



INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2021-2023

COURTS IN PINAL COUNTY



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COURTS IN PINAL COUNTY

INTRODUCTION

This is a three-year information technology strategic plan for the courts in Pinal County covering the period from January 2019 through June 2023. It was created as an update to the plan to the plan for FY19-FY21 submitted in March 2018.

The courts in Pinal County are composed of the following:

Pinal County Superior Court
Adult Probation Services
Conciliation Court Services
Juvenile Court Services
Pioneer Justice Court
Casa Grande Justice Court
Central Pinal Justice Court
Western Pinal Justice Court
Copper Corridor Justice Court
Apache Junction Justice Court
Apache Junction Municipal Court
Casa Grande Municipal Court
Eloy Municipal Court
Florence Municipal Court
Kearny Municipal Court
Mammoth Municipal Court
Maricopa Municipal Court
Coolidge Municipal Court

Superior Municipal Court

The Superior Court in Pinal County provides administrative direction to the courts. Each court also works closely 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) Steering Committee and Users' Group
- The Arizona Court Automation Project (ACAP) 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 Pinal County Courts.

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

Amanda Stanford	Clerk of the Superior Court
Steven McCarville	Presiding Judge, Pinal County Superior Court
Todd Zweig	Court Administrator, Pinal County Superior Court
Elsa Montiel	Chief Deputy, Clerk of the Superior Court
Stephen Baird	Information Technology Director, Pinal County Superior Court
Rod McKone	Chief Probation Officer, Pinal County
Denise Smith	Juvenile Court Services Director, Pinal County
Tracy McElroy	Conciliation Court Director, Pinal County
Katrina Solis	Limited Jurisdiction Programs Manager, Pinal County

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The court supports *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* 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 2019 at the direction of the judiciary’s new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* 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. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona’s Courts; and
5. Promoting Public Trust and Confidence.

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)
Clerk of Superior Court & Superior Court	Improving Data Exchange.	Increase functionality of the COSC and Superior Court web presences by providing accessible web-based information, documentation and forms.
Clerk of the Superior Court & Superior Court	Digital Signatures	Digital signing of court related documents within AJAC’s, eBench and other systems used by Courts and COSC.
Clerk of the Superior Court & Superior Court & Pinal County	Server Consolidation Efforts	Consolidating and virtualization of servers supporting COSC and Courts.
Clerk of the Superior Court & Superior Court & Pinal County	Video Conferencing.	Increase the functionality of video conferencing systems to allow the theme, “Accessible to the World”
Clerk of the Superior Court	Online Dispute Resolution	Continued participation in the ODR statewide project

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Clerk of the Superior Court	Digital Fingerprinting Process	Improving court process by Digital Capture of fingerprints using 2FID.
Clerk of the Superior Court	Digital Scanning	Capture of Court-related documents

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 ad-hoc 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, refreshed 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 includes 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: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-6500 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB RAM, 500GB Hard Drive, Intel I219LM Gigabit Network Connection, Intel I219LM Gigabit Network Card, Intel Core i5 vPro
- Laptop: L3D24AV HP EliteBook 850 G3 Notebook PC: Intel - i5-6300U (2.4 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 520, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Core i5 vPro, Integrated camera, Integrated HD
- Printer: K0Q17A#BGJ HP LaserJet - HP Laser Jet 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, 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 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 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.

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

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

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
- Expand Automated Notification Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

COURT IT ACCOMPLISHMENTS CY2018/2019

This section lists the accomplishments of the county's courts in information technology projects from January 2018 to January 2020.

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Local	Court Appointed Billing Automation Upgrade	Upgrading our systems that handles electronic billing submissions with court appointed counsels	Creation of an automated process was successful for billing purposes. This initiative will be further expanded by Pinal County.
Local	IT Support	Ensured continued technology support for court infrastructure and various applications	Sourced IT support from Pinal County IT and hired IT Coordinator for 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
Online Dispute Resolution	Pilot participation in eventual ODR statewide project (Matterhorn)	ODR	Early adopter	FY22	Underway	
Digital Fingerprinting/ 2FID	Real-time, in courtroom digital capture and processing of fingerprints using 2FID followed by integration of 2FID fingerprint devices into business practices.	2FID Deployment (GJ courts)	Early adopter	FY21	Underway	

