



INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2021-2023

COURTS IN SANTA CRUZ COUNTY



TABLE OF CONTENTS

INTRODUCTION	2
A. PLANNING METHOD AND PARTICIPANTS	3
B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL	4
B.1. JUDICIAL BRANCH STATEWIDE AGENDA	
B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES	
C. CURRENT TECHNOLOGY ENVIRONMENT	10
D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS	12
D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION	
D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES	
APPENDICES	
A. CURRENT ENVIRONMENT	31
1. HARDWARE ENVIRONMENT BY COURT	
2. HARDWARE FOR SPECIAL FUNCTIONS	
3. LOCAL SERVER HARDWARE AND FUNCTION	
4. NETWORK ENVIRONMENT	
5. SOFTWARE ENVIRONMENT	
6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE	

COURTS IN SANTA CRUZ COUNTY

INTRODUCTION

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

The courts in Santa Cruz County are composed of the following:

Superior Court in Santa Cruz County
Santa Cruz County Justice Court (formerly Nogales Justice Court, Precinct #1)
Nogales Municipal Court
Patagonia Municipal Court

Note: The East Santa Cruz Justice Court (#1202) in Sonoita closed effective January 1, 2019

The Superior Court in Santa Cruz County provides administrative direction to the courts. Each court also works closely with its local funding agency, which are county government for superior and justice courts and city government for municipal for magistrate courts.

The automation for Santa Cruz 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 Santa Cruz County Courts.

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

Tom Fink	Presiding Superior Court Judge
Anna Montoya	Superior Court Judge
Denneen Peterson	Pro tempore Superior Court Judge
Emilio Velasquez	Santa Cruz Justice of the Peace
Vanessa Cartwright	Nogales Municipal Court, Magistrate
Conception Bracamonte	Patagonia Municipal Court, Magistrate
Luis Fimbres	Santa Cruz County Chief Probation Officer
Juan Pablo Guzman	Santa Cruz County Superior Court Clerk
Diane Culin	Superior Court Administrator
Dolly Legleu	Superior Court Case-flow Manager
Claudio Puig	Superior Court Network Administrator
Luz Fajardo	Office Manager and Collections Supervisor
Jorge Cota	Field Trainer and Data Base Administrator
Juan Balderas	Santa Cruz County IT Director
Anna Jimenez	Deputy Court Administrator

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

Santa Cruz 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)
<p>Superior Court</p>	<p>Promoting Access to Justice:</p> <ol style="list-style-type: none"> a. Improve the Electronic Calendar Public Display System to automate daily and be more user friendly. Sort at direction of user (by time or name) and eliminate expired times. b. Improve the utilization and training of the new Trial Director software and technology. c. Continue Improving services for Self- Represented Litigants in the family court cases by providing simplified forms and instructions on the website in English and Spanish. 	<ol style="list-style-type: none"> a. Contact MVIX to configure the web URL that AOC supplied. Sorting to be done by user once he/she has access to file. b. Contact Vendor to provide training, 1.-Post on webpage the new trial director software available for litigants 2.- waiting approval for new installation on second laptop c. Request the purchase of Adobe Acrobat Pro (14.99 a month subscription) to create fillable forms and post them in the superior court webpage

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
<p>All Courts</p>	<p>d. Improve efficiency of caseload (time to disposition) for Self-Represented Litigant cases.</p> <p>e. Continue improving the Courts' webpages with forms to include Spanish translated forms and Spanish instructions, and a guide to translating the website information in other languages.</p> <p>f. Improve interpreter services to include interpreter development and the use of credentialed interpreters and telephone and video interpreting in select hearings.</p> <p>g. Improve Interpreting and Title VI services to include use of "I speak" cards and tablets to facilitate communication at service counters.</p> <p>h. Formalize and rehearse processes for Title VI needs, adopting courtroom best practices, and handling complaints, and utilizing "I Speak" cards.</p> <p>i. Improve access to justice for weekend Pretrial arrestees with an objective screening and risk assessment for the judges at the Initial Appearance Hearing</p> <p>j. Improve Time to Disposition for Criminal cases.</p> <p>k. Improve services to the Mentally Ill court population and further develop the intercept model to facilitate better access to Justice early in the defendant's system involvement.</p>	<p>d. Post forms on webpage to public access</p> <p>e. Currently use Google translate on website</p> <p>f. IT department currently in process of providing remote court interpreting</p> <p>g. No IT initiative</p> <p>h. No IT initiative</p> <p>i. Need to work with AOC to have weekend availability of helpdesk staff.</p> <p>j. No IT initiative</p> <p>k. No IT initiative</p>

