

**INFORMATION TECHNOLOGY STRATEGIC PLAN
FISCAL YEARS 2017-2019**

JUDICIAL BRANCH OF ARIZONA IN MARICOPA COUNTY

March 11, 2016

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Introduction

The Judicial Branch in Maricopa County comprising of Superior Courts, Justice Courts, Adult and Juvenile Probation (Judicial Branch) continues to experience economic uncertainty. County contracted economists predict a mild recession for upcoming budget years and as a result spending has been curtailed. In addition, Maricopa County has reached its constitutional spending cap and even if monies were available, Maricopa County would not have the authority to spend additional monies. Moreover, the Judicial Branch continues to experience staff turnover in many areas due to salaries not keeping pace with the private sector, no cost of living adjustments despite inflation, and retirements.

The Judicial Branch has seen additional legislative non-funded mandates, pressures from funding sources to do more with less and to speed-up justice, insufficient resources to improve technology, significant changes to the elected officials' retirement plan, and staff morale remains low due to no pay raises or minimal pay raises, increased benefit costs, economic pressures, and workload demands.

These factors gravely impact access to fair and timely justice. They compound the complexity of accommodating work needs of judicial officers and staff, and attorney and litigant demands. Access to justice and timely information is of the utmost importance. Communication between departments, judicial branch partners, attorneys, litigants, and the public is essential to maintain an efficient flow of information throughout the legal system and to preserve democracy. Accountability and transparency to the public and funding bodies is also critical.

To meet caseload demands, ensure fair and timely access to justice, and accomplish the Arizona statewide judicial branch strategic agenda, the Judicial Branch must effectively deploy available technologies to enhance caseflow management, improve litigation services, and ensure accountability and transparency. Most of the smaller municipal courts in Maricopa County are "AZTEC or AJACS courts" and rely upon the Supreme Court Administrative Office of the Courts (AOC) for technology needs. Municipal courts that use these technology resources align themselves with the business goals of the Arizona Supreme Court and the AOC's technological strategic initiatives. Examples can be found in committee participation such as the TAC (Technical Advisory Committee) and the CACC (Court Automation Coordinating Committee). This year the AOC also independently surveyed these courts.

Court Organization

This is a two (2) year technology strategic plan for the Judicial Branch in Maricopa County covering the period from January 2016 through June 2018. In addition to the Superior Court in Maricopa County, it includes the following justice courts in Maricopa County:

JUSTICE COURTS in MARICOPA COUNTY	
Agua Fria Justice Court Judge Joe "Pep" Guzman	Manistee Justice Court Judge Donald Watts
Arcadia Biltmore Justice Court Judge Dean Wolcott	Maryvale Justice Court Judge Andy Gastelum
Arrowhead Justice Court Judge Craig Wismer	McDowell Mountain Justice Court Judge Michael Reagan
Country Meadows Justice Court Judge Anna Huberman	Moon Valley Justice Court Judge Rebecca Macbeth
Desert Ridge Justice Court Judge Clancy Jayne	North Mesa Justice Court Judge Cecil Ash
Downtown Justice Court Judge Jimmie Hernandez	North Valley Justice Court Judge Gerald A. Williams
Dreamy Draw Justice Court Judge Frank Conti, Jr.	San Marcos Justice Court Judge Keith Frankel
East Mesa Justice Court Judge Keith Russell	San Tan Justice Court Judge Samuel T. Goodman
Encanto Justice Court Judge C. Steven McMurry	Kyrene Justice Court Judge John McComish
White Tanks Justice Court Judge David Osterfeld	South Mountain Justice Court Judge Cody Williams
Hassayampa Justice Court Judge Miles Keegan	West McDowell Justice Court Judge Rachel Torres Carrillo
Highland Justice Court Judge Steve Urie	West Mesa Justice Court Judge Mark Anderson
Ironwood Justice Court Judge Joe Getzwiller	University Lakes Justice Court Judge Tyler Kissell
SUPERIOR COURT of ARIZONA in MARICOPA COUNTY	
Hon. Janet E. Barton Presiding Judge	Hon. Robert Oberbillig Southeast Presiding Judge
Hon. Joseph Welty Associate Presiding Judge	Hon. Paul McMurdie Family Court Presiding Judge
Hon. Andrew Klein Probate Presiding Judge	Hon. Kathleen Mead Northwest Presiding Judge
Hon. Randall Warner Civil Presiding Judge	Hon. Joseph Kreamer Northeast Presiding Judge

Hon. Colleen McNally
Juvenile Presiding Judge
Hon. Chris Whitten
Tax Presiding Judge

Hon. Sam Myers
Criminal Presiding Judge

PLANNING METHODS AND PARTICIPANTS

In the past business decision-makers met to discuss current technology issues facing the courts, to determine the business drivers impacting technology, and to recommend a priority for technology projects. Last year an in-person meeting was replaced with a survey and follow-up emails. This same process was continued this year. As a result, more individuals were invited, greater participation resulted, more judges were involved, survey results better reflect the business drivers impacting operations and technology projects, and the results more evenly reflect the issues of each type of court (Superior and Justice).

In addition, as a result of changes authorized by the Commission on Technology, municipal courts in the county have been excluded from the Branch Plan development process. Select courts now submit plans directly to the Administrative Office of the Courts. Those plans may appear as attachments to this document when published.

The following participants in Maricopa County were invited to participate in the survey and email discussions: Clerk of Court, Adult Probation, Juvenile Probation, Justice Court and Superior Court management, Justice Court's Presiding Judge for its Technology Committee and their Presiding Judge, Superior Court Departmental and Regional Presiding Judges and the Presiding Judge of Superior Court.

Due to budget constraints, increased need to maximize resources, and greater attention to timely and fair access to justice, there were some notable changes to business drivers and their priority. In addition, participants expressed concern about the ability to effectively manage courts during such difficult times and without proper resources. They also expressed concern about access to the courts during these difficult times.

Listed below are the business and IT leaders that participated in the survey or were contacted by email and given an opportunity to review and provide comments to this plan:

Name	Area / Dept.
Charles Adeleye	Juvenile Probation
Jamie Ahler	Human Resources
Scott Allen	Adult Probation
Pete Anderson	Finance

Name	Area / Dept.
Shari Anderson-Head	Superior Court, Criminal
Kathryn Andrews	Superior Court
Karen Arra	Media
Lori Ash	General Counsel
Candace Atkinson	Jury
Ricardo Barcelo	Finance
Raymond Billotte	Judicial Branch Administrator
Brian Bledsoe	Interpreters
Karen Bledsoe	Human Resources
Christopher Bleuenstein	Superior Court, Criminal
Adis Bosnic	Superior Court
Denise Bozenski	Security
Ken Bradley	Court Technology Services
Barbara Broderick	Adult Probation, Chief
Mary Byrnes	Superior Court
Elaina Cano	Superior Court, Probate
Dennis Carpenter	General Counsel
Rachel Carreras	Superior Court
Brittaney Chipley	Superior Court
Michael Cimino	Adult Probation
Cheri Clark	Superior Court, Family
Paula Collins	Superior Court, Family
Charlsie Cordova	Juvenile Probation
Ken Crenshaw	Court Technology Services
Emelda Dailey	Alternative Dispute Resolution
Kristi Dallman	Superior Court
Sharlene DeHorney	Juvenile Probation
Lori Dennison	Court Reporters
Beverly Dupree	Finance
Elizabeth Eells	Juvenile Probation
Linda Ettari	Adult Probation
Shawn Friend	Law Library Resource Center
Vickie Fugate	Superior Court, Family
Vincent Funari	Media
Hugh Gallagher	Facilities
Nicole Garcia	Jury
Paul Garcia	Court Technology Services
Penne Garrett	Purchasing

Name	Area / Dept.
Jennifer Gates	Procurement
Cynthia Goertz	Juvenile Probation
Frank Groenewold	Juvenile Probation
Juanita Gutierrez	Adult Probation
Philip Hanley	Finance
Mike Haley	Security
Jennifer Harvey	Human Resources
Diana Hegyi	Superior Court
Linda Hernandez	Superior Court
Scott Herrmann	Human Resources
Michaela Heslin	Juvenile Probation
Chris Holly	Court Technology Services
Shawn Haught	Law Library Resource Center
Terry Hurtado	Superior Court
Bob James	Superior Court, Criminal
Mistelle S. James	Human Resources
Chris Kelly	Clerk of Court
Peter Kiefer	Superior Court, Civil
Brett Kitani	Court Technology Services
Phil Knox	Superior Court
Grace Ku	Juvenile Probation
Laurie Laughlin	CASA
Valerie Lerma	Law Library Resource Center
Earle Lloyd	Security
Sharon Lombard	Superior Court
Guat Loo-Bellofiore	Superior Court
Scott Loos	Interpreters
Therese Ludwig	Superior Court
Phyllis Mack	Procurement
Marie Martinez	Superior Court
Ricky McKaig	Superior Court
Eric Meaux	Juvenile Probation, Chief
Sandra Mena	Superior Court
Sarah Murillo	Juvenile Probation
Jane Pendergast	Court Technology Services
Heather Pfeiffer	Superior Court
Karin Philips	Superior Court, Juvenile
Danna Quinn	Human Resources

Name	Area / Dept.
Tracy Randall	Human Resources
Cindy Reid	Education and Training
Maribel Rodriguez	Law Library Resource Center
Nicole Roskens	Superior Court
Debra Rubenstein	Superior Court, Family
Saul Schoon	Adult Probation
Pat Schuler	Superior Court
Gloria Serino	Juvenile Probation
Debbie Sinclair	Superior Court
Lawrence (Scott) Slade	Security
Jack Slowinski	Court Technology Services
Shawn Smith	Superior Court, Juvenile
Sherry Smithee	Superior Court, Family
Margaret Sommer	Homeless Court
Bob Spence	Facilities
Raghu Subramanya	Court Technology Services
Correnia Snyder	Superior Court
Sheila Tickle	Superior Court, Juvenile
Carol Thompson	Superior Court
Jackie Traher	Law Library Resource Center
Teresa Tschupp	Juvenile Probation
Angela Tuzzolino	Superior Court
Kelly Vail	Media
Aurora Valenzuela	Juvenile Probation
Teresa Vargas	Superior Court
Shirley Villabrille	Purchasing
Kerry Vogel	Superior Court
Therese Wagner	Adult Probation
Anthony Weaver	Finance
Karen Westover	Superior Court
Ben Williams	Superior Court
Bob Wolff	Finance
Richard Woods	Superior Court

B. Strategic Agenda: Justice 2020, A Vision for the Future of the Arizona Judicial Branch

ARTICLE I. B.1. JUDICIAL BRANCH STATEWIDE STRATEGIC 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 2020** 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.

The complete strategic plan is available at:

<http://www.azcourts.gov/portals/0/AdvancingJusticeTogetherSA.pdf>.

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

There is an on-going spirit of cooperation and urgency within the Maricopa County court community regarding court and agency technology initiatives. Judicial Branch partners realize that they must improve, consolidate, and collaborate regarding technology initiatives to keep pace with increasing workload demands and pressures to do more with less. Judicial Branch partners in Maricopa County meet regularly through a variety of different meetings to discuss initiatives, problems, and to encourage ongoing collaboration. Meetings include but are not limited to McJustice, the Municipal Presiding Judges and Presiding Justice of the Peace meeting, Technology Steering Committees, and Technology Oversight Committees. Listed below are a few highlights of local strategic issues facing courts:

1. **Working with the Community, Building Support for the Judicial Branch, and Protecting Children, Families and Communities.** This goal corresponds with

Justice 2020 and its goal to strengthen the administration of justice, improve communications, and protect children, families and communities. In effectuating this goal, the courts must develop ways of more accurately and expeditiously:

- Determining the sources, magnitude, and complexity of demands on the court system and develop and implement comprehensive strategies for meeting these demands.
- Educating and informing the public and Judicial Branch partners concerning the role of each branch of government, separation of powers, and the need for a fair and independent judiciary.
- Reporting and/or sharing effectiveness of improvement efforts with the public, funding bodies, and Judicial Branch partners.
- In courts where judges are merit selected, continuing to educate and inform the public about the importance of merit selection.

