



FISCAL YEARS 2016-2018



COCHISE COUNTY ARIZONA JUDICIAL BRANCH INFORMATION TECHNOLOGY STRATEGIC PLAN

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COCHISE COUNTY COURTS

INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS 2016-2018

INTRODUCTION

This is a three year information technology strategic plan for the courts in Cochise County covering the period from January 2016 through June 2018. It was created as an update to the FY14-FY16 plan submitted in March 2013.

The courts in Cochise County are composed of the following:

Superior Court in Cochise County
Bisbee Justice & Municipal Courts
Douglas Justice & Municipal Courts
Benson Justice & Municipal Courts
Willcox Justice & Municipal Courts
Sierra Vista Justice & Municipal Courts
Bowie Justice Court
Tombstone Municipal Court
Huachuca City Municipal Court
Cochise County Juvenile Court

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

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

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

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

A. PLANNING METHOD AND PARTICIPANTS

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

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

Mary Ellen Dunlap	Clerk of Court
Eric Silverberg	Court Administrator
Regan Appelo	Executive Budget Director/Justice Court Administrator
Kenny Reeves	Associate Clerk
Casey Furnier	Director of Automation and Field Training, Field Trainer
Ed Gilligan	Acting Director, Juvenile Court Services
Denise Caraballo	Probation Services Division Director
Conrad Joseph	Court Services Manager
Tracey Rocco	Administrative Finance Manager, Juvenile Court Services
Martha Huntley	JOLTS Manager
Ed Gilligan	Adult Probation Director
Cheryl Tomlinson	JIS Manager/APETS Coordinator, Adult Probation

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

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

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

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

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

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Cochise Superior Court, Justice Courts	<p><u>PROMOTING ACCESS TO JUSTICE</u></p> <p>Promote easy access to justice for Veterans</p> <p>Expand access to court documents to various agencies</p> <p>Two Justice Courts to interface with ADRS</p>	<p>Establish a Veterans' Court</p> <p>E-filing of civil cases online, AZTurboCourt, e-Filing</p> <p>Electronic records exchange with DPS</p>
Cochise Superior Court, Clerk of the Court, Adult Probation, Juvenile Court Services and Justice Courts	<p><u>PROTECTING CHILDREN, FAMILIES AND COMMUNITIES</u></p> <p>Audit filings of annual accountings. Improve oversight of fiduciaries using AJACS</p>	<p>Continue using AJACS</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	<p>probate screens.</p> <p>Establish, implement, and monitor policies concerning probation officer safety, utilizing the continuum of force model, up to and including the provision of firearms to officers.</p>	<p>Update wireless laptops</p>
<p>Cochise Superior Court, Clerk of the Court, Adult Probation, Juvenile Court Services and Justice Courts</p>	<p><u>IMPROVING COURT PROCESSES TO BETTER SERVE THE PUBLIC</u></p> <p>Enhance public access and usability of information available online through web access</p> <p>Update Adult Probation website to include more information and more forms for public and probationers' use.</p> <p>Providing long term access to documents via microfilm and digitizing files</p> <p>Use AJACS reports as a training tool for valid data entry and to analyze case processing time standards</p> <p>Ensure continued connectivity between county and state software programs</p> <p>Provide case file management, reduce physical file storage needs, and enable automated archival of records in the justice courts.</p> <p>Provide basic PC support/trouble shooting software uploads. Provide specific training on requested topics. Decrease staff workload associated with data entry of traffic citations</p> <p>Receive and process payments in a timely manner to ensure case related actions are</p>	<p>E-Access, continue to update court website</p> <p>Continue to update Adult Probation website</p> <p>Imaging for Superior Court Phase II</p> <p>AJACS Enhancements</p> <p>AOC and County IT Staff must cooperate to ensure compatibility among all users</p> <p>Centralized Electronic Documents (EDMS)</p> <p>Vendor to update URL and payment website</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p>Cochise County Superior Court, Clerk of the Court and Limited Jurisdiction Courts, Juvenile Probation, and Adult Probation</p>	<p>completed expediently</p> <p>Update phone systems for juvenile probation department</p> <p>County owned Pcs and laptops are to be replaced with state equipment</p> <p><u>ENHANCE PROFESSIONALISM WITHIN ARIZONA COURTS</u></p> <p>Improve the Legal Profession by providing access to information to the public</p> <p>Improve Operational Efficiencies</p> <p>Continue to enhance and update Juvenile and Adult Probation's case management systems</p> <p>Update audio system in Superior Court Division IV</p> <p>Implement speech to text solution for remote court room reporters</p> <p>Use new video conferencing system to connect courts to litigants and to outsourced interpreter services</p> <p>Digitize court management system</p> <p>Conversion and implementation of the new LJ CMS</p> <p>Implementation of E-citation in LJ courts and Magistrate Courts</p>	<p>Phone system update</p> <p>Equipment replacement for Juvenile Probation</p> <p>Arizona Memory Project with Department of Library, Archives and Public Record</p> <p>Implement JOLTSAZ Juvenile Management System</p> <p>New audio system for Division IV</p> <p>External court room reporter speech to text solution</p> <p>New videoconferencing equipment on county network</p> <p>E-Bench, E-Filing statewide projects</p> <p>LJCMS Project</p> <p>Electronic citation</p>
<p>Cochise County Superior Court, Clerk of the Court and Limited Jurisdiction Courts</p>	<p><u>IMPROVING COMMUNICATIONS AND COMMUNITY PARTICIPATION</u></p> <p>Continue Law Day Committee through which the Court sponsors an educational program in the county schools taught by juvenile probation officers and local attorneys.</p>	<p>Updating Superior Court website reflecting law day information.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	<p>Obtain interpreters for languages other than Spanish.</p> <p>Continue to provide good service to all staff, community resources and outside agencies</p> <p>Purchase of A+ School system for the LearnLab</p> <p>Update phone system for juvenile probation dept.</p>	<p>Use videoconferencing through County network for inclusion of outsourced interpreters, as well as remote video conferencing system</p> <p>New Learn Lab software</p> <p>Phone system update</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 access include 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, is replacing 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, will place the following models in service:

- Desktop: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-4570 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Intel Core i5 vPro
- Laptop: D1F64AV HP EliteBook 850 G1 Notebook PC: Intel - i5-4300U (1.9 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 4400, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Core i5 vPro, D8U08AV Integrated camera
- Printer: CE991A HP LaserJet - HP Laser Jet M602M

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

Software

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

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

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

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

The statewide strategic technology projects, and their priority as assigned by the Commission on Technology, are as follows:

Top Tier eCourt

- Deploy New eFiling Engine
- Deploy Judge Automation
- Launch eAccess
- Build Online Citation Pay

Top Tier Court Automation

- AJACS - LV/Mesa
- JOLTSaz Deployment
- Technology Refresh
- AJACS - AZTEC Replacement
- AJACS - GJ Enhancements
- AJACS - GJ eFiling Enhancement
- NICS Reporting
- FARE - Infrastructure Port

Second Tier

- Time Standards Reporting
- eWarrant Pilot
- Data Destruction
- Appellate CMS
- Disaster Recovery Study
- APETS Integration

COURT IT ACCOMPLISHMENTS FY2013/14

This section lists the accomplishments of the county's courts in information technology projects from January 2013 to January 2015.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	LJEDMS	Participation in the LJ EDMS	A MS to allow digital storage of documents
State	Video Remote Interpreter Services	Use video equipment to connect courts using state network and to find interpreters	Installation of remote interpreter system in Superior Court and two Justice Courts
State	AJACS enhancements	Update software to allow easier use and fulfill local needs	OnBase compatibility with AJACS
Local	Red Light cameras	Installation of cameras at various intersections in Sierra Vista	Cameras were operational, but are now dismantled due to election results
Local	LearnLab update	Upgrade LearnLab Pcs	Upgrade Pcs in the LearnLab with OS Windows 7
Local	Audio system update	Installation of new audio system in various courts	Installation of new audio system in five Superior Court Divisions and two Justice Courts
Local	Point and Pay Program	Web payments	Ability to accept credit card payments via the web
Local	Assistive Listening Devices	Installation of assistive listening devices in some courts	Installation of listening devices in 3 Justice Courts