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Nogales City Court	<ul style="list-style-type: none"> l. Improve the City Court facilities to accommodate the access needs of defendants, litigants, victims, law enforcement, attorneys and programs. m. Improve the customer service via telephone in order to manage the high volume. n. Improve availability of victim services and computer access. 	<ul style="list-style-type: none"> l. No Superior Court IT initiative m. No Superior Court IT initiative n. IT will need to wait for city to have a better facility to add a new computer for the public
Superior Court	<p>Protecting Children, Families and Communities</p> <ul style="list-style-type: none"> a. Improve depth of attorney list for children and families. b. Expand CASA’s public exposure through social media platforms. c. Provide electronic reminders and messages to probationers regarding dates and times for appointments, treatment sessions, payments and to also acknowledge compliance with affirmations. d. Improve the case management system to provide probation officers information at a glance about the status of each case regarding supervision standards. e. Improve Emergency Planning and drills for public and court employees when in the Court building. f. Improve Security procedures, training and standards. 	<ul style="list-style-type: none"> a. No IT initiative b. IT can support to add social media links to webpage. CASA representative will need to admin the social media platforms accounts c. May need to create report and find automated mechanism to achieve this d. IT will discuss with probation department to inquire about the proposed improvements. Local IT suggestions will be proposed to AOC for any improvements. e. No IT initiative f. No IT initiative
All Courts		

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
<p>Superior Court</p> <p>Superior Court</p>	<p>represented litigants for the next hearing.</p> <p>d. Provide reports by event code that can be run according to Judge to include a total of cases.</p> <p>e. The court needs to be able to automate and translate when needed the Mediation Hearing Results (settlement details).</p> <p>f. Improve data tracking on Appointed Attorneys and Professional Service contractors</p>	<p>coordinator to develop a solution</p> <p>d. IT will work with JA's to develop SSRS report</p> <p>e. IT will review the project and contact vendors.</p> <p>f. IT developing reports and updates of current application</p>
All LJ Courts	<p>g. Add electronic citation processes in coordination with the local law enforcement and vendors.</p>	<p>g. IT will try to coordinate with local law enforcement and AOC to discuss project</p>
All Courts	<p>Enhancing Professionalism within Arizona's Courts</p> <p>a. Develop Judicial Branch leadership skills.</p> <p>b. Develop technology skills for judges and key court managers.</p> <p>c. Improve system-wide communication among justice system agencies.</p> <p>Promoting Public Trust and Confidence</p>	<p>a. No IT initiative</p> <p>b.- Field trainer already providing training. Training is always an ongoing item.</p> <p>c. Local IT will notify AOC of any improvement requested that involve agencies.</p>

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
<p>All Courts</p>	<p>a. Enhance the Courts’ webpages for all courts in the county:</p> <ul style="list-style-type: none"> i. to improve mental health and substance abuse information for court users; ii. increase public awareness of the court’s work. <p>b. Improve data quality in automation systems to improve confidence in the court information.</p> <p>c. Modernize how jurors are compensated.</p> <p>d. Provide a more useful, informative and user-friendly website to assist court users and interested public members.</p>	<p>a. IT will update the superior court webpage to add the following.</p> <ul style="list-style-type: none"> i.-Information regarding mental health ii.-IT will train and give access to a designated staff member to Civic plus in order to create and edit webpage newsletter. <p>b.- IT will work to provide training on data entry</p> <p>c.- IT will look into upgrading aging system currently in place</p> <p>d.- IT will work with departments to request upgrades in their programs and public information to be added to the webpage</p>

C. CURRENT TECHNOLOGY ENVIRONMENT

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

HARDWARE

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

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS 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 LaserJet 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 Santa Cruz 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 Santa Cruz County's courts in information technology projects from January 2018 to January 2020.

