



FISCAL YEARS 2017-2019



COCONINO COUNTY ARIZONA JUDICIAL BRANCH INFORMATION TECHNOLOGY STRATEGIC PLAN

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COCONINO COUNTY COURTS

INFORMATION TECHNOLOGY STRATEGIC PLAN FOR FISCAL YEARS 2017-2019

INTRODUCTION

This is a three year information technology strategic plan for the courts in Coconino County covering the period from January 2015 through June 2019. It was created as an update to the FY15-FY17 plan submitted in March 2014.

The courts in Coconino County are comprised of the following:

Superior Court in Coconino County

Flagstaff Justice Court

Fredonia Justice Court

Page Justice Court

Williams Justice Court

Flagstaff Municipal Court

Fredonia Municipal Court

Page Municipal Court

Williams Municipal Court

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

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

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

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

A. PLANNING METHOD AND PARTICIPANTS

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

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

Hon. Mark R. Moran	Presiding Judge of the Coconino County Superior Court
Hon. Valerie Wyant	Clerk of the Superior Court
Hon. Howard Grodman	Flagstaff Justice Court Presiding JP
Hon. Mark R. Baron	Fredonia Justice Court Presiding JP
Hon. Donald G. Roberts	Page Justice Court Presiding JP
Hon. Robert Krombeen	Williams Justice Court Presiding JP/Williams Municipal Court Presiding Magistrate
Hon. Thomas Chotena	Flagstaff Municipal Court Presiding Magistrate
Hon. Serena Cutchen	Fredonia Municipal Court Presiding Magistrate
Hon. Rick Olson	Page Municipal Court Presiding Magistrate
Gary Krcmarik	County Court Administrator
Don Jacobson	Flagstaff Municipal Court Administrator
Jessica Cortes	Flagstaff Municipal Deputy Court Administrator
Sharon Yates	Deputy Court Administrator
Cindy Winn	Chief of Adult Probation
Bryon Matsuda	Director of Juvenile Court Services
Jared Nishimoto	Court Information Systems Coordinator

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)
Coconino County Courts	Increase the quality of services to constituents.	Expand and update the services provided on the Coconino County Courts web page. This would include putting more self-help forms on the web page that would allow customers to complete forms on-line. This would allow for the form to be completed on-line, printed, and then filed at the appropriate courts office. This will also include the web page being available in other languages, according to the Language Access Plan and have Spanish forms readily available.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Coconino County Courts	Improve workplace environment in all courts.	Explore continued expansion of the electronic document management system (EDMS).
Limited Jurisdiction Courts	Improve workplace environment in all courts and increase the quality of services to constituents.	Implement the new AJACS Case Management System that will replace AZTEC and expand the courts ability to serve the public.
Coconino County Courts	Increase the quality of services to constituents.	Continue to expand the use of e-courts and electronic filing technology.
Coconino County Courts	Improve workplace environment in all courts.	Expand the use of technology to enhance courtroom presentation systems.
Coconino County Courts	Improve workplace environment in all courts by expanding the usage of remote reporting/interpreting (foreign language and deaf) capability via teleconferencing.	
Coconino County Courts	Increase the quality of services to constituents.	Implement or replace aging video conference/arraignment systems.
Flagstaff Municipal Court	Increase the quality of services to constituents and improve workplace environment.	Provide a new court facility with enhanced IT infrastructure and services.
Page Municipal Court	Increase the quality of services to constituents and improve workplace environment.	Move Page Municipal Court to unused portion of current building.
Coconino County Courts	Increase the quality of services to constituents.	Explore an automated calling system to reduce FTAs and FTPs.
Limited Jurisdiction Courts	Increase the quality of services to constituents.	Implement electronic display of court calendars.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Coconino County Courts	Improve workplace environment in all courts.	Explore expansion of video security systems.
Coconino County Courts	Increase the quality of services to constituents.	Explore web services for pro se litigants.
Coconino County Courts	Increase the quality of services to constituents and improve workplace environment.	Continue to utilize webcast and web-based trainings via using new technology ie Skype for Business
Coconino County Courts	Increase the quality of services to constituents and improve workplace environment in all courts.	Continue to improve the COOP for all courts.
Coconino County Courts	Increase the quality of services to constituents.	Explore the expanded use of video conferencing. (i.e. virtual presentations, meetings, visitation).
Coconino County Courts	Increase the quality of services to constituents and improve workplace environment.	Expansion of electronic minute entries.
Coconino County Courts	Increase the quality of services to constituents and improve workplace environment.	Expansion and enhancement of Criminal Justice Integration project.
Coconino County Probation	Increase the quality of services to constituents	Explore access to CCI when it comes online.
Coconino County Probation	Increase the quality of services to constituents	Access to automated court calendars.
Flagstaff Municipal Court	Improve workplace environment in all courts and increase the quality of services to constituents.	Implement Electronic Citations (Non-AZtracs)

