



# INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2020-2022

## COURTS IN NAVAJO COUNTY



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# COURTS IN NAVAJO COUNTY

## INTRODUCTION

This is a three-year information technology strategic plan for the courts in Navajo County covering the period from January 2018 through June 2022. It was created as an update to the FY18-FY20 plan submitted in March 2017.

The courts in Navajo County are composed of the following:

<b>Superior Court in Navajo County</b>
<b>Holbrook Justice Court</b>
<b>Winslow Justice Court</b>
<b>Snowflake Justice Court</b>
<b>Show Low Justice Court</b>
<b>Pinetop-Lakeside Justice Court</b>
<b>Kayenta Justice Court</b>
<b>Holbrook Magistrate Court</b>
<b>Winslow Magistrate Court</b>
<b>Show Low Magistrate Court</b>
<b>Pinetop-Lakeside Magistrate Court</b>

The Superior Court in Navajo County provides administrative direction to 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.

The automation for the county’s courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts 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, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups.

## A. PLANNING METHOD AND PARTICIPANTS

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

A countywide automation committee made up of representatives from courts and the county developed this plan. Participants included:

<b>Robert J. Higgins</b>	Presiding Judge
<b>Ralph E. Hatch</b>	Superior Court Judge Division I
<b>Dale P. Nielson</b>	Superior Court Judge Division III
<b>Michala M. Ruechel</b>	Superior Court Judge Division IV
<b>Evelyn G. Marez</b>	Justice of the Peace, Holbrook Justice Court
<b>BJ Little</b>	Justice of the Peace, Winslow Justice Court
<b>Fred L. Peterson</b>	Justice of the Peace, Snowflake Justice Court
<b>Stephen Price</b>	Justice of the Peace, Show Low Justice Court
<b>David L. Widmaier</b>	Justice of the Peace, Pinetop-Lakeside Justice Court
<b>Susie Nelson</b>	Justice of the Peace, Kayenta Justice Court
<b>Deanne M. Romo</b>	Clerk of the Superior Court
<b>Marc Russell</b>	Chief Deputy, Clerk of the Superior Court
<b>Jason Cash</b>	Chief Probation Officer
<b>Laura Mudge</b>	Probation Administrative Assistant
<b>Ernie Garcia</b>	Navajo County Jail Commander
<b>Marla Randall</b>	Court Administrator
<b>LuAnn Garbini</b>	Deputy Court Administrator
<b>Ken DeWitt</b>	MIS Director
<b>Bryan Layton</b>	Assistant County 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)
Superior Court	Continue to improve information currently provided to the public increasing the accessibility of the courts to on-line users.	Advance web-based information to provide additional information on court process and forms to constituents.
Superior Court	Continued development of the Adult Drug Court Program.	
Superior Court	Continual development of the Early Resolution Court to improve efficiency in processing criminal cases and to save resources and better utilize resources.	
Justice and Superior Court	Continue to integrate the Statewide PSA Court tool in Pre-trial services to provide judicial officers making release conditions with appropriate information on incarcerated defendants.	APETS Enhancement completed (AOC)
Superior Court/ Clerk of the Court	Expand the use of digitization functionality in daily operations of the court	Integration of e-Court Initiatives driven by the Administrative Office of the Courts and microfilm digitization
Clerk of the Court	Continue efforts to improve business processes within the office to save staff time and improve efficiency of workflow	