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
State	FARE	Increase the collection rate of fees and assessments by implementing FARE	FARE in place in Santa Cruz County
Local	Payment Button	Payment option button on the front page of all LJ courts webpages	Courts LJ webpage contains payment option buttons
State	LJ AJACS	Produce monthly Bond Report to track all bonds, grand totals and a comment section for follow up	Implementation of LJ AJACS accomplished goal
State	LJ AJACS	Close and purge 1990 and older cases from the records	LJ departments accomplished prior to implementation of LJ AJACS
State	LJ AJACS	Develop innovative strategy for adjudicating old but open cases	LJ departments accomplished prior to implementation of LJ AJACS
Local	Clerk Resources	The number of positions has increased in the Clerk's Office and new personnel lack routine access to computers and related equipment	New workstations have been acquired and office has added more desks to their office arrangement
State	LJ AJACS	Address data clean up in preparation for implementing the new Court Case Management System (AJACS) to the Limited Jurisdiction Courts	LJ departments accomplished prior to implementation of LJ AJACS
Local	SSRS Reports	Improve capacity to run and use SSRS reports	Various SSRS reports have been created for various departments

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Local	Training	Develop technology skills for judges and key court managers	Various training sessions have been conducted on various topics. Training always an ongoing element for court staff
Local	Payment Programs	Improve ease of payment for assessments, online, and off site at consumer locations	Various payment options available through courts' website pages
Local	Courtroom Resources	Insure judges have ready access to the technology needed when on the bench and in their chambers	All judges equipped with workstations on the bench and in chambers
Local	Audio/Visual Recording Systems	Insure all courtrooms have reliable and satisfactory audio and recording systems to meet the needs of the public, judges, staff, and all parties to the cases	PA systems have been improved, a courtroom's audio/visual system has been upgraded, and extra microphones have been added.
Local	Remote Court Reporting	Allow option of remote court reporting when local court reporters are not available	Revolutionary Text installed system in one of the courtrooms
Local	File Server	Upgrade file server for Superior Courthouse	ReadyNAS has been upgraded by replacing aging server
Local	SSRS Reports	Improve Electronic Calendar for Nogales Justice Court	Report has been created
Local	SSRS Reports	Improve Calendar to support Interpreter's calendar	Report has been created
Local	SSRS Reports	Improve Court Calendars for Superior Court	Various reports have been created and others improved
State	2FID	Allow Court to identify defendants with fingerprint hits during Law & Motion hearings	System installed and ready for use in Santa Cruz Superior Court

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all Santa Cruz 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
Language Access	Compliance with Language Access Plan	Access to Electronic Documents	One of the last	FY21	Underway	
Improve Data Quality in Automation Systems	Ensure confidence in quality of information provided by courts	CMS Upgrade/ Enhancement	Mid-cycle implementation	FY21	Underway	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Improve Electronic Calendar Display System	Have automated process for calendar display with little to no operator input	FY21	Underway	
Improve Utilization and Training of Trial Director	Provide laptop and software to attorneys to facilitate presentation for members of the court during court trials	FY21	Underway	
Improve Services for Self-Represented Litigants	Improve services to and the efficiency of time to disposition or adjudication	FY21	Underway	
Improve Weekend Pretrial Access	Provide remote audio/visual application for judges at weekend Initial Appearance Hearings	FY21	Underway	
New Public Computer in City Court	Provide access to computer for public needs	FY24	Conceptual	
County Website Improvements	Update court website to provide current information and access to court online services, including compliance with the state's Language Access Plan	FY21	Underway	
Add Social Media Links to Webpage	Update court website to include social media links	FY21	On Hold	
Improve Case Management System for Probation Access	Configuration of Case Management system for probation office needs	FY23	Conceptual	
Improve Accountability for Court Orders and Collections	Produce monthly bond report, identify collections, and improve automation	FY22	Pending	
Automated Reminder System	Improve rate of attendance at hearings and payments of assessments with the addition of an automated	FY22	Conceptual	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	reminder system			
Improve Delivery of Court Documents to Outside Agencies	Expedite delivery of documents to agencies in a timely manner	FY22	Conceptual	
Improve Self-Help Services	Avail public to court forms	FY22	Planned	
Create Reports for Various Court Functions	Create various reports for collections, auditing, tracking, and assessing court functions	FY21	Underway	
Automate and Translate Mediation Hearing Results	Possible use of Google Translate app	FY22	On Hold	
Add Electronic Citation Processes	Enhance / coordinate electronic citations between different justice partners and vendors	FY22	Conceptual	
Technical Training	Skills Training for Judges and Management	FY21	Underway	
Upgrade Jury Management System	Need to improve antiquated system for Jury Management	FY22	On Hold	
IT Backup Policy	Create an IT backup procedure for all electronic forms or documents that are managed at local area	FY21	EA Req'd	

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:

A limited jurisdiction court case management system was developed to replace AZTEC by taking the base GJ CMS (AJACS) application and expanding the functionality to specifically address limited jurisdiction needs then extending the use of system automation that is of specific benefit to Arizona’s justice and municipal courts. Early in the requirements gathering and development cycle, non-AOC-supported large volume courts collaborated with the AOC through the provision of resources, funding, and business analysis to build upon the AZTEC-replacement application and develop a solution that could potentially meet the needs of all LJ courts, large or small, rural or metropolitan. Additional non-ACAP courts could choose to adopt this solution as their current case management systems age and become un-supportable.

