



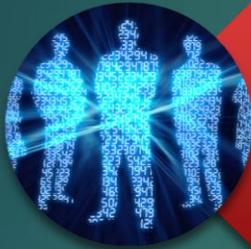
Technology for Leaders

PJ ACADEMY



Digital Leaders?
SCAN THE CODE FOR MATERIALS

Overview



Managing
Technology



Dealing with
Change



What Hath the
AOC Wrought?

Question:

What is a PJ's role in
managing technology ?

What is your greatest
frustration in carrying out that
Role?



WHAT YOU KNOW THAT JUST ISN'T SO.

Technology in the Courts

Things we know....

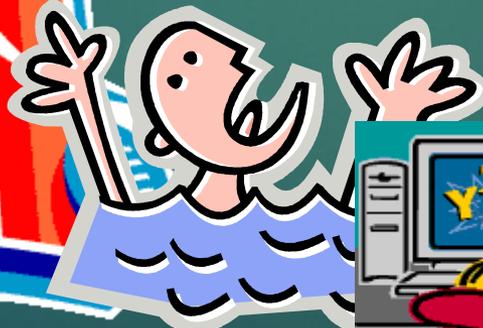
Y2K DID NOT HAPPEN

Swimming after eating

WE NEVER WALKED ON THE MOON



ONE GAME. ONE DREAM.



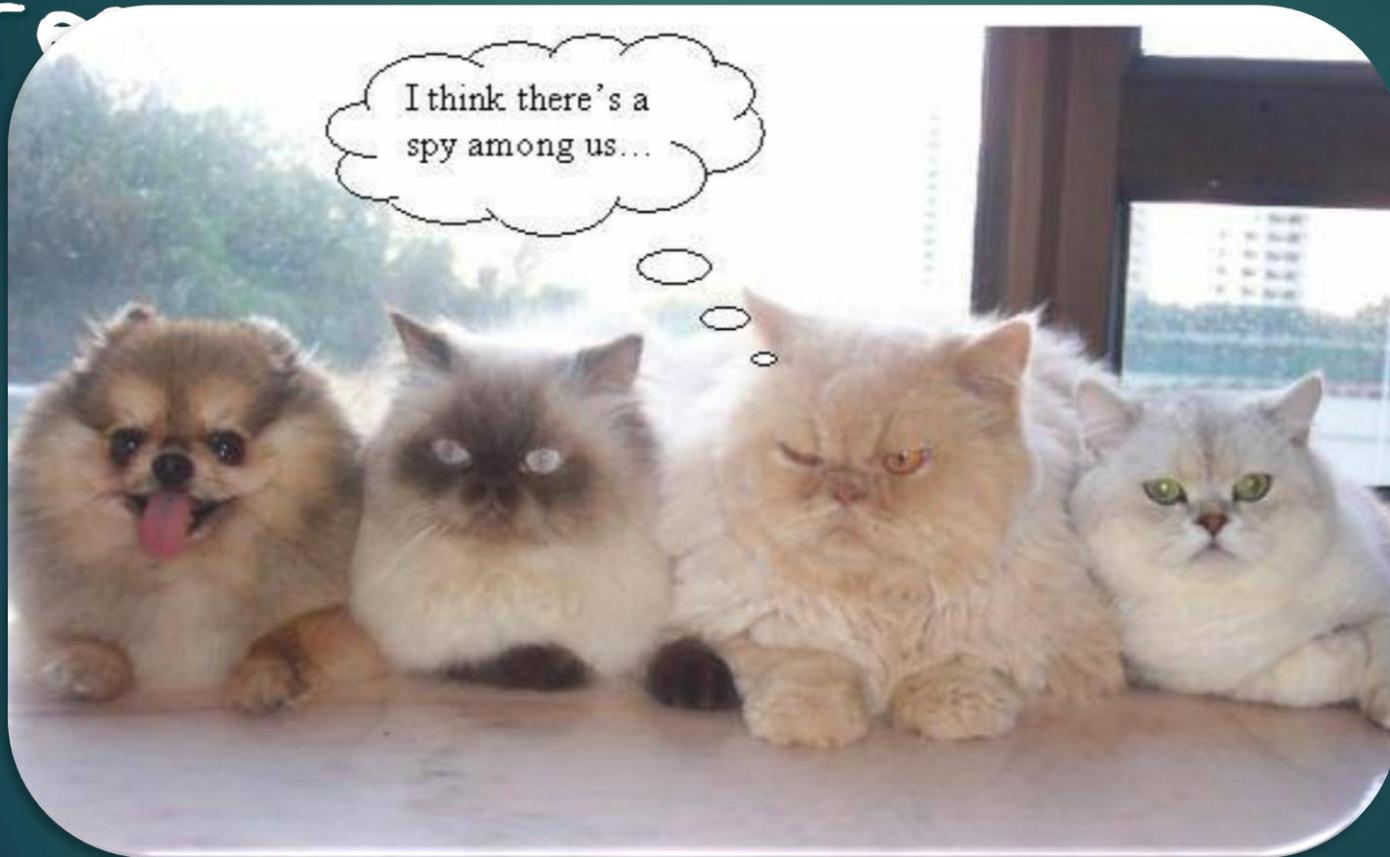
Importance of Technology to the 21st Century Court