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Flagstaff Municipal Court	Improve workplace environment in all courts and increase the quality of services to constituents.	Participate in pilot of statewide E-warrant project
Coconino County Courts	Improve workplace environment in all courts and increase the quality of services to constituents.	Test local programs for integration with the next Operating System to be deployed by AOC
Coconino County Courts	Improve workplace environment in all courts and increase the quality of services to constituents.	Expand the use of IT automation to meet state-wide case processing standards
Coconino County Courts	Improve workplace environment in all courts and increase the quality of services to constituents.	Expand the use of WIFI for employees and customers of the court
Coconino County Courts	Improve workplace environment in all courts by Implementing training via video conferencing	
Williams Justice Court	Increase the quality of services to constituents.	Expand Official Payments website to include case payment lookup.
Coconino County Courts	Increase the quality of services to constituents.	Explore Clerk of Court branch office in Page, AZ
Coconino County Courts	Improve workplace environment in all courts.	Build server environment to host multiple applications to automate processes and reports in and for the courts.
Coconino County Courts	Increase the quality of services to constituents.	Pilot the AZ Court Help project Implement AZ virtual access and resource center
Coconino Juvenile Court	Increase the quality of services to constituents. Expand the use of video conferencing technology with Juvenile courts by creating rule changes allowing Judges	

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	to determine when hearings can be done via video conferencing.	

C. CURRENT TECHNOLOGY ENVIRONMENT

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

Hardware

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

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

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, refreshed all the State-owned external (ACAP and JOLTS) PCs (about 3500) in FY15. Because of the long hardware life expected for the new PCs and the ever-shortening support cycle by software manufacturers, the project also includes a change to a subscription model for the operating system and office productivity applications utilized by all PCs deployed in the courts' environment. This most recent refresh activity, placed the following models in service:

- Desktop: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-4570 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 participate or will actively be pursuing in over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

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

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

- Deploy New eFiling Engine
- Deploy Judge Automation
- Launch eAccess
- Build Online Citation Payment
- JOLTSaz Deployment
- AJACS - AZTEC Replacement
- AJACS - GJ eFiling & Enhancements
- NICS Reporting
- FARE - Infrastructure Port
- Time Standards Reporting
- eWarrant Pilot
- Data Destruction
- Appellate CMS
- Disaster Recovery Move