Program interfaces that permit integration with other automation systems, like electronic citations, central document management system (scanning documents directly to the PC then uploading them to the AJACS case event they pertain to), electronic records retention and destruction, online payment processing, MVD disposition reporting, and DPS criminal disposition reporting are being included. Business requirements and development are underway to support an LJ e-filing interface. Conversion of certain AZTEC case data and extensive training are being undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort.

Anticipated rollout timeline:

Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through April of 2020, on a schedule determined by the AOC.

1. Timeframe in which needed:

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

Schedule determined by AOC

2. General Importance or Impact to Your Court: Need pre-made standard reports, better disposition reporting, need standardized business processes/codes among courts.

**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)

Immediately

2. General Importance or Impact to Your Court/Probation Department: LJ AJACS already implemented in Santa Cruz County.

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)

1-2 years

2. General Importance or Impact to Your Court: . Need to keep up with the evolution of technology of moving from paper filing to paperless.

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)

3-4 years

2. General Importance or Impact to Your Court: Need to improve communication with various parties, so that everyone is informed. Roadblock is that not all have access to computers, wi-fi, and cell phones.

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)

Next 12 months

2. General Importance or Impact to Your Court: Need to move from local storage to state storage.

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)

3-4 years

2. General Importance or Impact to Your Court: Facilitates better communication with other agencies by having a central repository.

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)

Immediately

2. General Importance or Impact to Your Court: Santa Cruz has already made AZPOINT available to public.

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)

3-4 years

2. General Importance or Impact to Your Court: Data needs to be readily available to various leaders customized to their needs.

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)

1-2 years

2. General Importance or Impact to Your Court: Santa Cruz already has staffed a self-litigant staff member, but system still needed to facilitate online usage.

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)

1-2 years

2. General Importance or Impact to Your Court: Freeing workload by automating pretrial assessments would be a benefit to staff assigned to complete these tasks.

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)

3-4 years

2. General Importance or Impact to Your Court: Eliminating duplicating processes for CASAs and Juvenile staffs facilitates safety assessments for juveniles.

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)

3-4 years

2. General Importance or Impact to Your Court: Frees up court staff from having to search different vendors to accommodate this project.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

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

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City of County FTE Technical Support Staff
Santa Cruz County Superior	\$40,025	\$70,000	1.10	.0
Nogales Justice	\$22,250	\$1,000	.80	0
Nogales Municipal	\$9,000	0	.06	.0
Patagonia Municipal	\$2,250	0	.04	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
Santa Cruz County Superior	40	Windows 10	1	Windows 10	10
Nogales Justice	21	Windows 10	1	Windows 10	4
Nogales Municipal	9	Windows 10	0	N/A	3
Patagonia Municipal	2	Windows 10	0	N/A	1
Totals	72		2		18

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
Santa Cruz County Superior	1	12	4	1	3
Nogales Justice	0	3	1	0	0
Nogales Municipal	0	1	1	0	0
Patagonia Municipal	0	1	0	0	0

3. LOCAL SERVER HARDWARE AND FUNCTION

LOCAL SERVER INFORMATION					
Court/Dept.	# Brand / Model	Operating System	Databases	Managed By	Use / Applications
Superior Court	Netgear ReadyNAS	ReadyNAS OS6		Superior Court	File Server
Superior Court	VMWare v5.5	Windows 2008 R2		Santa Cruz County	OnBase

