TECHNICAL ADVISORY COUNCIL
A Subcommittee of the Commission on Technology

Friday, March 6, 2015
10:00 AM - 2:00 PM

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

Conference Room 119

MEMBERS PRESENT
Ron Bitterli
Paul Coulombe
Jennifer Gilbertson *(Tom Carroll, proxy)*
Karl Heckart, *Chair*
Laura Johnston
Randy Kennedy
Cary Meister *(Nick Felber)*
Tom Moseley
Kyle Rimel
RJ Hurley*

MEMBERS ABSENT
Mohyeddin Abdulaziz
Jackie Barrett
Jay Dennis
Jared Nishimoto
James Towner

GUESTS
Sean Abrigo*, *Pima Clerk's Office*
Jonathan Bearup, *Gila Superior Court*
Dean Hammel, *Pima Superior Court*
Nick Felber, *Yuma Superior Court*

AOC STAFF
Richard Blair, *ITD*
Stewart Bruner, *ITD*
Eric Ciminski, *ITD*
Rod Franklin, *ITD*
Steve Gavette, *ITD*
John Glowicki, *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 those present in the room and on the phone, introducing several new members. After confirming that a quorum existed, Karl requested discussion or a motion regarding the minutes of the December 5th, 2014 TAC meeting.

MOTION	**A motion was made and seconded to accept the minutes of the December 5, 2014 TAC meeting as written. The motion passed unanimously.**	

UPDATE	**STATEWIDE ONBASE ADMINISTRATORS' UPDATE**	Stewart Bruner

RJ Hurley, IT Director for the Pinal Clerk of Court, described a couple of ways that justice partners might be gaining inappropriate access to court documents in OnBase, based on recent experience. He walked members through the detailed process of closing the hole that exposes disk groups on the image server. He also issued a general reminder to recheck both AJACS and OnBase permissions being granted to users who are outside the court to ensure they are included in the proper security groups. Karl indicated that a best practices communication is being prepared for general jurisdiction (GJ) clerks and OnBase administrators. RJ offered his detailed documentation to those who could benefit from it; he will provide it to staff member Stewart Bruner when completed. Jethro Sheridan from AOC shared the best practice of using OnBase's DDS module with a single account and employing IIS impersonation. Karl added his concern that OnBase administration is being performed by people of varying certification levels and abilities at the courts.

Stewart handed out updated facts and figures about the progress of the OnBase 13 SP2 upgrades and populating the central document repository (CDR) using the document transfer module (DTM) for day-forward and historical documents. Since all courts have now completed their upgrades, he also shared the implementation and support timeline for OnBase 14 SP1, the next update being tested for integration with AJACS statewide. He indicated that the current OnBase support contract will end August 3, 2015. Work is underway on an RFP for the next contract. The possibility of an Administrative Office of the Courts (AOC)-hosted OnBase System Administrator certification course was discussed. The chair requested the cost to be communicated to members by staff.

Stewart and Richard Blair from AOC Infrastructure Operations alerted members to upcoming changes to the AJACS middleware servers that will require changes to local OnBase systems. Richard also requested a network diagram from each OnBase owner indicating where the court and county networks connect to provide some context for network changes AOC is requested to make. Stewart closed by asking that local OnBase administrators respect Jethro's time and workload when they experience issues with their local systems.

UPDATE	**TECHNOLOGY REFRESH PROJECT FORUM**	TRP Team Members

Lou Ponesse, Customer Support Center Manager at the AOC, reported that the Technology Refresh Project (TRP) is now 90 percent done and still scheduled to complete on March 30. The ongoing Lync server incompatibility issue will disappear once Office Communicator is totally

removed. Lou focused on resolutions to issues that have required Vista PCs to be left behind in certain courts. Kyle Rimel detailed his experience with the refresh and his successful testing of the Windows 8.1-compliant version of FTR using new drivers for his Antex mixers. The AOC continues its extensive work to lock down the public access image for Windows 8.1 and will replace both FTR and public access PCs at courts on the same trip.

Discussion turned to the admin rights granting process. Kyle asked how the current authorization process enables local applications that need admin rights on the specific user profile to operate, an issue that affects Mohave's presiding judge. Members suggested various options for adding individuals temporarily but still following the current rules. Karl asked for a more detailed treatment of the issue before making any decision. Karl also informed members that a Windows 10 update is likely to begin following the completion of the refresh activities.