- ▶ The Information Age Raises Public Expectations
- ▶ An Information Age Workforce
- ▶ Internet Access & Service
- ▶ Cost per Transaction 11:1
- ▶ Accountability
- ▶ Enhanced Public Safety



Importance of Technology to the 21st Century Court

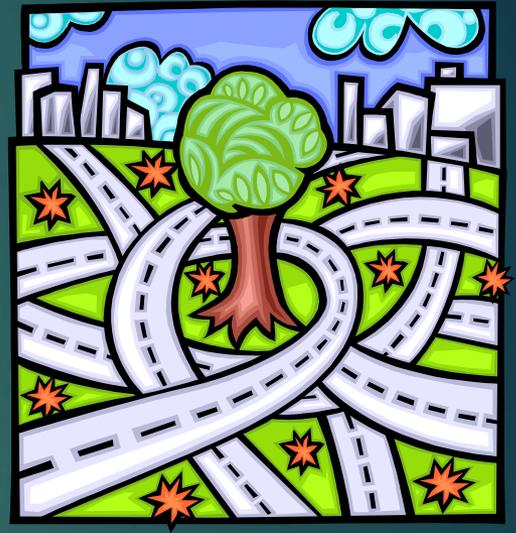
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Importance of Technology to the 21st Century Court

Reality

- ◆ Freeways *don't* follow cow paths
- ◆ Computers *don't* understand maybe
- ◆ New tools offer new opportunities
- ◆ IT is more of an Art than a Science;
a Club than a Guild



Digital world realities

- ▶ **2.4 billion** – Number of Internet users worldwide
 - ▶ 274 million in North America
- ▶ **1 billion** – Number of monthly active users on Facebook
 - ▶ 40.5 – Avg age of Facebook user
- ▶ **1.2 trillion** – Number of searches on Google in 2012
 - ▶ 67% - Google Search market share
- ▶ **1.3 billion** – Number of smartphones in use worldwide
 - ▶ **1.3 exabytes** – Estimated global mobile data traffic per month



Digital world realities

- ▶ **300 million** – Number of new photos added every day to Facebook
- ▶ **634 million** – Number of websites
- ▶ **2.2 billion** – Number of email users worldwide.
- ▶ **144 billion** – Total email traffic per day worldwide.
- ▶ **68.8%** – Percentage of all email traffic that was spam