<b>Court/Local Agency Name</b>	<b>Strategic Agenda</b>	<b>Related IT Initiative(s)</b>
<b>Clerk of the Court</b>	Continue to convert archival records in paper and film format to digital	Microfilm digitization and manual scanning of archival records.
<b>Adult Probation</b>	Integration of APETS system with AJACS.	Integrate APETS system with new statewide CMS (AOC).
<b>Juvenile Probation</b>	HUB (Hope, Unity and Belief) Center for Success serves at-risk youth as an alternative to juvenile detention and a second chance at education and life skill development. Continue our collaboration with the County School Superintendent along with partnerships in the private sector that have their expertise and equipment to help the HUB to succeed.	Six Apple computers and three iPad tablets used for graphic design, music and video production, school work, and general school computer usage. The HUB has its own network that is provided by CableOne and is maintained by probation and school staff.
<b>Juvenile Probation</b>	Integration of JOLTSaz system with new State-wide CMS.	Integrate JOLTSaz system with new statewide CMS (AOC).
<b>Juvenile Probation</b>	Development of a probation treatment division for the purpose of providing in-house treatment services to high risk juvenile and adult probationers. Utilization of in-house treatment staff will improve outcomes by improving communication and collaboration between treatment and probation staff as well as allowing the department to focus treatment resources on high-risk, high-need populations.	Clinical staff will need computers and Electronic Medical Record (EMR) software as well as use of the Court's network.
<b>Justice Courts</b>	Increase use of the video-based system to include arraignments in the Justice Courts that have not adopted this process.	Upgrade the current Polycom system to the polycom solution which provides the same result and offers more opportunity.
<b>Limited Jurisdiction Courts</b>	Implement Statewide AJACS CMS system.	Participate in conversion, training, and implementation of AJACS CMS in LJ Courts
<b>Justice Courts</b>	Continue to develop the current web-based product to deliver additional information on court process and provide forms and alternative on-line payment options to constituents.	Develop forms that can be provided electronically in addition to on papers and improve information on instructions of court processes for public use.
<b>All Navajo County Courts</b>	Continue to build court leadership via participation of court employees in the County's Leadership Development Program and AOC Education Services.	
<b>All Navajo County Courts</b>	Implement security standards adopted by AO2017-015.	Purchase and installation of security cameras and panic buttons in the Superior and Justice Courts. Purchase of scanning devices for the second phase of the scheduled implementation.

## 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 were placed 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 in 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.

<b>Strategic Project (State or Local)</b>	<b>Program / Project</b>	<b>Description</b>	<b>Local Accomplishment</b>
<b>Clerk of the Court</b>	OnBase Upgrade	Upgraded to OnBase v17.0.1.67 (SP1)	Upgraded to newer version of OnBase.
<b>Superior Court/Clerk of the Court</b>	Implementation of mandatory e-Filing	Implementation of mandatory e-filing of civil matters	e-Filing became mandatory in Navajo County as of March 1, 2019.
<b>Juvenile Probation/Juvenile Court</b>	JOLTS Replacement Initiative	Participation in Statewide JOLTSaz conversion and implementation	Completed JOLTSaz conversion and implementation.
<b>Superior Court/Clerk of the Court</b>	2FID Project	Implementation of 2FID fingerprinting process	Installation and implementation of 2FID fingerprinting system.
<b>Superior Court/Clerk of the Court</b>	eBench	Implementation of eBench	Implemented eBench in the Superior Court.

## 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
<b>LJ CMS Conversion</b>	Participate in conversion, training, and implementation of AJACS CMS in LJ Courts.	LJ CMS Dev/Pilot/Rollout	Mid-cycle implementation	FY20	Pending	
<b>Expand e-Filing</b>	Continue statewide e-filing initiative with additional case types.	Electronic Filing	Mid-cycle implementation	FY22	Underway	
<b>JOLTSaz /APETS/AJACS Integration</b>	Enable integration between JOLTSaz and AJACS 6.1 as well as APETS and AJACS 6.1 for financials.	CMS Upgrade/ Enhancements	Early adopter	FY22	Conceptual	
<b>Automated PSA</b>	Automated completion of PSA assessment tool for judicial officers making release condition decisions.	Public Safety Assessment	Early adopter	FY22	Conceptual	

### Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Microfilm to Digital Conversion Project</b>	Convert current microfilm of court documents retained by the Clerk of the Court to digital format.	FY22	Underway	Funding and possible source of service needed. Available resources.
<b>OnBase Migration to AOC</b>	Migrate local OnBase system to AOC support.	FY20	Planned	No project details communicated.
<b>Web-Based Public Information</b>	Adding public information and forms for superior court website.	FY20	Underway	Resource constraints.
<b>Court Security Standards Adopted by AO 2017-15</b>	Installation of security cameras, panic buttons and scanning devices.	FY20	Underway	Funding.

## 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	
<b>Limited Jurisdiction Case Management System – AZTEC Conversion / AJACS Implementation</b>	
<b>Description:</b> 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.	
<b>Anticipated rollout timeline:</b>  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.	
<b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)	Schedule determined by AOC. We are a late implementation Court but have been advised we are currently scheduled to go in 2020
<b>2. General Importance or Impact to Your Court:</b> Concerns regarding the stability of system with few resources available to the court(s) following roll-out, loss of functionality (concerns regarding the Protective Order module functionality and financial issues that have been reported).	