COURT IT ACCOMPLISHMENTS CY2014/15

This section lists the accomplishments of the county's courts information technology projects from January 2014 to January 2016.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Pretrial Services Access to Aztec	Provide Aztec access for Pretrial Services.	Provided Pretrial Services access to the Aztec
Local	EDMS	Implement OnBase EDMS in the Flagstaff Municipal Court	Servers installed, and configured; workflow implemented in the Collections Unit
Local	Online Payments	Provide the ability to make online payments in the Justice Courts	Implemented Official Payments in Williams, Fredonia, and Flagstaff Justice Courts.
Local	Online Payments	Provide the ability to make online payments in the Flagstaff Municipal Court	Implemented NCourt online payments in the Flagstaff Municipal Court
Local	Website Updates Phase 1	Update all Justice Court websites	Updated websites for Flagstaff and Williams Justice Courts
Local	Calendar Displays	Display all court calendars electronically	Implemented electronic calendar displays in Coconino Superior Court.
Local	Security Cameras	Provide all courts with security cameras	Installed new camera systems in the Flagstaff Municipal Court, Williams, Page and Fredonia Justice Courts.
Local	PC Rollout	Replace aging AOC leased PCs	Replaced AOC leased PCs in Coconino County

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Jury Check-in	Provide a more efficient jury check-in process	Provided workstation near Jury Assembly Room for the Jury Clerk to check in potential jurors faster and to be able to provide the court with a list in a timely manner
Local	Court Recording Upgrade	Replace current court recording software	Replaced FTR with Liberty in all courtrooms in Coconino County
Local	Video Conferencing	Provide video conferencing to all courts in Coconino County	Installed new Cisco video conferencing unit in Fredonia
Local	Video Remote Interpreting	Implement Video Remote Interpreting in the Superior Court	Installed a new mobile video unit and a video interpretation office in the Superior Court
Local	Probation Access to Court Records from Superior Court	To provide Probation with access to court records and documents in a timely matter	Probation has access to AJACS in read only mode

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
Explore e-Courts and Electronic Filing	Continue to explore the use of e-courts and electronic filing technology	Electronic Filing	Early adoptors	FY16	Conceptual	
Move to SSRS	Convert from Crystal Reports to SSRS	AJACS GJ Enhancements & Reports	Mid-Cycle adoptors	FY17	Planned	
LJ CMS	Rollout the LJCMS in all Limited Jurisdictions	LJ CMS Dev/Pilot/Roll out	Early adoptors	FY18	Planned	
E Warrants	Participate in the State-wide E-Warrants Project	eWarrants	Mid-Cycle adoptors	FY17	Conceptual	
Case Processing Standards	Automate processes to comply with State-wide case processing standards	AJACS GJ Enhancements & Reports	Early adoptors	FY17	Conceptual	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Webpage Expansion, Phase 2	Expand the services of information listed on the Coconino County Courts web page. This would include putting more self-help forms on the web page that would allow customers to complete forms on-line. This would allow for the form to be completed on-line, printed, and then filed at a clerk's office. This will include online payments.	FY17	Underway	
Self-Help Videos	Expand the number of self-help videos available to the public, both on physical media and on the internet.	FY17	Underway	
Electronic Data Transfers (CJI)	Enhance electronic data transfer for Appearances, Filings, Orders, Minutes, Sentencing, extractions, modifier and disposition, booking, citation, bios, and calendaring for AZTEC and APETS.	FY16	Underway	
Courtroom Presentation Systems	Implement the use of technology to enhance courtroom presentation systems in order to enhance clarity of communications in Court proceedings.	FY17	Underway	
Electronic Citations	Finalize implementation of electronic citations.	FY17	Underway	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Replace Aging Video Conf. Systems for Remote Interpretation	Replace Aging Video Conferencing units	FY19	Conceptual	
Call Out System	Create Call Out system to reduce FTAs	FY18	Conceptual	
Electronic Display of Calendars	Display Calendars Electronically to reduce use of paper	FY16	Underway	
Update COOP Plan and ERP to Electronic Format	Write and implement COOP Plan, electronically publish	FY16	Underway	
Page Courthouse Expansion	Expand the Courthouse into the adjacent area not currently being used	FY18	On Hold	
New City Court Facility	Construct a new courthouse in Flagstaff	FY18	Conceptual	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Electronic Minute Entries	Create Minute Entries directly in the case management system	FY18	Conceptual	
Video Surveillance	Increase video surveillance in all courthouses	FY17	Underway	
Windows Testing and Maintenance	Test all applications in current use against Windows 10 and higher	Ongoing	Planned	
Expand Wi-Fi	Expand WiFi availability in the Superior Courthouse	FY16	Underway	
Official Payments (Williams)	Be able to upload reports to Official Payments so that customers may look up how much they owe via case or citation number	FY16	Underway	
AZ Court Help	Pilot the AZ Court Help Project	FY18	Underway	