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
JOLTS AZ Juvenile Management System	Implementation of a new probation automation system	JOLTSaz + Needs Assessment	Mid-Cycle adoptors	FY16	Execute	OnBase interface with Superior Court database; coordination with county IT, funding issues
e-Filing Civil Documents, AZ TurboCourt e-Filing	e-Filing of civil cases online for Superior Court	Electronic Filing	Mid-Cycle adoptors	FY16	Plan	Coordination with AZTurboCourt
AJACS Enhancements	Audit filings of annual accountings. Improve oversight of fiduciaries	AJACS GJ Enhancements	Mid-Cycle adoptors	FY16	Execute	OnBase compatibility
LJ CMS Project	Replace AZTEC in LJ courts	LJ CMS Dev/Pilot/Rollout	Among the last to implement	FY16	Plan	Data conversion from AZTEC into AJACS

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
Justice Web Interface	Interface with AZ DPS ACJIS	Electronic Filing	Mid-Cycle adoptors	FY17	Plan	Coordination with AZ DPS
Reduce Physical File Storage	Enable automated archiving of documents, decrease staff workload	Access to Electronic Documents	Early adoptors	FY16	Execute	Funding issues, learning new software

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Arizona Memory Project with Department of Library, Archives and Public Record	Posting historical information to the court web page	FY16	Plan	Funding issues coordination with Department of Library, Archives, Public Records, and local IT dept.
Electronic Citation	Implementation of E-citation in all LJ courts	FY16	Execute	Funding issues
Imaging for Superior Court Phase II: Images Burned to Microfilm to Comply with Archival Standards	Coordination with County IT	FY16	Plan	Coordination with county IT
Outsource Interpreter Services	Use videoconferencing on county network to connect courts to outsourced interpreter services.	FY16	Execute	Funding issues
Phone System Update	Update phones system for Juvenile Probation Dept.	FY15	Execute	Coordination with county IT dept. and various vendors

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Veteran's Court	Establishment of a Veteran's Court	FY16	Concept	Coordination with Veteran's Administration and Superior and LJ courts
Interface with ADRS	Two LJ courts to exchange electronic records directly with DPS using ADRS	FY16	Plan	Coordination with DPS, test requirements with DPS
Website Updates	Update new court/ adult/juvenile probation web sites	FY16	Execute	Coordination with county IT
Court Reporting Through Video / Internet	Implement speech to text solution for remote court room reporters	FY16	Concept	Funding issues, coordination with county IT
New Audio System	Install a new audio system in Division IV Superior Court	FY16	Concept	Funding issues

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
New Video Conferencing System	Install new video conferencing systems in the courts	FY16	Plan	Funding issues, coordination with county IT
New Learn Lab Software	Purchase of A+ School System for the Learn Lab	FY19	Plan	Funding issues
Equipment Replacement for Juvenile Probation	Exchange county owned PCs + laptops with state equipment	FY16	Plan	Coordination with AOC
SQL 2000 Server Replacement	Replace server with supported software; provide access to all courts in county for FTR	FY16	Execute	County network duplicates AOC IP addresses; must go on new subdomain w/ local admin; coordination
MS-Money Replacement	Replace out of support financial software with support product for juror management	FY16	Execute	Additional cost for Jury+ module; financial data conversion

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 – CONVERSION AND IMPLEMENTATION	
<p>Description: A limited jurisdiction court case management system is being 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. Significant, large volume, non-AOC-supported courts have 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 meets the needs of all LJ courts, large or small, rural or metropolitan. Additional courts could be consolidated into 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, the e-filing manager application, and central document management system are being included. Conversion of certain AZTEC case data and extensive training will be 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> <p>Anticipated rollout timeline: Winter 2015 through Fall 2019</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>3-4 years</p>
<p>2. General Importance or Impact to Your Court: Reducing staff work load by using electronic filing of tickets, case filings and an imaging system.</p>	

**STATEWIDE INITIATIVE
JOLTSaz JUVENILE MANAGEMENT SYSTEM**

Description:

JOLTSaz, the new, fully functional, juvenile tracking system, includes many new features and enhancements beyond Legacy JOLTS screens and functionality. It was successfully implemented in Pima County in June 2013. Following JOLTSaz going live in Pima County, a decision was reached that the system be implemented in the rural counties in a standalone mode initially without the Probation/CMS integration that required so much testing time and coordinated effort in Pima. Further JOLTSaz development in support of the standalone approach is currently underway for case information modules, calendaring, and data conversion activities. This includes enabling Probation financials to be entered directly into JOLTSaz until CMS integration takes place later.