**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:**

## 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)

Navajo County will become a mandated eFiling Court in January 2019.

**2. General Importance or Impact to Your Court:** System stability and lack of circuit redundancy should circuits go down during working hours.

## 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)

Next 12 months

**2. General Importance or Impact to Your Court:** Navajo County Clerk has indicated they are prepared to implement in FY2019.

## 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)

Within 12 months of rolling out AJACS or sooner if testing indicates proper functionality.

**2. General Importance or Impact to Your Court:** Assist with court reminders and anticipate improvement to failure to appear rates and non-payment.

## 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)

Unknown as we are unaware of a statewide solution that has been scheduled for testing and roll-out.

**2. General Importance or Impact to Your Court:** eCertification would provide a great service to individuals needing certified documents and do not have the time to handle the request via US postal service.

## 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)

Unknown as we are unaware of a statewide solution that has been scheduled for testing and roll-out.

**2. General Importance or Impact to Your Court:** I believe some LEA in Navajo County are using the portion of the eWarrant process that is currently available with Maricopa County.

## 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)

Unknown as we are unaware of a statewide solution that has been scheduled for testing and roll-out.

**2. General Importance or Impact to Your Court:** Navajo County looks forward to the availability of this functionality.

## 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)

Upon roll-out

**2. General Importance or Impact to Your Court:** Navajo County has found these reports to be useful but has identified problems with some of them which have been reported to AOC staff. We have been advised they are aware of the current issues and are working on solutions.

## 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)

Unknown at this time.

**2. General Importance or Impact to Your Court:** While Navajo County finds this initiative exciting, participation in such of an initiative would depend on the cost(s) to our county.

## 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:** This initiative would provide out Justice Courts and our weekend judges the ability to obtain PSA information more quickly. Today Navajo County has two assigned PSA officers for weekday work which prioritize felonies first. No PSA officers are available to provide this information on weekends or holidays.

## 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)

Unknown as we are unaware of a statewide solution that has been scheduled for testing and roll-out.

**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 code set, 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:** We are aware testing on this software is being completed and concerns and recommendations are being addressed as issues are identified.

## 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 or County FTE Technical Support Staff
Superior Court / Clerk of the Court / CA Office	\$70,400	\$3,210 \$13,500	0	0
Holbrook JP	\$10,285	\$535	0	0
Winslow JP	\$5,250	\$535	0	0
Snowflake JP	\$8,250	\$535	0	0
Show Low JP	\$9,000	\$535	0	0
Pinetop JP	\$5,250	\$535	0	0
Kayenta JP	\$2,250	\$535	0	0
Holbrook City	\$3,750	0	0	0
Winslow City	\$2,250	0	0	0
Show Low City	\$3,000	0	0	0
Pinetop Town	\$2,250	0	0	0

## 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
Superior Court/ Clerk of Court	50	Win 10	8	Win 10	24
Holbrook JP	7	Win 10	1	Win 10	3
Winslow JP	4	Win 10	0		2
Snowflake JP	7	Win 10	0		2
Show Low JP	5	Win 10	0		2
Pinetop JP	5	Win 10	0		1
Kayenta JP	2	Win 10	0		1
Holbrook MC	3	Win 10	0		1
Winslow MC	2	Win 10	0		1
Show Low MC	2	Win 10	0		2
Pinetop MC	2	Win 10	0		1

## 2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Imaging/ Scanning Workstations	Dedicated Training PCs
Superior Court/		6	6			0
Clerk of Court		6	6		6	0
Justice Courts		5	5		6	0
Probation						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	Microsoft Hyper-V Virtual Server	MS Windows Server 2012 R2	MS SQL 2016	County IT	OnBase Imaging/Document Management
Court Administration	Microsoft Hyper-V Virtual Server	MS Windows Server 2012 R2		County IT	Digital Audio - Liberty®

## 4. NETWORK ENVIRONMENT

Network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it.