2. Common Direction/One Supportive Organizational Culture. This goal corresponds with Justice 2020 and its goal to strengthen the administration of justice, improve communication, and improve the legal profession. Courts must create a common organizational culture that merges the best organization, practices, and working climate while respecting individuality, elected offices, and judicial discretion. Courts must also ensure equal access to justice, and judicial accountability and transparency. There are two aspects for establishing and maintaining a common direction throughout the entire court system.

First, courts must overcome barriers that separate administrative and geographic districts and units by:

1. Preparing a branch or court-wide strategic plan.
2. Enhancing communication practices across units.
3. Establishing branch-wide working groups.
4. Streamlining policy-making.
5. Implementing cross-training and job rotation across litigation areas, business functions, and court locations where appropriate.

Second, courts must work to establish a common culture by:

- Developing a common judicial branch mission, vision, and values for the entire court system and community it serves, and by educating and sharing information about the common mission, vision and values and its progress in implementing a strategic plan.
- Implementing evidence based practices within the court and probation departments.
- Describing court organizational culture and determining how that culture might be enhanced.

- Where appropriate, using technology to improve public safety.

3. **Capacity to Provide Effective Court and Justice Services.** This goal corresponds with Justice 2020 and one of its goals to improve operational efficiencies. This includes but is not limited to:

- Improving and consolidating work processes where appropriate.
- Using technology to provide more effective court and probation services such as audio, video, cameras, GPS, video conferencing, electronic courtrooms, remote interpreter technology, web-based applications, etc.
- Standardizing case processing.
- Simplifying records preparation and transfer and increase the use of electronic file information transfer.
- Working with Judicial Branch partners and stakeholders (inside and outside of the Judicial Branch) to improve court, justice and probation services.
- Increasing access of litigants and court users to court and probation services through technology.

4. **Effective Judicial Branch and Justice System Governance.** This goal corresponds to Justice 2020 and its goal to improve communications. Decreased or flat budgets and increasing service demand underscore the potential difficulties that accompany a need to work together as a coordinated court and probation system while respecting the independence and role of each justice partner, in partnership with numerous public and private, local and state, justice and human services partners, toward the common goal of providing effective justice services to increasingly economically, socially, and demographically diverse populations within Maricopa County and local cities within Maricopa County. The improvement strategy includes:

- Improving both Judicial Branch and interagency justice and human services, and system policy and decision-making by carefully reviewing and revamping decision-making structures, clarifying decision-making roles among judges and managers throughout the courts and partner organizations.
- Implementing policy development guidelines.
- Exploring how to more closely align Judicial Branch, Maricopa County Government and the various local city governments in planning, budgeting, and accountability mechanisms.
- Working with partner agencies and service providers to establish mechanisms to monitor and evaluate both case and program outcomes.
- Educating the public and Judicial Branch partners on the role of the court, the need for separation of powers, but at the same time making the court more transparent and accountable.

- Providing leadership training to judges, administrators, and other judicial branch partners who may benefit from this training.

5. Talent Selection, Development and Maximizing Limited Resources for Effective Service. This goal corresponds to Justice 2020 and its goal of maintaining a professional workforce. Long-term work force trends, along with dramatic changes in local population demographics, generational issues, and service demand, in addition to increasing skill levels required for court personnel, and decreased and/or flat budgets for the past seven years and for years to come suggest that it will become more and more difficult for Courts to hire and retain the sophisticated workforce needed to meet public expectations. In addition, Federal, State and County economic issues have impacted staff morale due to increased cost of living expenses, increased work load, and stagnated salaries.

Trends indicate that the court management and justice related workforce is aging rapidly. Rapid aging is especially apparent among middle management and senior administrative segments of the court management profession across the nation but especially in California, the primary competitor for managers and administrators throughout the southwestern United States.

Additionally, as a result of computer and telecommunications technology advances, increased emphasis on evidence-based practices, changes in community demographics and increased public expectations for customer service, the types and levels of skill requirements for court personnel are increasing rapidly and will continue to increase greatly over the next decade.

The long-range strategy for enhancing the workforce includes:

- Preparing an aggregate talent development plan.
- Establishing a training and mentoring program for every employee.
- Establishing a multi-agency talent pool approach to labor force development.
- Identifying cultural diversity needs and educating judicial officers and employees about cultural diversity.
- Equipping management with tools and skills to strengthen work teams, encourage creative solutions, and increase staff morale during difficult economic times.
- Establishing a uniform incentive and compensation system.
- Succession planning.
- Developing an assertive community-based personnel recruitment program.
- Identifying opportunities to consolidate support services with other justice agencies and share personnel (e.g. planning, performance monitoring, program evaluation, and work process re-design services).
- Using technology to improve efficiencies in training, as well as to expand delivery methods that reach a wide range of audiences, including retention of what is learned.

ARTICLE II. BUSINESS DRIVERS, IN ORDER OF PRIORITY

IN ADDITION TO LOCAL STRATEGIC ISSUES FACING COURTS AND PROBATION DEPARTMENTS, JUDICIAL BRANCH MEMBERS DISCUSSED COMMON BUSINESS DRIVERS. RESULTS ARE SUMMARIZED BELOW:

RECRUITMENT/RETENTION AND SUCCESSION PLANNING HIGHEST PRIORITY – 58% UP FROM 44%

With workforce changes it is important to develop and adapt recruiting, retention and succession planning strategies. It is also critical to appreciate and value employees and find creative ways to reward them during difficult budget years. As the economy recovers and government resources wane behind, hiring and keeping good people becomes even more important. Courts must find ways to enhance services but at the same time improve morale. Courts are experiencing turnover, significant retirements, and few raises. Employees' purchasing power is still below their purchasing power prior to the major recession. They may make a few dollars more but they have less to spend due to inflation and no cost of living increases. Without good people, the Court cannot go from good to great, provide necessary services, or prepare for 2020. As a result, this is the most important business driver.

CASE MANAGEMENT HIGH PRIORITY – 52% DOWN FROM 72%

Whether it was a court or probation department in need of a new case management system (CMS) or one that needed enhancements, this was the number one business driver for most courts. It was ranked the highest on the survey and received a score of 51.52%. This score, however, was notably lower than the past survey in which it scored 72%.

E-SERVICES HIGH PRIORITY – 45%

This driver includes services such as web-based applications, electronic citations, warrants, e-forms, e-filing, on-line payments, collections, purchasing systems, and FARE. With the Supreme Court Administrative Order requiring the implementation of electronic filing and an increased demand for electronic services, e-services remain a high priority. It should be noted, however, there is a significant pressure point to safeguard individual privacy while providing non-confidential information. As part of this driver, participants noted the urgency to develop and/or update policies for the use of e-services such as a social network policy and a web-based conferencing policy.

DIGITIZING OFFICIAL COURT DOCUMENTS MEDIUM PRIORITY – 41%

This issue revolves around electronic data storage of court documents. Most courts have already moved to an electronic document management system (EDMS and/or are participating in electronic filing). As a result this driver is a medium priority. However, for courts that do not have an EDMS system or are having problems with electronic signatures, this driver received the same score of 41% as it did in the last survey, but has been moved to a medium priority.

ELECTRONIC TRANSFER OF INFORMATION TO AND RECEIVING INFORMATION FROM OTHER JUSTICE PARTNERS (INSIDE AND OUTSIDE STAKEHOLDERS).

MEDIUM TO LOW PRIORITY – 32% DOWN FROM 42%

This driver was is important to most participants but ranks lower than the others due to current demands on other technology projects and the existence of other demands from business partners.

ELECTRONIC PUBLIC ACCESS TO DOCUMENTS MEDIUM TO LOW PRIORITY – 27% DOWN FROM 42%

As technology advances, the public is becoming more demanding about having access to court documents. However, there is also a concern about privacy and the impact court filing information has on an individual's life. There is consensus that most court documents should be open to the public but the ease with which that access should

occur is debatable. As a result, this business driver received a medium to low priority rating.

DIGITAL RECORDING AND COMMUNICATION/ AUDIO, VIDEO AND WEB-BASED CONFERENCING
LOW PRIORITY –24% DOWN FROM 42%

Electronic recordings of court proceedings, meetings, training, and services provided via a web-based application or service are becoming more common in the courts. These services generally are more reliable, capture facial expressions, gestures, and body language, improve efficiency, improve public safety and/or reduce costs associated with court reporters, travel, mileage, and scheduling conflicts.

COURT CONTINUITY DURING A DISASTER/PANDEMIC
LOW PRIORITY – 24%

Even though Courts are concerned about the likelihood of computer systems being available this priority has notably moved from medium to low priority. This priority has been moved to a low priority because courts believe they have partnerships and systems in place to accomplish this if it becomes necessary unless there is a disaster that impacts the entire county.

MEASURING COURT PERFORMANCE MEASUREMENTS
LOW PRIORITY – 21%

Measuring court performance is important to everyone because it helps to tell the Judicial Branch story and justify additional needs. However, it is apparent from the survey results that it ranks the lowest as far as priorities.

C. CURRENT TECHNOLOGY ENVIRONMENT

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

Hardware

Listed below are the total of the number of desktops, laptops and network printers in Maricopa County as reported by the Judicial Branch, Clerk of the Court:

Description	Total Count
Desktop total	4,918
Laptop total	1,618
Thin clients	565
Tablet total	46
Network printer total	1,670

The operating system (OS) for the desktops and laptops are mostly Windows 7. Most IT departments are trying to maintain a 3-year replacement strategy.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	169
PCs in the Courtroom	515
Thin Client in the Courtroom	176
PCs in the Chambers	329
PCs used for ACJIS	1,161
Imaging PCs	57

The Superior Court server information is a little more varied. There are a total of 593 servers at the multiple court sites. Most of these servers are HP ProLiant servers and Dell Power Edge servers. Other servers in the courts are 8 IBM servers, and 6 Unix/Linux servers.

Network Operating Systems (NOS) are mostly Microsoft Windows 2003/Windows 7 /2008/2012.

Software

The software table cannot be summarized easily. Instead, the following information should be helpful in understanding how to interpret the table that appears in Appendix A.

Each row in the detailed table is grouped by the first column “Application category/name.” For each court in Maricopa County that used that type of software, the writer combined courts to show several courts were running similar software. Specific information in the columns associates with specific courts via the row separator. This spreadsheet will be enhanced in a future iteration for easier submission and traceability.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate and will actively be pursuing over the next three years. For those projects primarily supported at the State level, it identifies project status and describes the local courts' planned participation. 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.

