



INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2020-2022

COURTS IN GREENLEE COUNTY



TABLE OF CONTENTS

| | |
|--|----|
| INTRODUCTION | 2 |
| A. PLANNING METHOD AND PARTICIPANTS | 3 |
| B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL | 4 |
| B.1. JUDICIAL BRANCH STATEWIDE AGENDA | |
| B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES | |
| C. CURRENT TECHNOLOGY ENVIRONMENT | 7 |
| D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS | 8 |
| D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION | |
| D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES | |
| APPENDICES | |
| A. CURRENT ENVIRONMENT | 26 |
| 1. HARDWARE ENVIRONMENT BY COURT | |
| 2. HARDWARE FOR SPECIAL FUNCTIONS | |
| 3. LOCAL SERVER HARDWARE AND FUNCTION | |
| 4. NETWORK ENVIRONMENT | |
| 5. SOFTWARE ENVIRONMENT | |
| 6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE | |

COURTS IN GREENLEE COUNTY

INTRODUCTION

This is a three year information technology strategic plan for the courts in Cochise County covering the period from January 2019 through June 2022. It was created as an update to the FY18-FY20 plan submitted in March 2017.

The courts in Greenlee County are composed of the following:

| |
|--|
| Superior Court in Greenlee County |
| Justice Court Precinct 1 -- Clifton |
| Justice Court Precinct 2 -- Duncan |
| Clifton Magistrate Court |
| Duncan Magistrate Court |

The Superior Court in Greenlee County provides administrative direction to all the courts. Each court also works close with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

Automation methodologies for the county’s courts are primarily centralized with the Administrative Office of the Courts (AOC). The courts may participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
 - Court Automation Coordinating Committee,
 - Probation Automation Coordination Committee, and
 - The Technical Advisory Council
- The General Jurisdiction (GJ) Case Management System (CMS) Users’ Group,
- The Juvenile On-Line Tracking System (JOLTS) Users’ Group and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users’ Group.

Courts are also represented on the Clerks of the Court Association, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, as well as Code Standardization and Caseflow Managers Groups.

All courts in the county are participating in the Arizona Court Automation Project (ACAP).

A. PLANNING METHOD AND PARTICIPANTS

This section outlines the participants, processes and events that contributed to formulating the Information Technology Plan for Greenlee County Courts.

A countywide automation committee made up of representatives from courts developed this plan. Participants included: An AOC representative met with representatives from courts and departments in the County to develop the FY08-10 plan. That plan has since been revised several times to keep it current. Participants in the latest revision included:

| | |
|---------------------------|--|
| Monica Stauffer | Judge of the Superior Court |
| Cristina O’Coyne | Court Administrator/Judicial Assistant |
| Madeline Montoya | Clerk of Superior Court |
| Rick Guerena | Court Services |
| JoAnn Miranda | Probation Department |
| Vincent Buccellato | County IT Manager |

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The courts support *ADVANCING JUSTICE TOGETHER: COURTS & COMMUNITIES 2014-2019* and its vision to increase the public’s trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2014 at the direction of the judiciary’s new chief justice. It remains consistent with the previous *JUSTICE 20/20* vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Improving Court Processes to Better Serve the Public;
4. Enhancing Professionalism within Arizona’s Courts; and
5. Improving Communications and Community Participation.

B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The county’s courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follow:

| Court/Local Agency Name | Strategic Agenda | Related IT Initiative(s) |
|-------------------------------|--|--|
| All Courts in Greenlee County | <ol style="list-style-type: none"> 1. Provide ability to video-conference for meetings and trainings. 2. Due to the requirements of 16 COJET hours, provide a training room along with a computer to complete on-line classes free from interruption. 3. Increase access to courts by updating the court website to include court calendars, court forms, link to child support calculator, link to Public Access, and other pertinent court information. 4. Continue efforts to increase safety of all courts and begin the implementation of the court security standards. 5. Improve court attendance by implementing an automated | <ol style="list-style-type: none"> 1. Install and procure video conferencing equipment on AJIN. 2. Obtain an additional ACAP PC and locate a room which would be free from interruptions. 3. Maintain court website hosted by county. 4. Implement new items following purchase. 5. Join state automated notification system. |