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	
Description: A limited jurisdiction court case management system to replace AZTEC is being developed by extending the GJ CMS (AJACS) code set to include certain functionality unique to Arizona’s justice and municipal courts. The AOC is further building upon the AZTEC-replacement application and developing a solution that meets the needs of all LJ courts, large or small, rural or metropolitan. Significant, large volume, non-AOC-supported courts, spearheaded by Mesa, are engaged in collaborating with the AOC and the vendor. Additional courts could be consolidated into this solution as their current case management systems age and become un-supportable. Program interfaces that permit integration with other automation systems, like electronic citations, 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. Anticipated rollout timeline: Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through the fall of 2019, on a schedule determined by the AOC.	
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: To improve business processes by fully integrating case management systems, and add the ability to accept electronic citations, as well as to submit disposition data to the Motor Vehicle Department and the Department of Public Safety.	

**STATEWIDE INITIATIVE
JOLTSaz JUVENILE MANAGEMENT SYSTEM**

Description:

JOLTSaz, the new, fully functional, juvenile tracking system with features and enhancements beyond Legacy JOLTS, has over 500 screens and over 500 tables. It was first implemented in Pima County in June 2013 integrated with AGAVE, CAMMS, and the Clerk of Court’s Minute Entry system. A “statewide version” of JOLTSaz replaced it in January 2015. Yuma County was the pilot for data migration and implementation in the rural counties along with modification to the data extract feed. As each county transitions from Legacy JOLTS, the data extract is modified so that all juvenile data continues to flow to AOC’s Data Warehouse.

Phase II development is underway concurrent with the rural counties rollout. Juvenile Treatment (JTX) functionality is scheduled for implementation followed by Foster Care Review Board (FCRB) functionality. A real-time feed of juvenile data from iCIS in Maricopa County is being planned in order to create a truly statewide repository of Juvenile data once the JOLTSaz rollout completes.

CASAaz, used by CASA volunteers to track their cases, was piloted in Pinal in April 2015 followed by Pima and Yuma. Data is sourced from JOLTSaz and casaaz.gov email accounts, hosted by GoDaddy, are provided to all CASA volunteers. Phase II development is planned for 2016. CASAaz implementations will follow the same order as JOLTSaz, but lag it by one month.

Anticipated rollout timeline: Remaining rural counties month by month through October 2016

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/Probation Department:

To improve business processes by fully integrating case management systems.

**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. Currently, participation is voluntary, but following changes to ACJA 1-501, any LJ court without an EDMS will be required to participate prior to accepting e-filings.

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 case records has been added.

Anticipated rollout timeline: Starting Fall 2011 to requesting courts, but will now be provided in the LJ AJACS implementation. Scanners will be installed (where needed) and court personnel will be trained on new scanning processes and procedures for use with LJ AJACS.

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

Matches LJ AJACS adoption timeframe

2. General Importance or Impact to Your Court: The ability to transmit and process documents electronically as well as developing a workflow for documents

**STATEWIDE INITIATIVE
ELECTRONIC-FILING AND STANDARDIZED FORMS**

Description:

Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), online payment providers, and multiple electronic filing service providers. From the public's perspective, it enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents to individual court case management systems online. From the court's perspective, it provides a means for clerks to review and accept electronically delivered submissions which can then be provided to judges electronically. Once a filing is accepted with virtually the touch of a button, CMS docketing processes post associated data and documents into official case records. Notifications indicating the status of the docketing process are returned to the submitting litigants letting them know their case information is filed and documents are now readily available for reference online. Then

Delivering case information online removes the need for data entry and document scanning, the norm for processing physical paper documents delivered over-the-counter. The goal of the project remains to enable electronic filing that supports all case types statewide. At present, four courts are participating in the statewide e-filing system.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle electronic filing more efficiently and effectively. Equally important is reducing the amount of paper that must be maintained by the court and with it the high cost of physical storage. The current focus is to expand the implementation of e-filing in rural Superior Court locations, beginning with Yavapai County.