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

DRAFT

COURT IT ACCOMPLISHMENTS CY2015

Primary Judicial Branch Accomplishments

- Case Management
 - iCISng - iCISng is a long term project to replace the courts current case management system (iCIS). The current system originated ten years ago and the new system is planned to provide improved work flow and business processes, reduce dependence on paper, and improve overall case processing, especially for judicial officers.
 - E-release order – Development teams from the Superior Court designed, developed and implemented a new e-release order using .Net. New business processes eliminate paper, manual functions, and allow for electronic data sharing.
 - eSentencing: Development teams from the Superior Court designed, developed and implemented a new eSentencing module using .Net. Criminal courts take advantage of new business processes that eliminate paper, manual functions and allow for electronic data sharing to justice partners.
 - Initial Appearance Court Jail – This effort is a major development effort to move classic iCIS to iCIS NG (Next Generation. Development teams from the Superior Court designed, developed and implemented a new IA Jail module using .Net. IA Jail takes advantage of new business processes that eliminate paper, manual functions, overlapping staff in the courtroom from multiple criminal justice agencies, and allows for electronic data sharing.
 - Most Current Information (MCI) and Disposition- The first phase of the MCI Disposition reporting project was implemented in February, 2013. This project was extensive and involved dozens of new and enhanced modules in iCIS to create, transport and display disposition reports to the Juvenile Court for judicial officers. Probation officers have a much more efficient process now, and judicial officers have a much more useful report.
 - Juvenile Financials – Modifications to juvenile financial areas in iCIS were integrated with the Clerk of Court’s case management system to improve financial payment processing and obligation tracking within and between both systems.
 - Cradles to Crayons (C2C) iCIS module – Enhancements to classic iCIS for the new Juvenile program C2C. C2C focuses on Juvenile Dependency cases where at least one child in the family is younger than four years old. These are the most at risk children and early specific intervention will make a huge difference. Specific modules for Drug Treatment for Parents, Therapeutic Care for Children, Community Support for Families and other

- special areas are now part of iCIS.
- Commercial Court in Civil: This project is for ensuring that cases suitable for Commercial Court are assigned to a Commercial Court calendar. Additionally the flag will allow for easy identification and easy gathering of statistics.
 - Civil Court Admin Reports –This project ensures compliance with the Supreme Court decision on Maricopa County case CV2009-009602.
 - Juvenile Calendar - This project provides new view-only interface to the judicial officer’s calendar that will facilitate finding slots to set hearing. This new screen will help all juvenile judicial officers and staff.
 - Felony on Release –As Arizona law requires a person who was already on release for a felony offense to be held non-bondable; this project will reduce the amount of releases ordered by the court when the person was on a felony release at the time of the new offense.
 - Risk Assessment - This project implements the new Arnold Foundation assessment tool.
 - IA Jail - Attorney selection – This project provides enhanced IA jail application to consolidate defense agency information.
 - IA Jail – Municipal/Justice Court cases –This project automates the process for municipal and justice courts to receive initial appearance documents electronically.
 - IA Jail - Update Probate hearings –This project automates set hearings on probate calendars for defendants arrested for probate warrants.
 - JPR – This project provides judicial staff with functionality in iCIS to save attorney appearances before their judge. These appearances are provided to the AOC electronically for attorney survey use. It provides Judicial Staff with the means in iCIS to track the total of “hard surveys” handed to litigants/witnesses/jurors. 2015 cycle change added the ability to collect attorney emails.
 - Commercial Court – This project enhances iCIS to be able to direct cases to pilot judges’ calendars and track cases appropriately to assess success of the pilot project.
 - IA Juvenile Defendant Process – This project enhances process for allowing juvenile direct complaint cases to be heard timely.
 - Hearing sub types –This project created new subtypes to allow court administration to calendar and track cases more efficiently.
 - Name Change – This project created EZ Court Forms for pro pers to file name change cases. Once litigant completes questionnaire process, forms are printed out to be filed in correct format.
 - ProTem application – This project created a process online for judge pro tems to complete the application process.
 - ezFee Deferral Forms –This project created online forms for pro pers to file for fee deferrals. Once litigant completes questionnaire process, forms are

- printed out to be filed in correct format.
 - ezCourt Probate Forms –This project created EZ Court Forms for pro pers to informal probate cases. Once litigant completes questionnaire process, forms are printed out to be filed in correct format.
 - IV-D Auto Calendar – This project creates new auto calendar functionality and reports for IV-D cases.
 - Juvenile JWA Hearing subtype – This project made enhancements to hearing types.
 - Juvenile court movement –This project transferred hundreds of cases to provide a more equal percentage of cases per calendar.
 - Civil New Case Assignment Algorithm- This project civil new case assignment algorithm for modified new case assignment percentages; transferred calendar loads
 - Juvenile Collection Agency –This project new collection vendor was selected, iCIS needed to be updated for the new vendor and associated fees.
 - Rule 11 Pilot – This project setup new calendars for Glendale and Mesa Municipal courts to hear their own Rule 11 cases for the pilot per AO 2015-92.
- Infrastructure Enhancements
 - Justice Court Website- This project resulted in modifications to the Justice Court Website. This effort resulted in enhanced customer service.
 - Wi-Fi in Juvenile Detention facilities - Maricopa County has two separate Juvenile Detention facilities with a population of approximately 400 juveniles. We collaborated with the County IT Department and Juvenile Probation to fund, design, acquire and install wireless technology in both facilities. This capability is now in every detention unit, education centers, gymnasiums, cafeterias, and medical clinics in both facilities.
 - APD Online Enhancements for APETS Database upgrade (Informix to SQL Server) – this enhancement was in support of the AOC decision to migrate the APETS database management system from Informix to SQL Server. Changes were made to APD Online, the Maricopa data repository of APD information in support of probation officers. The modifications allowed for a smooth transition at the AOC.
 - APD Macros Enhancements - the dozens of Word macros that APD uses to create documents for court and internal APD processing are being migrated to web modules as the macros were written for Word 2000 and the Windows XP file structure. This is a major undertaking as the APD has been using these macros for over ten years.
 - APD Imaging - the Adult Probation Department is now imaging all paper files for terminated cases. These files will be stored on secure network servers and referenced with OnBase licenses. The project involved the

acquisition of vendor services for imaging over 80,000 paper files, negotiation with the Clerk's Office for use of OnBase licenses, building the infrastructure in a secure network environment, and developing interfaces for authorized staff to access the images. This foundation will serve as the baseline for moving all Adult Probation paper files to electronic images. Juvenile Probation will follow suit in the very near future and use the Clerk's OnBase infrastructure to go paperless as well.

- Integration and System Improvement Projects
 - AZYAS/iCIS Integration– The Arizona Youth Assessment Survey (AYAS) software available to Juvenile Probation via an AOC website, was integrated with iCIS, thereby allowing probation officers to access the instrument through iCIS. There is a bidirectional data flow that ensures juvenile assessment scores be available and synchronized in both environments.
 - Justice Courts e-Citation - The Justice Courts used a vendor to enter and image all traffic court citations. The goal was to reduce cost and speed up the process of getting traffic citation information into iCIS. This development effort was completed by working with AOC staff to put in place an electronic data exchange between the Department of Public Safety, the AOC, and Maricopa County to capture and consume traffic court citation data. This project also created a savings to the Maricopa County Justice Courts of approximately \$10,000 a month (previously paid to the vendor entering the data). The Mesa City Court was also part of this project and can now transmit law enforcement e-citations to the Justice Court whose boundaries encompass county islands within the City of Mesa.
 - Maricopa County collaborated with Adult Probation and Criminal Court to design, develop and implement a new automated process for creating and approving petitions to revoke probation. Previously, adult probation officers would manually create petitions to revoke probation and send them via paper to the judicial officers for approval. The new process automates the creation of the petition, electronically moves it to an ICIS NG queue for all judicial officers, allows the judge to electronically approve the petition, and then passes it on electronically to the Clerk's Office for filing. In the near future, any warrant required will be passed through the electronic warrant creation and filing process as well.
 - Attorney Assignment Enhancements – This project to enhance the process for selecting and assigning attorneys to resolve Arbitration cases. This required the development of an electronic feed of attorney information from the Arizona State Bar so that all eligible attorneys could be considered. The current iCIS module for attorney selection was redesigned to take into account the additional attorneys and allow for a comprehensible and fair

process to select an attorney. The new module has an improved process for attorneys to opt out of the process, either up front or after assignment.

- Juvenile 15 Minute Welfare Check - A major use of the new Wi-Fi capabilities in Juvenile Detention is the new software module for the 15 bed checks. The Juvenile Detention staffs are required to check on the welfare of juveniles every 15 minutes. Judicial branch of Maricopa county worked with Juvenile Detention and Probation to fund and acquire a vendor which supplied a software package that allows detention officers to read bar codes and RFID chips to electronically track and store information about the welfare of juveniles in detention, specifically now as they reside in the unit and sleeping rooms. Integration between iCIS and the new software module was developed as well to seamlessly pass information both directions.

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- Tax Intercept Program – Recalled all prior justice court cases in State of Arizona Tax Intercept Program following clean-up and revised process and data validations.
- Administrative Projects
 - County IT and Human Resources Leadership Collaboration – The judicial branch of Maricopa County collaborated with the County Leadership on two major items. 1) A recommendation for adopting new rules for recruitment, compensation and retention of key IT staff, especially in the development, database administration, and project management areas. This recommendation was jointly made by IT and HR Leadership and carries great weight with the County. A few items have already been implemented. 2) A process to fund the replacement of the oldest County desktop and laptop computers. The County will fund this effort, the first in over six years. The Judicial Branch has over 4,000 of these devices and we anticipate that over 2,000 will be replaced in the next 18 months.
 - Coordination and iCIS enhancements in support of the COSC Foundation Project - The effort by the Clerk's Office to implement the new e-filing Foundation project was of great importance to the Superior Court. Since most of our judicial officers and staff will be using Foundation in the daily tasks, it was recognized as a high priority item. There were extensive enhancements and support opportunities that were completed in support of the Clerk's efforts to implement this new module.

CLERK OF THE SUPERIOR COURT

- Application Improvement Projects
 - Clerk Initiated Documents – In October 2015, the Clerk's Office completed a project to integrate several Clerk's office processes with our e-filing application. The Clerk's office is responsible for creating and filing various documents which had previously been printed and scanned. This project allowed the Clerk's office to electronically file these documents and eliminated the need to print and scan the documents.
- Infrastructure Enhancements
 - Upgrade to SQL Server 2014 – In 2015 the Clerk's Office implemented Microsoft SQL Server 2014 and migrated key databases to the new database platform. This allows us to maintain continued support of our database platform, as well as, allowing us to take advantage of the newer features available in the new version.

- Support for IE11 – In December 2015 the Clerk’s Office completed the upgrade of all computer workstations from IE8 to IE11. This required several application enhancement to allow support for IE11.
- Crystal Reports to Microsoft SSRS Migration – In April 2015 the Clerk’s Office completed the migration of several hundred reports written in Crystal Reports to Microsoft’s SQL Server Reporting Services. This reduced costs by eliminating the need for Crystal Report’s licenses and provided a consistent platform for providing reports for the users.
- Desktop Refresh Project – In August 2015 the Clerk’s Office completed the deployment of the FY15 Desktops provided by the County Desktop Refresh Project (DRP). This allowed us to replace aging desktop computer systems and ensure ongoing support and the ability to upgrade application software and to take advantage of improved system performance.
- Datacenter Backup Power Upgrade – In February of 2015 the Clerk’s Office, working with FMD, installed a new Uninterruptable Power Supply (UPS) system in their data center to provide better backup power in the event of power loss to the data center. This allowed the retirement of multiple aging rack mounted UPS systems and provided 4 hours of backup power instead of the 20 minutes using the older technology.
- OnBase 15 Upgrade – In August of 2015 the Clerk’s Office completed the first phase of a project to upgrade their OnBase document management system from version 12 to version 15. This phase involved the implementation of new web server hardware and modifications to eFiling applications to convert the programmatic interface with OnBase from the older API technology to the newer Unity Script technology. In November of 2015, the second phase was completed which encompassed the upgrade of the OnBase application to version 15. This has allows users to take advantage of the additional features in OnBase 15 and allows for continued maintenance and support for the OnBase applications.