| Court/Local Agency Name | Strategic Agenda | Related IT Initiative(s) |
|--|---|--|
| | <p>reminder system.</p> <p>6.Hire a Field Trainer for all courts.</p> <p>7. Back-up recording system for all courts.</p> <p>8. Hire IT personnel exclusively for the courts.</p> | <p>6. Obtain funding to match the Field Trainer grant.</p> <p>7. Install a back-up recording system in each courtroom.</p> <p>8. Obtain funding.</p> |
| <p>Greenlee County Superior Court</p> | <p>1. Reduce high cost of contracting court reporters and court interpreters.</p> <p>2. Implement courtroom digital video recording, video conference capability, and evidence presentation.</p> <p>3. Continue efforts to increase safety, confidentiality, and privacy of the superior court. Replace front counter and add Plexiglas barrier. Add a Plexiglas door to ensure confidentiality and privacy in the clerk’s office from the lobby. Install panic buttons in courts and court offices and educate staff on proper use.</p> <p>4. Provide a computer for parties in probate/guardianship/ conservatorship cases to review required programs.</p> <p>5. Additional courtroom along with recording system for visiting judges.</p> | <p>1. Join Remote Court Reporters statewide project to use Maricopa-based resources via video-conferencing.</p> <p>2. Install video equipment that can be accessed outside of the courtroom to allow employees and/or law enforcement to view the courtroom without having to enter. This would allow for better planning in potentially dangerous situations.</p> <p>3. Install panic buttons and education staff on proper use.</p> <p>4. Obtain an additional ACAP PC.</p> <p>5. Locate a room within the courthouse which could be utilized.</p> |
| <p>Clerk of the Superior Court</p> | <p>1. Ensure longer life of audio records, better storage methods for FTR Gold CDs and audiocassette tapes. Develop procedures for better storage and retrieval.</p> | <p>1. Convert audiotapes to CD Media or store on audio server.</p> |

| Court/Local Agency Name | Strategic Agenda | Related IT Initiative(s) |
|----------------------------------|---|---|
| | <p>2. Enable clerks to spend less time conducting criminal searches. Train staff on how to retrieve old files which were scanned onto On-Base which would eliminate retrieving the documents from storage.</p> <p>3. Develop juror brochure and plan for communicating with jurors in a manner that is appropriate and that will inspire them to be willing to serve; develop brochures/flow charts for different case types to better inform the public. Automatic telephone call to jury jurors confirming jury trial date and time and any necessary information needed.</p> <p>4. Work with IT manager, sheriff, county attorney, and other court agencies to interface programs and allow for data to be entered once and not re-entered at every step through the criminal process.</p> <p>5. Provide Greenlee-specific court forms on county website which would reduce counter traffic and would eliminate the need to correct forms provided by other counties' websites.</p> | <p>2. N/A</p> <p>3. Enhance court website content for jurors and obtain funding for television/computer, and phone system.</p> <p>4. Implement integration between AJACS and other stakeholder programs.</p> <p>5. Enhance court website hosted by county. Create and modify forms on line for public access.</p> |
| Greenlee County Probation | <p>1. Meet enterprise architecture and security requirements.</p> | <p>1. Continue working on upgrading/replacing probation finance program (Dave's Program).</p> |

C. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

The Arizona Judicial Department has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS reporting, and Statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, replaced all the State-owned external (ACAP and JOLTS) PCs (about 3500) in FY15. Because of the long hardware life expected for the new PCs and the ever-shortening support cycle by software manufacturers, the project also included a change to a subscription model for the operating system and office productivity applications utilized by all PCs deployed in the courts' environment. This most recent refresh activity placed the following models in service:

- Desktop: HP EliteDesk 800 G2 Small Form Factor
Intel Core i5-6500 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600
8GB RAM, DDR4-2133 DIMM (2x4GB) RAM, 500GB 7200 RPM 3.5" Hard Drive
Intel I219LM Gigabit Network Card, Intel Core i5 vPro
- Laptop: HP EliteBook 850 G3 Notebook PC
Intel i5-6300U (2.4 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 520,
Intel Core i5 vPro, D8U08AV Integrated camera, Integrated HD
- Printer: E6B9A#ABA HP LaserJet - HP Laser Jet M605n/M608n

The hardware listed in Appendix A reflects equipment used to support the court management system software, the juvenile tracking software, other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

SOFTWARE

Appendix A also identifies all the software used in the county's courts. It includes the state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects, which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

For reference, the statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support
2. Manage & Improve Security
3. Deploy New Core Systems
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Public Facing Services (eFiling, eAccess, eNotification)
7. Enhance Core Systems with New Functionality
8. Integrate Systems to Improve Productivity and Capability

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Launch eAccess
- Expand Automated Notification Capability
- JOLTSaz Dependency & Office UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- Public Safety Assessment Automation
- FARE - Infrastructure Port
- Online Dispute Resolution
- Time Standards Reporting
- eWarrant System
- eDocument Hyperlinking
- New Appellate CMS Setup
- CPOR 2
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.X

* Note: Not all projects apply all courts in the state.

