, JOLTS)
4. Mitigate Aging Technology Risk (NT Servers, Mumps CMS)
5. Enhance Core Systems with New Functionality
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Plan Areas Requiring Update

AREA OF PLAN	RELATIVE SIZE
Planning participants	1 paragraph
Business drivers & IT initiatives	1 to 5 pages
IT accomplishments	1 to 3 pages
Statewide initiative table resp.	1 paragraph/initiative (5 total)
Local costs and resources table	1 page
Hardware inventory tables (3)	Depends on local amount
Software environment table	Depends on local amount
Architecture comparison	3 page table, 31 fill-ins max
Detailed projects listing (xls)	1 row per project in Excel

FY17-19 "Full" Update Overview

- Remediation plan/timeline in EA table

- Append full LJ plans to GJ plans

- COT summary still appears by county

- Use risk approach in summarizing plans for COT again

- Address late plans issue

Late Plans Conundrum

- Late plans presented only after analysis

- Branchwide Plan always due in Sept. per A.R.S. 41-3504(A)(1)(f)

- Late and missing plans affect bottom-up approach more than on-time but unapproved plans

- No "unapproved" plan consequences

ICM Strategic Planning

- On-going leadership involvement
- Continuity between planning activities
- Involvement of court stakeholders
- Documented results of planning process
- Linking improvement strategies with resource allocations
- Developing follow-through mechanisms
  - Timelines, performance measures, track progress

ICM Benefits List

- Provides focus, common goals
- Identifies issues/needed improvements
- Identifies court long-term priorities
- Enhances relationships, involves many people in determining improvements
- Supports need for additional resources
- Provides rationale for making budget, operational, and other management decisions.

Code Section 1-109 Req'ts

Commission on Technology

- Reviews and approves county-wide information technology strategic plans
- Reviews and approves or disapproves court technology projects >$250K
- Monitors progress of all court automation projects pursuant to county-wide court IT plans

Code Section 1-501 Req'ts

- The presiding judge in the county shall submit a 3-year IT strategic plan to COT

- Each plan shall include
  - a description of *all* automation and technology projects
  - any plans for migration to state-sponsored and authorized systems

- COT shall specify the plan format

Code Section 1-505 Req'ts

- Strategic plans shall include a reference to standards incorporated in automation and technology projects as well as any deviations from them

- TAC reviews the enterprise architecture standards at least every two years and recommends updates to COT

Code Section 5-102 Req'ts

- COT reviews and approves requests for technology projects to be funded with state JCEF monies
- COT reviews and approves local JCEF funded court technology projects >$250K
- The court may proceed without AOC approval if a project, incl proposed budget, is described in the approved IT plan (hence Baumstark chart language)

ASET Direction to Agencies

The agency IT plan should support the direction of the state by:

* Addressing statewide strategic IT goals as identified in the Statewide Strategic IT Plan as published
* Leveraging and sharing statewide IT resources
* Complying with Statewide IT Architecture standards
* Pro-actively mitigating Privacy and IT Security risks and vulnerabilities with specific plans to close or mitigate technology gaps

IT plans should be focused on:

* Supporting IT direction that supports the direction of agency programs, benefits and services
* Improving the integration of services and data/information for better efficiencies for the agency
* Communicating to promote awareness among agency constituents, employees, and stakeholders about the capabilities of IT in adding value to agency programs and services
* Proactively addressing confidential information protection needs of all stakeholders