REVIEW / APPROVAL	IMPACT OF NETWORK-ATTACHED DEVICES	Karl Heckart

Karl reminded members of the discussion from past meetings about single-function devices on AJIN, a situation that is ultimately headed to COT's annual meeting for resolution, since it involves financial considerations. He expressed his concern about rumors that the AOC originated the re-examination of pricing to increase revenues when members of TAC actually did so in an attempt to reduce local billings. He reviewed the history of the subscription model and its participation-based pricing. He then called attention to a handout showing costs by county under a proposed three-tier pricing model. Richard Blair, AOC Infrastructure Operations Manager, indicated that the handout was out of date and lacked three additional categories of costs: firewalls, wireless access points, and routers that support videoconferencing. Rod Franklin, AOC Network Manager, joined Richard to explain the rationale behind the costs, especially how those relating to videoconferencing were calculated according to the router placing traffic on the network rather than by end-user device. They then clarified the categorization of various specialty devices mentioned by members. All agreed that the new model is more defensible and transparent than the old model. Stewart will add definitions for the new tiers and distribute the updated cost calculation table to members to estimate the impact of the potential tiered pricing on their courts.

In summary, Karl announced his desire to obtain a formal motion at the next meeting after members have had time to digest the revised cost table. He also announced his desire to move the next meeting to May 1 to resolve a scheduling conflict that exists on May 8.

UPDATE	PIMA PRIORITY PROJECT UPDATES	Sean Abrigo Laura Johnston

As a preamble to listing priority projects, Laura Johnston, IT Director for Pima Superior Court, shared her recent efforts to inventory all projects, characterize the types of work being done each day, apply a governance process, and then construct prioritization for the court's project workload. Work tracking efforts revealed that only one-quarter of the labor capacity is actually available for application development projects. Laura then described each of the Priority A items in some detail. Those included eBench, TurboCourt, Conciliation Court CMS, Agave performance improvement and new modules, PC refresh, among others.

Sean Abrigo, IT Director for the Pima Clerk's Office, described his general theme for automation: enhancing and updating Agave to handle more public facing operations. He then described his seven top-priority items in great detail including workflow, e-filing, public access kiosks, ADRS, file folder tracking, exhibit tracking, and clerk's website enhancements. Karl warned that eUniversa-related changes will need to be made to the clerk's e-filing systems. He also volunteered Robert Roll from the AOC to assist with XML schemas related to Sean's ADRS project.

UPDATE	KEY PROJECT UPDATES	Karl Heckart

Karl provided members with a general update on the current budget situation for courts at the legislature. He then gave brief updates on various high priority projects AOC is involved with including:

- Completion of the replacement study for appellate case management systems including Appellamation and Division Two's system. A vendor system would be an ideal replacement, but a very high price tag combined with the difficult budget situation means something else needs to be done to provide more functionality on a newer platform without constructing a complete custom system.
- AJACS general jurisdiction (GJ) enhancements to support eUniversa e-filing in the superior courts followed by another release containing the bulk of remaining enhancements requested by clerks. The goal is to get both GJ and limited jurisdiction (LJ) courts on the same codeset at Version 3.11. The current LJ version is completing testing in preparation for a month-end release in support of the pilot court, Apache Junction Municipal. Karl discussed the data conversion strategy and longer-term implications of various choices.
- The plan for completing eUniversa development and testing with Granicus this spring coupled with the release of AJACS described earlier and then the 6.0 release afterwards the pipeline. He reminded members that though AZTurboCourt will continue to remain as an e-filing front end, its file manager function will be replaced over time by the eUniversa processor.
- The plan for eAccess, including loading of CMS data in the CCI and historical documents (back to July 1, 2010) in the CDR and addition of Rule 123 business logic. Karl stated that the door will not be opened until Maricopa's documents are available.
- eBench integration with AJACS to support pilot implementation in Yavapai Superior court. Karl informed members that the vendor has released a newer version of the software with some significant improvements. He shared judges' frustrations with paging rather than scrolling through long documents and his conversation with the vendor about addressing the concerns. He warned that stability of the eBench environment will need to be a major emphasis as the product rolls out for judges' use on the bench. He also touched on the method required to load a court into aiSmartBench in a "big bang." That approach is an issue in Pima where 19 million documents have to be ingested.
- Progress with Online Processing for eCitations (pre-adjudication) being built by Xerox to be implemented first in Tucson. He added that the goal is to start with a manageable scope and work up to the full FARE process over time, since Xerox is the FARE vendor. Courts having local payment providers may choose to keep their current plan if they like it.

- Disaster recovery's longer and shorter options that are being investigated including a cloud storage and recovery option and use of state data center floorspace.
- The need to address judges concerns about a lack of linking among documents within the same e-filed case. Karl believes the solution will require authoring software of some sort for attorneys.

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 1:30 p.m.

Upcoming Meetings:	May 1, 2015	AOC – Conference Room 230 (was May 8)
	August 7, 2015	AOC – Conference Room 230

MEETING ADJOURNED	1:30 PM