COURT IT ACCOMPLISHMENTS CY2017/2018

This section lists the accomplishments of the county's courts in information technology projects from January 2017 to January 2019.

| Strategic Project (State or Local) | Program / Project | Description | Local Accomplishment |
|---|---|--------------------|---|
| Local | Accept Credit/debit card payments for court fees. | | The Clerk's Office contracted with nCourt to accept credit/debit card payments for court fees. |
| Local | Probation Department – Meet enterprise architecture and security requirements. Probation Department – Obtain a scanner that is capable of emailing directly from scanner to increase productivity and cut costs. | | The Probation Department upgraded their network file server and are utilizing Microsoft patch for Dave's program. The Probation Department obtained a scanner that is capable of emailing directly from scanner. |
| Local | Security cameras and monitoring devices Obtain television/computer for jurors to view the juror CD in jury waiting area. | | Security cameras and monitoring devices were obtained by the courts. The Clerk's Office obtained a television and CD to educate the jurors on their jury service. |

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court’s strategic initiatives independent from the statewide projects.

| Statewide Project Participation | | | | | | |
|--|----------------------------------|----------------------------------|---------------------------------|--------------------------------|--|--|
| Strategic Project Name / Phase | Brief Project Description | Related Statewide Project | Participation Scheduling | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns |
| None | | | | | | |

Other Local Independent Projects

| Strategic Project Name / Phase | Brief Project Description | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns |
|---|--|--------------------------------|--|---|
| Courthouse Security | Install panic buttons, new counter with Plexiglas barrier and door in clerk's office. | FY19 | Underway | Funding, coordination with Sheriff and Homeland Security. |
| Courtroom Digital Video Recording, Video Conference, and Evidence Presentation | Install video equipment for use with remote appearance. | FY19 | Conceptual | Funding; help with County IT. |
| Audio Records | Ensure longer life of audio records, better storage and retrieval. | FY20 | Conceptual | Funding resources, and priority. |
| Interface Programs | Interface programs with IT manager, sheriff, county attorney, and other court agencies. | FY20 | Conceptual | Funding. |
| Dedicated Court Technology Resource | Address slow resolution technology problems. | FY20 | Conceptual | Funding resources, County IT, and data security. |
| Additional Courtroom with Recording System | Schedule visiting judges in the courtroom without interrupting local scheduling. | FY20 | Conceptual | Funding and location. |
| Back Up Recording System for All Courts | Back up recording system for all courts to prevent loss of record and for business not to be interrupted. | FY20 | Conceptual | Funding resources. |
| Remote Court Reporters and Court Interpreters | Reduce high cost of contracting court reporters and court interpreters by using remote court reporters and court interpreters. | FY20 | Conceptual | Funding resources. |
| Automated Notification System | Improve court attendance by implementing an automated reminder system. | FY20 | Conceptual | Funding resources. |

D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

| Statewide Initiative | |
|---|-----------------------------|
| Limited Jurisdiction Case Management System – AZTEC Conversion / AJACS Implementation | |
| Description: A limited jurisdiction court case management system was developed to replace AZTEC by taking the base GJ CMS (AJACS) application and expanding the functionality to specifically address limited jurisdiction needs then extending the use of system automation that is of specific benefit to Arizona’s justice and municipal courts. Early in the requirements gathering and development cycle, non-AOC-supported large volume courts collaborated with the AOC through the provision of resources, funding, and business analysis to build upon the AZTEC-replacement application and develop a solution that could potentially meet the needs of all LJ courts, large or small, rural or metropolitan. Additional non-ACAP courts could choose to adopt this solution as their current case management systems age and become un-supportable. Program interfaces that permit integration with other automation systems, like electronic citations, central document management system (scanning documents directly to the PC then uploading them to the AJACS case event they pertain to), electronic records retention and destruction, online payment processing, MVD disposition reporting, and DPS criminal disposition reporting are being included. Business requirements and development are underway to support an LJ e-filing interface. Conversion of certain AZTEC case data and extensive training are being undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort. | |
| Anticipated rollout timeline: Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through the end of 2019, on a schedule determined by the AOC. | |
| 1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years) | Schedule determined by AOC. |
| 2. General Importance or Impact to Your Court: Improve business process. | |

**Statewide Initiative
LJ Judge Automation
(Limited Jurisdiction Courts Only)**

Description:

Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline:

Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff are being trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for implementation by Summer 2019.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Matches LJ AJACS timeframe.

2. General Importance or Impact to Your Court/Probation Department: Provide quick access to key components of court cases.

Statewide Initiative

Electronic Filing Expansion – Court Levels and Case Types

Description:

Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), online payment providers, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept filings e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case records. Notifications indicating the status of the filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan documents, which has been the norm for processing physical paper documents delivered over-the-counter. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. At present, 17 courts are participating in the statewide e-filing initiative, including all general jurisdiction courts.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline:

July 2009 onward, by level of court and case type. Pima County e-filing migrates to the eUniversa e-filing system by Spring 2019. Appellate Court e-filing migrates to eUniversa e-filing system by June 2019. Protective Order Petition e-filing support must be in place by January 2020.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court: Greenlee County does not have local attorneys therefore this would eliminate their need to travel to Greenlee County from other counties.

