

COUNTY COURTS' INFORMATION TECHNOLOGY STRATEGIC PLAN UPDATES 2015-2017

Commission on Technology
Analysis, Review and Approval
June 6, 2014



2015-2017 ITSP Development

- ▶ Continued **change to frequency** of plan updates and **two-step planning approach**
- ▶ Collected **business drivers** first – reported in February
- ▶ Collected updated **IT initiatives, projects, and inventories**
 - Focused on **project lifecycle and alignment** information
 - Inventory relied largely on **AOC's ACAP** numbers
 - Updated some **statewide projects'** impact information
- ▶ Reviewing both **notable accomplishments and issues** discovered, and obtaining approval for each plan
- ▶ Will **communicate** COT decision/concerns to each presiding judge
- ▶ Switch focus to Branchwide Technology Strategic Plan
- ▶ **Approach for next year** will be 2 urban counties plus the 7 rurals not included this year – 9 plans total

Plan Areas Requiring Update

- ▶ Planning participants
- ▶ Business drivers & IT initiatives
- ▶ IT accomplishments
- ▶ Statewide initiative table responses
- ▶ Local costs and resources table
- ▶ Hardware inventory tables (3)
- ▶ Software environment table
- ▶ Architecture comparison
- ▶ Detailed projects listing (xls)
- ▶ Additions for Maricopa / Pima
 - Exec Summary, Hardware environment, Software environment

2015 Plan Data (Rurals)

- FY13 pages = 39 avg
- FY15 pages = 39 avg
- 55% of pages changed
- FY13 projects = 15 avg
- FY15 projects = 20 avg
- 48% of projects changed

2015 Plan Data (Pima)

- FY14 pages = 135
- FY15 pages = 128
- 48% of pages changed
- FY14 projects = 80
- FY15 projects = 78
- 46% of projects changed

COT Review/Approval of Projects

- ▶ **Recognizing** in concept the local needs, initiatives and drivers for technology projects
- ▶ **Approving** projects that clearly conform to existing standards and directions and have sufficient detail
- ▶ Not approving, but **acknowledging**, general references to projects which are pending future additional information to be provided
- ▶ **Rejecting** specific projects that appear to run counter to adopted directions and priorities
- ▶ **Reminding** all courts that referencing a project in an IT plan does not constitute a project investment justification, request for service, or a project plan as required by COT's project methodology

Court Technology Trends

- ▶ Desire to get/share **digitized materials** including e-citation, local public access solutions, online fillable forms, court recordings, historical documents – balance tipping toward digital input
 - **Workflow software** demand or use still prevalent at GJ level
 - **Disconnected scanning** adoption at 55 LJ courts and growing
 - **Creative scanning** breaking out in various LJ courts posing risk
 - **eCitation** working in 130+ courts, handling ~25% of total citation load
- ▶ **Local language access plan/LEP accommodation** projects
 - Most involve **Spanish language forms** and court websites
- ▶ Local preparations for statewide projects: awareness of **LJ Disconnected Scanning** and **LJ AJACS conversions** growing
- ▶ **Out-of-support** operating systems, office productivity tools, and database management tools remain widespread **but are slowly being addressed over time**
 - EA table got updated this year, creating new gaps in upcoming plan cycle

Ageing Software Details*

| Product/Release | Mainstream Lost | All Support Lost | Replacement |
|------------------------|------------------------|-------------------------|--------------------|
| Windows NT 4 s | 12/31/2002 | 12/31/2004 | Windows 2000 s |
| Windows 2000 s | 6/30/2005 | 7/13/2010 | Windows 2003 s |
| Windows 2003 s | 7/13/2010 | 7/14/2015 | Windows 2008 s |
| SQL Server 7 | 12/31/2005 | 1/11/2011 | SQL 2000 |
| SQL 2000 s | 4/8/2008 | 4/9/2013 | SQL 2005 s |
| SQL 2005 s | 4/12/2011 | 4/12/2016 | SQL 2008 s |
| Windows XP | 4/14/2009 | 4/8/2014 | Windows 7/8.1 |
| Office 2000 | 6/30/2004 | 7/14/2009 | Office 2013 |

* Dates according to Microsoft product lifecycle support website

Court Technology Trends (cont'd)

- ▶ **Numerous ageing packaged financial programs** still required for check printing + bank reconciliations
- ▶ **FARE GJ** funct. now restored statewide with AJACS
- ▶ Local resources for **ad hoc reporting** on rise
 - Pressure related to case processing standards
 - Retooling from Crystal to SSRS reporting continues
- ▶ Continued demand for local court technology solutions
 - **Staff turnover increases risk to locally developed items**
- ▶ Continued **contingency planning** and **continuity of operations** preparations, but not much detail
- ▶ Probation and justice partners seeking **increased access to AJACS** case data as integration dates extend

APACHE COUNTY COURTS

- ▶ Continuing pursuit of paperless office; increase availability of electronic court records
 - Eliminated bar code leadsheets for scanned documents
- ▶ Will incorporate common theme across all court websites
- ▶ Upgraded wireless access, security, and authentication strategy
- ▶ Early adopter of LJ Disconnected Scanning; adding courts
- ▶ Concern for extensiveness of CMS data conversion efforts
 - Strain on local resources during transition
 - Judge buy-in necessary for bench automation to work
- ▶ Local development reduced but **dependence on MS-Access** to support business continues; addressing EA issues and replacing outdated computing equipment