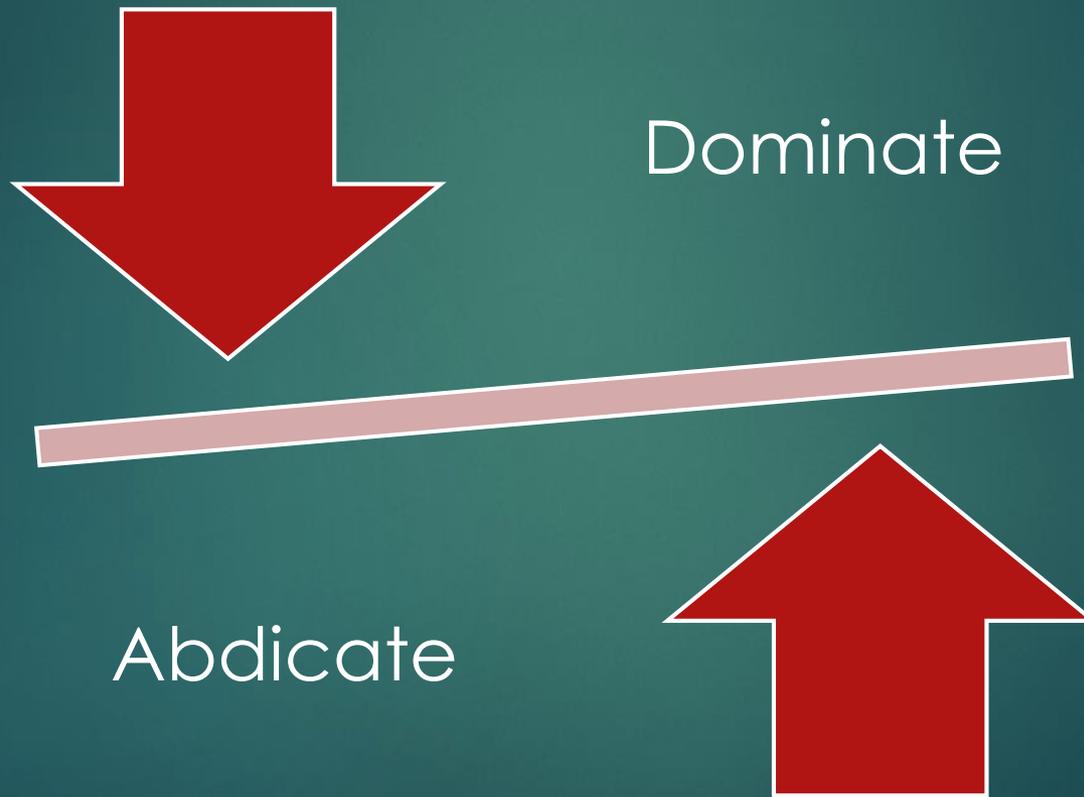


Managing Technologyan unexpected journey

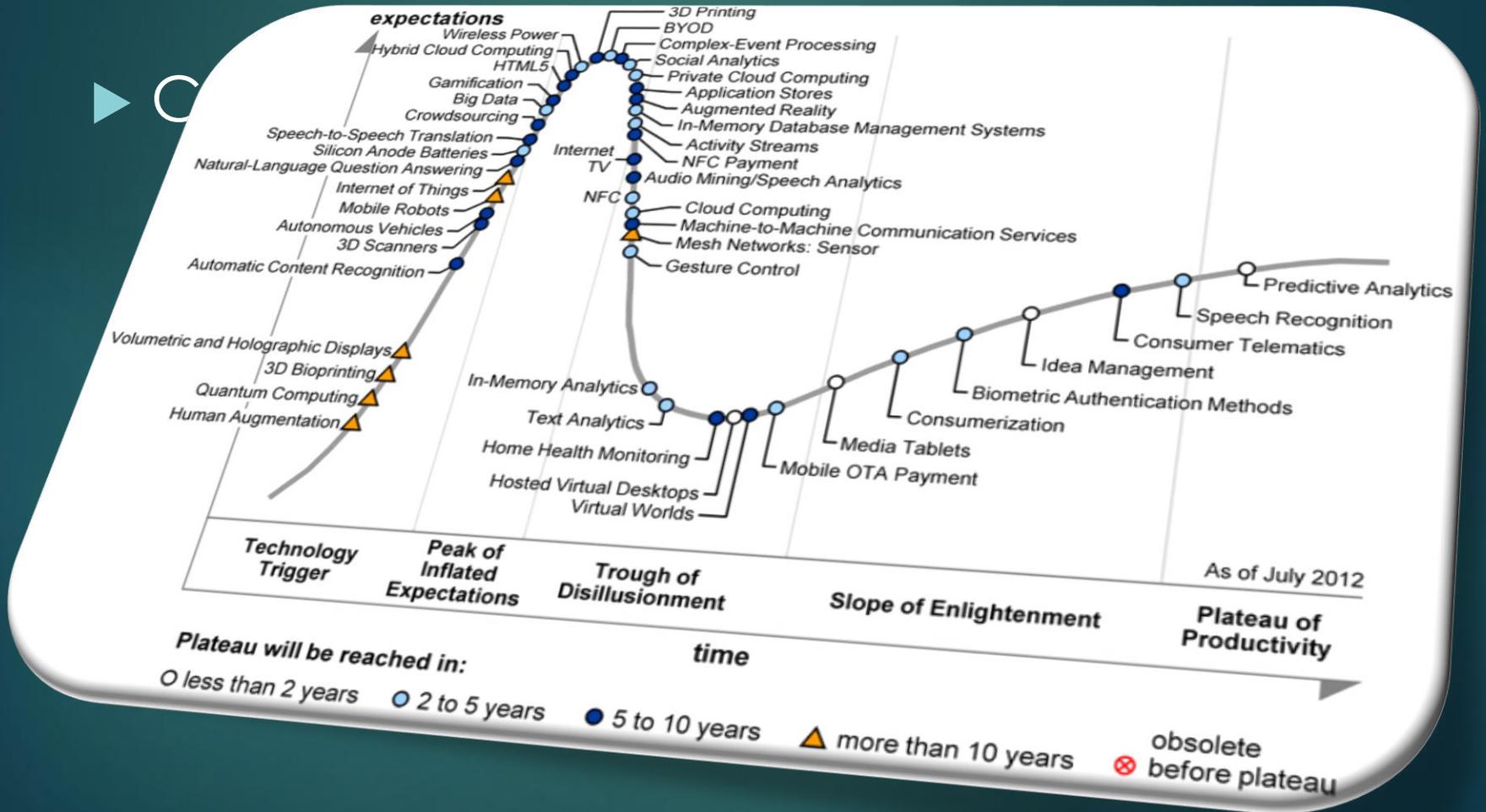
- ▶ The Bench & the Byte
- ▶ A Journeyor a trip
 - ▶ Filled w/Hobbits, Dwarves, Wizards & Orc's
- ▶ Over your head OR Up your alley



