



FISCAL YEARS 2016-2018



LA PAZ COUNTY ARIZONA JUDICIAL BRANCH INFORMATION TECHNOLOGY STRATEGIC PLAN

TABLE OF CONTENTS

| | |
|--|-----------|
| <u>INTRODUCTION</u> | 1 |
| A. <u>PLANNING METHOD AND PARTICIPANTS</u> | 2 |
| B. <u>JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL</u> | 3 |
| 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. <u>CURRENT TECHNOLOGY ENVIRONMENT</u> | 5 |
| D. <u>INFORMATION TECHNOLOGY STRATEGIC PROJECTS</u> | 7 |
| D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION | |
| D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES | |
| APPENDICES | |
| A. <u>CURRENT ENVIRONMENT</u> | 18 |
| 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 | |

LA PAZ 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 La Paz County covering the period from January 2015 through June 2018. It was created as an update to the FY14-FY16 plan submitted in March 2013.

The courts in La Paz County are composed of the following:

| |
|--|
| Superior Court in La Paz County |
| Parker Justice Court |
| Quartzsite Justice Court |
| Salome Justice Court |
| Parker Magistrate Court |
| Quartzsite Magistrate Court |

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

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

- The Commission on Technology and its subcommittees:
 - Court Automation Coordinating Committee,
 - Probation Automation Coordination Committee, and
 - The Technical Advisory Council
- The General Jurisdiction (GJ) Case Management System (CMS) 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.

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

A. PLANNING METHOD AND PARTICIPANTS

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

An automation committee made up of the following participants developed this plan. Participants included:

| | |
|---------------------------|----------------------------------|
| Samuel E. Vederman | Presiding Superior Court Judge |
| Megan Spielman | Clerk of the Superior Court |
| Gregory Greene | Chief Probation Officer |
| Karen Slaughter | Justice of the Peace: Salome |
| Charlene Weis | Justice of the Peace: Parker |
| Tammy Carnevale | Justice of the Peace: Quartzsite |
| Jim Putz-Artup | Parker Magistrate |
| Amanda Lilly | Quartzsite Magistrate |

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

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

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

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

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

| COURT/LOCAL AGENCY NAME | STRATEGIC AGENDA | RELATED IT INITIATIVE(S) |
|---------------------------------|---|--|
| All Limited Jurisdiction Courts | Destroy paper for closed case files. | Implement electronic document management in LJ courts. |
| All Limited Jurisdiction Courts | Provide public with wireless access to the internet only. | Public Wireless Access |
| All Limited Jurisdiction Courts | Move from current vendor to one that is better suited for the court system. | ePayment of Fines & Fees |
| All Limited Jurisdiction Courts | Enable Court to Court video conference communication for conflict cases. | Court Automation |
| All Limited Jurisdiction Courts | Paperless court / e-court | Automated records retention. |

| COURT/LOCAL AGENCY NAME | STRATEGIC AGENDA | RELATED IT INITIATIVE(S) |
|---------------------------------|---|---|
| All Limited Jurisdiction Courts | Eliminate illegible paperwork for other agencies. | Enable standardized electronic forms covering the highest volume activities. Suggest printers at each bench. |
| Superior Court | Upgrade acoustics in Courtroom A. | Court Automation |
| All Courts in La Paz County | Eliminate duplicate paperwork for signature reason. Improve file management. | Enable e-signature usage. |
| All Courts in La Paz County | Support change of venue with easier/faster transfer of cases between courts, both criminal and civil, including between counties. | Court to court document transfer, limited to general jurisdiction, general to general and limited to limited. |
| Superior Court | Increase public access to court records. | Digitize all superior court records back to 1983. |
| Superior Court | Improve service center for self-represented litigants. | Enable e-filing/paperless court. |
| Limited Jurisdiction Courts | Eliminate incorrect complaint error entries. | Fix AZTEC or communicate the correction method (apart from calling the help desk). |
| All Courts in La Paz County | Need more simplified report generation from statewide systems. | Increase ad hoc report writing usage, including Court-to-Probation automated Delinquent Restitution Report availability, and related user training for canned reports |
| All Courts in La Paz County | Need an interpreter on staff. | Reduce the use of language line and provide in person interpreting services for LEP persons. |
| All Limited Jurisdiction Courts | Decrease errors on Federal Motor Safety Carrier Registry (FMCSR) violation entries and MVD transmittal of convictions to other states | Standardize FMCSR violations in AZTEC and officer entry on e-citations. |