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during fiscal year 2016. 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
AOC-CCI Extract	Revising process for SDL-ROAM. Adding data elements to exchange for e-Access	Electronic Filing	Early adopter	FY17	Plan	
Case File Retention Plan	Provide a process to purge case document that are considered past their retention period	Access to Electronic Documents	One of the last	FY17	Execute	
Civil Case Initiation	Integration with eUniversa for the eFiling of civil case initiating documents	Access to Electronic Documents	One of the last	FY19	Concept	

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
ECF 4.X Adoption	Upgrading eFiling to adopt the ECF 4.x data format for accepting filings from eUniversa and AZ TurboCourt	Access to Electronic Documents	One of the last	FY19	Concept	
Integration with Central Case Index	Provide access to documents in the Electronic Court Record for the Central Case Index	Access to Electronic Documents	One of the last	FY18	Concept	

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
APD Automated Case Assignment	Computerized case weighting and assignment based on offender, demographic, geographic & officer variables	FY16	Initiate	Frontier
APD Generic Assessment Model	Generic model to accommodate assessment of criminogenic needs of special populations, i.e. juvenile, domestic violence, mental health, sex offender, etc.	FY16	Concept	Change of business and training
APD Macros	Automation of the many forms that APD creates to file with the court	FY16	Execute	Ongoing; multi-year
iCISng - .net Migration of iCIS	The CTS dept of the Judicial Branch is converting iCIS from a Classic ASP to .Net environment following accepted statewide standards	FY19	Execute	Large project, significant work and support is needed to bring the project to completion
Juvenile Detention Clinic	Provide Electronic Health Records Update, Storage, & Retrieval for juveniles in custody	FY16	Execute	Change of business practices & training - Initial contract difficulties and new vendor selection

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Juvenile Document Imaging	Provide a process to image juvenile documentation for ease of retrieval, archiving and purging	FY16	Initiate	This is a very large project and the multi projects may cause delays - or any loss in funding
Crystal Reports to SSRS	Migrate from unsupported reporting programs to newer technology	FY17	Execute	Resource availability / completion of report server farm
Disaster Recovery for Case Mgmt System	Implement solution in the event of a catastrophic event. Exploring offsite options that would include Durango and/or IO	FY17	Plan	Resource availability
10 Dot Migration for Durango Complex	Coordinated project with Maricopa County (OET) to migrate computer related hardware from legacy network to 10 dot network	FY17	Execute	Resource availability
SharePoint Pilot Project	Piloting SharePoint project to address financial non-stock process	FY17	Plan	Competing priorities, resources

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Justice Court EDMS Project	Continuing expansion of EDMS for all civil case filings to all justice courts	FY17	Execute	Competing priorities, resources
Justice Court Pay Portal	The Justice Courts' website will contain a "pay portal" link for on-line payment processing of eligible civil traffic citations	FY17	Execute	Competing priorities, resources
Data Replication	Provide a functional copy of iCIS data for reporting purposes without impacting the production application	FY17	Execute	Resource & hardware availability
Internet / Intranet Upgrade from Classic ASP to .NET	Classic ASP is a legacy technology that is less familiar to the modern developer	FY19	Execute	Resource availability
Internet / Intranet Upgrade from SQL 2000 to SQL 2008R2	SQL 2000 does not support .NET framework and database requires migration to support the .NET conversion	FY17	Execute	Resource availability

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
MQ 5.0 to MQ 7.0 & VB6 to .NET Upgrade	Upgrade from legacy technology that is no longer supported and implement production failover	FY17	Execute	Resource availability
Online Court Forms	Online, interactive completion of court forms for pro per litigants	FY17	Initiate	Change of business practices & training
Exhibits Tracking System	Replacement of the Clerk's existing, aging, exhibits tracking system utilized to track all exhibits	FY18	Concept	Limited resource availability (BA and technical); limited budget; integration with existing systems.
Integration with iCISng eSentencing	Integrate with iCISng eSentencing for eFiling of sentencing orders eliminating the need to create sentencing minute entries	FY17	Concept	Limited resource availability (BA and technical); limited budget; integration with external systems
Juvenile eFiling	Implementing a solution that will allow the electronic filing of Juvenile documents	FY19	Concept	Limited resource availability (BA and technical); limited budget; integration with existing systems

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Pre 2002 Imaging	Imaging and subsequent destruction of all paper files dating 2002 and earlier	FY17	Execute	Ensure quality standards met. Contract compliance oversight from the Clerk's Office to ensure appropriate progress and quality per contract terms.
RFR Replacement	Migrate from older technology that has become increasingly difficult to maintain and support to new system that meets all requirements of the current system.	FY18	Execute	Resource availability, data conversion, integration with multiple systems
Adult Minute Entry (MEEDS) Replacement	Migrate from older technology that has become increasingly difficult to maintain and support to new system that meets all requirements of the current system	FY19	Plan	
Public Access Terminal O/S Upgrade	Migrate from older technology that has become increasingly difficult to maintain and support to new system that meets all requirements of the current system	FY18	Execute	Resource availability

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.

Detail follows for:

- New Juvenile Dependency and Delinquency Management System (JOLTSaz)

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**STATEWIDE INITIATIVE
JOLTSaz JUVENILE MANAGEMENT SYSTEM**

Description:

JOLTSaz will be a new, fully functional, juvenile tracking system for Pima and the 13 rural counties. This system development project represents a successful partnership between AOC and Pima, each building specific, functional modules of the new system. In addition, the elected Clerks of Court and Juvenile Probation Departments worked together to review processes and adopt standard business practices statewide. Probation/case management system integration is designed to provide “real time” access to court case, calendaring and financial information from the clerks of court CMSs around the state. The goal is to eliminate duplicate data entry, improve timeliness of data entry, reduce paper flow and make information available to everyone who needs it, when they need it.

In the past, no common, standard method existed by which counties identified juveniles in a timely and reliable fashion. The same juvenile could have active case histories in the same county or multiple counties under different identifiers. Creating a statewide identifier (SWID) to uniquely identify juveniles statewide is considered part of the JOLTSaz project. A SWID for each juvenile in the state will make tracking kids across counties more effective and efficient. Faster identification of juveniles will minimize duplicate work and improve productivity. SWID will provide the necessary statewide view of juvenile history as well as a single integration point for outside agencies and external interfaces to the new JOLTSaz system. Vital statistics and risk predictors may be distorted, inaccurate and not portray “the big picture” on a juvenile which hinders qualitative juvenile assessments and skews agency reports. Clear identification of juveniles and increased risk/need assessment accuracy promote juvenile accountability and increase public safety.

In addition, the Arizona Youth Assessment System (AZYAS) is currently in the final stages of development and will be available to start rollout with Maricopa and the rural counties in 2012. Pima County will be implemented in conjunction with JOLTSaz.

Anticipated rollout timeline:

- JNA - replaced by AZYAS
- AZYAS for Maricopa and the rural counties - February 2012
- AZYAS for Pima - February 2012 (rolled out with JOLTSaz)
- JOLTSaz for Pima - February 2012
- JOLTSaz for rural counties - January 2013 thru March 2015
- JOLTSaz Phase II - TBD

Participating Maricopa County courts:

- None

Target Date:

2. General Importance or Impact to Courts in County:

The only court in Maricopa County that has a need for this computer application is the Superior Court. The IT division of the Superior Court in Maricopa County, Court Technology Services (CTS), has already implemented its version of the Juvenile Dependency and Delinquency Management computer application.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

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

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City or County FTE Technical Support Staff
Judicial Branch (Including electronic courtroom staff)	0	\$9,685,598	87	Provided by County telecom
Clerk of the Court	0	\$5,527,191	39	Provided by County telecom

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	PC Operating System	PC Count	Replacement Date/ Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network/PC Printers
Judicial Branch: APD	Win 7/8	563	3-5 yr cycle	Win 7	1154	Win 7/8	0	71	3-5 yr cycle	261
Justice Court	Win 7/8	257	4-yr cycle	Win 7	10	Win 7/8	6	292	3-yr cycle	222
Juvenile Probation	Win 7/8	496	3-yr cycle	Win 7	222	Win 7/8	0	0	3-yr cycle	79
Superior Ct	Win 7/8	1925	3-yr cycle	Win 7	127	Win 7/8	40	202	3-yr cycle	517
Law Library	Win 7/8	69	3-yr cycle	Win 7	0	Win 7/8	0	0	3-yr cycle	10
Clerk of Court	XP	5	3-yr cycle	N/A	0	N/A	0	0	3-yr cycle	83
	Vista	40	3-yr cycle	N/A	0	N/A	0	0	3-yr cycle	
	Windows 7	1037	3-yr cycle	Windows 7	45	Windows 7	0	0	3-yr cycle	

2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	DPS ACJIS Terminals/PCs	Imaging Workstations
Adult Probation	0	0	0	0	1100	9
Justice Courts	5	60	26	26	0	7
Juvenile Probation	0	0	0	0	6	0
Superior Court	52	250	150	170	35	5
Law Library	55	0	0	0	0	0
Clerk of the Court	45	170	0	106	0	26

3. LOCAL SERVER HARDWARE AND FUNCTION

Server Hardware Type	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Superior Court / APD	Compaq/HP Proliant	2	2000	5-year cycle
	Compaq/HP Proliant	25	2003	5-year cycle
	Compaq/HP Proliant	51	2008	5-year cycle
	Compaq/HP Proliant	11	ESX 4.0	5-year cycle
	Dell	12	2012	5-year cycle
	IBM	22	Linux	5-year cycle
Justice Courts	Compaq/HP Proliant	0	2003	5-year cycle
	Compaq/HP Proliant	11	2008	5-year cycle

Server Hardware Type	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Juvenile Probation	Compaq/HP Proliant	2	2003	5-year cycle
Clerk of the Court	Dell (Physical)	11	Windows 2003	5-year cycle
	Dell (Physical)	27	Windows 2008	5-year cycle
	Dell (Physical)	33	Windows 2012	5-year cycle
	Dell (VM Hardware)	7	VMWare	5-year cycle
	Windows - Virtual	155	Various	n/a
	Sun Unix	8	Unix	n/a

4. NETWORK ENVIRONMENT

Court Name	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Judicial Branch: Adult Probation, Superior Court, Justice Courts, Juvenile Probation, Law Library	5,306	Win 7/8	T-Comm Admin referred	Patch mgmt, Trend anti-virus, VPN, RAS, Citrix, MS Terminal Server
Clerk of the Court	1120	Vista/Win7	T-Comm Admin referred	WSUS, Symantec anti-virus, VPN,

5. SOFTWARE ENVIRONMENT

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

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Case Mgmt Systems:						
iCIS: integrated Court Information System	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	The following courts are included in iCIS: Criminal, Family, Probate, Civil, Juvenile, Initial Appearance, Justice Courts, Conciliation, Alternative Dispute Resolution (ADR), Lower Court of Appeals, Pre-Trial Services and Juvenile Probation and Detention management. Uses Classic ASP, VB Script, JavaScript, HTML, SQL Server 2008 R2, T-SQL, XML, and IBM Websphere MQ as the base technologies making up this system.	COSC OnBase System, various iCJIS Data Feeds, AOC Data Warehouse, MEEDS, Turbo Court	CTS IT Staff	15 years	Continue phased migration during planning period