Two extremes



Latest Trend

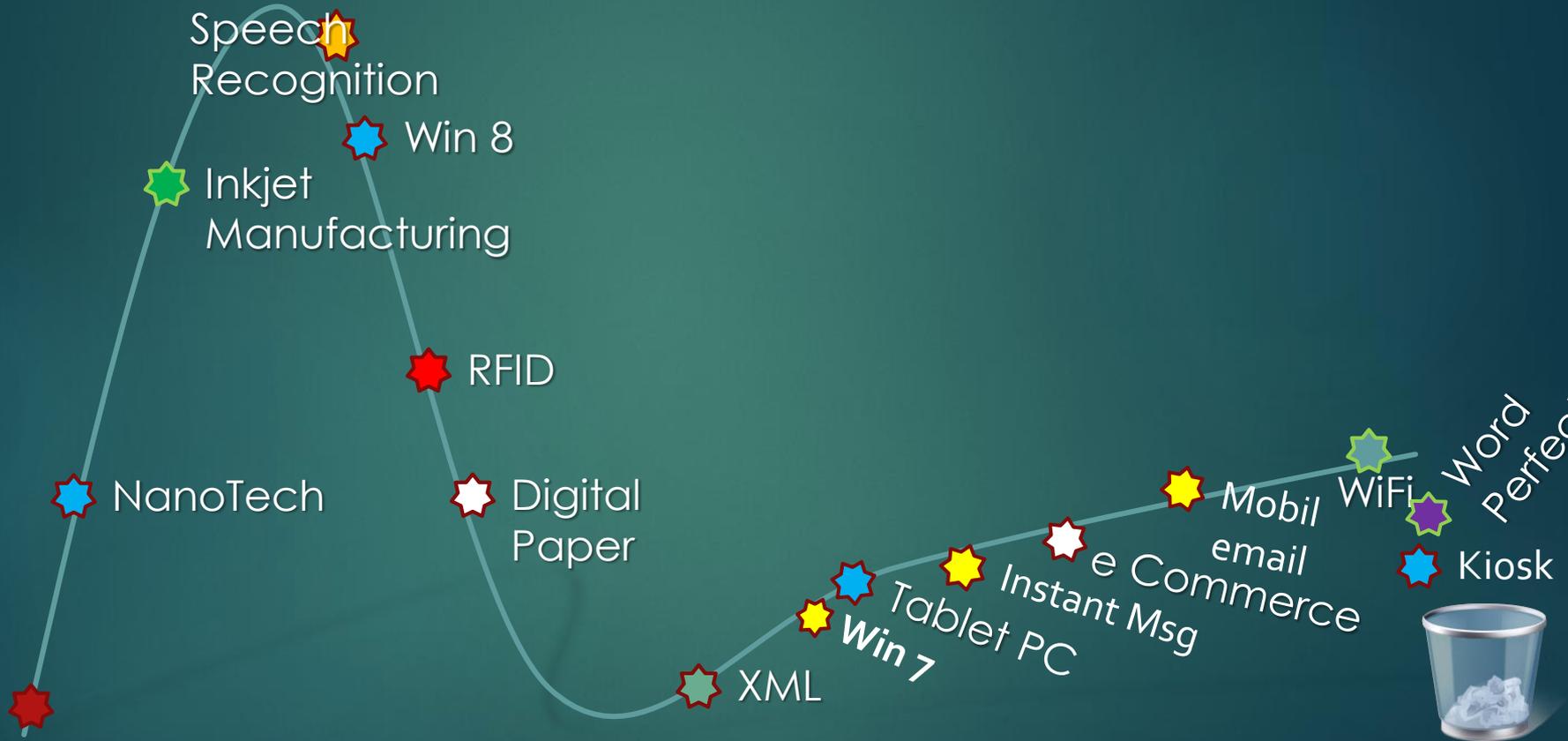


Hype Cycles



Promise of Hope & Glory	Peak of Inflated Expectations	Trough of Disillusionment	Slope of Enlightenment	Plateau of Productivity
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Technology Hype



**Promise of
Hope &
Glory**

**Peak of
Inflated
Expectations**

**Trough of
Disillusionment**
†

**Slope of
Enlightenment**
†

**Plateau of
Productivity**

Court Hype



Promise of Hope & Glory	Peak of Inflated Expectations	Trough of Disillusionment	Slope of Enlightenment	Plateau of Productivity
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Devil in the Details

- ▶ “How hard can it be?”
- ▶ From 20,000’ it all looks smooth
- ▶ Exceptions...the bane of automated processing
- ▶ Judicial Discretion = Exception processing



Project Complexities

- ▶ Knowing what you want
 - ▶ Start with the end in mind
- ▶ Separating wants from needs
 - ▶ Phase it in
- ▶ Expecting Change Stay flexible
 - ▶ To Process
 - ▶ To Project
- ▶ Communicating Clearly
- ▶ Understanding the FULL impact of the change
 - ▶ Upstream & Downstream



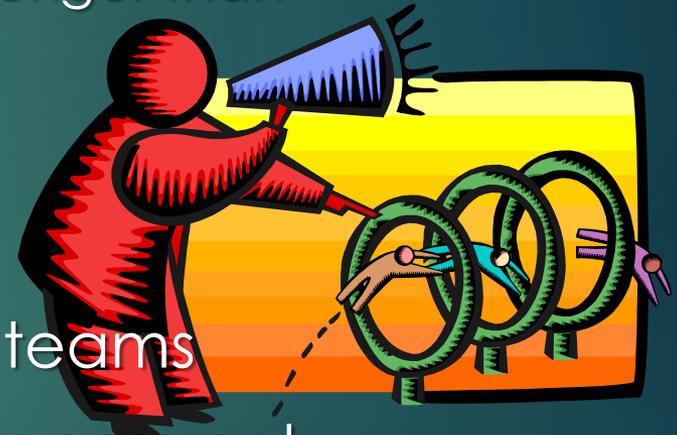
DIY or Buy It

- ▶ Vendors:
 - ▶ Suppliers: terminate if they falter
 - ▶ Partners: work for mutual success
- ▶ Do It Yourself
 - ▶ Retention
 - ▶ Professional Discipline
 - ▶ Scope Control
 - ▶ Quality Control
 - ▶ Documentation
 - ▶ Operational Integrity



Management to Succeed

- ◆ Keeping it Real
 - ◆ It's harder than you think and takes longer than you know
- ◆ Managing Expectations
- ◆ Clarifying Wants & Needs
- ◆ Organize around Multidiscipline teams
- ◆ Look for ROI from the systemic process not the automation



Planning

Complexity

Coordination

- Local
- State

Avoiding Hype

Macro to Micro

- Strategic Plan
- Project Plan
- Implementation Plan

Thinking the Unthinkable Disaster Plan

Where there is technology
there will be failure

Business Impact

What happens to a paperless
court when the lights go out?