Statewide Initiative Electronic Access to Documents

Description:

Supreme Court Rule 123 authorizes courts to provide remote electronic access to case records. A new public access web application will provide the public a means by which to search for a specific party and any related case information at a statewide level then obtain access to the data and documents related to the case. The application will display basic case information, basic party information, charge information, and case docket (events/document) information.

Following evaluation of proposals to provide remote access to court documents and bulk data using an eCommerce system to provide timely fulfillment of requests for court documents, subscriptions for bulk data, and creation of customized queries/data reports, a contract was awarded to Granicus. The AOC and local courts maintain the information repositories that will feed the online access system. The AOC will provide the standard interface through which Granicus will request and retrieve court documents and case information on behalf of individuals and commercial entities. Because of the sensitivity of certain court data and documents, extensive testing of the business rules associated with access allowed by Rule 123 will be undertaken to facilitate reliable, accurate, appropriate, remote access to case data and documents.

Anticipated rollout timeline:

Available to the public beginning sometime during FY2019.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court: Due to Greenlee County being a remote area, this will allow easier access to documents.

Statewide Initiative

Expanding Automated Notification Capabilities

Description:

The Fair Justice for All Task Force’s recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. Non-AJACS courts, beginning with MCJC, will be provided access to the automated notification facility beginning in FY19.

Anticipated rollout timeline:

Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Expansion into additional languages, beginning with Spanish, is in process.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Next 12 months.

2. General Importance or Impact to Your Court: Should help reduce the FTAs.

Statewide Initiative Electronic Document Certification

Description:

Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered “originals” for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk’s office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk’s staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court’s file server.

Anticipated rollout timeline:

Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General will be followed by development work in AJACS to support a single, statewide solution for ACAP courts.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1 – 2 years

2. General Importance or Impact to Your Court:

Statewide Initiative Electronic Warrant System

Description:

Justice practitioners in both the courts and law enforcement are currently forced to use multiple systems to manually process, comprehend, and act on arrest warrant information. Even then, after all information has been reviewed, it is still necessary to contact the originating local court agencies to confirm whether a specific arrest warrant is actually still active. Time studies indicate that as many as 500,000 person hours are spent every year creating, maintaining, and serving warrants in the state.

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process through reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

Anticipated rollout timeline:

Functional requirements are being developed through the end of 2018 followed by workflow and case management system development activities. Testing is scheduled for late in 2019.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1 – 2 years

2. General Importance or Impact to Your Court:

Statewide Initiative

Digitizing the Protective Order Process

Description:

A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Currently only four counties' justice partners (Coconino, Gila, Navajo, and La Paz) beyond the Superior Court are participating in the full process, but a need exists to have near-real time information available in order to prevent gun sales to prohibited persons. Since civil protection orders served in Arizona are required to be submitted to NCIC, having a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, since an integrated electronic system does not currently exist, the public is unable to electronically prepare their paperwork for filing a petition and must physically go to the court during court business hours to fill out a paper petition. This project would enable anyone who is in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location.

Anticipated rollout timeline:

Legislation requires the central repository to be active by January 1, 2020. AJACS modifications are underway. Specifications will be provided to non-AJACS courts by December 31, 2018.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1 – 2 years

2. General Importance or Impact to Your Court:

Statewide Initiative Time Standards Reporting

Description:

The Steering Committee on Arizona Case Processing Standards, established by Administrative Order 2012-80, developed a set of case processing time standards for all major case types in both general jurisdiction and limited jurisdiction courts. Since the courts do not currently have the necessary tools to retrieve all the data that will be necessary to monitor compliance with the standards, the committee recommended that AOC develop automated data collection procedures and statistical reports within the case management systems. The following report types were deemed necessary to meet the case processing standards and enable business process improvements where necessary:

- Time to Disposition Report – the number of days that will be counted from the beginning to end of a case to determine if the case processing standard has been met.
- Age of Active Pending Cases Report – a measure of the age of cases currently pending and awaiting disposition.

Development of an accurate time to disposition report enables Arizona courts to define the concept of backlog and to identify a case “in backlog” as any case older than the case processing standard. Once backlog cases are identified, the court can take the appropriate steps to move the case to disposition. The courts can also use these standards as a tool to manage and monitor active pending cases.

Anticipated rollout timeline:

Limited Jurisdiction Courts: All reports have been deployed. Regular updates will be deployed whenever revisions are necessary.