A statewide version of the application will be rolled out in Pima then Yuma in early 2015. Phase II development of JOLTSaz is scheduled to begin concurrent with the rural county rollout and incorporate Court Appointed Special Advocate (CASA), Foster Care Review Board (FCRB), and Juvenile Treatment (JTX) functionality in the new system. In addition, a statewide data repository to replace the juvenile portion of the data warehouse with a real-time feed of juvenile data from iCIS in Maricopa County is planned to coincide with the completion of the rollout in 2016.

Several Phase II projects are scheduled to begin concurrent with the rural county rollout including incorporation of Court Appointed Special Advocates (CASA), Foster Care Review Board (FCRB), and Juvenile Treatment (JTX) functionality into the new system. In addition, the creation of a statewide Juvenile Data Repository will be complete with the real-time feed of juvenile data from iCIS in Maricopa County.

Anticipated rollout timeline for the new statewide version of JOLTSaz

Pima County -- January 2015

Yuma County – March 2015

Remaining Rural Counties -- June 2015 through July 2016

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:

Importance is to maintain same level of data processing capability with Superior Court installation of AJACS in December 2008. To increase efficiency by utilizing AJACS interfacing capability with JOLTSaz thereby reducing man-hours for duplication of effort at the user level.

**STATEWIDE INITIATIVE
CENTRALIZED ELECTRONIC DOCUMENTS
(LIMITED JURISDICTION COURTS ONLY)**

Description:

Electronic case filing requires a more comprehensive business solution for managing digital documents from cradle to grave, since, by definition, no paper exists. As business becomes dependent on digital documents, they must be stored in a way that protects them, makes them reliably retrievable 24/7, associates them with the cases they relate to through integration with the case management system, enables appropriate public access as specified by Rule 123, and meets records retention requirements. While many limited jurisdiction courts have shown interest in imaging existing paper documents, very few can afford to implement and maintain the full-featured electronic document management system (EDMS) needed to adequately support e-filing.

At the same time, many courts are experiencing facilities issues caused by storing years of accumulated paper records. ACJA § 1-507 allows destruction of paper records for which equivalent electronic records exist, but stipulates that multiple redundant copies and various media must be employed before any paper records can be destroyed (short of reaching their required retention period). The same technical requirements must be met before courts accept e-filings because, by definition, no paper backup exists for these records. The AOC has constructed a shared document management environment for use by limited jurisdiction courts to support both document imaging and e-filing. Following the ACAP subscription model, each participating LJ court will receive a scanner and software licenses to access the central system, along with necessary training to ensure documents are successfully deposited in and retrieved from the system.

Participation in the shared LJ EDMS enables a court to both accept e-filings and destroy paper copies of imaged records. An enhancement for bulk scanning of closed records has been added.

Anticipated rollout timeline: Started Fall 2011 to requesting courts; will be implemented in remaining courts as part of the AJACS 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:

Work load reduction by retrieving information faster to serve the public expediently.

STATEWIDE INITIATIVE
AZTURBOCOURT: E-FILING AND STANDARDIZED FORMS

Description:

Electronic Filing, aka “e-filing,” is a composite project that uses portions of other individual projects to construct a pinnacle application to enable filing of documents and data along with appropriate and validated indexing information so that data can be automatically accepted and recorded into both the electronic document management and case management systems, thus removing the need for a document scanning function. Currently in production for four courts, the vision is to eventually allow electronic filing for all courts and case types statewide via an Internet portal with multiple e-filing vendors.

E-filing includes a mechanism for filers to pay filing fees online and provides parties and counsel the ability to quickly locate and retrieve documents they have filed and secondary copies of the official court record.

Capabilities will be expanded following an enhancement for participant matching to allow filers to select the parties associated with the filing rather than entering them into the system manually. Also on the horizon is expansion of small claims intelligent forms, which currently can be printed by the filer, into a full electronic filing solution.

As technologies evolve and more experience is gained, new concepts and approaches arise for handling electronic filing in efficient and effective ways. Work is underway on a next-generation e-filing approach to handle rapid expansion to a greater number of courts and to significantly increase overall case volume.