Break



Managing 21st Century Change



Question:

Which of these four statements most represents where your organization is coming from? To which are they are endeavoring to go?

Lead me, follow me, or get out of my way. (General George S. Patton)

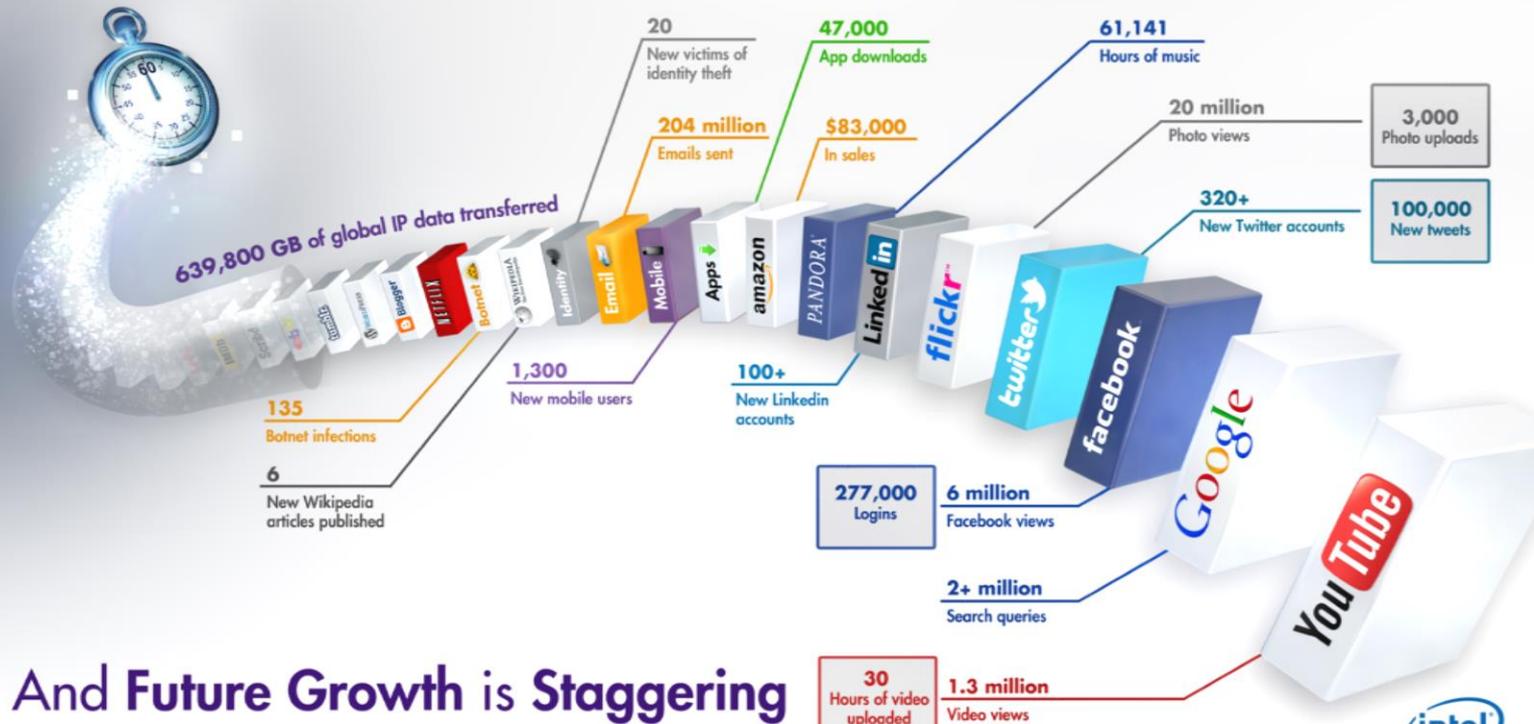
Public sentiment is everything, with it nothing can fail, without it nothing can succeed. (Abraham Lincoln)

Leaders must invoke an alchemy of great vision. (Henry Kissinger)

The highest of distinctions is service to others. (King George VI)

New Realities

What Happens in an Internet Minute?



And Future Growth is Staggering

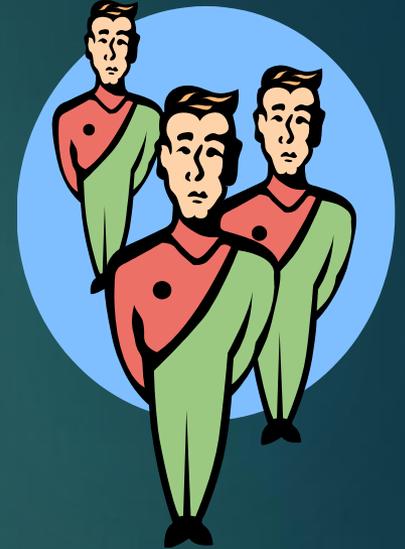




Should technology drive
the business or business
drive the technology?