C. CURRENT TECHNOLOGY ENVIRONMENT

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

Hardware

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

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

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, is replacing all the State-owned external (ACAP and JOLTS) PCs (about 4000) 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 i5-4570 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 PROJECT

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

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

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 CY2013/2014

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 |
|---------------------------------------|----------------------------|--|---|
| Local | Automated Telephone System | Update Phone System for Superior Court, Clerk & Probation | Identified and purchased upgrade options on phone system for Probation. Replaced analog phone system with PRI system for Superior Court, Clerk and Probation. |
| Local | ePayment of Fines & Fees | Permitting web payments from customers | Migrated all merchant accounts to a secure virtual terminal. |
| Local | Legal Research | Access to online legal research | Enabled each court to have online access to WestLaw using Internet. |
| Statewide | TIP/FARE | Implement FARE for non-criminal cases in all Courts in La Paz County. | Coordinated electronic collections with non-criminal cases consent judgments for deferral of filing fees. |
| Statewide | CMS Reporting | Report Generation from AJACS | Cleaned data and utilized available reports in the Superior Court CMS, AJACS |
| Local | e-Citation | Enable Limited Jurisdiction participation in e-citation statewide project. | Eliminated re-keying of citation data and citing/keying errors. |

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 |
|---|--|--------------------------------|--------------------------|-------------------------|---------------------------------|--|
| Paperless Courts / e-Courts | Paperless Courts / e-Courts | Electronic Filing | One of the last | >FY17 | Concept | Sufficient electronic storage and back up, costly. |
| Standardize e-Forms | Enable standardized electronic forms covering the highest volume activities. Suggest printers at each bench. | Access to Electronic Documents | Mid-cycle implementation | FY17 | Concept | Uniform forms for each jurisdiction and court location challenging. |
| Electronic Case Transfer (LJ to GJ Courts & GJ to GJ Courts) | Improving the transfer of cases for LJ to GJ (appeals & criminal PH bind overs & GJ to GJ change of venue cases. | Electronic Filing | Mid-cycle implementation | FY17 | Concept | All courts need EDMS functionality and access to C2C programming or something like it. |
| Simplified Report Generation from Statewide CMS | Increase ad hoc report writing usage including Court to Probation automated delinquent restitution report | AJACS GJ Enhancements | One of the last | FY17 | Concept | Clean data necessary before any report is accurate and functional. |

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 |
|---|--|--------------------------------|--------------------------|-------------------------|---------------------------------|---|
| | availability and related user training for canned reports. | | | | | |
| Improve Data Entry for FMCSR and MVD Transmittal | Standardize FMSCR violations in AZTEC and officer entry on e-citations | LJ CMS Dev/Pilot/Rollout | Mid-cycle implementation | FY17 | Concept | Multi agency cooperation |
| EDMS for LJ Courts | Implement EDMS at the LJ court level, enable automated records retention and document transfer | Electronic Document Management | Mid-cycle implementation | FY16 | Execute | Coordination with cities and county, cost, degree of process change |

OTHER LOCAL INDEPENDENT PROJECTS

| Strategic Project Name / Phase | Brief Project Description | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns |
|--|--|-------------------------|---------------------------------|---|
| e-Signature | Reduce paper costs | FY17 | Concept | Coordination with cities and county, cost, degree of process change |
| Paper conversion to CD to Microfilm for closed case files | Converting case files from 1983 thru 2004 to image, CD, microfilm | FY16 | Execute | Data quality, Accuracy of scanning |
| Public Wireless Access | Provide public with wireless access to the internet | FY16 | Execute | No risks are foreseen |
| Move Electronic Payment Processing | Move from current vendor to one that is better suited for the court system | FY17 | Concept | Coordination with cities and county, cost, degree of process change |
| Court-to-Court Videoconferencing | Enable courts to utilize video conference equipment to provide interpreting services or conflict coverage. | FY17 | Concept | Coordination with cities and county, cost, degree of process change |