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:

To allow the Courts to provide improved customer service and business flow through electronic filings to be accepted by the new case management system.

**STATEWIDE INITIATIVE
GJ 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 technical 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: Currently in pilot with Agave at Pima Superior Court. Expected pilot launch with AJACS at Yavapai Superior Court Winter 2015/16

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: The ability to have the judges be able to have OnBase and the GJCMS available on the bench.

**STATEWIDE INITIATIVE
LJ CASE WORKSHEET (AKA BENCH AUTOMATION)**

Description:

Historically, court automation was significantly structured to take place in the back-office with a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide us the opportunity to move away from paper and dive into the digital world. With all of the technology enhancements we introduce change and that change tends to have some impact on the court and court processes. The project being provided offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. The worksheet provides quick access to the key components of court cases. This access includes ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet also provides collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that the section cannot be expanded if the case information does not yet support the use of the desired section.

All requirements were gathered and development completed. The worksheet has gone through thorough testing for any defects and has gone through an additional judicial review for usability. The new case worksheet should assist in streamlining the court process and increase productivity to better serve the public.

Anticipated rollout timeline: Rollout of the case worksheet accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff are being trained on the use of the case worksheet

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

Matches LJ AJACS adoption timeframe

2. General Importance or Impact to Your Court:

No input received.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court for FY15.

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City or County FTE Technical Support Staff
Coconino County Superior Court	\$59,250	\$20,000	.25	0
Flagstaff Municipal Court	\$32,000	\$133,000	1	.75
Flagstaff Justice Court	\$24,500	\$13,271	.15	0
Fredonia Justice Court	\$3,750	\$4,972	.0125	-
Fredonia Municipal Court	\$1,500	-	-	-
Page Justice Court	\$6,000	\$4,309	.04375	-
Page Municipal Court	\$5,250	-	-	-
Williams Justice Court	\$7,250	\$6,589	.04375	-
Williams Municipal Court	\$2,250	-	-	-

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
Coconino County Clerk of the Court (AOC)	28	Windows 8.1	2	Windows 8.1	4
Coconino County Clerk of the Court (County)	3	Windows 7	0	-	2
Coconino County Superior Court (AOC)	35	Windows 8.1	0	-	8
Coconino County Superior Court (County)	3	Windows 7	2	Windows 8	18
Flagstaff Justice Court (AOC)	27	Windows 8.1	1	-	4
Flagstaff Justice Court (County)	0	-	0	-	6
Flagstaff Municipal Court (AOC)	38	Windows 8.1	1	Windows 8.1	4
Flagstaff Municipal Court (City)	1	Windows 8.1	0	-	9

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Fredonia Justice (AOC)	4	Windows 8.1	0	-	1
Fredonia Justice (County)	0	-	1	Windows 7	1
Fredonia Municipal Court	1	Windows 8.1	-	-	1
Page Justice Court	7	Windows 8.1	-	-	1
Page Municipal Court	6	Windows 8.1	-	-	1
Williams Justice Court	5	Windows 8.1	-	-	1
Williams Municipal Court	2	Windows 8.1	-	-	1
Juvenile (AOC)	73	Windows 8.1	1	Windows 8.1	5
Juvenile (County)	0	-	10	Windows 7	17

2. HARDWARE FOR SPECIAL FUNCTIONS

Hardware listed below also appears in the above count.