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Other Software:						
	Judicial Branch: Superior Court	Displays courtroom information on lobby monitors and on monitors outside courtrooms in the South Court Tower.	iCIS	Infax Systems	3 year	TBD
Exhibit Tracking	Clerk of the Court	VB/ASP app that keeps track of exhibits		COSC ITG staff	14 years	TBD
Financials/Cash Management System	Clerk of the Court	.NET application performs cash management functions		COSC ITG staff	6 years	TBD
Adult Probation Tracking System (APETS)	Judicial Branch: Adult Probation Dept	Tracks adult probationers in the court system.		AOC	15 years	TBD
Court Performance Metrics Tracking Tool	Judicial Branch: Superior Court	CourTools - 10 perf measurements for the court. Embedded within the iCIS Case Management System using the same technologies it is built with, including 3rd party graphing controls by Nevron.		CTS IT staff	10 years	Migrate to .NET/SQL 2008 R2 phased migration during planning period

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Electronic Storage (SAN, NAS, etc.)	Judicial Branch: Superior Court Justice Courts Adult Probation	SAN		Microsoft / local staff	4 Year	As Needed
	Superior Court Justice Courts Adult Probation	HP 3 PAR		HP/ local staff	1 years	As Needed
	Clerk of the Court	SAN		Dell/Hyland, COSC ITG staff	7 years	April 2016
Interactive Voice Response System (IVR)	Judicial Branch: .Superior Court	Provides callers access to court information over the telephone.		Vendor supports Jury app & Self Service Center.	13 years	TBD
Data Backup/ Recovery System	Judicial Branch Justice Courts	Backup Software		Symantec Backup Exec 2010	5 years	TBD
	Judicial Branch Superior Court	Backup Software		Symantec NetBackup	5 years	TBD
	Clerk of the Court	Networker and Data Domain		COSC ITG Staff	5 years	TBD

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
E-mail Application	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	MS Exchange software		County CIO	9 years	County CIO call
	Clerk of the Court	MS Exchange software		County CIO	9 years	County CIO call
Report Writing Tool	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	A report writing tool for use ad hoc reports for various applications. Access, SPSS, ARC VIEW		Local staff	16 years	Changes as needed, update with new releases
	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	JIRA		Atlassian	1 year	TBD
	Judicial Branch: Superior Court	Team Foundation Server 2012		Microsoft	4 years	TBD

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Hardware & Software Asset Management	Judicial Branch: Superior Court	Inventory tracking		Managed Engine	1 year	TBD
	Clerk of the Court	SCCM and MS Access		COSC ITG Staff	14 years	TBD
Adobe Acrobat Reader	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	Adobe Acrobat reader 9.4, 10, 11 & many lower levels. Adobe Full & Adobe Pro		Adobe Local PC	9 years	As needed
MS Office Suite MS Office Suite XP, 2003, 2007, & 2010	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	Word, Excel, PowerPoint, One Note		MS/local staff	2010: 6 years 2012: 4 years	TBD
Database(s)	Judicial Branch: Superior Court Justice Courts Adult Probation	SQL Server 2000, SQL Server 2008 R2, MS Access 2010		Vendor supported/local staff SQL Server supported by local staff	SQL 2008 R2 - 8 Years	As needed

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
	Juvenile Probation					
Project Mgmt. Tracking	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	MS Project 2003/2007/2010, Project Server 2010		MS/Local Staff	7 years	Currently implementing project server 2010
	Clerk of the Court	Project Server 2003		MS/Local Staff	10 years	June 2016
Timekeeping	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	Web portal for timekeeping		ADP	1 year	TBD/County sponsored

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Virus Protection	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	Symantec Antivirus		County CIO and local staff	1 years	County CIO call
	Judicial Branch: Superior Court	Antivirus for IA64 servers		Symantec Antivirus	2 years	Phase out as IA64 servers are retired.
	Clerk of the Court	Symantec Antivirus		County CIO and COSC ITG staff	Current	County CIO call
Fines, Fees and Restitution Enforcement Module for FARE Participation	Judicial Branch: Superior Court Justice Courts Juvenile Probation	Sends and receives data to the FARE system. Juvenile and Justice Court financials are included in iCIS. T-SQL, ASP, XML, MQ Services	AOC FARE system, iCIS	CTS IT Staff	10 years	Development of financial system in progress
	Clerk of the Court	Informix-based app used in MC COC. Package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts.	RevQ	Vendor & local staff	9 years	TBD web-Financials

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Other Collections Tracking	Clerk of the Court	RevQ Vendor application used to manage collections on delinquent accounts		Columbia Ultimate Business Systems and COSC ITG Staff	6 years	TBD
Digital Audio for Courtroom Recording	Judicial Branch: Superior Court Justice Courts			FTR	12 years	TBD
Video for Courtroom Recording	Judicial Branch: Superior Court Justice Courts			FTR: Exhibit One	FTR product: 8 years	TBD
	Justice Courts	a) Hyland OnBase - Disconnected Scanning b) Citation Scanning, image and data feed to CMS for case initiation	Court CMS System	a) OSAM/Hyland/JC Staff b) ACS, IT Staff	a) 1 year b) 7 years	a) No plans b) Migration of stored images to Hyland OBOL system, est. 2 years
	Justice Courts	Hyland OnBase/OBOL	Court CMS, AZ TurboCourt	OSAM/Hyland/JC Staff	2 years	No plans

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Integration (ASC3) -Electronic Data Sharing with County/City Law Enforcement	Judicial Branch	Various data feeds amongst multiple justice agencies through the iCJIS MQ infrastructure using IBM Web Sphere MQ Series T-SQL, ASP, XML, MQ Services	iCIS, iCJIS, Public Defender, Attorney General, County Attorney, MSCO, others		12 years	As needed
Integration (ASC3) -electronic data sharing with county/city law enforcement	Judicial Branch: Superior Court Adult Probation Juvenile Court	Various data feeds amongst multiple justice agencies through the iCJIS MQ infrastructure using IBM Web Sphere MQ Series. T-SQL, ASP, XML, MQ Services Send court info to ICJIS. Also integrates with TASC.	iCIS, iCJIS, Public Defender, Attorney General, County Attorney, MSCO, others	ICJIS and other agency IT staff	12 years	Some MQ feeds may be moved to web services in the future as the case management system is enhanced.

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
	Justice Courts	a) Electronic transfer of citations, long form information on Title 28 violations to MVD b) Electronic transmission to FARE with qualifying cases sent on to MVD for TTEAP hold			a) 8 years b) 2 years	
	Judicial Branch: Justice Court	Reports case information regarding Orders of Protection, Harassment cases to AOC		Local Staff		As Needed
Integration - Electronic Data Sharing/Reporting of Financials to Banking Institution	Judicial Branch: Justice Court	Reports disbursement information for all 25 Justice Courts to banking institution		Local Staff		No plans
	Clerk of the Court	Data exchange between COSC IT systems and Chase Bank services including positive pay and daily reconciliation data		COSC ITG staff	4 years	as needed

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Jury Management System	Judicial Branch: Superior Court Justice Courts	AgileJury system.		Maricopa County Judicial Branch IT staff and Xerox	5 year	TBD
Court Web Site	Judicial Branch: Superior Court Justice Courts	Provides general information for participating courts. Daily calendar information and case disposition history information provided on court web-site. (Upgraded the Justice Court Internet page and working to complete Superior Court)		CTS IT staff	10 years	As needed
Court Intranet and Supporting Applications	Judicial Branch: Superior Court Justice Court	Employee information web portal	iCIS, HR, Other County Websites	CTS IT Staff	10 years	Upgraded as needed
	Judicial Branch: Superior Court	Town-wide intranet, Department publications, Employee portal	OnBase	Town IT Staff	3 years	N/A
Interactive Voice Response System (IVR)	Judicial Branch: APD	Provides callers access to court information over the telephone.		ALTIVON and OET	1 year	No plans for replacement at this time

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
APD Web Page	Judicial Branch: Adult Probation	User navigation to services training, policy, manuals & productivity tools		Maricopa Superior Court developed/local technology staff	6 years	Continual refresh / replace as need
Tax Intercept Program	Judicial Branch: Adult Probation	A state standard system for reporting and collecting delinquent debt via DOR and AZ Lottery. T-SQL, ASP, XML, MQ Services, FTP, Crystal Reports 8.5	AZ Dept Revenue	CTS IT Staff	5 years	TBD
	Judicial Branch: Adult Probation	Crystal Reports generated file FTP'd to AOC	CMS	GMC staff	4 years	Waiting for AJACS-LJ
	Judicial Branch: Justice Courts Adult Probation	A state standard system for reporting and collecting delinquent debt via DOR and AZ Lottery.		CTS IT Staff	12 years	TBD

Software Category	Local Applications					
Application Name	Court Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
FTP Data Exchanges	Judicial Branch: Adult Probation	Share & receive data files and extracts i.e. DNA data; UA testing; financial data; booking and release data; et al	Municipal police; private vendors; APETS; COSC; MCSO	Maricopa Superior Court developed/local technology staff	8 years	Live or MQ type possibly via ICJIS
Computer Aided Dispatch	Judicial Branch: Adult Probation	Proprietary app shared by MCSO for APD safety monitoring of agencies in field service	Adult, Juvenile, Court Security	MCSO, and OET	6 years	Replacement scheduling in Process - FY12
Guardian		Tracking facility for juvenile inmates	iCIS	Codex	3 year	TBD

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.

Judicial Branch – Superior Court

Architecture Layers	Retirement (targeted for de- investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Netscape		We support IE 11.0 and above, Google Chrome 10.x, Mozilla Firefox 3.6 and above, Safari 5.0 and above	
User Interface Delivery Method for Business Applications	Character based		Internal Web Enabled Applications. We support IE 6,7,8	
Electronic Document Imaging/ Management	LaserFiche, Hyland OnBase <9.2	Kofax	COSC OnBase MCJC OnBase	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal ≤10 MS-SSRS 2005	SQL Server Queries, exported to Excel 2012for Ad Hoc reports	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	Crystal 8.5 (moving MS-SSRS 2008 R2)	FY17 we are planning to convert all Crystal Reports to SSRS
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework V1.1	Moving to ASP.NET and C# 3.5/4.5	FY20 we are planning to convert all asp pages to .net
Development Environment	Panther, Visual Studio ≤2003, Visual Studio 6, Visual Interdev	Visual Studio 2005, PowerBuilder, MS-Access	Visual Studio 2012 Team Suite, Visual Studio 2012 Ultimate, JIRA	
Source Control	Aldon			moving to TFS 2012
Analysis Tools	HOW		N/A	
Word Processing	WordPerfect, Word ≤2003	Word 2007	Word 2003/2007/2010/2012	No plan incl. for 2003 upgrade
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2007	Excel 2007 Excel 2010 Excel2012	
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2007	PowerPoint 2007 PowerPoint 2010 PowerPoint 2012	
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported)	Outlook 2010 Outlook 2012	
Data Architecture				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2005	SQL Server 2008 R2, Oracle 9i, Informix Progress, MS Access, SQL 2012, SQL2014, SQL 2008, SQL 2000	FY17 moving all SQL 2000 instances to 2014