General Jurisdiction Courts: Deployment of new reports including LJ Appeals, Family Law Post-Judgment Motions, Pre-Issuance Protection Orders, and Contested Hearing Protection Orders as well as updates to existing reports will accompany the rollout of AJACS 6.1, estimated to take place in FY19.

Juvenile Courts: All updated reports are expected to be deployed by December 2018.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Next 12 months

2. General Importance or Impact to Your Court:

Statewide Initiative Online Dispute Resolution

Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC is conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior will be addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court will pilot the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court has implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and is now launching an online platform to settle credit card debt cases under \$50K.

Anticipated rollout timeline:

Maricopa pilots are underway. One-year pilots in Pinal and Yuma Superior Courts as well as Scottsdale City Court will begin in FY19. Future plans include the creation of a statewide RFQ to enable courts to select and purchase the specific product that best meets their needs.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court:

Statewide Initiative Public Safety Assessment Automation

Description:

This project involves developing an automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment.

Pragmatica has been contracted to complete the first phase of the project and will focus on identifying the answers to the nine questions of the PSA based on court records and criminal history records contained in the Justice Web Interface (JWI). Pragmatica will work with the AOC staff and pretrial officers from several counties to establish the elements within a person's record that can be used to answer the nine questions automatically. Pragmatica will then incorporate these elements into an automated process that will complete the PSA report. This will also involve identifying those cases in which automated scoring is not possible if all elements of the nine questions are not available via automation. Those cases will require a final review by a staff member to complete the assessment.

For certain PSA questions, this phase of the project will focus primarily on criminal history records for crimes committed in Arizona. A future phase of the project will involve incorporating out-of-state crimes and a process for automatically initiating the PSA at the time a person is booked or fingerprinted.

Anticipated rollout timeline:

Phase I is anticipated to complete by December 31, 2018 and rolled out to pretrial officers in January 2019. Phase II is currently scheduled to begin in the Fall of 2018.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court:

Statewide Initiative
JOLTSaz Dependency (CASAs) & Officer UI (Probation)

Description:

The Dependent Children Automated Tracking System (DCATS) is the system of record used by the counties to enter statistical information on cases and volunteers. It is extensively used by both Court Appointed Special Advocates (CASA) and Foster Care Review Board (FCRB) for day-to-day tasks and activities. County CASA staff enter volunteer information and also connect the volunteer to a child/case in the dependency system. DCATS also provides reports to the state and local CASA programs to assist with case assignment. CASA of Arizona and the local programs have to complete numerous reports for outside sources, such as National CASA and VOCA grants. DCATS provides the statewide data needed for these reporting purposes.

DCATS technology is outdated and must be replaced. In addition, all Dependency data needs to be housed in one location to eliminate a significant amount of duplicate data entry. A multi-phase development and conversion effort is required to accomplish these tasks. Phase 1 includes CASA and FCRB functionality needed to replace DCATS and potentially the data conversion from DCATS to JOLTSaz.

JOLTSaz is also undergoing interface changes accompanying the adoption of Justice Tools (once the agreement is signed) currently used by Pima Juvenile Probation to replace AZYAS for performing safety assessments for juveniles to further adopt evidence-based practices. Changes are required in JOLTSaz to fully integrate Justice Tools for use statewide.

Anticipated rollout timeline:

Detailed requirements gathering is underway. Once complete, the work effort can be estimated and a project plan established.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court:

Statewide Initiative AJACS 6.1 Adoption

Description:

Version 3.9 of the AJACS GJ CMS currently utilized in the 13 superior courts (excluding Maricopa and Pima) is being replaced by Version 6.1. The new version contains a wealth of fixes for reported issues, functional enhancements, and totally new features, including full support for e-filing statewide. Following the upgrade to Version 6.1, all ACAP courts around the state will be using the same standard codeset, simplifying future upgrades and product support.

Anticipated rollout timeline:

Software development is anticipated to complete in November 2018 leading to a pilot court deployment in January 2019. Statewide deployment is scheduled for February through December 2019.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Next 12 months

2. General Importance or Impact to Your Court:

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court.

| LOCAL TECHNOLOGY RESOURCES | | | | |
|----------------------------|-------------------|----------------------|---------------------------|--|
| Court | State Device Cost | Other Technical Cost | Number of: | |
| | | | Court FTE Technical Staff | City of County FTE Technical Support Staff |
| All Greenlee Courts | \$29,250 | \$10,000 | 0 | 1 (2 people) |

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

This section lists the judicial branch-owned hardware deployed in the courts, including mainframes, servers, desktops, and other peripherals.

