

# I. INTRODUCTION

## BACKGROUND

The Arizona Judicial Branch consists of the Supreme Court, the Court of Appeals, the Superior Court, Justice of the Peace Courts, and Municipal Courts. The Supreme Court has administrative supervision over all courts in the state and the authority to make rules governing all procedural matters in any court.

The Arizona Judicial Council (AJC), established in 1990, assists the Supreme Court in developing and implementing policies that will provide central direction for court management, consistency in court operations, and coordination of services within the courts. Under the direction of the Chief Justice, the Administrative Office of the Courts provides the necessary support for the supervision and administration of all courts.

The Commission on Technology (COT), under whose auspices the Judicial Branch Information Technology Strategic Plan is developed, is a standing committee of the Arizona Judicial Council. The Commission plays both an advisory and a review role with respect to statewide technology policies, standards, and applications. The Information Technology Division of the Administrative Office of the Courts staffs the Commission and its subcommittees, and typically provides the majority of technical resources for statewide technology projects.

Both the AJC and the COT are statewide, multi-disciplinary, governance groups having representation from all levels of the judicial branch, as well as the executive branch, the State Bar, local government, the legal community, and the general public.

The Arizona Judicial Branch has turned to technology as one means to meet its goal to provide an independent, accessible, and integrated judicial system in accordance with constitutional mandates. There are many compelling reasons that the court is looking to automation to meet today's demands for information and efficient processing. The following strategic plan maps out the future direction of Arizona's Judiciary in information technology architecture and projects for the three-year period including Fiscal Years 2017 through 2019.

The Arizona Judicial Branch is proud of its accomplishments in information technology over the 26 years since statewide efforts towards technology planning and statewide systems and standards began in earnest.

- Most juvenile court-related functions are automated on JOLTS (now being updated as JOLTSaz and integrated with a youth assessment tool to implement evidence-based practices).
- All superior courts are automated using the same, centrally supported and managed system, AJACS, apart from the high volume courts in Maricopa and Pima counties. Only a handful of limited jurisdiction courts continue to use legacy case management systems. Development of enhancements to AJACS to

meet limited jurisdiction court requirements are now in nearly a dozen justice and municipal courts.

- Adult probation offices in all 15 counties continue to use the same statewide reporting and statistical data collection system and a second-generation adult probation tracking system. APETS, initially developed and implemented in Maricopa County, is implemented statewide, placing all adult probation information within a single database.
- A training program to support common court “best practices” processes and procedures has been developed and implemented. It addresses the automation training needs of the courts, providing both partial funding for staffing a training function in each county court system and also statewide training programs.
- A centralized repository of all court protective orders is available for query by law enforcement. A similar path is continuing to be pursued for arrest warrants throughout the state.
- Public access to case information consolidated from 153 Arizona courts is available via a central Internet location for lookup of cases by name or case number. In addition, certain courts in the state provide Internet access to information about cases within their jurisdiction. A subscription feature also exists for public case information. Efforts to enable public access to case-related documents online to the extent allowed by court rule are anticipated to come to fruition within the year, following sufficient testing.
- All clerks of the superior court continue digitizing paper filings using electronic document management systems. Several prominent limited jurisdiction courts have implemented standalone electronic document management systems, as well. Because document management is a key enabler for electronic case filing, the AOC operates a central document repository for both public access and enhancing courts’ business continuity. More than 60 smaller, limited jurisdiction courts are employing the central electronic document management system (EDMS) , enabling their paper documents to be disposed of after quality assurance steps have been taken.
- Efforts to meet judges’ needs for decision making using electronic documents are expanding to additional courts. As the digital tipping point is reached, judges will be provided the tools necessary to track and perform their vital work with the digital ecosystem.

The *Fiscal Year 2016 Accomplishments* section provides a detailed listing of last year’s major information technology accomplishments.

The demands of the public to access court records, information sharing among the courts and other criminal justice agencies, plus the sheer volume and complexity of justice transactions are focusing the Judiciary on modernizing the courts’ use of technology. The court continues addressing technology-hostile court rules and inconsistent local practices, especially in the arena of electronic case filing/access. In this era of reduced revenues, Court leadership continues to use technology to improve the effectiveness of court business processes as well as to improve the entire criminal justice system.