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Warehouse DBMS		Informix XPS	N/A	
Data Exchange Model		Fixed format, XML homegrown	Fixed format, XML homegrown	
Networks and Platforms				
Network Protocol	SNA		TCPIP	
Wireless Network Access	WEP		WPA2-Enterprise (County Controlled)	
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows 2003/2008	
Client Operating System	≤ Windows 2000	Vista, Windows 7	Windows 7,8	XP systems moved in to Windows 7
Server Operating Systems	OS/400, DEC VMS	Windows Server 2003	Win Server 2008, Windows Server 2003, Win 2000, Win 2003, Unix, HP/UX, AIX, Solaris, ESX 4.0	In FY17 planned to upgrade all server to 2012 and Hyper-V for VMs
Mobile Operating Systems		BlackBerry O/S	BlackBerry O/S Apple IOS	
Shared Services				
Component Service Layer		Web Services (current version), DCOM, ASP (classic)	COM +, C# 3.5, WCF	
Message Transport Middleware				
Message Transport	MQ ≤ V5.2	MQ V5.3/V6.0	MQ 5.3, 7.0.1	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Transformation	Data Junction, MQSI ≤ V2.1	Cloverleaf, WMB V6.0	DTS, SSIS	In FY 17 we will be converting all DTS packages to SSIS
Data Routing/Publish and Subscribe	MQSI ≤ V2.1	Cloverleaf, WMB V6.0		
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤ 5.2	FTP (intracourt only), MQ V5.3/V6.0	MQ 5.3, 7.0.1	
File Transfer, Ad Hoc	MQ ≤ 5.2	MQ V5.3/V6.0	MQ 5.3 and MQ 7.0.1 Upgrade of old MQ server underway	

Clerk of the Superior Court

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		Browser based IE 9 and above	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Browser based IE 9 and above, Rich Client, Character based	Current project to replace Character Based applications
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		OnBase 15	
Document Imaging	Kofax Card	Kofax Ascent Capture	Kofax Ascent Capture, OnBase Capture	
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS 2000	Crystal 10, MS SSRS 2005	SSRS 2014	
Report Writer for Business Application Reports	Crystal <10	Crystal 10, MS SSRS 2005	SSRS 2014	
Development Languages	COBOL, JAM, RPG, MUMPS,	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X	Informix 4GL, Visual Basic 6, ASP, ASP.net, C#, AngularJS	Planned project to replace the VB6 Adult Minute Entry System
Development Environment	Panther, Visual Studio ≤2003, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2008, Visual Studio 2010, Visual Studio 2013	
Source Control	Aldon		TFS 2008, TFS2010, TFS 2013	
Analysis Tools	HOW			

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)
Office Productivity Tools				
Word Processing	Word Perfect, Word ≤2003	Word 2007	Word 2010, Word 2013	
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2007	Excel 2010, Excel 2013	
Presentation	PowerPoint ≤2003, CorelDraw	PowerPoint 2007	PowerPoint 2010 PowerPoint 2013	
Local Standalone Database	MS Access ≤2003	MS-Access 2007	Access 2010, Access 2013	
E-mail Client Product	Outlook <2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported)	Outlook 2010 Outlook 2013	
Instant Messaging		MS-Live Communication Server	Skype for Business	
Data Architecture				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL Server 2000/2005/2008/2014, Informix 7.x	Current projects to replace Informix applications and to Migrate to SQL 2014
Data Warehouse DBMS		Informix XPS, SQL Server 2008		
Data Exchange Model		Fixed format, XML homegrown	XML, Fixed ASCII File Format	
Networks and Platforms				
Network Protocol	SNA		TCP/IP	

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)
Wireless Network Access	WEP		WPA2-Enterprise (County Controlled)	
Network Operating System	Novell (unsupported) Windows (unsupported)	MS-Windows Server 2003	County Provided	
Client Operating System	Windows ≤XP	Windows 7, Vista	XP, Vista, Windows 7	Planned project to upgrade Public Access workstations to Windows 10
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Microsoft Windows 2003	Windows 2003/2008/2012, Unix (Solaris)	
Mobile Operating Systems	BlackBerry O/S		iOS 8.x, 9.x	
Shared Services				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	COM, WCF, C#	
Message Transport Middleware				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ 8.x	
Data Transformation ETL	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	DTS, SSIS	
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	SFTP, MQ 8.x	

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)
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	SFTP	

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CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Chandler Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Chandler Municipal court covering the period from January 2015 through June 2017. The following individuals from the court and city were involved in formulating the plan:

CHANDLER MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Carla Boatner	Court Administrator
Andrew Fornek	IT Sr. Programmer/Analyst
Mitch Robinson	IT Security Administrator
Andy Sandoval	IT Principal Systems Specialist

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Promoting Access to Justice -Enhance the quality of service to constituents by establishing on-line payment processing
Improving Court Processes to Better Serve the Public

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STRATEGIC AGENDAS
-Implement electronic citations from law enforcement
Improving Court Processes to Better Serve the Public -Implement a local EDMS solution to house non official scanned documents. -Identify an EDMS solution to digitally scan and store official court documents either filed with or created by the Court
Promoting Access to Justice -Encrypted e-mail communication exchange with citizens and attorneys -Enhanced website to allow for communication exchange with citizens and attorneys
Improving Court Processes to Better Serve the Public -Develop an interface to automate the sharing of warrant information with local law enforcement (Chandler PD)
Promoting Access to Justice -Identify a solution to upgrade the audiovisual system in each courtroom

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***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.

The complete strategic plan is available at:

<http://www.azcourts.gov/portals/0/AdvancingJusticeTogetherSA.pdf>.

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COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Chandler Municipal Court	Promoting Access to Justice -Enhance the quality of service to constituents by establishing on-line payment processing	Investigating online payment services.
Chandler Municipal Court	Improving Court Processes to Better Serve the Public -Implement electronic citations from law enforcement	Automating the acceptance and processing of electronic citations from the PD. Supporting photo enforcement vendor changeover.
Chandler Municipal Court	Improving Court Processes to Better Serve the Public -Implement a local EDMS solution to house non official scanned documents. -Identify an EDMS solution to digitally scan and store official court documents either filed with or created by the Court	Investigating the use of City Electronic Document Management System for non-official Court documents.
Chandler Municipal Court	Promoting Access to Justice -Encrypted e-mail communication exchange with citizens and attorneys -Enhanced website to allow for communication exchange with citizens and attorneys	IT Security Team is working on encrypted email solution for communication with citizens and attorneys.
Chandler Municipal Court	Improving Court Processes to Better Serve the Public -Develop an interface to automate the sharing of warrant information with local law enforcement (Chandler PD)	Investigating the automation of Warrant data transfer to Chandler Police Department.
Chandler Municipal Court	Promoting Access to Justice -Identify a solution to upgrade the audiovisual system in each courtroom	Currently undergoing analysis of audio/visual needs for courtroom.

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C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes 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

Listed below are the total of the number of desktops, laptops and network printers in Chandler Municipal Court.

Description	Total Count
Desktop total	58
Laptop total**	6
Thin clients	0
Tablet total	0
Network printer total	24

The operating system (OS) for the desktops and laptops are mostly Windows 7. The City IT maintains a 7 year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	1
PCs in the Courtroom**	7
Thin Client in the Courtroom	0
PCs in the Chambers**	5
PCs used for ACJIS	0
Imaging PCs	1

**Judicial Officers utilize laptops with docking stations in Chambers and on the courtroom bench. These devices are excluded in the count of PCs in the Courtroom.

There are a total of 2 servers at the court or for court use at the city. These servers are IBM servers running Red Hat Enterprise Linux. The city utilizes virtual servers, but the court is currently not virtualized.

The Network Operating Systems (NOS) is Microsoft Windows 7.

SOFTWARE

Appendix A identifies all the software used in the court including any 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 court participates 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:

- 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

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 COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the court in information technology projects from January 2015 to January 2016.

CHANDLER MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Digital Audio Recording	Replaced the court's digital audio recording system with Liberty Digital Court Recorder Solution	Completed and implemented in September 2015
Local	Video Surveillance System	Replaced the court's digital video recorders and security cameras	Completed and implemented in August 2015
Local	Records Destruction	Completed the programming within the court's case management system to purge electronic records per the retention schedule	Completed in December 2015. Request from AOC to delay the execution of the purge until after January 1, 2016.

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COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. 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
N/A						

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OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
e-Citation	Develop an interface to electronically receive civil and criminal traffic citations from the Chandler Police Dept. and import data into the Court's case management system	FY17	Underway	
Exchange of Warrant Information	Develop an interface to automate the sharing of warrant information with the Chandler Police Department	FY19	Conceptual	
Photo Enforcement Data Exchange	Develop the exchange of data between the CMC CMS and the new photo enforcement vendor, American Traffic Solutions (ATS) to continue the automated process that is currently in place.	FY16	Underway	
Secure E-mail	Identify an encrypted e-mail solution that allows for a secure communication exchange between the Court and its customers.	FY18	Planned	
On-Line Payment Processing	Enhance the quality of service to constituents by establishing on-line payment processing	FY17	Planned	
EDMS Project	Identify a local EDMS solution to house non official scanned documents and determine an EDMS solution to digitally scan and store official court documents either filed with or created by the Court	FY19	Planned	

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Audiovisual System Upgrade	Identify a solution to upgrade the audiovisual system in each courtroom	FY18	Planned	
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D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology 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: 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.</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>Schedule determined by AOC.</p>

STATEWIDE INITIATIVE Limited Jurisdiction Case Management System – Conversion and Implementation
<p>2. General Importance or Impact to Your Court:</p> <p>Chandler Municipal Court has no plans to move to the Statewide LJ AJACS system in the next 3-5 years</p>

STATEWIDE INITIATIVE Centralized Electronic Documents (Limited Jurisdiction Courts Only)	
<p>Description:</p> <p>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.</p> <p>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.</p> <p>Anticipated rollout timeline: Started 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.</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>Matches LJ AJACS timeframe</p>

STATEWIDE INITIATIVE
Centralized Electronic Documents
(Limited Jurisdiction Courts Only)

2. General Importance or Impact to Your Court:

Chandler Municipal Court does not participate in the Statewide LJ AJACS system. The court is awaiting the state's direction and specifications to form a central case index and central document repository initiative plan

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.

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.

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STATEWIDE INITIATIVE
Electronic Filing and Standardized Forms

<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>To be Determined</p>
<p>2. General Importance or Impact to Your Court:</p> <p>Chandler Municipal Court is currently working with the Chandler Police Department and the new photo enforcement vendor to implement the filing of electronic citations. In addition, a project to allow for e-mail and web communication exchange between the court and citizens/attorneys is planned for implementation in the next 1-2 years. At this time, the Court has not identified a need to expand the scope of e-filing at the limited jurisdiction court level beyond these current projects.</p>	

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.

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STATEWIDE INITIATIVE
LJ CASE WORKSHEET (AKA BENCH AUTOMATION)

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:

Chandler Municipal Court's case management system provides full access to case information to Judicial Officers both on the bench and in their office. The access provided includes but is not limited to features identified in the LJ Case Worksheet/Bench Automation description such as, access to updating case information, checking financial information, the charges on the case, case status, etc. The same information is available to court staff both in the courtroom and at their workstation.