Other Local Independent Projects				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Web Enhancements and Public Services	Increase functionality of COSC & Superior Court web presence and public accessibility to web-based services	>FY24	Conceptual	Personnel to update and manage systems. Location of servers and accessibility.
Digital Signatures	Digital signing of court related documents in various systems	FY21	Conceptual	Finding a standard platform that works across systems

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Server Consolidation	Consolidation of server platforms into a reliable and upgradable system; provide better options for backups, disaster recovery and scalability	FY21	Conceptual	Accessibility of systems to various organizational elements
Video Conferencing	Expansion of current video systems to allow global access. Allow remote to remote connections and avoid in person contact to make the court accessible.	FY22	Conceptual	Interoperability of systems because of various organizational elements
Physical Footprint Reduction	Analyze current business practices involving physical paper and incorporate new digital technology (i.e., digital signatures, paper to digital form conversion, etc.)	>FY24	Underway	Time and staff intensive process

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

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are 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:	<p>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.</p> <p>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.</p>
Anticipated rollout timeline:	<p>Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through April of 2020, on a schedule determined by the AOC.</p>
1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Completed
2. General Importance or Impact to Your Court	<p>There is a temporary upfront resource cost due to training court staff to use the new system; the new system is an improvement - increasing process efficiency and reducing overall staff workload.</p>

**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 were 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 analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

1. Timeframe in which needed:

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

Completed

2. General Importance or Impact to Your Court/Probation Department: All LJ court staff are currently using this tool; judges can access it from the bench. It has been very beneficial for customer service related questions.

Statewide Initiative Electronic Filing Case Types Expansion

Description:

Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, 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 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 files. 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 for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

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:

Varies by level of court and case type. Pima County e-filing migrates to the eUniversa e-filing system by Spring 2019. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

1. Timeframe in which needed:

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

Completed

2. General Importance or Impact to Your Court:

OnBase/DTM Impact

- Close monitoring of DTM services and compliance requirements. OnBase system will continually need to stay up to date per AOC's recommendations. Latest update for Pinal is being planned (version 17 to 19). We are acquiring a new test server to have a like for like version 19 environment.

Staff/Training & Business Processes Impact

- New training packets, policies, procedures and business practices needed to be created and implemented. eFiling has had an effect in almost every department.

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. By the end of 2019, text messages began to include the “azcourtpay.com” link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline:

Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

1. Timeframe in which needed:

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

2. General Importance or Impact to Your Court: .

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 is being 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)

2. General Importance or Impact to Your Court:

Statewide Initiative Electronic Warrant System

Description:

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.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 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. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This 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, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables 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. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline:

Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

1. Timeframe in which needed:

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

2. General Importance or Impact to Your Court: .

Statewide Initiative Data Analysis / Reporting

Description:

Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

1. Timeframe in which needed:

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

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 are 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 is piloting 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 implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is launching an online platform to settle credit card debt cases under \$50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

1. Timeframe in which needed:

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

2. General Importance or Impact to Your Court:

Statewide Initiative LJ Public Safety Assessment Automation

Description:

This project involves developing an automated process for completing the Public Safety Assessment (PSA) report, a pretrial release assessment which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The long-term goal is to develop an automated system that would eliminate or significantly reduce the workload and amount of time it takes to complete a PSA, enabling the PSA to be used in additional limited jurisdiction courts which may not have pretrial services staff to conduct the assessment.

This project involves multiple phases. Phases One and Two included building the infrastructure within the Justice Web Interface (JWI) to include the PSA questions and PSA report with calculated risk scores. Pragmatica has been contracted to complete Phase Three of the project by providing a report to the Administrative Office of the Courts analyzing the scope of work needed to create a fully automated process for conducting the assessment and a process for automatically initiating the PSA at the time a person is booked or fingerprinted.

Anticipated rollout timeline:

Phase Three's report from Pragmatica is scheduled to be completed in late 2019. Further work will be planned from that point.

1. Timeframe in which needed:

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

2. General Importance or Impact to Your Court: .

Statewide Initiative Digital Evidence Repository

Description:

Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

1. Timeframe in which needed:

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

2. General Importance or Impact to Your Court: Will use when update is rolled out.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court in FY20.