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>1-2 years.</p> |
| <p>2. General Importance or Impact to Your Court: Bring all courts into the same API to provide better record keeping.</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

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

Mid-cycle or late adopter

2. General Importance or Impact to Your Court/Probation Department:

Current JOLTS data difficult to extract, requires Crystal Reports and programming skills. Need more simplified report generation, preferably within program.

**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)

Mid-cycle adopters

2. General Importance or Impact to Your Court:

**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)

GJ – Early adopter
LJ – Mid-cycle adopter

2. General Importance or Impact to Your Court:

Concerned about bandwidth and related infrastructure in more remote courts.

**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)

Next 12 months

2. General Importance or Impact to Your Court:

Possible Superior Court early adopter, with a new-to-the-bench presiding judge.

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 | |
| Superior Court Including Probation | 19,500.00 | \$20,000.00 | 1 | .10 |
| Justice Courts | \$24,750.00 | \$3,000.00 | | .10 |
| Magistrate Courts | \$6,000.00 | \$1,000.00 | | |

** Increase of 1 device for jury management will not be billed.

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

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

| Court | Number of PCs | PC Operating System | Number of Laptops | Laptop Operating System | Number of Network Printers |
|---------------------------------------|---------------|------------------------------|-------------------|-------------------------|----------------------------|
| Superior Court (Non-Probation Depts.) | 15 | Windows 8.1 | 2 | Windows 8.1 | 6 |
| Probation | 15 | Windows 8.1 | 2 | Windows 8.1 | 5 |
| Parker Justice | 7 | Windows 8.1 Vista for FTR | | | 1 |
| Parker Muni | 2 | Windows 8.1 Vista for FTR | | | 1 |
| Salome Justice | 7 | Windows 8.1 Vista for FTR | | | 1 |
| Quartzsite Justice | 13 | Windows 8.1 Vista for FTR | | | 3 |
| Quartzsite Muni | 4 | Windows 8.1 Vista for FTR | | | 1 |

2. HARDWARE FOR SPECIAL FUNCTIONS

| Court | Number of: | | | | | | |
|-----------------------|-------------------|------------------|-----------------|---------------------|--------------------------------|------------------------|-------------------|
| | Public Access PCs | In Courtroom PCs | In Chambers PCs | DPS ACJIS Terminals | Imaging/ Scanning Workstations | Dedicated Training PCs | Dedicated Jury PC |
| Clerk | 1 not included | | | | 1 not included | | 1 included |
| Superior Court Admin. | | 3 included | | | | 5 not included | |
| Sup Court | | | 1 included | | | | |
| Probation | | | | 1 not included | | | |
| Quartzsite JP | | | | | 4 | | |
| Quartzsite Muni | | | | | 1 | | |
| Salome JP | | | | | 1 | | |

3. LOCAL SERVER HARDWARE AND FUNCTION

| Local Server Information | | | | | |
|--------------------------|-------------------|------------------------|----------|-------------------|-------------------------------------|
| Court/Dept. | # Brand / Model | Operating System | Database | Managed by | Use/ Applications |
| Clerk of the Court | HP ProLiant DL360 | Win Server 2003 SE SP2 | None | Superior Court IT | Domain Controller In the Old Domain |