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D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Chandler Municipal Court	0	\$112,743	1	4.5

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APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
All	Windows 7	58	7-yr cycle	Win 7	6	Win 7	0	0	5-yr cycle	24

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
All	1	7	0	5	1

3. LOCAL SERVER HARDWARE AND FUNCTION

Department

All

Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
IBM	2	RHEL 5.6	5-year cycle

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
All	24	Windows 7 Professional	Palo Alto Networks	LANDesk and WSUS Patch Management, McAfee Threat Protection Advanced Anti-virus, Cisco VPN, Active Directory – LDAP, Perimeter Firewalls

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Case Management System	Criminal Justice Information System (CJIS)	In-house developed case and financial management system	Police/Prosecutor	Chandler Municipal Court and City IT Staff	27 years	TBD
		Part of CMS (CJIS)		Chandler Court and City IT staff	25 years	TBD
Electronic Calendar Display System		Displays courtroom information on lobby monitors and individual monitors outside of the courtrooms. The same technology is used to provide the docket on the Internet.		Chandler Court and City IT staff	11 years 6 years on Internet	TBD
Exhibit Tracking						
Digital Recording	Liberty Digital Court Recorder	The Liberty Digital Court Recorder is an audio/video recording program designed to run on a standard PC		Vendor	<1 year	

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Financials/Cash Management System	CJIS	Part of CMS (CJIS)		CMC Staff / IT City Staff	A/R module enhancement made in 2004	TBD
File Tracking		Part of CMS (CJIS)		CMC Staff/IT City Staff	17 years	TBD
CJIS Forms Generation	CJIS	CJIS allows automatic generation of sentencing documents, forms, orders and minute entries using imported CJIS data, WORD and XML		CMC staff and City IT staff	12 years	See Chandler CMS
Court Performance / Metrics Tracking Tool	CourTools	CourTools - Part of CMS and currently only reporting Measure 2,3 and 4 for DUI cases		City IT Staff	7 years	See Chandler CMS
Electronic Storage (SAN, NAS, etc.)		EMC SAN AX4 / Cx4		City IT staff	2 years	City IT call
Data Backup/ Recovery System	Commvault Simpana	Commvault Simpana V9, EMC Avamar on DataDomain		Commvault/City IT Staff	6 years	City IT Call
E-mail Application	IBM Notes 9.0.1	IBM Notes 9.0.1		City IT staff	<2 year	City IT call

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Report Writing Tool						
Problem and Change Management	LANDesk	Trouble Ticket and Change Management System		IT Service Desk/LANDesk vendor		Ongoing Upgrades
Software Configuration Management	LANDesk	Software deployment tool		IT Service Desk/LANDesk vendor		Ongoing Upgrades
Systems Development						
Productivity Software						
Hardware & Software Asset Management	LANDesk			IT Service Desk/LANDesk vendor		Ongoing Upgrades
Procurement/ Materials Management	Oracle E-Business Suite	Oracle E-Business Suite Version R12		Enterprise City IT Staff	15+ Years	N/A
Adobe Acrobat Reader	Acrobat	Adobe XI		Adobe Local PC	3 years	City IT - Approved Release Update
Acrobat Professional Office Suite	N/A					
	MS Office 2010e	Word, Excel, PowerPoint		MS/local staff	2 year	City IT call

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Database(s)	Oracle, Progress, MS SQL	Oracle, Progress, Microsoft SQL		Vendor / IT Staff / Courts	Oracle - upgrade from 11i to R12 will occur this calendar year; Progress - 19 years	Continuous
Project Mgmt Tracking	MS Project / Brightworks	Project Management Software		Vendor / IT Staff	2 years	Continuous Upgrades
Timekeeping	Intellitime	Timekeeping Tracking	Oracle	Vendor / IT Staff	8 years	TBD
Human Resources Software	Oracle HR-MS	Personnel Records Management and Financials	Everything	Vendor / IT Staff	15 + Years	N/A
Virus Protection	McAfee	McAfee Enterprise v8 & EPO Suite V 8 TPEA	End-Points	City IT staff	Current	City IT call
Fines, Fees and Restitution Enforcement Module for FARE Participation	FARE	Interface with integrated case and financial management system		CMC staff & City IT staff along with AOC & Xerox	11 years	Coordinate upgrades w/AOC
Tax Intercept Program (TIP)	TIP			CMC staff and AOC staff	8 years	TIP functionality has been

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
						replaced with FARE
Other Collections Tracking	N/A					
Web IVR Payment Systems	N/A					
Digital Audio for Courtroom Recording	Liberty Digital Court Recorder	The Liberty Digital Court Recorder is an audio/video recording program designed to run on a standard PC		Vendor	>1 year	
Video for Courtroom Recording	N/A					
Document Scanning and Imaging	N/A					
Electronic Document Management System	N/A					Currently Investigating Solutions
Integration (ASC3) - electronic data sharing with		Officer Subpoenaing, Misdemeanor Warrants		CMC/CPD/City IT staff	19 years	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
county/city law enforcement Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD						
		City Prosecutor can initiate long form complaints and plea agreements that can then be accepted by the court		CMS/City Prosecutor/IT City staff	20 years	As needed
		CMC indirectly communicates thru Interim FARE the TTEAP Hold candidate and electronically reports traffic citation dispositions to the MVD thru the AOC		CMC Staff, AOC, Xerox (Interim FARE)	6 years for TTEAP Hold processing and since Dec 07 for electronic reporting to the MVD.	As needed
Data Warehouse	CJIS/FARE	CMC cases in FARE are reported to the data warehouse		CMC Staff and AOC	11 years	As Needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Jury Management System	N/A					
Public Access Bulk Data by Subscription		See Court Website Below				
	N/A					
Court Intranet and Supporting Applications	N/A					
Data Warehouse	See Response Above					
Public Access	See Response Above					
Bulk Data by Subscription	N/A					
Court Web Site		Part of the CMS (CJIS)		CMS & City IT staff	10 years and 6 years for calendar information on the web	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Interactive Voice Response System (IVR) Hardware / Software Inventory Timesheet					and since Nov 08 for case disposition history information	
	N/A					
	LANDesk			IT Service Desk/LANDesk vendor		
	See Timekeeping Response Above					

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6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

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

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

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Netscape		Internet Explorer11	None – All current browsers supported
User Interface Delivery Method for Business Applications	Character based	Silverlight	Progress 4GL – Character C# 2.0 (Retiring)	C# 4.0 (Planned for FY 16-17)
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		None	Exploring City EDMS solution which is Application Xtender v6.5
Document Imaging	Kofax Card	Kofax Ascent Capture	None	exploring City solution which is HP Teleform v10.8
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal ≤10 MS-SSRS 2005	StyleVision – XML and FOP	N/A
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	Progress 4GL v10.2b, Microsoft C# 2.0	Upgrading to C# 4.0 FY 16-17
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Progress, Visual Studio 2010	Upgrading to Visual Studio 2015
Source Control	Aldon		SVN	Continuous Upgrade
Analysis Tools	HOW			

Office Productivity Tools

Word Processing	WordPerfect, Word ≤2003	Word 2003	Word 2010	N/A
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2003	Excel 2010	N/A
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2003	PowerPoint 2010	N/A
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	N/A	N/A
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	Lotus Notes	N/A
Instant Messaging		MS-Live Communication Server	Lotus Notes IM	N/A

Data Architecture

DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	Oracle 12/13, Progress 10, MS SQL 2008r2/2012sp3	Progress 11.4 (FY 16-17)
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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Warehouse DBMS		Informix XPS, SQL Server 2008	N/A	N/A
Data Exchange Model		Fixed format, XML homegrown	N/A	N/A
Networks and Platforms				
Network Protocol	SNA		TCP/IP 4	N/A
Wireless Network Access	WEP		WPA2 ENT	N/A
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003, RHEL 5	Windows 2012 R2, RHEL 6/7	N/A
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7	N/A
Server Operating Systems	Server 2000/2003, HPUX, RHEL 3	Windows Server 2003, 2008 RHEL 5	RHEL 5.6, Windows 2012r2, ESX 5/6	Ongoing
Mobile Operating Systems	BlackBerry O/S		IOS / Android / Windows	Ongoing
Shared Services				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	N/A	
Message Transport Middleware				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ 7.0	N/A
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	N/A	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intracourt only), MQ V5.3/V6.0	FTP (intracourt, vendor) MQ 7.0	N/A
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	N/A	

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ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Gilbert Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for Gilbert Municipal Court covering the period from January 2015 through June 2017. The following individuals from the court and city were involved in formulating the plan:

GILBERT MUNICIPAL COURT in MARICOPA COUNTY	
Name: John E. Hudson	Title: Presiding Judge
Adam Walterson	Court Administrator
Susan Holliefield	Deputy Court Administrator
Van Le	Court IT Analyst

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Improve Access to the Courts
Enhance Justice Processing
Enhance Collections Efforts

ATTACHMENT 2
 GILBERT MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC AGENDAS
Network Security

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
 BUSINESS PRESSURES**

The court supports **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.

The complete strategic plan is available at:

<http://www.azcourts.gov/portals/0/AdvancingJusticeTogetherSA.pdf>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Gilbert Municipal Court	Improve Access to the Courts	Reestablish & Enhance Civil Order & Criminal & Traffic Data transmission to the AOC.
Gilbert Municipal Court	Enhance Collection Efforts	Development of data exchange with FARE for select cases where local collection efforts have become ineffective.
Gilbert Municipal Court	Enhance Justice Processing – Phase II: Implement E-Citation importation	Import complaint data into the court’s case management system from local law enforcement.
Gilbert Municipal Court	Enhance Justice Processing – Electronic Document Management	Implement paper on demand processing in courtrooms to reduce redundant printing & dissemination of paper documents.
Gilbert Municipal Court	Improve Access to the Courts – Electronic Filing	Development of a web portal where litigants can file court documents with the court

ATTACHMENT 2
 GILBERT MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
		electronically & receive electronic verification of filings.
Town of Gilbert	Other Local Business Item: Security/Risk Assessment	Identify business partners and ensure that network resources are secure pursuant to prescribed best practices.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes 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

Listed below are the total of the number of desktops, laptops and network printers in Gilbert Municipal Court.

Description	Total Count
Desktop total	46
Laptop total	12
Thin clients	4
Network printer total	15

The operating system (OS) for the desktops and laptops are primarily Windows 7. The City IT maintains a 3-5 year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs(Kiosk)	2
PCs in the Courtroom	13
Docket Display PCs	2
Imaging PC (OnBase - Bulk)	1

There are a total of 7 servers at the court or for court use at the city. Most of these servers are HP Proliant servers and Dell Power Edge servers.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

The Network Operating Systems (NOS) is Microsoft Windows Server 2008 r2 and/or Microsoft Windows Server 2012.

SOFTWARE

Appendix A identifies all the software used in the court including any 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 court participates 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:

- 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

ATTACHMENT 2
 GILBERT MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019
 COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the court in information technology projects from January 2014 to January 2016.