| Court | Number of PCs | PC Operating System | Number of Laptops | Laptop Operating System | Number of Network Printers |
|------------------------|---------------|---------------------|-------------------|-------------------------|----------------------------|
| Clerk & Superior Court | 9 | Windows 10 | 3 | Windows 10 | 5 |
| Clifton JP #1 | 2 | Windows 10 | 1 | Windows 10 | 1 |
| Clifton Muni | 1 | Windows 10 | 1 | Windows 10 | 1 |
| Duncan JP & Muni | 2 | Windows 10 | 1 | Windows 10 | 1 |
| Probation (not ACAP) | 13 | Windows 10 | | | 3 |

2. HARDWARE FOR SPECIAL FUNCTIONS

| Court | Number of: | | | | | |
|-----------------------|-------------------|------------------|-----------------|---------------------|----------------------------|------------------------|
| | Public Access PCs | In Courtroom PCs | In Chambers PCs | DPS ACJIS Terminals | Imaging/ Scanning Stations | Dedicated Training PCs |
| Clerk/Court | 0 | 1 | 1 | 0 | 1 | 0 |
| Duncan Justice & Muni | 0 | 0 | 0 | 0 | 1 | 0 |
| Probation Dept | 0 | 0 | 0 | 0 | 0 | 0 |

3. LOCAL SERVER HARDWARE AND FUNCTION

| LOCAL SERVER INFORMATION | | | | | |
|--------------------------|-------------------|-------------------------|--------------------------|------------|------------------------------------|
| Court/Dept. | # Brand / Model | Operating System | Databases | Managed By | Use / Applications |
| Clerk of the Court | 1 Dell/ PER 720 | Windows Server 2012 | MS SQL Server 2012 | County IT | OnBase image storage and retrieval |
| Probation | HP Proliant ML350 | MS Server 2008 R2 32bit | Finance (MS SQL 2008 R2) | County IT | Probation Financials Program |

4. NETWORK ENVIRONMENT

Network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it. Some departments, like Probation, also make use of County-provided computing equipment and applications.

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the county's courts. It includes the state-provided applications (such as AJACS, AZTEC, TIP, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

| LOCAL APPLICATIONS | | | | | | |
|---|---|----------------------------------|------------------------|--|---------------------|---------------------------|
| Application Name | Description of Application | Courts Using | Developed/Supported By | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
| AJACS application software for the Arizona Court Automation Project (ACAP) | Case & Financial Management | Superior Court, Clerk | AOC/AmCad | AOC Supported | 2008 | |
| AZTEC application software for the Arizona Court Automation Project (ACAP) | State standard case management system. | All Justice and Municipal Courts | AOC | AOC Supported | 1993 | LJ AJACS |
| AZTEC module: Calendaring | A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars. | All Justice and Municipal Courts | AOC | AOC Supported | 1993 | LJ AJACS |
| Other Financials/ Cash Mgt. System: | | | | | | |
| AZTEC module: File Tracking | A module of AZTEC that uses bar coding to track file locations. | | AOC | AOC Supported | 2002 | LJ AJACS |
| AZTEC Forms Generation | A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word. | | AOC | AOC Supported | 1993 | LJ AJACS |

LOCAL APPLICATIONS

| Application Name | Description of Application | Courts Using | Developed/ Supported By | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|---|---|-------------------------|--|---------------------|---------------------------|
| APETS (Adult Probation Enterprise Tracking System) | The new state standard system for tracking adult probationers. | Probation | AOC | AOC Supported | 2006 | |
| ATLAS | AZ Dept. of Economic Security | Clerk of the Court | DES | DES | | |
| DCATS – CASA | The statewide system for tracking court appointed special advocates. | CASA | AOC | AOC Supported | Early 90's | CASAaz |
| JOLTSaz (Juvenile On-Line Tracking System) | The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention. | Probation | AOC | AOC Supported | 2017 | |
| Statistical Reports (CASPER) | | All Justice and Municipal Courts | AOC | | | |
| Centra | Training Management | AOC | Vendor / AOC | AOC | | |
| CourTools | Court Metrics | AOC | AOC | AOC | | |
| Other court performance / metrics tracking tool | | | | | | |
| Tax Intercept Program (TIP) | A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery. | Superior Court and all Justice and Municipal Courts | AOC | AOC Supported | | |
| Windows 10 | The operating system | Superior Court and | | Vendor Pkg | 2015 | |