| Local Server Information | | | | | |
|---|-------------------------|---------------------------|--------------------------------------|-------------------|---|
| Court/Dept. | # Brand / Model | Operating System | Database | Managed by | Use/ Applications |
| Clerk of the Court | HP ProLiant DL145 | Win Server 2003 SE SP2 | None | Superior Court IT | User Directories/Court Recordings in the old domain |
| Clerk of the Court | Dell PowerEdge R410 | Win Server 2003 R2 SE SP2 | None | Superior Court IT | Domain Controller in the old domain |
| Clerk of the Court | Dell PowerEdge R610 | Win Server 2008 R2 SE SP2 | Microsoft SQL 2008 | Superior Court IT | Domain Controller in the new domain and Test Environment for anything such as OnBase, etc. |
| Clerk of the Court/Superior Court/Court Administration/ Probation | Supermicro C2SBA Altura | Win Server 2003 SE SP2 | | Superior Court IT | Altura – Phone System |
| Clerk of the Court | Dell PowerEdge R420 | Win Server 2012 SE | Microsoft SQL 2012 (OnBase database) | Superior Court IT | In the new domain AJACS Forms / Reports User Data (New location WIP) FTR Recordings (New Location WIP) |
| Clerk of the Court | Dell PowerEdge R420 | Win Server 2012 SE | None | Superior Court IT | In the new domain OnBase data files and OnBase Web/App server |