COCONINO COUNTY COURTS

- ▶ Implemented Mohave's web-based courtroom calendar display and expanded services available via court website
- ▶ Increasing technology usage in the courtroom; judges desire e-doc and CMS access on bench; replacing Crystal with SSRS rpts
- ▶ Preparing for participation in upcoming statewide projects
- ▶ Continued creative paper reduction/automated forms efforts at various courts
- ▶ Expanding use of AJACS calendar at superior court
- ▶ eCitations (AZTraCS) now in all justice courts; significant physical security improvements made in Williams and Page



GILA COUNTY COURTS

- ▶ Improved physical and data security at superior court – plan to increase physical security and emergency response at all courts
- ▶ Enhancing superior court website to add more helpful items for public and court users; LJ courts using AZTurboCourt forms
- ▶ Desire to improve court statistical reporting, file, and financial tracking with goal of shortening case processing times
- ▶ Successfully relocated Globe Muni court to city facility
- ▶ Express concern for lack of funding for disconnected scanning subscriptions, LJ CMS training, & continuity with local applications
- ▶ Wide range of **retirement items still in production** use, but have long-term plan to address them, incl. local non-ACAP PC refresh



MARICOPA COUNTY COURTS

- ▶ Continued development of ICISng modules; justice courts integrated online payments with CMS; CCI work underway
- ▶ Made numerous enhancements to EZCourtForms and superior court website that hosts them
- ▶ Continuing to optimize internal and external information sharing, as well as electronic access to court and public records
 - ▶ Clerk pursuing software and process to validate official e-documents
- ▶ Expanding electronic courtroom technology, including web-based conferencing and courtroom recording
- ▶ Electronic services, incl e-payment, continue to increase in all courts



MARICOPA COUNTY COURTS

- ▶ Several high volume municipal courts have dangerously old case management systems; need LJ CMS implementation to lower risk
- ▶ Mesa continues to devote significant resources to CMS replacement; Phoenix now exploring CMS upgrade options
- ▶ Some infrastructure items addressed but most **retirement items remain in production**, especially out-of-support O/S and DBMS
 - ▶ General plans to upgrade exist but vast majority of items identified two years ago still in place
- ▶ Several LJ courts as well as COSC have **production data residing in MS-Access**
- ▶ Submitted consolidated IT strategic plan during leadership change



PIMA COUNTY COURTS

- ▶ Completed JOLTSaz implementation with Agave integration
- ▶ Continuing development of functional enhancements for Agave CMS incl workflow and extending integration to justice partner systems
- ▶ Desire to expand GJ civil e-filing model and revamp case initiation; deployed ancillary local applications to process e-filings
- ▶ Piloting eBench automation tool for judges; expanding public services on websites; increased network security and redundancy
- ▶ Tucson still addressing **48 AZTEC CMS bolt-ons**; replacing servers and PCs; **AIX 5.3 3 yrs out of support**; completed QMatic upgrade,
- ▶ PCCJC adopted AGAVE; smaller courts expanding digitization efforts, online services, and working on data cleanup for CMS transition
- ▶ **Numerous out-of-support DBMSs and O/Ss** continue to present risk
 - Vast majority of items identified two years ago remain in place



PINAL COUNTY COURTS

- ▶ Identified and began addressing data correction needs; **exploring local AJACS enhancement or alternative CMS**
- ▶ Created repository of over 200 SSRS reports for local users
- ▶ Increase efficiency through Lean Six Sigma and workflows
- ▶ Implemented paper file tracking; will provide judicial officers and staff access to court documents on mobile devices
- ▶ Pursuing AJACS access from non-ACAP PCs
- ▶ Preparing for LJ CMS testing and implementation; GJ e-filing
- ▶ Retired some bolt-on applications but **numerous remaining bolt-ons & continuing local development** present risk



SANTA CRUZ COUNTY COURTS

- ▶ Improved court physical security; activated alarm system
- ▶ Updated technology items and installed Wi-Fi in Nogales
- ▶ Refreshed all Adult Probation workstations; planning for other equipment to be replaced/upgraded
- ▶ Greatly expanded Spanish forms on web; improved interpreter skills; planning website changes for LEP
- ▶ Pursuing superior court calendar displays and public address systems within courtrooms
- ▶ Planning to implement disconnected scanning and expand e-citation in limited jurisdiction courts
- ▶ Preparing for upcoming statewide initiatives, esp. LJ CMS



YAVAPAI COUNTY COURTS

- ▶ Completed new Juvenile Justice Court Building
- ▶ Superior court implemented calendar displays at 3 locations
- ▶ Now e-filing probation revocations and juvenile delinquency case initiations; drug court **database in Access**
- ▶ Expand digitization efforts, preserve historical documents, reduce transfer of documents among justice partners
 - ▶ Eliminated bar code leadsheets for scanned documents
 - ▶ Increase mobile access to documents for judges, court + Probation depts
- ▶ Preparing for participation in statewide initiatives
- ▶ LJ courts expanding disconnected scanning and payments via Web
- ▶ Prescott Win7 PC refresh, anxious for new CMS; other LJs have multiple **non-OnBase** scanning programs in use