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	\$140,270	\$91,250.00	1	0
Clerk of the Superior Court+ Satellites	\$130,020	\$9,028.02	1 (4 Open Positions)	0
Conciliation	\$14,880	0	0	0
Justice Courts (6 Locations)	\$119,795	0	0	0
Florence Municipal Court	\$4,000.00	0	0	0
Casa Grande Municipal Court	\$14,250.00	0	0	0
Kearny Municipal Court	\$2,250.00	0	0	0
Mammoth Municipal Court	\$2,250.00	0	0	0
Apache Junction Municipal Court	\$19,000.00	0	0	0
Coolidge Municipal Court	\$7,500.00	0	0	0
Eloy Municipal Court	0	0	0	0
Superior Municipal Court	0	0	0	0
Juvenile Probation		\$3,594.00	2	0

* Includes Licensing/Support NS Maintenance for OnBase, Office Suite, Hardware, Facilities, etc.

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	106	Windows 10	3	Windows 10	4 (87 Local Prt)
Clerk of Court (+ Satellites)	97	Windows 10	0	Windows 10	12 (63 Local Prt)
Conciliation Court	18	Windows 10	0	Windows 10	1 (18 Local Prt)
Justice Courts (6 Locations)	94	Windows 10	14	Windows 10	29 (4 Local Prt)
Casa Grande Muni	15	Windows 10	0	N/A	0
Apache Junction Muni	11	Windows 10	1	Windows 10	6
Kearny-Sup Muni	3	Windows 10	1	Windows 10	1
Mammoth Muni	1	Windows 10	0	N/A	1
Coolidge Muni	4	Windows 10	0	N/A	2
Florence Muni	2	Windows 10	-	N/A	-
Eloy Muni	-	Windows 10	-	N/A	-
Superior Muni	-	Windows 10	-	N/A	-

2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk of the Superior Court	7	36		2	
Court Admin Superior Court		19	17		5
Justice Courts (all)				2	
Casa Grande Muni					
Apache Junction Muni				5	

3. LOCAL SERVER HARDWARE AND FUNCTION

LOCAL SERVER INFORMATION					
Court/Dept.	# Brand / Model	Operating System	Databases	Managed By	Use / Applications
Clerk of the Court	Dell PowerEdge R510	MS Windows Server 2008 R2	MS SQL 2008 R2	COSC	Local Database Server
Clerk of the Court	Dell PowerEdge R510	MS Windows Server 2008 R2		COSC	File Server
Clerk of the Court	Dell PowerEdge R520	MS Windows Server 2008 R2	MS SQL 2012	COSC	OnBase / Image Server
Clerk of the Court	Dell PowerEdge 2950	MS Windows Server 2008	MS SQL 2012	COSC	OnBase / Image Server (Backup)
Clerk of the Court	Dell PowerEdge R510	MS Windows Server 2008 R2		COSC	Liberty Court Audio/Video

LOCAL SERVER INFORMATION					
Court/Dept.	# Brand / Model	Operating System	Databases	Managed By	Use / Applications
Clerk of the Court	Dell PowerEdge R510	MS Windows Server 2008 R2	MS SQL 2008 R2	COSC	Local Database Server (Backup)
Clerk of the Court	Dell PowerEdge 2950	MS Windows Server 2008		COSC	Domain Controllers (1 of 2)
Clerk of the Court	Dell PowerEdge R520	MS Windows 2012	MS SQL 2012	COSC	Internal Web Server
Clerk of the Court	Dell PowerEdge R510	MS Windows Server 2008 R2		COSC	SSRS/SSMS/
Clerk of the Court	Dell PowerEdge R520	MS Windows Server 2012		COSC	External Web Server (Located at AOC)
Clerk of the Court	Dell PowerEdge 2950	MS Windows Server 2008		COSC	Domain Controllers (2 of 2)

4. NETWORK ENVIRONMENT

The court's network is the Arizona Judicial Information Network (AJIN), maintained by the AOC.

The Pinal County COSC maintains a domain within the AJIN network that is accessible by users within the Pinal County Superior Court.

Pinal County maintains the Wireless Networks, and the Network for Video Conferencing (Polycom).