Anticipated rollout timeline: July 2009 onward, by level of court and case type.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)

1-2 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE
JUDGE/BENCH AUTOMATION

Description:

Historically, court automation has largely been limited to back-office functions that assisted the clerk or court administrator. As the medium for the majority of documents and judicial resources shifts from paper to digital, out of necessity the way judges operate on the bench and in chambers will also change. The initial effort involved constructing a document review application for use with the AJACS case management system (CMS) that would provide a necessary component for automating the work of judges but not the totality of functions they require.

Preliminary user requirement sessions have been held to determine the information that judges need to have available in chambers and on the bench. A group of judges and a business analyst are examining the workflow of bench operations to identify process improvement opportunities while ensuring that workload doesn't increase by switching to digital documents. Procurement of a solution has been completed. The product is a judicial decision support application, integrated with the target CMS automation, which allows judges in their day-to-day activities to efficiently work with digital documents.

Anticipated rollout timeline: August 2014 (pilot launch at Pima Superior) Winter 2014 (pilot launch at an AJACS superior court)

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:**

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

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

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	City or County FTE Technical Support Staff
			Court FTE Technical Staff	
Clerk & Superior Court	\$72,000		0.5	
Limited Jurisdiction Courts	\$77,450		0.5	
Juvenile Court Services			1	
Adult Probation			1	

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

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

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Clerk & Superior Court	64	Windows 8.1	3	Windows 8.1	36
Juvenile Court Services in Six (6) Geographic Locations	68	Windows 8.1	7	Windows 8.1	21
Juvenile Court Services – Detention LEARN Center Classroom	20 (Non-ACAP)	Windows 7	12	XP/Windows 7	3
Juvenile Court Services – Learn Lab	12	XP	0	n/a	1
Adult Probation	1	Vista	0	n/a	1
Bisbee Justice & Muni Courts	7	Vista	0	0	4
Benson Justice & Muni Courts	9	Vista	0	0	3

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Willcox Justice & Muni Courts	8	Vista	0	0	2
Sierra Vista Justice & Muni Courts	22	Vista	0	0	6
Bowie Justice Court	5	Vista	1	Windows 8.1	2
Huachuca City Muni	1	Vista	0	0	1
Douglas Justice Court	8	Vista	0	0	5
Douglas Muni Court	4	Vista	0	0	1
Tombstone Muni Court	1	Vista	0	0	1

2. HARDWARE FOR SPECIAL FUNCTIONS

All items below are included in above desktop/laptop counts.

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk	1			1	2	
Sup Court	0	6	6	1	0	4 (training)
Juvenile Court Services	0	0	0	1	0	0
All LJs	0	9	7	0	23	0

3. LOCAL SERVER HARDWARE AND FUNCTION

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Clerk of the Court	1 Dell/ Opteron 5510	MS Windows 2003	MS SQL	County IT	Imaging EDMS storage server
Justice Courts/ Superior Court	Dell PowerEdge 2850 (repl w/ R310)	Windows 2003 (repl. w/ 2008 R2)		County IT	FTR Digital Recording Archiving
Juvenile Court Services – Detention Classroom	Dell PowerEdge 2900	Windows XP		County IT/JCS has admin rights for most issues	Run Detention LEARN Center application for Orchard and Rosetta Stone software in classroom

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Juvenile Court Services Learn Lab	Dell PowerEdge 2900	Windows XP		County IT/JCS has admin rights	Learn Lab with Orchard and Rosetta Stone software in classroom

4. NETWORK ENVIRONMENT

Network is the Arizona Judicial Information Network (AJIN), maintained by the AOC.

5. SOFTWARE ENVIRONMENT

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

Local Applications

Application Name	Description of Application	Courts Using	Developed/Supported by	Vendor Pkg, Bolt-On, Standalone	Implementation Date	Replacement Date/Strategy
AJACS application software for the Arizona Court Automation Project (ACAP)	AJACS to docket and case management that tracks all events and provide daily calendars.	Superior Court	AOC	Vendor Pkg	2008	
AZTEC application software for the Arizona Court Automation Project (ACAP)	State standard case management system.	All Justice and Municipal Courts Adult Probation	AOC	AOC Supported	1993	LJ AJACS
AZTEC module: Calendaring	A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars.	All justice courts, some magistrate courts	AOC	AOC Supported	1993	LJ AJACS
AJACS module: Financials	AJACS performs the cash management functions.	Superior Court	AOC	AOC Supported	2008	

Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Pkg, Bolt-On, Standalone	Implementati on Date	Replacement Date/Strategy
AZTEC module: Financials	A module of AZTEC that performs the cash management functions.	All justice and magistrate courts	AOC	AOC Supported	1993	LJ AJACS
Other Financials/ Cash Mgt. System	The county financial system used to process accounts payable, purchase requests and to provide budget reports.	Justice Courts, Superior Court, Juvenile Court Services, Adult Probation	New World / County	Vendor Pkg		
County VPN	VPN developed by county IT dept. to access county intranet	All courts, Juvenile Court Services	County IT	Local IT staff		
Other Financials/ Cash Mgt. System: QuickBooks	Financials	Limited Jurisdiction Courts (Sierra Vista, Willcox, and Benson), Adult Probation	QuickBooks/ Field Trainer	Vendor Pkg		
Other Financials/ Cash Mgt. System: Quicken	Financials	Limited Jurisdiction Courts (Bowie JP#6), Adult Probation	Intuit/ Field Trainer	Vendor Pkg		
AZTEC module: File Tracking	A module of AZTEC that uses bar coding to track file locations.	None	AOC	AOC Supported	2002	LJ AJACS

Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Pkg, Bolt-On, Standalone	Implementati on Date	Replacement Date/Strategy
AZTEC Forms Generation	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word 2013.	All LJ courts	AOC	AOC Supported	1993	LJ AJACS
APETS (Adult Probation Enterprise Tracking System)	The new state standard system for tracking adult probationers.	Adult Probation	AOC	AOC Supported	2006	
DCATS - CASA	The statewide system for tracking court appointed special advocates.	CASA	AOC	AOC Supported	1993	CASAaz
JOLTS (Juvenile On-Line Tracking System)	The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention.	Juvenile Court Services	AOC	AOC Supported	1991	JOLTSaz
JOLTS Storage Area Network (SAN)	Centralize storage for documents, etc.	Juvenile Court Services	AOC	AOC Supported		
Statistical Reports (CASPER)	A statewide statistical reporting application.	All courts	AOC	AOC Supported		

Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Pkg, Bolt-On, Standalone	Implementati on Date	Replacement Date/Strategy
Tax Intercept Program (TIP)	A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery.	All courts Adult Probation	AOC	AOC Supported		
Adobe Professional version XI	Used to create documents in *.pdf format	Alternative Dispute Resolution	Microsoft/ Local staff	Vendor Pkg	2015	
Windows 7, XP, Vista,	Operating systems of local county Pcs and laptops	Juvenile court Services, Superior Court, Adult Probation (all Win XP Pcs are in the process of being updated to Win 2007)	Microsoft/ Local staff	Vendor Pkg	2002	
Windows 8.1	The operating system of the state standard desktop PCs.	All courts, Juvenile Court Services	Microsoft/AOC staff	AOC Supported	2015	
Office 365	Software applications standard for state Pcs	All courts	Microsoft/AOC staff	Vendor Pkg		
Outlook 2007	E-mail and calendaring.	Adult Probation	Microsoft/County IT	Vendor Pkg		
Trend Micro Encryption Client software	Encryption software	Adult Probation	County IT staff	Vendor Pkg		

Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Pkg, Bolt-On, Standalone	Implementati on Date	Replacement Date/Strategy
Word 2003	A word processing system	Adult Probation (all Pcs are being updated to Word 2007)	Microsoft/ Local staff	Vendor Pkg		
Word 2007	A word processing system.	Adult Probation	Microsoft / Local staff	Vendor Pkg		
Windows Server 2003	Provides storage for audio files of court hearings	Superior Court and Justice Courts, Alternative Dispute Resolution	County IT/ Local staff	Standalone		Update to 2008 R2
Database(s) MS-Access	Microsoft Access used for various small databases.	Field Trainer, Alternative Dispute Resolution, Adult Probation, Court Security	Microsoft/Local staff/ AOC	Vendor Pkg		
Adobe Acrobat Reader	A free product from Adobe Acrobat for reading documents in .pdf format.	All courts Field Trainer Adult Probation	Adobe/AOC	Vendor Pkg		
Adobe Photoshop Elements	Allows storage and enhancement of photos of probation clients.	Adult Probation	Vendor	Vendor Pkg		
McAfee Virus Scan	Virus detection software to protect local PCs.	All courts	McAfee/AOC	Vendor Pkg		

Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Pkg, Bolt-On, Standalone	Implementati on Date	Replacement Date/Strategy
Other virus prevention (Trend Micro Virus Scan, Endpoint protection)	Virus detection software to protect local PCs.	Adult Probation, any county PC provided to the courts	Vendor/Local staff	Vendor Pkg		
Data backup / recovery system BackupExec	Used for disaster recovery and business continuity.	Adult Probation	Vendor/Local staff	Vendor Pkg		
Seagate Info/Crystal Reports/Crystal 10	A report-writing tool for user ad hoc reports from various applications.	Field trainer, Clerk of the Court personnel.	Crystal/AOC staff	Vendor Pkg		
Other on-line training tool and messaging service, Microsoft LYNC	Software for interactive, instructor-led on-line training and problem solving, as well as interactive messaging	All courts, Field Trainer, Juvenile Court Services	Microsoft/ Local staff/ AOC	Vendor Pkg	2015	
Fines, Fees and Restitution Enforcement Module for FARE participation	This is a package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. It also includes web payment and an IVR interface.	5 justice courts 6 magistrate courts	AOC and vendor, ACS/Xerox	AOC Supported	2003	

Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Pkg, Bolt-On, Standalone	Implementati on Date	Replacement Date/Strategy
Other collections tracking						
Point and Pay Program	Web base payments	Juvenile Court Services	Local county IT	Vendor Pkg	2015	
Ez-Trac	Web base payments	Superior Court and various LJ courts	EZTrac/Local staff	Vendor Pkg		
Digital Audio: Product Name: FTR 5.1 & 5.2	Utilized for court recording procedures	All justice courts and superior court	FTR/ Local Staff	Vendor Pkg		
Document Scanning Production Document Imaging	Document scanning and indexing.	Superior Court Clerk	Hyland/OSAM/ Local Staff	Vendor Pkg		
Electronic Document Management System Product Name: OnBase 13	Document storage and retrieval integrated with AZTEC	Superior Court clerk Adult Probation	Hyland/OSAM/ Local Staff	Vendor Pkg		
Jury system: Jury + Next Generation	Manages jury polls and services	Superior Court	JSI/Jury+/ Local Staff	Vendor Pkg		
Jury Financials: Microsoft Money	For processing jury checks	Superior Court	Microsoft/ Local Staff	Vendor Pkg		Repl. w/ Jury+ module

Local Applications

Application Name	Description of Application	Courts Using	Developed/ Supported by	Vendor Pkg, Bolt-On, Standalone	Implementati on Date	Replacement Date/Strategy
Public Access						
Court Web site	Provides general information for participating courts.	Superior Court and Justice Courts	Vendor/Local staff	Standalone		

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop 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)
Applications & Tools			
User Interface Delivery Method for Public Access	Netscape		
User Interface Delivery Method for Business Applications	Character based	Silverlight	
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		OnBase 13
Document Imaging	Kofax Card	Kofax Ascent Capture	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal 10 MS-SSRS 2005	Crystal 10
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	Crystal 10
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	
Source Control	Aldon		
Analysis Tools	HOW		
Office Productivity Tools			
Word Processing	Word ≤2003	Word 2013 WordPerfect 8	Word 2013 Word 2007, Word 2003,

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2013	Excel 2013
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2013	PowerPoint 2013
Local Standalone Database	MS Access ≤2003	MS Access 2013	MS Access 2013
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2013, GroupWise (supported versions)	Outlook 2013
Instant Messaging		MS-Live Communication Server	LYNC
Data Architecture			
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL Server 2008
Data Warehouse DBMS		Informix XPS, SQL Server 2008	
Data Exchange Model		Fixed format, XML homegrown	
Networks and Platforms			
Network Protocol	SNA		
Wireless Network Access	WEP		
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	
Client Operating System	Windows ≤XP	Windows 7, Vista, Windows 8.1	Vista, Windows 7 Windows XP, Windows 8.1

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows 2003
Mobile Operating Systems			
Shared Services			
Component Service Layer		Web Services previous version, DCOM, ASP (classic)	
Message Transport Middleware			
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	