Mass choice or Mass Standardization

BECAUSE YOU CAN DOESN'T MEAN YOU SHOULD

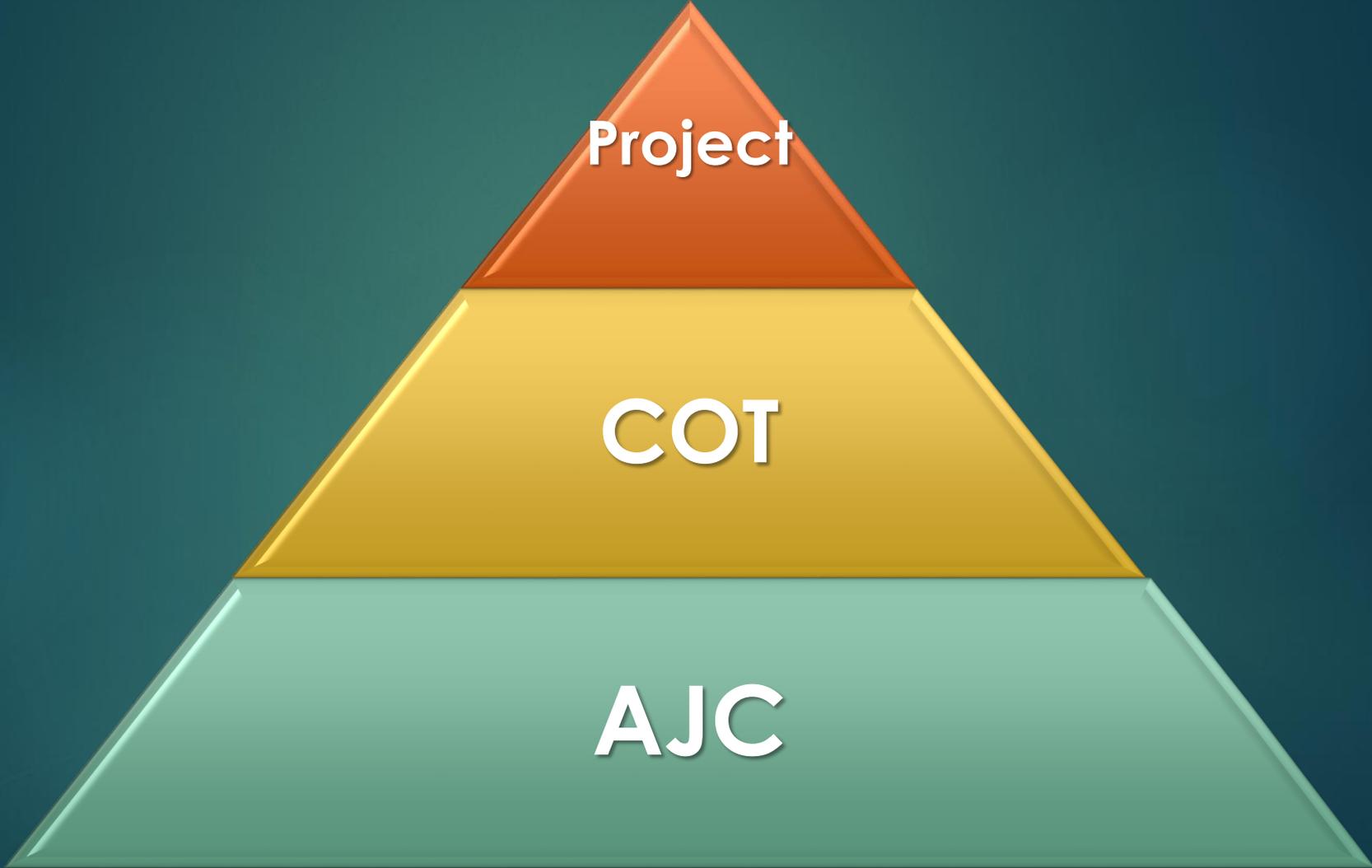


Process Impacts

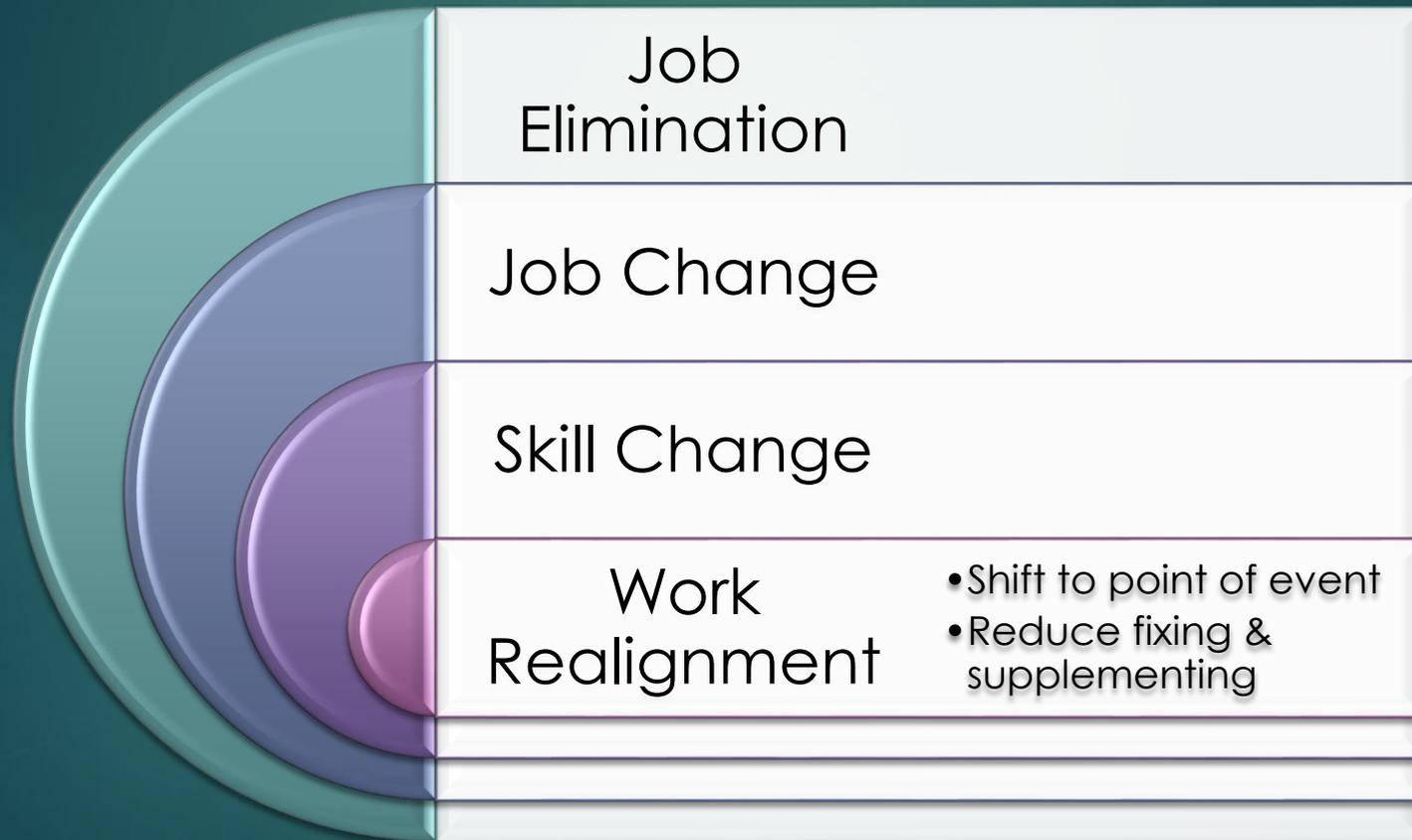


- ▶ Rethinking Manual Processes
- ▶ Trusting the System
- ▶ Empowering the Public
- ▶ Shift to: Verify & Assist rather than Do
- ▶ Value of consistency over creativity

Governance



Staff Impacts



No Free Ride

PAYING FOR IT



Technology Funding



Appropriation



General Fee's

Service Fee's

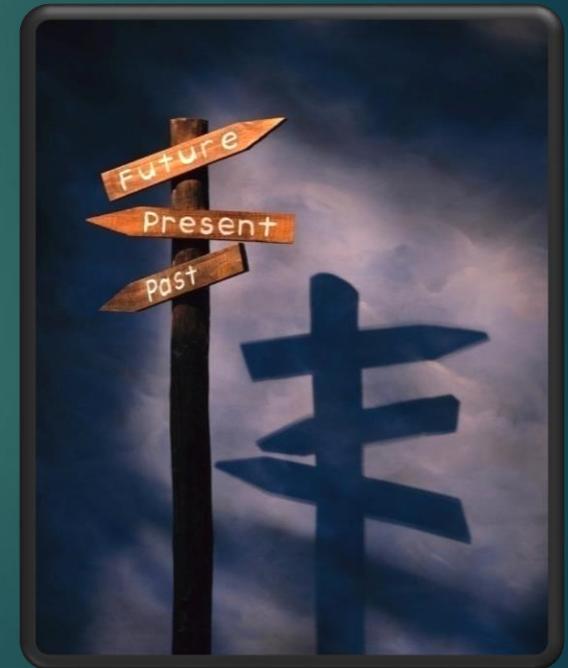
State Automation Funding



- ▶ Probation:
 - ▶ Appropriation
- ▶ Trial Court CMS:
 - ▶ JCEF
- ▶ Trial Court Infrastructure:
 - ▶ JCEF & Subscription
- ▶ Public Online Services: Usage Fee's
 - ▶ Operation
 - ▶ Financial Processing

The Leaders Role

- ◆ Tear Down the Silos
 - ◆ Business/IT -Marry them off..till death do they part
 - ◆ Justice Partners
- ◆ Espouse the Vision
- ◆ Know & Sell the Benefits
- ◆ Creative Funding Approaches
- ◆ Chief Cheerleader
- ◆ Encourage Collaboration
- ◆ Support the Standards
- ◆ Slaughter the Sacred Cows



Statewide Automation Initiatives

WHAT IS...& WHAT WILL BE

Infrastructure

- PC Refresh
 - Devices
 - Windows 8
 - Office Upgrade
- Network expansion
 - GovNet
 - AJIN 5x- 17x capacity increase over decade



Standards and Standard Processes

Bench
Automation

E-Filing

Public Access

Electronic Document
Management Systems

Case Management Systems/
JOLTSaz/APETS

Standards and Standard Processes

Security

Business Processes

Data Interchange

Document
Retention

Standards

CourTools Dashboards

eCitations

FARE

Dispo Report

Def Driving

Case Management Systems/
JOLTSaz/APETS

Standards

Official Record

Central Document

Repository

Centralized EDMS

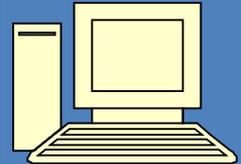
Disconnected Scanning

Electronic Document
Management Systems

Case Management Systems/
JOLTSaz/APETS



Court - Large



Court - Small



AJIN



Standards

Attny

Civil

Criminal

E-Filing

ProSe

Electronic Document Management
Systems

Case Management Systems/
JOLTSaz/APETS

azturbocourt.gov

Welcome to azturbocourt.gov, the Arizona court system's directory for electronic court services. Through this website, you can prepare cases, search records, and make payments.



eFiling

This service will walk you through the process of preparing your court case online.