## 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
<b>AJACS application software for the Arizona Court Automation Project</b>	Case & Financial Management	Superior Court, Clerk	AOC/AmCad	Vendor Pkg	2008	
<b>AZTEC application software for the Arizona Court Automation Project (ACAP)</b>	State standard case management system	All Justice and Municipal Courts	AOC	AOC-Supported	1993	LJ AJACS
<b>AZTEC module: Probate case management</b>	A module of AZTEC to process Superior Court probate cases.	Clerk of Superior Court	AOC	AOC-Supported	1993	LJ AJACS
<b>AZTEC module: Calendaring</b>	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
<b>AZTEC module: Financials</b>	A module of AZTEC that performs the cash management functions.	Superior Court and all Justice and Municipal Courts	AOC	AOC-Supported	1993	LJ AJACS
<b>AZTEC forms generation</b>	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word Perfect.	Superior Court and all Justice and Municipal Courts	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
<b>APETS (Adult Probation Enterprise Tracking System)</b>	The new state standard system for tracking adult probationers.	Probation		AOC-Supported	2006	
<b>DCATS - CASA</b>	The statewide system for tracking court appointed special advocates.	Superior Court	AOC	AOC-Supported	Early 90's	CASAaz
<b>JOLTSaz (Juvenile On-Line Tracking System)</b>	The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention.	Probation	AOC	AOC-Supported	1991	JOLTSaz
<b>Statistical Reports (CASPER)</b>	A statewide statistical reporting application.	Superior Court and all Justice and Municipal Courts	AOC	AOC-Supported		
<b>ATLAS</b>	AZ Dept. of Economic Security	Clerk of the Court	DES	DES		
<b>CourTools</b>	Court Metrics	AOC	AOC	AOC		
<b>Centra</b>	Training Management	AOC	Vendor / AOC	AOC		
<b>Other court performance / metrics tracking tool</b>						
<b>Tax Intercept Program (TIP)</b>	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		

## LOCAL APPLICATIONS

Application Name	Description of Application	Courts Using	Developed/Supported By	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
<b>Windows 10</b>	The operating system of the state standard desktop PCs.	Superior Court and all Justice and Municipal Courts	Microsoft/AOC staff	Vendor Pkg	2016	
<b>Data backup / recovery system</b>	Microsoft DPM	Superior Court	Microsoft	Vendor Pkg	2014	
<b>Outlook 2016 – O365</b>	The email and calendaring software used by AJIN.	Superior Court and all Justice and Municipal Courts	Microsoft	Vendor Pkg		
<b>Seagate Info / Crystal Reports / Crystal Enterprise</b>	A report-writing tool for user ad hoc reports from various applications.	Superior Court Administration	Crystal/AOC staff	Vendor Pkg		
<b>SSRS Reports -- Court performance / metrics tracking</b>	A state standard system for reporting court statics and time standards.	Superior Court & Clerk	AOC	AOC Supported	April 2013	
<b>Server operating system: MS Windows 2012 R2</b>	For local servers	Clerk	Local staff	Local Server	2014	As software is available and approved
<b>Problem and Change Management</b>						
<b>Software Configuration Management</b>						
<b>Hardware and Software Inventory</b>						
<b>Procurement / Materials Mgmt</b>						
<b>Tracorp LMS</b>	Software for interactive, instructor-led on-line training	Superior Court and all Justice and Municipal Courts	Tracorp	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
<b>Other online training tool</b>	Navajo County SafePersonnel.com	Superior Court, all Justice Courts and Probation	Navajo County	Vendor Pkg	2018	County Maintained
<b>Adobe Acrobat Reader</b>	A free product from Adobe Acrobat for reading documents in PDF format.	Superior Court and all Justice and Municipal Courts	Adobe	Vendor Pkg		
<b>Adobe Acrobat Professional XI</b>	PDF Creation and Editing	Clerk of the Court / Court Admin	Adobe	Vendor Pkg	2015	Pending Approval of DC
<b>Office 365 / Office 2016: Word 2016, Excel 2016, Access 2016, PowerPoint 2016</b>	Create and manage user documents including email and calendaring	Superior Court and all Justice and Municipal Courts	Microsoft/local & AOC staff	Vendor Pkg		Subscription
<b>Office 365: Access 2016</b>	Caseflow management and collections functions. (Not Production of court record) – Developed and used because state wide system is unable to track this type of information.	Court admin. Collections	Microsoft/ Local staff	Vendor Pkg		Subscription
<b>Database(s): SQL 2016</b>	* OnBase	Clerk of the Court / Court Admin	Local Staff	Vendor Pkg	2017	
<b>Project management / tracking</b>						
<b>Timekeeping</b>						
<b>Human Resources</b>						
<b>Sophos Virus Scan</b>	Virus detection software to protect	Superior Court and all Justice and	Sophos	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
	local PCs.	Municipal Courts				
<b>Other virus prevention:</b>						
<b>Fines, Fees and Restitution Enforcement Module for FARE participation</b>	This is a package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. It also includes web payment and an IVR interface.	Superior Court and all Justice and Municipal Courts		AOC-Supported	2003	
<b>Other collections tracking</b>						
<b>Pre-adjudication payment/online pmt processing</b>	n-Court	Superior & Limited	n-Court	Vendor Pkg		
<b>Digital Audio: Product Name: Liberty</b>	This is a digital audio recording system used to record court proceedings.	Superior Court and all Justice and Municipal Courts	JCG Technologies	Vendor Pkg		
<b>Document Scanning Product Name: OnBase Prod. Document Imaging</b>	This is a document imaging program used to scan and store filed documents.	Superior Court	OSAM	Vendor Pkg		
<b>Document Scanning Product: Paper Stream Capture</b>	Native scanner software for creation of pdfs	Superior Court Clerk	Canon / Local Staff	Vendor Pkg		
<b>Document Management</b>	This is a document management program	Superior Court	OSAM	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
<b>Product Name: OnBase v17.0.1.67 SP1</b>	used to store and retrieve electronic documents.					
<b>Integration-electronic data reporting of dispositions to DPS</b>	An electronic transaction to DPS with court dispositions	Superior Court	AOC developed and supported	AOC-Supported		
<b>Integration-electronic data reporting of citations/dispositions to MVD</b>	An electronic transaction to MVD for traffic citations.	Superior Court	AOC developed and supported	AOC-Supported		
<b>Jury system: Next Generation</b>	Software program that assists the Jury Commissioner on summoning and paying Jurors	Superior Court	Jury+	Vendor Pkg		
<b>Public Access</b>						
<b>Court Website</b>	Provides general information for courts as well as providing a limited amount of forms.	Justice Courts Superior Court	Court Administration	Standalone		Navajo County IT decision
<b>Interactive Voice Response</b>						