4. NETWORK ENVIRONMENT

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

5. SOFTWARE ENVIRONMENT

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

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|---|----------------------------------|-------------------------|--|---------------------|---------------------------|
| AJACS | Case & Financial Management | Superior Court, Clerk | AOC/AmCad | AOC Supported | 2008 | |
| AZTEC application software for the Arizona Court Automation Project (ACAP) | State standard case management system. | All Justice and Municipal Courts | AOC | AOC Supported | 1993 | LJ AJACS |
| AZTEC module: Exhibit tracking | A module of AZTEC that keeps track of exhibits. | None | AOC | AOC Supported | 1993 | LJ AJACS |
| Other exhibit tracking | | | | | | |
| AZTEC module: Calendaring | A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars. | Quartzsite Muni | AOC | AOC Supported | 1993 | LJ AJACS |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|---|-----------------------------------|-------------------------|--|---------------------|---------------------------|
| AZTEC module: Financials | A module of AZTEC that performs the cash management functions. | Parker Muni, Parker JP, Salome JP | AOC | AOC Supported | 1993 | LJ AJACS |
| AZTEC module: File Tracking | A module of AZTEC that uses bar coding to track file locations. | None | AOC | AOC Supported | 2002 | LJ AJACS |
| Other File Tracking | | None | | | | |
| AZTEC Forms Generation | A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word 2007 | Quartzsite JP, Quartzsite Muni | AOC | AOC Supported | 1993 | LJ AJACS |
| APETS (Adult Probation Enterprise Tracking System) | The new state standard system for tracking adult probationers. | Probation | AOC | AOC Supported | 2006 | |
| DCATS - CASA | The statewide system for tracking court appointed special advocates. | Probation | AOC | AOC Supported | Early 90's | CASAaz |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|---|----------------------------------|-------------------------|--|---------------------|---------------------------|
| JOLTS (Juvenile On-Line Tracking System) | The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention. | Probation | AOC | AOC Supported | 1991 | JOLTSaz |
| JOLTS Storage Area Network (SAN) | Centralize storage for documents, etc | Probation | AOC | AOC Supported | | |
| Statistical Reports (CASPER) | A statewide statistical reporting application. | Clerk, all JP's & both Municipal | AOC | AOC Supported | | |
| CourTools | AJACS | Clerk | AOC | AOC Supported | 2008 | |
| Other court performance / metrics tracking tool | SSRS Reports - A state standard system for reporting court statics and time standards. | Superior Court & Clerk | AOC | AOC Supported | April 2013 | |
| Tax Intercept Program (TIP) | A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery. | Clerk, all JP's & both Municipal | AOC | AOC Supported | | |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|---|---|-------------------------|--|---------------------|--|
| Windows 8.1 | The operating system of the state standard desktop PCs. | Superior Court, Clerk, Probation and all Justice and Municipal Courts | Microsoft/AOC staff | Local PC | 2014 | As software is available and approved |
| Other PC/Laptop operating system: Windows 8.1 | | Both Municipal | Local staff | Local PC | 2014 | As software is available and approved |
| Other PC/Laptop operating system: Windows 8.1 | Local non ACAP | Probation | Local staff | Local Laptop | 2014 | As software is available and approved |
| Server operating system: MS Windows 2008 & 2012 | For scanning & digital recordings | Clerk | Local staff | Local Server | 2014 | As software is available and approved |
| Electronic storage (SAN, NAS, etc) | | | | | | |
| Data backup / recovery system: Backup Assist 7.1 | Used for disaster recovery and business continuity. | Clerk | Vendor/Local staff | Vendor Pkg | 2014 | Upgrade to newest version of backup software |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|--|---|-------------------------|--|---------------------|---|
| Word 2013, Excel 2013, Access 2013, PowerPoint 2013 Office 365 | Create and manage user documents including email and calendaring | Superior Court, Clerk, Probation and all Justice and Municipal Courts | Microsoft/AOC staff | Vendor Pkg | 2014 | Auto updates with paid subscription which we have |
| Seagate Info/Crystal Reports/Crystal Enterprise | A report-writing tool for user ad hoc reports from various applications. | Clerk, Salome JP, Quartzsite Muni | Crystal/AOC staff | Vendor Pkg | | |
| Problem and Change Management | | | | | | |
| Software Configuration Management | | | | | | |
| Hardware and Software Inventory | | | | | | |
| Procurement / Materials Mgmt | | | | | | |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|---|---|-------------------------|--|---------------------|---------------------------------------|
| Centra | Software for interactive, instructor-led n-line training. | Superior Court, Clerk, Probation and all Justice and Municipal Courts | Centra | Vendor Pkg | | |
| Other on-line training tool | | | | | | |
| Adobe Acrobat Reader XI | A free product from Adobe Acrobat for reading documents in .pdf format. | Superior Court, Clerk, Probation and all Justice and Municipal Courts | Adobe | Vendor Pkg | 2014 | As software is available and approved |
| Adobe Acrobat Professional versions 9 and XI | Edit Acrobat documents and create forms | Clerk | Adobe | Vendor Pkg / Licensed for Pro 9 and AOC upgraded it to Pro XI on Megan's computer. Scan station is still running Pro 9 | 2014 | As software is available and approved |
| SQL Server 2012 | Supports Onbase 13.2 and FTR 5.1 soon to be 5.6.2 | Clerk | Microsoft/local staff | Vendor Pkg | 2014 | As software is available and approved |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|--|---|-------------------------|--|---------------------|--------------------------------------|
| Project management / tracking | | | | | | |
| Timekeeping | | | | | | |
| Human Resources | | | | | | |
| McAfee Virus Scan latest version (auto updates) | Virus detection software to protect local PCs. | Clerk, Superior Court, Probation, all JPs, Quartzsite Muni | McAfee | Vendor Pkg | | AOC upgrades with their subscription |
| 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. | Clerk, Quartzsite JP, Quartzsite Muni, Parker Muni, Salome JP | AOC and vendor, ACS | AOC Supported | 2003 | |
| Other collections tracking | | | | | | |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|--|--|---|-------------------------|--|---------------------|---------------------------------------|
| Pre-adjudication payment/online pmt processing | | | | | | |
| Digital Audio: Product Name: FTR Gold | for Courtroom recording version 5.1 | Superior Court, Clerk, all Justice and Municipal Courts | Local staff | Vendor Pkg | | As software is available and approved |
| Document Scanning Product Name: OnBase 13.2 Prod. Document Imaging | Scanning of current documents and images of old cases. | Clerk, Salome JP | Local staff & vendor | Vendor Pkg | 2014 | As software is available and approved |
| Electronic Document Management System: OnBase Version 13.2 | Electronic Document Mgt. | Clerk | Hyland/OSAM | Vendor Pkg | 2014 | As software is available and approved |
| Integration-electronic data sharing with city/ county law enforcement | Turn Key Corrections | Clerk | | Vendor Pkg | 2014 | As software is available and approved |
| Integration-electronic data sharing with city/ county prosecutor | | | | | | |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|---|---|--|-----------------------------|--|---------------------|---|
| Integration-electronic data reporting of citations/dispositions to DPS | | | AOC developed and supported | AOC Supported | | |
| Integration-electronic data reporting of citations/dispositions to MVD. | An electronic transaction to MVD for traffic citations. | Parker JP, Quartzsite JP, Quartzsite Muni, Salome JP | AOC developed and supported | AOC Supported | | |
| Jury system: Next Version 6.2 | Jury Management | Clerk | JSI/Jury+ | Vendor Pkg | 2013 | As software is available and approved |
| Data warehouse | | All courts | AOC developed and supported | AOC Supported | | |
| Public access | One PC for public's use | Clerk | AOC developed and supported | AOC Supported | 2006 | FY16 - Will replace PC with Windows 8.1 AOC Workstation |
| Court Web site (thru IPOWERWEB) | Provides general information for participating courts. | Clerk | Vendor/Local staff | Vendor Package | 2008 | Versions of Web builder auto update with subscription |