Hardware for special functions

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Coconino County Superior Court	3(county)	6	6	5	-
Flagstaff Municipal Court	-	3	3	3	4
Flagstaff Justice Court	-	2	2	-	-
Fredonia Justice Court	-	1	1	-	-
Fredonia Municipal Court	-	-	1	-	-
Page Justice Court	-	1	1	-	-
Page Municipal Court	-	-	1	-	-
Williams Justice Court	-	1	1	-	-
Williams Municipal Court	-	-	-	-	-
Juvenile	-	1	1	-	-

3. LOCAL SERVER HARDWARE AND FUNCTION

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Coconino Superior	Netgear ReadyNas RN314	ReadyNas 6.0	N/A	Local Court IT	File Storage
Flagstaff Justice	Netgear ReadyNas RN314	ReadyNas 6.0	N/A	Local Court IT	File Storage
Flagstaff Municipal	Netgear ReadyNas NV+	ReadyNas 4.3	N/A	Local Court IT	File Storage

4. NETWORK ENVIRONMENT

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

5. SOFTWARE ENVIRONMENT

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

- SC – Coconino County Superior Court
- FM – Flagstaff Municipal Court
- FJ – Flagstaff Justice Court
- FRJ – Fredonia Justice Court
- FRM – Fredonia Municipal Court
- PJ – Page Justice Court
- PM – Page Municipal court
- WJ – Williams Justice Court
- WM – Williams Municipal Court

Local Applications

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
JACS application software for the Arizona Court Automation Project (ACAP)	AOC	Superior Court	N/A		
ZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	All Justice and Municipal Courts	N/A		
ZTEC module: Probate case management	AOC	All Justice and Municipal Courts	N/A		
Other Calendaring: PDF uploaded to web	Judicial Assistants	SC,FM,FJ			
Calendar Display	Mohave County	Superior Court	N/A		
ZTEC module: Financials	AOC	Superior Court and all Justice and Municipal Courts	N/A		
ZTEC module: File Tracking	AOC	Superior Court and all Justice and Municipal Courts	N/A		
ZTEC Forms Generation	AOC	Superior Court and all Justice and Municipal Courts	N/A		
PETS (Adult Probation Enterprise Tracking System)	AOC	SC	N/A		
OCATS - CASA	AOC	SC	N/A		

Local Applications

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
OLTS (Juvenile On-Line Tracking System)	AOC	SC	N/A		
Statistical Reports (CASPER)	AOC	Superior Court and all Justice and Municipal Courts	N/A		
CourtTools	AOC	Superior Court and all Justice and Municipal Courts			
Tax Intercept Program (TIP)	AOC	Superior Court and all Justice and Municipal Courts	N/A		
Windows 7	Microsoft/Local Staff	Superior and Justice Courts	Package		
Windows 8.1	Microsoft/Local Staff	Superior and Justice Courts	Package		
Server Operating System: MS Server 2008R2	Microsoft/Local Staff	Superior Court and all Justice and Municipal Courts	Package		
Network operating system: Cisco IOS 2.x	Cisco/AOC	Superior Court and all Justice and Municipal Courts	Package		
Data Backup/Recovery System	Local Staff	Superior Court Flagstaff Justice and Municipal Courts	Standalone		
MS Office Suite 2013	Microsoft/AOC staff	Superior Court and all Justice and Municipal Courts	Package		
Adobe Acrobat Reader 9.5	Adobe	Superior Court and all Justice and Municipal Courts	Package		

Local Applications

Application Name	Developed/Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Other virus prevention: Sophos and AVG	Vendor/Local staff	Superior and all Justice and FM	Package		
Seagate Info/Crystal Reports 10/Crystal Enterprise	Crystal/AOC staff	Superior Court, FJ, FM	Package		
Problem and Change Management					
Software Configuration Management					
Hardware and software inventory: Excel	Local staff	Superior Court and all Justice and Municipal Courts	Package		
Procurement / Materials Mgmt					
Other online training tool:					
Fines, Fees and Restitution Enforcement Module for FARE Participation	AOC and vendor, ACS	FJ, FM, FJ, WJ, Clerk of the Superior Court.	N/A		
Other collections tracking: OnBase workflow	OSAM/Local Staff	FM	Bolt On		
Pre-Adjudication Payment gateway: Official Payments.com	Vendor	WJ,FRJ,FJ	Vendor		