## 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	Remediation Plan/ Timeline
<b>APPLICATIONS &amp; TOOLS</b>				
<b>User Interface Delivery Method for Public Access</b>	Internet Explorer ≤6	Internet Explorer >6	Internet Explorer	
<b>User Interface Delivery Method for Business Applications</b>	Character based	Silverlight	AZTEC	
<b>Electronic Document Management</b>	Hyland OnBase ≤14	Hyland OnBase 15	OnBase 17	
<b>Document Imaging</b>	Kofax Card (SCSI)	Kofax Ascent Capture	OnBase PDI ISIS	
<b>Report Writer for Ad Hoc Reporting</b>	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal Enterprise	
<b>Report Writer for Business Application Reports</b>	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal Enterprise	
<b>Development Languages</b>	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation		
<b>Development Environment</b>	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access,		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology	Remediation Plan/ Timeline
		Panther		
Source Control	Aldon			
Code Generation	Alachisoft	Visible Developer		
<b>OFFICE PRODUCTIVITY TOOLS</b>				
Word Processing	O365 – Word 2016	Word 2016	Word 2016	
Spreadsheet	O365-Excel 2016	Excel 2016	Excel 2016	
Presentation	O365-PowerPoint 2016	PowerPoint 2016	PowerPoint 2016	
Local Standalone Database	O365-MS-Access 2016	MS-Access 2016	MS-Access 2016	
E-mail Client	O365-Outlook 2016	Outlook 2016	Outlook 2016	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business	Skype for Business 2016	
Collaboration		Live Communication Server, SharePoint Server 2016, Google Apps		
Distance Learning		Centra, GoToMeeting		
<b>DATA ARCHITECTURE</b>				
DBMS	SQL Server Windows Version 2008	SQL Server 2012	MS-SQL 2016	
Data Warehouse DBMS	SQL Server Windows Version 2008	SQL Server 2012	MS-SQL 2016	
Data Exchange Model		Fixed format, XML homegrown		
e-Mail Encryption		S/MIME		
<b>NETWORKS AND PLATFORMS</b>				
Client Operating System	Windows 10	Windows 10	Win 10	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology	Remediation Plan/ Timeline
Server & Network Operating Systems	OS/400, Windows ≤2008	Windows Server 2012	Server 2012 R2	
Mobile Operating Systems	BlackBerry O/S			
<b>SHARED SERVICES</b>				
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		
<b>MESSAGE TRANSPORT MIDDLEWARE</b>				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0		
Data Transformation	Data Junction, MQSI	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		
File Transfer, Production Non-transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0		