Case Lookup



Use the Case Lookup to search for information on cases filed in Arizona courts.



FARE

Fines/Fees and Restitution Enforcement (FARE) is the online payment portal to view and pay delinquent debt owed to Arizona courts participating in the FARE program. In some instances current court financial obligations may also be paid.

Standards

Case
Lookup

Min Entries
& Orders

Commercial

eDoc's

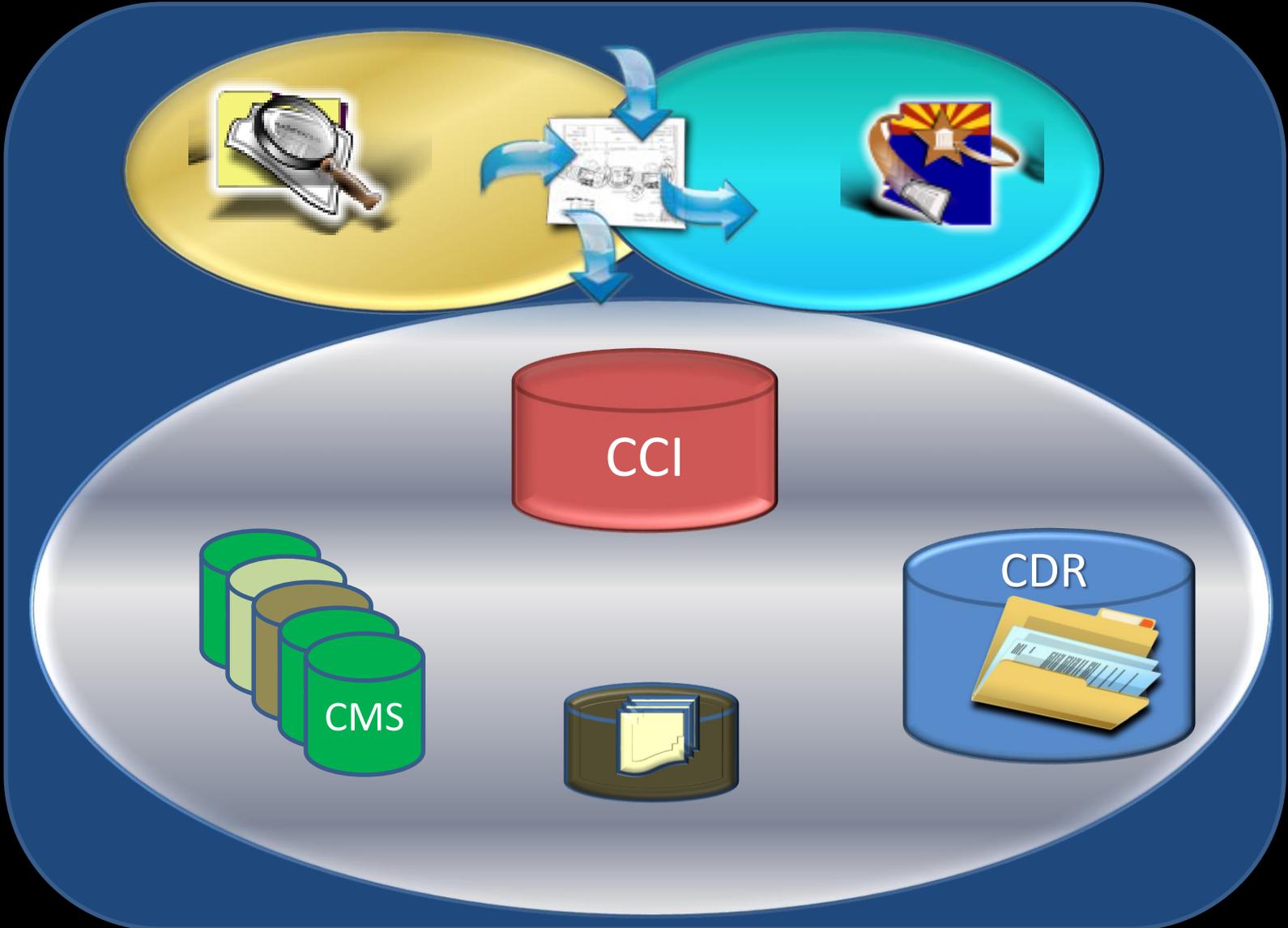
Calendars

E-Filing

Public Access

Electronic Document Management
Systems

Case Management Systems/
JOLTSaz/APETS



Standards

Sentencing

Info Access

Orders

Scheduling

Bench
Automation

eDocs

E-Filing

Public Access

Electronic Document Management
Systems

Case Management Systems/
JOLTSaz/APETS

Standards and Standard Processes

Bench
Automation

E-Filing

Public Access

Electronic Document
Management Systems

Case Management Systems/
JOLTSaz/APETS