Court Name	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall Brand/Model	Other Security Provisions
Pinal Superior Court	5 devices and 12 servers (see Local Server Information for more details)	Windows Server 2008 R1 Standard	Devices connect through State network/firewall	Sophos Enterprise + Other Software provided by AOC Monthly security/system updates to various server operating

				systems (see Local Server Information for more details)
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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	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
AJACS application software for the Arizona Court Automation Project (ACAP)	AOC	Superior Court	AOC	2008	
.Net E-Form for Exhibit List and Tracking Module	Clerk of the Superior Court ITD	Clerk of the Superior Court	Standalone		
Video Calendar Generation	Clerk of the Superior Court ITD	Clerk of the Superior Court	Bolt-on	Original program: ~2010 New Program: 2015	
Case File Tracking: .Net Barcode	Local	Clerk of the Superior Court	Bolt-on	Original program: early 2000's New Program: 2014	
ATLAS	Arizona Department of Economic Security	Clerk of the Court	Local PC/DES Server		
APETS (Adult Probation Enterprise Tracking System)	AOC	Superior Court Adult Probation Dept., Juvenile Court Services	N/A		
DCATS - CASA	AOC	Juvenile Court Services	N/A		
Web Traffic Analysis	Local	Clerk of the Superior	Standalone		

LOCAL APPLICATIONS

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
		Court			
JOLTSaz (Juvenile On-Line Tracking System)	AOC	Juvenile Court Services	AOC		
CourTools	AOC	Superior Court	AOC		
Other court performance / metrics tracking	AOC				
SPSS (IBM) Stat for Social Sciences	Vendor	Adult Probation	Vendor Pkg		
Tableau (Data Analytics)	Vendor	Juvenile	Vendor Pkg		
Tax Intercept Program (TIP)	AOC	Clerk of the Superior Court, Justice Court, Municipal Court and Juvenile Probation participates manually	N/A		
Other PC/Laptop Operating System: Windows 10	Local	Clerk of the Superior Court	Vendor Pkg		
Server Operating System: Windows 2008, 2008R2, 2012	Local	Clerk of the Superior Court	Vendor Pkg		
Network Operating System	Local	Clerk of the Superior Court	Vendor Pkg		
Electronic storage (SAN, NAS, etc): AJACS Share data	Local	Clerk of the Superior Court	Vendor Pkg		
Dropbox	Local	Justice Courts (IA)	Vendor Pkg		
OneDrive 2016	Local/AOC	Clerk of the Superior Court. All Justice	Vendor Pkg		

LOCAL APPLICATIONS

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
		and Municipal Courts, Juvenile Court Services			
Outlook 2016	Local/AOC	Clerk of the Superior Court. All Justice and Municipal Courts, Juvenile Court Services	Vendor Pkg		
Word 2016	Local/AOC	Clerk of the Superior Court. All Justice and Municipal Courts, Juvenile Court Services	Vendor Pkg		
Excel 2016	Local/AOC	Clerk of the Superior Court. All Justice and Municipal Courts, Juvenile Court Services	Vendor Pkg		
Visio 2016	Vendor/Local	Superior Court	Vendor Pkg		
Microsoft SQL 2005, 2008, 2012	Local	Clerk of the Superior Court	Vendor Pkg		
Project Management / Tracking: Task Manager (in house dev)	Local	Clerk of the Superior Court	Vendor Pkg		
Zoom	Vendor	Clerk of the Superior Court. All Justice and Municipal Courts, Juvenile Court Services	Vendor Pkg	2020	
WebEx	Vendor	Clerk of the Superior Court. All Justice and Municipal Courts, Juvenile Court Services	Vendor Pkg	2020	

LOCAL APPLICATIONS

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Polycom	Vendor	Clerk of the Superior Court. All Justice and Municipal Courts, Juvenile Court Services	Vendor Pkg	2020	
Adobe Acrobat Reader DC 2018	AOC	Clerk of the Superior Court. All Justice and Municipal Courts, Juvenile Court Services	Vendor Pkg		
FTR	Local/AOC	Casa Grande Municipal	Vendor Pkg		
Sophos Protection (AOC Machines)	AOC	Clerk of the Superior Court. All Justice and Municipal Courts, Juvenile Court Services	Vendor Pkg		
Microsoft Defender Antivirus	Vendor	Administration	Vendor Pkg		
Data Backup / Recovery System	Vendor/Local	Clerk of the Superior Court	Vendor Pkg		
Veeam Backup Software	Vendor	Administration	Vendor Pkg	2020	
Microsoft SSRS (Pinal COSC)	Local	Clerk of the Superior Court / Superior Court	Vendor Pkg	2013	
Hardware and Software Inventory: MS SQL, Software Lic. and Hardware Audit	Local	Clerk of the Superior Court	Standalone		
Fines, Fees and Restitution Enforcement Module	AOC and vendor, ACS	Clerk of the Superior Court	Vendor / Bolt-On		