Comparison of Planning Processes & Details

EXEC BRANCH

- Create coordinated statewide 5-yr plan, incl current year

- Std templates/apps provided to all agencies, w/ assistance

- Conduct annual risk assessments on input

- Collects info on local apps

JUDICIAL BRANCH

- Create statewide 3-yr plan based on COT & county inputs

- Updates to previous plan, from a master template, w/assistance

- Takes a risk-based approach in summaries presented

- Inventory S/W environment

Comparison of Planning Processes & Details

EXEC BRANCH

- Requires project details -->$25K needs formal apvl

- Collect detailed list of all IT assets in sep. application

- Requires <u>formal</u> QA and DR plans

- Requires goals, objectives, + formal performance measures

JUDICIAL BRANCH

- Requests project details -->$250K needs formal apvl

- Asset inventory included, local and state both

- QA + DR summarized where present in plans

- <u>Aligns</u> business goals, IT initiatives and IT projects

Comparison of Planning Processes & Details

EXEC BRANCH

- Requires agencies incorporate "life cycle analysis" into technology planning

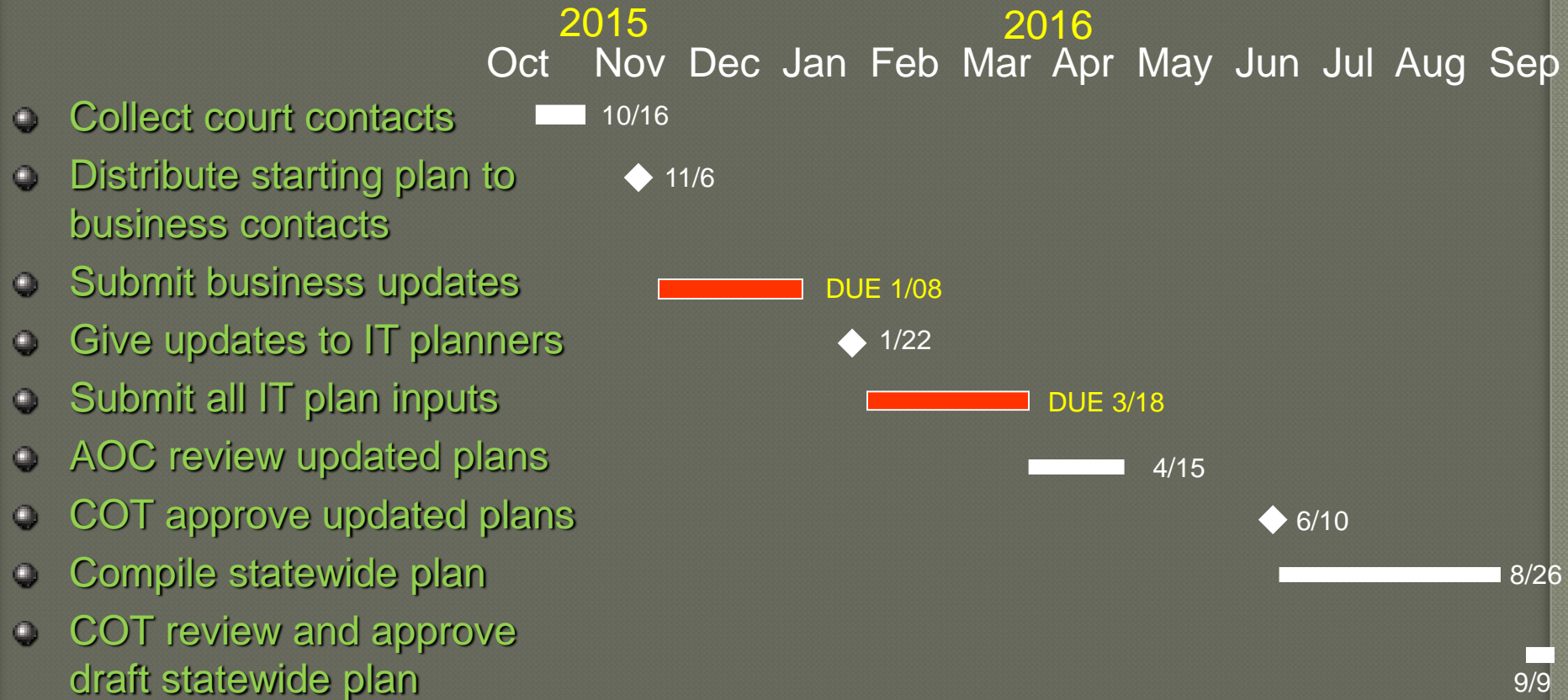- Requires agencies to demonstrate expertise to carry out IT plans

JUDICIAL BRANCH

- Staff compiles data from plans and performs analysis about state of the technology environment

- No expertise required, but requires detail to accurately characterize project difficulty

The Bottom Line:

- Strategic planning is a <u>process</u>

- Software & fixed asset inventory belongs in plans, even if it's a pain
  - No reason to make courts re-count ACAP items

- Project spreadsheet could be simplified somewhat
  - Cut the 15 year-old Exec Branch detailed items
  - Cut statewide vs local project categorization

- Verdict on "Lite" cycle

- Put significance into plan completeness & approval

2017-19 Plan Development Timeline

	2015						2016					
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep

- Collect court contacts — 10/16
- Distribute starting plan to business contacts — 11/6
- Submit business updates — DUE 1/08
- Give updates to IT planners — 1/22
- Submit all IT plan inputs — DUE 3/18
- AOC review updated plans — 4/15
- COT approve updated plans — 6/10
- Compile statewide plan — 8/26
- COT review and approve draft statewide plan — 9/9

DRAFT – Subject to Slight Change!