LOCAL APPLICATIONS

| Application Name | Description of Application | Courts Using | Developed/ Supported By | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|--|---|--------------------------------|---|----------------------------|----------------------------------|
| | of the state standard desktop PCs. | all Justice and Municipal Courts | Microsoft/AOC staff | | | |
| Server operating system: Windows 2012, Server 2008 R2 | Server O/S | Clerk of Court, Probation | Local staff | Vendor Pkg | | |
| Electronic Storage (SAN, NAS, etc) | | | | | | |
| Data backup / recovery system: Backup Exec, Symantec/Barracuda | Used for disaster recovery and business continuity | Superior Court/Clerk of Superior Court | Vendor/Local staff | Vendor Pkg | 2008 | Redundant Barracuda until 2019 |
| Office Outlook 2016 | The email and calendaring software used by AJIN. | Superior Court and all Justice and Municipal Courts | Microsoft/AOC staff | Vendor Pkg | 2017 | |
| Seagate Info/Crystal Reports/Crystal Enterprise | A report-writing tool for user ad hoc reports from various applications. | Superior Court and Probation | Crystal/AOC staff | Vendor Pkg | | |
| Problem and change management | | | | | | |
| Software configuration management | | | | | | |
| Hardware and software inventory | | | | | | |
| Procurement / Materials Mgmt | | | | | | |
| Other on-line training tool | | | | | | |
| Adobe Acrobat Reader | A free product from Adobe Acrobat for reading documents in | Superior Court and all Justice and | Adobe | Vendor Pkg | | |

LOCAL APPLICATIONS

| Application Name | Description of Application | Courts Using | Developed/ Supported By | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|---|---|-----------------------------|--|---------------------|---------------------------|
| | pdf format. | Municipal Courts | | | | |
| Adobe Acrobat Professional 11 | Document program | Superior Court | Adobe | Vendor Pkg | 2012 | |
| Microsoft Office 365 / 2016 | Personal productivity software | All courts | Microsoft / AOC | Vendor Pkg | 2017 | |
| Microsoft Office PowerPoint 2016 | | Superior Court and all Justice and Municipal Courts | Microsoft | Vendor Pkg | 2017 | |
| Microsoft Office Word 2016 | A word processing system. | Superior Courts and all Justice | Microsoft/local & AOC staff | Vendor Pkg | 2017 | |
| Microsoft Office Excel 2016 | A spreadsheet product from Microsoft. | Superior Court | Microsoft | Vendor Pkg | 2017 | |
| Microsoft SSRS 2012 | Ad hoc Reporting Tool | Superior Court / Clerk | Microsoft / AOC | Vendor Pkg | | |
| Database(s) MS SQL 2012, MS SQL 2008 | Backend databases for OnBase and Dave's Program | Superior Court/Clerk of Court, Probation | Microsoft | Vendor Pkg | 2014 | |
| Project management / tracking | | | | | | |
| Timekeeping | | | | | | |
| Human Resources | | | | | | |
| Sophos Virus Scan | Virus detection software to protect local PCs. | Superior Court and all Justice and Municipal Courts | Sophos | Vendor Pkg | | |
| Other Virus Prevention: | | Adult Probation / County PCs | | Vendor Pkg | | |
| Fines, Fees and Restitution Enforcement | | Superior Court and all Justice and Municipal Courts | AOC and vendor, ACS | AOC Supported | 2003 | |

LOCAL APPLICATIONS

| Application Name | Description of Application | Courts Using | Developed/ Supported By | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|--|-------------------------------|---|--|---------------------|---------------------------|
| Module for FARE participation | | | | | | |
| Other collections tracking: Probation | Collection notification and tracking | Superior Court | Microsoft Patch for Probation "Dave's Program" (Written in C) | Vendor | 2018 | 2018 |
| Pre-adjudication payment/online pmt processing | | | | | | |
| Digital Audio: Product Name: FTR Gold | Courtroom Recording | All courts (Except JP 1) | For the Record | Vendor Pkg | 2009 | 2018 |
| Digital Audio: Product Name: Courtable LT (Liberty) | Courtroom Recording | JP 1 | Liberty | Vendor Pkg | 2009 | 2018 |
| Document Scanning Product Name: Production Document Imaging | Document image capture | Superior Court | OSAM | Vendor Pkg | | |
| Document Scanning PaperStream Capture | Native scanner software for creation of pdfs | Superior Court Clerk | Canon / Local Staff | Vendor Pkg | | |
| Electronic Document Management System Product Name: OnBase Ver. 17.0.1 | Image store and retrieve | Superior Court/Clerk of Court | Hyland/OSAM | Vendor Pkg | 2016 | |

LOCAL APPLICATIONS

| Application Name | Description of Application | Courts Using | Developed/Supported By | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|--|---------------------|-------------------------------|--|----------------------------|----------------------------------|
| Integration-electronic data sharing with city/ county law enforcement | | | | | | |
| Integration-electronic data sharing with city/ county prosecutor | | | | | | |
| Integration-electronic data reporting of citations/dispositions to DPS | | | AOC developed and supported | AOC Supported | | |
| Integration-electronic data reporting of citations/dispositions to MVD | | | AOC developed and supported | AOC Supported | | |
| Jury system: Jury + Next Gen | Jury management software | All courts | JSI/Jury+ | Vendor Pkg | | |
| Public access | | | | | | |
| Court Website | Provides general information for participating courts as well as links to forms. | All courts | County IT/Local staff | Standalone on County server at Greenlee County | 2012 | |
| Interactive voice response system | | | | | | |