4. NETWORK ENVIRONMENT

The business 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	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	N/A	2009	
APETS (Adult Probation Enterprise Tracking System)	AOC	Adult Probation	N/A	2008	
DCATS - CASA	AOC	Superior Court	N/A	1990s	
JOLTSaz (Juvenile On-Line Tracking System)	AOC	Superior Court and Juvenile Probation	AS/400 JOLTS	1990s	
Statistical Reports (CASPER)	AOC	Superior Court and all Justice and Municipal Courts	N/A	1990s	
CourTools	AOC				
Tax Intercept Program (TIP)	AOC	Superior Court and all Justice and Municipal Courts	N/A	1990s	
Windows 10	Microsoft/AOC staff	Superior Court and all Justice and Municipal Courts	Vendor Pkg	2017	
Outlook 2016	Microsoft/AOC staff	Superior Court and all Justice and	Vendor Pkg	2017	

LOCAL APPLICATIONS

Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
		Municipal Courts			
Microsoft Word 2016	Microsoft/local & AOC staff	Adult Probation and Juvenile Probation	Vendor Pkg	2017	
Adobe Acrobat Reader DC	Adobe	Superior Court and all Justice and Municipal Courts	Vendor Pkg	2018	
Sophos Virus Scan	Sophos	Superior Court and all Justice and Municipal Courts	Vendor Pkg	2017	
Seagate Info/Crystal Reports/Crystal Enterprise	Crystal/AOC staff	Superior Court and Nogales Justice Courts	Vendor Pkg	1990s	
Centra	Centra	Superior Court and Nogales Justice Courts	N/A	1990s	
Fines, Fees and Restitution Enforcement Module for FARE Participation	AOC and vendor, ACS	Superior Court	N/A	2007	
Pre-adjudication / Online Payment Processing	GovTeller	Nogales Justice Court	Vendor Pkg	2012	
Digital Audio: Product Name: JAVS	Jefferson Audio Video	All courts	Vendor Pkg	2003	
Digital Audio: Product Name: Liberty	JCG Technologies	Superior Court and Nogales Justice Court	Vendor Pkg	2015	
Digital Audio and Remote Court Reporting: Product Name: Revolutionary Text	Revolutionary Text	Superior Court	Vendor Pkg	2019	
Integration-electronic data reporting of citations/dispositions to	AOC developed and supported	Superior Court and all Justice and Municipal Courts	N/A	1990s	

LOCAL APPLICATIONS

Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
MVD.					
Jury system: Jury+ Classic version 5.01, Jury+ Next Generation and Web Solution	Jury Systems, Inc.	Superior Court	Vendor Pkg	1990s	
Court Web site w/ Court Calendar information	Santa Cruz County	Superior Court and all Justice and Municipal Courts	Standalone	1990s	
Zebra Design Label	Zebra	Clerk of superior court	Standalone	2016	

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	N/A	N/A
User Interface Delivery Method for Business Applications	Character based	Silverlight	Silverlight	N/A
Electronic Document Management	Hyland OnBase ≤14.0.1	Hyland OnBase 15	OnBase 17.0.1.67	N/A
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Kofax Software	N/A
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	Crystal 10 / SSRS	
Report Writer for Business Application Reports	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	Crystal 10	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis, .NET Framework ≤V3.X, Windows Workflow Foundation	MS-Access	N/A

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access	N/A	N/A
Source Control	Aldon		N/A	N/A
Code Generation	Alachisoft	Visible Developer	N/A	N/A
OFFICE PRODUCTIVITY TOOLS				
Word Processing	Word ≤2010	Word 2013	MS Word 2016	N/A
Spreadsheet	Excel ≤2010	Excel 2013	MS Excel 2016	N/A
Presentation	PowerPoint ≤2010	PowerPoint 2013	MS PowerPoint 2016	N/A
Local Standalone Database	MS-Access ≤2010	MS-Access 2013	MS-Access 2016	N/A
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported)	MS Outlook 2016	N/A
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Skype For Business	N/A
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra		
DATA ARCHITECTURE				
DBMS	SQL Server <2012	SQL Server 2012	N/A	N/A
Data Warehouse DBMS		Informix XPS, SQL Server 2012	N/A	N/A
Data Exchange Model		Fixed format, XML homegrown	N/A	N/A
e-Mail Encryption		S/MIME		
NETWORKS AND PLATFORMS				

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	N/A
Network & Server Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows Server 2008 R2	N/A
Mobile Operating Systems	BlackBerry O/S		N/A	N/A
SHARED SERVICES				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	N/A	N/A
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	N/A	N/A
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	N/A	N/A
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	N/A
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	N/A	N/A
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not	MQ ≤7.1, FTP	MQ V7.5/V8.0	N/A	N/A

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Sensitive)				