The Arizona Judicial Branch recognizes its role in the enhancement of the criminal justice system as a whole in the state. While much progress has been made within each criminal justice function to improve operational effectiveness, it is now widely acknowledged that criminal justice agencies must collaborate to bring about much needed systemic improvements. The first project to address the justice integration initiative was the electronic reporting of criminal dispositions to the Department of Public Safety (DPS). Related projects are planned to improve the exchange of accurate data among the various criminal justice functions before submittal to the common criminal justice history files. Being central to the criminal justice system, the courts play a critical part in the successful accomplishment of local integration initiatives.

Electronic Document Management (EDM), which includes electronic filing, document imaging, and the integration of documents with other applications, remains an important initiative of the chief justice. An EDM project addresses both back- and front-office functions. Without a basic infrastructure made up of document repositories, software to manage them, and sufficient network bandwidth to support document transmissions, courts cannot begin to accept electronic documents from other agencies. Now that the basic infrastructure is in place, along with a systemic analysis to alter existing document handling and filing processes, courts are able to respond to requests to accept electronic filings from the law enforcement, prosecution, and legal communities. Efforts continue to enable process and technology changes that provide judicial officers with access to electronic documents from the bench, in chambers, and from remote locations.

New case management system implementation projects address replacement of two core systems, AZTEC and JOLTS, now at the end of the automation life cycle. Next-generation systems significantly reduce the level of clerical effort needed for data entry and update functions by enabling automated exchange of data among criminal justice agencies. Rather than placing all functionality within a single enterprise system controlled by the court, the integration model being pursued calls for loosely coupling disparate systems using defined standards for data exchange like GJXML and the NIEM as well as an enterprise service bus (ESB) for transaction-based services. A managed services layer is now being designed to provide added flexibility for integration and data sharing along with added protection to back-end applications.

The 2017-2019 Information Technology (IT) Plan continues to support the core functionality of the existing statewide applications. In particular, the AZTEC case management system will be maintained and modified, as required, to provide its remaining user courts with benefits that will exceed the level of effort necessary to maintain it as it approaches the very end of its long life. The new AJACS CMS is being maintained and continuously enhanced to address legislated changes as well as critical business needs.

The Arizona Judicial Branch's IT Strategic Plan for Fiscal Years 2017-2019 offers a strategic direction for the information technology resources and activities in the Judiciary. It results from a formal planning process, which began with updates to various IT plans at the county level. These supporting plans are included in Appendix D. Rural courts'

plans are now updated only every other year, following a decision by the Commission on Technology several years ago.

This plan first presents the Judiciary's business strategic initiatives. Those initiatives are defined in Sections III and IV. Then, the IT initiatives supporting these business needs are outlined.

The IT strategic initiatives are:

- Promote a Systemic Thinking Approach to Problem Solving with Technology
- Provide Infrastructure that Facilitates Effective Communication and Integration
- Enhance Security and Disaster Recovery to Protect Court Technology-Related Assets and the Reputation of the Judiciary
- Standardize Processes and Solutions to Improve Efficiency and Effectiveness
- Complete and Enhance Second-Generation Statewide Automation Projects
- Improve Data Exchange, Communications, and Public Access
- Digitize the Court Environment
- Provide Administrative Support Functions

Finally, major IT strategic projects are outlined.

The Commission on Technology and its subcommittees provide a strong, active force for directing technology efforts and funding. Its members deserve special thanks for the fine job they are doing in providing leadership in technology to the Arizona Judicial Branch. Members of Commission on Technology and its standing subcommittees, Court Automation Coordinating Committee, the Technical Advisory Council, and the Probation Automation Coordinating Committee are provided below.