Local Applications

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Pre-Adjudication Payment gateway: Court	Vendor	FM	Vendor		
Digital Audio Recording: Liberty	Vendor/Local Staff	Superior Court and all Justice and Municipal Courts	Package		
Electronic Document Management System Product Name: OnBase	OSAM	Superior Court, WM,FM	Package		
Data warehouse		None			
Integration- electronic data sharing with county/city law enforcement	AOC, Coconino County IT	SC, FJ, FM	Coconino County server, AOC server, DPS server		
Integration- electronic data sharing with city/county prosecutor	AOC, Coconino County IT	SC, FJ, FM	Coconino County server, AOC server, DPS server		
Integration- electronic data reporting of dispositions to DPS	AOC developed and supported.	SC, FJ, FM	N/A		
Integration- electronic data reporting of citations/dispositio ns to MVD.	AOC developed and supported	FM	N/A		

Local Applications

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Jury system: Next Generation version	JSI/Jury+/ARM	SC, FM	N/A		
Public access	BMI Imaging Systems (Digital Fiche)	SC	Package		
Court Website	Coconino County Information Technology	Superior Court and all Justice and Municipal Courts	Standalone		
ZTraCS	DPS	All Justice Courts	Package		
Interactive Voice Response System					
Project mgmt. / Tracking					
Timekeeping					
Human Resources					

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.supreme.state.az.us/cot/Documents/EAS/EAS.htm>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline (retirement only)
Applications & Tools				
User Interface Delivery Method for Public Access	Netscape		IE, Firefox	
User Interface Delivery Method for Business Applications	Character based	Silverlight		
Electronic Document Management	LaserFiche, OnBase <12.0.3		OnBase 14	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline (retirement only)
Document Imaging	Kofax Card	Kofax Ascent Capture	PsiGen (Virtual Barcode)	
Report Writer for Ad Hoc Reporting	Crystal <10, MS-SSRS 2000	Crystal 10, MS-SSRS 2005	Crystal 10, Crystal Enterprise	
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS SSRS 2005	Crystal 10, Crystal Enterprise	
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	.NET	
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Interdev, Visual Studio 2008, PowerBuilder, MS-Access		
Source Control	Aldon			
Analysis Tools	HOW			
Office Productivity Tools				
Word Processing	Word Perfect, Word ≤2007	Word 2010	Word 2013	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline (retirement only)
Spreadsheet	Excel ≤2007	Excel 2010	Excel 2013	
Presentation	PowerPoint ≤2007	PowerPoint 2010	Power Point 2013	
Local Standalone Database	MS-Access ≤2007	MS-Access 2010	MS Access 2013	
E-mail Client	Outlook ≤2007	Outlook 2010	Outlook 2013	
Instant Messaging		Communicator 2007	Skype For Business 2015	
Data Architecture				
DBMS	SQL Server ≤2005 FoxPro, Clipper	SQL Server 2008	SQL Server 2014	
Data Warehouse DBMS		Informix XPS, SQL Server 2008		
Data Exchange Model		Fixed format, XML homegrown		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline (retirement only)
Networks and Platforms				
Network Protocol	SNA		TCP/IP	
Wireless Network Access	WEP		WPA2	
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Cisco	
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 8.1	
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Microsoft Windows 2003	MSWindows 2008, Netgear Readynas	
Mobile Operating System	BlackBerry		Apple, Android, Windows	
Shared Services				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline (retirement only)
Message Transport Middleware				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ 6.0	
Data Transformation ETL	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, As Hoc	MQ 5.2	MQ V5.3/V6.0		