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next step on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

| Architecture Layers | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) | Remediation Plan/ Timeline |
|---|---|--|---|----------------------------|
| APPLICATIONS & TOOLS | | | | |
| User Interface Delivery Method for Public Access | Internet Explorer ≤6 | Internet Explorer >6 | IE 11, Edge | |
| User Interface Delivery Method for Business Applications | Character based | Silverlight | | |
| Electronic Document Management | Hyland OnBase ≤14 | Hyland OnBase 15 | OnBase 17.0.1 | |
| Document Imaging | Kofax Card (SCSI) | Kofax Ascent Capture | PDI | |
| Report Writer for Ad Hoc Reporting | Crystal <10 MS-SSRS ≤2005 | Crystal 10 MS-SSRS 2008 | | |
| Report Writer for Business Application Reports | Crystal <10 MS-SSRS ≤2005 | Crystal 10 MS-SSRS 2005 | | |
| Development Languages | ASP (Classic), COBOL, JAM, RPG | Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation | C (Dave’s Program) | |
| Development | Visual Studio ≤2012, Visual | Visual Studio 2015, | | |

| Architecture Layers | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) | Remediation Plan/ Timeline |
|----------------------------------|--|---|--|---|
| Environment | Studio 6 | PowerBuilder, MS-Access, Panther | | |
| Source Control | Aldon | | | |
| Code Generation | Alachisoft | Visible Developer | | |
| OFFICE PRODUCTIVITY TOOLS | | | | |
| Word Processing | Word ≤2010 | Word 2013 | Word 2016 | |
| Spreadsheet | Excel <2010 Quattro Pro | Excel 2013 | Excel 2016 | |
| Presentation | PowerPoint ≤2010 CorelDraw | PowerPoint 2013 | PowerPoint 2016 | |
| Local Standalone Database | MS-Access ≤2010 | MS-Access 2013 | | |
| E-mail Client | Outlook ≤2010, GroupWise (unsupported) | Outlook 2013, GroupWise (supported versions) | Outlook 2016 | |
| Instant Messaging | | MS-Live Communication Server, Lync, Skype for Business 2013 | Skype for Business | |
| Collaboration | | Live Communication Server, SharePoint Server ≤2013, Google Apps | | |
| Distance Learning | | Centra, GoToMeeting | | |
| DATA ARCHITECTURE | | | | |
| DBMS | SQL Server ≤2012 | SQL Server 2012 | SQL server 2012 SQL Server 2008 | Replace Probation Finance program (TBD) |
| Data Warehouse DBMS | SQL Server ≤2012 | Informix XPS, SQL Server 2012 | | |
| Data Exchange Model | | Fixed format, XML homegrown | | |

| Architecture Layers | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) | Remediation Plan/ Timeline |
|--|---|---|--|-----------------------------------|
| e-Mail Encryption | | S/MIME | | |
| NETWORKS AND PLATFORMS | | | | |
| Client Operating System | Windows ≤Vista and Windows 8 | Windows 7 and 8.1 | Windows 10 | |
| Server & Network Operating Systems | OS/400, Windows <2008 | Windows Server 2008 R2 | Windows Server 2012 and 2008 R2 | |
| Mobile Operating Systems | Blackberry O/S | | | |
| SHARED SERVICES | | | | |
| Component Service Layer | | Services previous version, DCOM, ASP (classic), Remoting | | |
| Remote Access Through Internet by Employees or Contractors | ipsec/AnyConnect | | | |
| Remote Access Through Internet by Vendors or Trusted Partners | ipsec/AnyConnect, TeamViewer n-2 version | TeamViewer n-1 version | | |
| MESSAGE TRANSPORT MIDDLEWARE | | | | |
| Message Transport | MQ ≤V7.1 | MQ V7.5/V8.0 | | |
| Data Transformation | Data Junction, MQSI, DTS | Cloverleaf, WMB V8.0, BizTalk | | |
| Data Routing/Publish and Subscribe | MQSI | Cloverleaf, WMB V8.0, BizTalk | | |
| File Transfer, Transactional and Scheduled Production (Mission Critical) | FTP (intercourt and using public Internet), MQ ≤7.1 | SFTP (intracourt only), MQ V7.5/8.0 | | |

| Architecture Layers | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) | Remediation Plan/ Timeline |
|---|---|--|---|----------------------------|
| File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive) | MQ ≤7.1, FTP | MQ V7.5/8.0 | | |