**COMMISSION ON TECHNOLOGY- (COT)  
2015-2016 MEMBERSHIP LIST**

<p><b><u>CHAIR</u></b> <b>HON. JOHN PELANDER</b> Vice Chief Justice Arizona Supreme Court</p>	<p><b><u>STAFF</u></b> <b>STEWART BRUNER</b> Strategic Planning Manager Arizona Supreme Court, AOC</p>
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<p><b>JAMES CONLOGUE</b> Presiding Judge Superior Court in Cochise County</p>	<p><b>JOHN REZZO</b> Information Technology Director Snell &amp; Wilmer L.L.P.</p>
<p><b>JOHN LUCAS</b> IT Director/CIO, Graham County County Supervisors' Association of Arizona</p>	<p><b>MICHAEL BROWN</b> Chief Judge Court of Appeals, Division I</p>
<p><b>MICHAEL JEANES</b> Clerk of the Court Superior Court in Maricopa County</p>	<p><b>TIVO ROMERO</b> Chief Probation Officer Santa Cruz County</p>
<p><b>PAUL J. FAITH</b> Vice Mayor, City of Litchfield Park League of Cities and Towns</p>	<p><b>ROXANNE K. SONG ONG</b> Chief Presiding Judge (Retired) City of Phoenix Municipal Court</p>
<p><b>GARY KRCMARIK</b> Court Administrator Superior Court in Coconino County</p>	<p><b>MICHAEL MILLER</b> Judge Court of Appeals, Division II</p>
<p><b>VIRLYNN TINNELL</b> Clerk of the Court &amp; Jury Commissioner Mohave Superior Court</p>	<p><b>CHRISTOPHER HALE</b> Court Administrator Tucson City Court</p>

**TECHNICAL ADVISORY COUNCIL- (TAC)  
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<p><b><u>CHAIR</u></b> <b>KARL HECKART</b> Chief Information Officer, ITD Director Arizona Supreme Court, AOC</p>	
<p><b>MOHYEDDIN ABDULAZIZ</b> Chief Information Officer Court of Appeals, Div II</p>	<p><b>RON BITTERLI</b> Director of Information Technology Maricopa Superior Clerk of the Court</p>
<p><b>JACKIE BARRETT</b> Technology Program Manager Superior Court in Yavapai County</p>	<p><b>JAY DENNIS</b> IT Manager Pima Consolidated Justice Court</p>
<p><b>JENNIFER GILBERTSON</b> IS Officer City of Phoenix Municipal Court</p>	<p><b>JAYNE PENDERGAST</b> Chief Information Officer Maricopa Superior Court</p>
<p><b>RANDY KENNEDY</b> Court Automation Manager City of Scottsdale Municipal Court</p>	<p><b>CARY MEISTER</b> Information Technology Manager Superior Court of Yuma County</p>
<p><b>JARED NISHIMOTO</b> Court IS Coordinator Superior Court in Coconino County</p>	<p><b>LAURA JOHNSTON</b> IT Director Superior Court in Pima County</p>
<p><b>RJ HURLEY</b> Technology Operations Director Superior Court in Pinal County</p>	<p><b>KYLE RIMEL</b> Court Technology Services Director Superior Court in Mohave County</p>
<p><b>CARLOS SOLANO</b> IT Director Court of Appeals, Div I</p>	
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**COURT AUTOMATION COORDINATING COMMITTEE- (CACC)  
2015-2016 MEMBERSHIP LIST**

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<p><b>KIP ANDERSON</b> Court Administrator Superior Court of Mohave County</p>	<p><b>CATHY CLARICH</b> Deputy Director Maricopa County Clerk of the Superior Court</p>
<p><b>JULIE DYBAS</b> Deputy Court Administrator City of Scottsdale Municipal Court</p>	<p><b>CHRISTOPHER HALE</b> Court Administrator City of Tucson Municipal Court</p>
<p><b>DONALD JACOBSON</b> Court Administrator City of Flagstaff Municipal Court</p>	<p><b>PHILLIP KNOX</b> General Jurisdiction Court Administrator Superior Court in Maricopa County</p>
<p><b>RONA NEWTON</b> Director of IT and Research Pima County Juvenile Court Center</p>	<p><b>RON OVERHOLT</b> Deputy Court Administrator Superior Court in Pima County</p>
<p><b>JANIE RANDALL</b> Court Administrator Cottonwood Municipal Court</p>	<p><b>JEFF MANGIS</b> Chief Deputy Clerk Superior Court in Coconino County</p>
<p><b>PAUL THOMAS</b> Court Administrator City of Mesa Municipal Court</p>	
	<p><b><u>STAFF</u></b> <b>STEWART BRUNER</b> Strategic Planning Manager Arizona Supreme Court, AOC</p>

**PROBATION AUTOMATION COORDINATING COMMITTEE- (PACC)  
2015-2016 MEMBERSHIP LIST**

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<p><b>KIP ANDERSON</b> Court Administrator Superior Court of Mohave County</p>	<p><b>TIM HARDY</b> Director Yuma County Juvenile Court</p>
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