LOCAL APPLICATIONS

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
for FARE participation					
MVRS – Motor Vehicle	Vendor/Local	Probation	Vendor Pkg		
ODR-Matterhorn Platform (Online Dispute Resolution)	Vendor	Conciliation	Vendor Pkg	2020	
Liberty Audio Recording (with video option)	Vendor/Local	Clerk of the Superior Court / Pinal County Court Administration	Vendor Pkg		
Express Scribe (Transcription)	Vendor	Court Interpreter	Vendor Pkg		
Digital Audio Recording	NVR	Superior Court	Vendor Pkg		
OnBase Document Imaging V17	Vendor/Local/AOC	Clerk of the Superior Court	Vendor Pkg		Upgrade to 19 in FY21
Integration-electronic data sharing with county/city law enforcement	Vendor/Local	County Wide	Vendor Pkg		
Integration-electronic data reporting of dispositions to DPS (ADRS)	AOC	Pinal COSC / City of Florence	N/A		
MOBS & FID (Finger Print) DPS	Vendor/Local/DPS	Court Services	Vendor Pkg		
Integration-electronic data reporting of citations/dispositions to MVD.	AOC	N/A	N/A		
Spillman	Vendor	Pinal County Attorney	Vendor Pkg		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Westlaw (Legal Research)	Vendor	Court Interrupters	Vendor Pkg		
Jury System: Next Generation version (JSI)	Vendor/Local/AOC	Clerk of the Superior Court	Vendor Pkg		
Jury system: Web Generation version	Vendor/Local/AOC	Clerk of the Superior Court	Vendor Pkg		
External Court Web site	Local	Clerk of the Superior Court	Standalone		
Appeals Image Capture (AIC)	Local	Clerk of the Superior Court	Bolt-on	Original program: early 2000's New Program: 2013	
Automated Exhibits Application	Local	Clerk of the Superior Court	Bolt-on	2013	
OMEA/C2C	AOC	Clerk of the Superior Court	N/A		
Wysign (Check Sign)	Vendor	COSC	Vendor Pkg		
Qmatic (Voice/Signage)	Vendor	COSC	Vendor Pkg		

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. Enter the project name and scheduled completion date in the rightmost column.** Items in the “containment” category can have no more widespread 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	AOC Public Access PC's and Internet	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Plugin-free web applications programmed/designed for cross browser compatibility	
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	OnBase V17	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	N/A	
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	Visual Studio 2012, SSMS 17+, Report Builder 3.0	
Report Writer for Business Application Reports	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	Visual Studio 2012, SSMS 17+, Report Builder 3.0	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis, .NET Framework ≤V3.X, Windows Workflow Foundation	.Net ASP / VB / C# / PHP / SQL / HTML / CSS / RDL	
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2012	
Source Control	Aldon			
Code Generation	Alachisoft	Visible Developer	Visual Studio 2012, SSMS 17+, Report Builder 3.0	
OFFICE PRODUCTIVITY TOOLS				

Word Processing	Word ≤2010	Word 2013	Word 2016	
Spreadsheet	Excel ≤2010	Excel 2013	Excel 2016	
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2016 and Adobe Creative Suite	
Local Standalone Database	MS-Access ≤2010	MS-Access 2013	MS-Access 2016	
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported)	Outlook 2016 / Outlook 365 (Web)	
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		
DATA ARCHITECTURE				
DBMS	SQL Server ≤2012	SQL Server 2012	SQL Server 2005 / 2008 / 2012	Migrating 2005 to 2012 by end of year
Data Warehouse DBMS		Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown	XML	
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 R2	Windows Server 2012	Windows 2008 / 2008R2 / 2012	Migrating 2008 to 2012 or 2016 by end of year
Mobile Operating Systems	BlackBerry O/S		iOS (Apple mobile OS) / Android	
SHARED SERVICES				
Component Service		Services (previous version),	DCOM, ASP (classic)	

Layer		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 (intra-court only), MQ V7.5/V8.0	FTP (Intra-court only)	
File Transfer, Production Non- Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	Not Used	