Local Applications

| Application Name | Description of Application | Courts Using | Developed/ Supported by | Vendor Package, Bolt-On, or Standalone | Implementation Date | Replacement Date/Strategy |
|-----------------------------------|----------------------------|--------------|-------------------------|--|---------------------|---------------------------|
| Interactive Voice Response System | | | | | | |

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

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

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

| Architecture Layers | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) |
|--|---|--|--|
| 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 13.2 |
| Document Imaging | Kofax Card | Kofax Ascent Capture | USB Connection |
| Report Writer for Ad Hoc Reporting | Crystal <10 MS-SSRS 2000 | Crystal 10 MS-SSRS 2005 | Plan to use SSRS in near future for AJACS AOC permission and supported |

| Architecture Layers | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) |
|--|--|--|--|
| Report Writer for Business Application Reports | Crystal <10 | Crystal 10 MS-SSRS 2005 | Plan to use SSRS in near future for AJACS AOC permission and supported |
| 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 | Microsoft Access 2013 |
| Source Control | Aldon | | |
| Analysis Tools | HOW | | |
| Office Productivity Tools | | | |
| Word Processing | WordPerfect, Word ≤2003 | Word 2007 | Word 2013 (Office 365) |
| Spreadsheet | Excel ≤2003 Quattro Pro | Excel 2007 | Excel 2013 (Office 365) |
| Presentation | PowerPoint ≤2003 CorelDraw | PowerPoint 2007 | PowerPoint 2013 (Office 365) |
| Local Standalone Database | MS-Access ≤2003 | MS-Access 2007 | Microsoft Access 2013 (Office 365) |
| E-mail Client | Outlook ≤2003, Lotus Notes, GroupWise (unsupported) | Outlook 2007, Lotus Notes, GroupWise (supported versions) | Outlook 2013 (Office 365) |
| Instant Messaging | | MS-Live Communication Server | Microsoft Lync 2013 (Office 365) |

| Architecture Layers | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) |
|-------------------------------|---|--|---|
| Data Architecture | | | |
| DBMS | SQL Server ≤2005, FoxPro, Clipper | SQL Server 2008 | Microsoft SQL 2012 |
| 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 | | WPA2 |
| Network Operating System | Novell (unsupported) Windows (unsupported) | Windows Server 2003 | Windows Server 2003, 2008, 2012 |
| Client Operating System | Windows ≤XP | Windows 7, Vista | Vista, Windows 7 and Windows 8.1 – Windows NT public workstation will be upgraded |
| Server Operating Systems | OS/400, DEC VMS, Windows <2003 | Windows Server 2003 | Windows Server 2003, 2008, 2012 |
| Mobile Operating Systems | BlackBerry O/S | | |
| Shared Services | | | |

| Architecture Layers | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments) | Current Court Technology or Product (fill in) |
|-------------------------------------|---|--|---|
| 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 6.0, BizTalk | |
| Data Routing/Publish and Subscribe | MQSI ≤V2.1 | Cloverleaf, WMB 6.0, 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 | |