GILBERT MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	FCE Upgrade v6	Upgrade CMS to utilize new feature	Automate courtroom processing by utilizing Macros. Also, workflow was configured to send emails to the officer(s) when subpoenas are generated.
Local	Document Imaging Solution	Using JSI imaging module to progress toward a paperless system	Implemented the ability to scan and index court documents to cases; eliminating the need for physical files.
Local	Phase I: e-Citation	Initial phase of developing a process to electronically receive civil and criminal traffic citations from the Gilbert Police Dept and import data into the Court's case management system	Gilbert went live with e-Citation in Aug 2015 starting with just a 2 officers. We now have 17 officers using e-Citations. We are currently working on Phase II with Parking and PDF copies accessibility
Local	e-Signature	Implemented the Topaz signature pad to capture electronic signature	The signature pad is currently outfitted in 4 out of 6 courtroom
Local	Courtroom Technology Enhancement	Upgrade courtrooms with cabling and video playback technology	Trial courtrooms are now equipped with a larger more modern display monitor and infrastructure to handle evident via the internet.
Local	Case Purge Process	Purged cases per the retention policy & schedule	Implemented and in progress starting in Jan 2016
Local	Time Standards Reporting(TSR)	Developed TSR for DUI and Civil Traffic	Implemented and completed in 2015

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. 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
N/A						

ATTACHMENT 2
 GILBERT MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Phase II: E-Citation	With collaboration between the Town's IT, Gilbert Police, Prosecutor, and the Court, we currently have 17 officers writing citations with the data being distributed to the various entities	FY16	Underway	
FARE	Development of data exchange with FARE for select cases where local collection efforts have become ineffective.	FY16	Planned	
Court Protective Order	Development of data transfer for CPOR to be housed in a centralized location to facilitate inquiries by law enforcement	FY16	Underway	
Paper on Demand	Implement paper on demand processing in courtrooms to reduce redundant printing & dissemination of paper documents.	FY17	Underway	
Virtual Environment	Migrate the Public Access & Application server to a virtual environment for a more effective way to upgrade, backup, and restore when needed.	FY17	Planned	
Electronic Filing	Development of a web portal where litigants can file court documents with the court electronically & receive electronic verification of filings.	FY19	Conceptual	

ATTACHMENT 2
 GILBERT MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Security/Risk Assessment	In collaboration with our local IT to identify and address security risk within the court's infrastructure and business process.	F18	Planned	
Security Risk Assessment	Collaborate with local IT to identify and address security risk within the court's infrastructure and business process.	FY18	Planned	
CCI - Central Case Indexing	Development of Criminal Data transfer for the Central Case Indexing strategic initiative. CCI is intended to become the State's central repository of Case Management System data.	F19	Conceptual	

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology 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 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.

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)

2. General Importance or Impact to Your Court:
 No Impact

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.

Anticipated rollout timeline: Started 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)	
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2. General Importance or Impact to Your Court: No Impact
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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.

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)

2. General Importance or Impact to Your Court:
No Impact

**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.

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

2. General Importance or Impact to Your Court:

No Impact

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Gilbert Municipal Court	0	\$581,078	1	0
Other Dept.	0	0	0	0

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APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Administration Clerk Other	Windows 7	14	3-5 yr cycle	Win 7/8	4	Win 7	0	0	3-5 yr cycle	8
	Windows 7	18	3-5 yr cycle	Win 7	0	Win 7	0		3-5 yr cycle	4
	Windows 7	14	3-5 yr cycle	Win 7	8	Win 7	0	4	3-5 yr cycle	15

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration	2	13	6	5	1

3. LOCAL SERVER HARDWARE AND FUNCTION

Department

Administration

Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
HP DL360R06 Server	1	Windows Server 2008 R2 Standard	5-year cycle (Replace with Virtual Environment)
HP DL360G7 CTO Server	1	Windows Server 2008 R2 Standard	5-year cycle (Replace with Virtual Environment)
HP DL380 Gen8 CTO Server	1	Windows Server 2008 R2 Standard	5-year cycle/Windows Server 2012
HP DL360R07 Server	1	Windows Server 2008 R2 Standard	5-year cycle (Replace with Virtual Environment)
DELL PowerEdge 2950 Server	3	Windows Server 2003 R2 Standard	5-7 year cycle/ Windows Server 2012

4. NETWORK ENVIRONMENT

Department

Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
61	Win 7/8	Cisco Firewall	Windows update, Symantec Endpoint, EMET, VPN

Administration

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Case Management System Calendaring	Full Court Enterprise (FCE V6)	CMS		Justice Systems	5 years	
		Part of CMS		Justice Systems	5 years	
Electronic Calendar Display System	Docket Display	Docket display in each lobby shows scheduled hearings for part of the day (AM, PM) and the courtroom.		GMC staff	3 years	When hardware fails
Exhibit Tracking						
Digital Recording	CourtSmart	CourtSmart Court Reporting		CourtSmart Digital Systems	7 years	2016/Selection process
Financials/Cash Management System	EDEN	Town Wide Financial System		Tyler Technology	10 years	
File Tracking						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Forms	Full Court Enterprise	FCE (CMS) generates e-forms		Gilbert's Court Staff	5 years	
e-Court (or i-Forms)	Electronic-Filing	e-Filing to allow prosecutors and defense attorneys to file via the web.		Justice Systems	0 years	
Court Performance / Metrics Tracking Tool		Various performance metrics, for both judges and staff, developed in house using Crystal Reports.	CMS database	GMC staff	3 years	
Electronic Storage (SAN, NAS, etc.)		UNC Network Shares	Everything	Town of Gilbert IT	7 years	Town IT
Data Backup/ Recovery System	COMVAULT	COMVAULT for network shares, Oracle export dumps for database		IT staff/Backup Jobs	5 years	
E-mail Application	Exchange	MS Exchange software		IT Staff	11 years	
Report Writing Tool	Crystal /SSRS	Crystal v11/SSRS 2012		Court staff	5 years	
Problem and Change Management						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Software Configuration Management Systems Development Productivity Software						
	Eclipse + eGIT + Visual Studio	Eclipse (Java development), eGIT (configuration management), Visual Studio 2010 Pro		Open Source, Microsoft	3 years	As needed
Hardware & Software Asset Management	TrackIt	TrackIt. Software to track hardware and software inventory		Numara/IT staff	6 years	TBD
Procurement/ Materials Management						
Adobe Acrobat Reader Acrobat Professional Office Suite	Adobe Acrobat	Adobe 11		Adobe Local PC		TBD
	MS Office 2010	Word, Excel, PowerPoint	Full Court Enterprise	Justice Systems	5 years	TBD
Database(s)	Oracle	Oracle 11g	Crystal Reports, ODBC	Court Staff	3 years	

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Project Mgmt Tracking						
	KRONOS	Time & Attendance software		Gilbert's IT staff	7 years	TBD
Timekeeping						
	Wingspan	Performance Management System		SilkRoad	1 year	TBD
Human Resources Software	Symantec	Symantec Endpoint Protection		IT Staff	7 years	Upgrades with Town
Virus Protection						
Fines, Fees and Restitution Enforcement Module for FARE						
Participation Tax Intercept Program	TIP	Crystal Reports generated file automatically FTP'd to AOC	CMS	GMC staff	4 years	
Other Collections Tracking	Valley	Crystal Reports automated reports re: cases sent to Valley Collection Service, payment results.	CMS	Court staff	5 years	
Web IVR Payment Systems	CitePay	CitePayUSA	Full Court Enterprise	JSI and Court staff	5 years	

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Digital Audio for Courtroom Recording Video for Courtroom Recording	CourtSmart	CourtSmart Product		CourtSmart	7 years	2016/Selection process
Document Scanning and Imaging	Hyland OnBase; Full Court Enterprise	Courtroom Scanning Senior Clerk Scanning OnBase scanning station FCE Imaging Module	MS Word	Hyland, JSI, Court Staff	3 year OnBase; 1 year FCE	
Electronic Document Management System	Hyland OnBase, Full Court Enterprise	Hyland OnBase Web, FCE Imaging Module	Outlook, FCE, MS Word	Town IT Staff, Hyland, JSI, Court Staff	5 years for OnBase; 1 year for FCE Imaging	
Integration (ASC3) - electronic data sharing with county/city law enforcement	Full Court Enterprise	FCE: Officer Subpoenaing, Warrant Quashing	CMS	Hyland Software (OnBase)	5 years	

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor	Full Court Enterprise	Docket Information to the Prosecutor	eCourt(Prosecutor CMS)	Sustain (Still in development)	0 year	
Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD	Gilbert Municipal Court to MVD	Full Court Enterprise Automated FTP		Justice Systems, Inc.	5 years	

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration - Electronic Data Sharing/Reporting of Photo Red Light and Photo School Speed Complaint Information with Photo Enforcement Vendor system						
Data Warehouse						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Jury Management System						
Bulk Data by Subscription	Bulk Data	Crystal Reports bulk data generated monthly, sent via email. Subscription server TBD	Full Court Enterprise	GMC staff	5 years	
Court Intranet and Supporting Applications	Intranet	Town-wide intranet, Sharepoint, Department publications, Employee portal	Sharepoint	Town IT Staff	4 years	N/A
Public Access	Kiosk	Kiosk Viewer	FCE, CitePay, Town Web	Phoenix Kiosks	2 year	TBD
Data Warehouse						
Court Web Site	Town of Gilbert Website	TOG public website	FCE	Gilbert's IT staff	5 years	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Interactive Voice Response System (IVR) Hardware / Software Inventory Timesheet						
	Track-IT!	TOG IT's inventory & work order software		Gilbert's IT staff	7 years	TBD
	KRONOS	Time & Attendance software		Gilbert's IT staff	7 years	TBD
Photo Enforcement and Redlight IC Verify						
Process Service Data Transfer	Mule ESB	Court's integration platform for connecting applications & services	FCE	JSI	2 years	
Program Orders Data Transfer	Mule ESB	Court's integration platform for connecting applications & services	FCE	JSI	2 years	

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

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

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

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explore v7		Browser based	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Browser based	
Electronic Document Management	Hyland OnBase <12.0.3		OnBase 15, JSI - Document Management	
Document Imaging	Hyland OnBase <12.0.3	Hyland OnBase <12.0.3	Highland OnBase 15, JSI – FCE Imaging Client	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal ≤10 MS-SSRS 2005	Crystal 11, SSRS 2012	
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	Crystal 11, SSRS 2012	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Development Languages		Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	Visual Basic	
Development Environment	Visual Studio ≤2005	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2010	
Source Control			n/a	
Analysis Tools			CourTools, Crystal Reports	
Office Productivity Tools				
Word Processing	Word ≤2003	Word 2007	Word 2010	
Spreadsheet	Excel ≤2003	Excel 2007	Excel 2010	
Presentation	PowerPoint ≤2003	PowerPoint 2007	PowerPoint 2010	
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	n/a	
E-mail Client	Outlook ≤2003	Outlook 2007	Outlook 2010	
Instant Messaging			n/a	
Data Architecture				
DBMS	SQL Server ≤2005,	SQL Server 2008	Oracle 11g Release 11.2.0.2.0	
Data Warehouse DBMS		Informix XPS, SQL Server 2008	n/a	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Exchange Model		Fixed format, XML homegrown	Flat file format, XML	

Networks and Platforms

Network Protocol	SNA		TCP/IP	
Wireless Network Access	WEP		WPA2	
Network Operating System	Windows (unsupported)	Windows Server 2003	Windows Server 2008 R2	Windows Server 2012/If converting to VM environment
Client Operating System	Windows XP	Windows 7, Vista	Windows 7/8	
Server Operating Systems	Windows <2003	Windows Server 2003	Windows Server 2008 R2	
Mobile Operating Systems			n/a	

Shared Services

Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	n/a	
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Message Transport Middleware

Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ	
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	n/a	
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	n/a	
File Transfer, Scheduled Production	FTP (intercourt and using public	FTP (intra-court only), MQ V5.3/V6.0	MQ, MULE	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
	Internet), MQ ≤5.2			
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	MQ, MULE	

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INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Glendale City Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Glendale court covering the period from January 2015 through June 2017. The following individuals from the court and city were involved in formulating the plan:

GLENDALE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Sir David J. Garretson M.S.	<i>System Analyst</i>
Christopher Phelps	<i>Court Administrator</i>
Presiding Judge Elizabeth Finn	<i>Presiding Judge</i>

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Reduce FTAs
Reduce FTPs
Prepare for AJACS rollout
Prepare for Body Cams

ATTACHMENT 3
 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC AGENDAS
Empower the public by increasing self-service opportunities
Reduce work load on staff via streamlining and automating processes

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
 BUSINESS PRESSURES**

The court supports **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.

The complete strategic plan is available at:

<http://www.azcourts.gov/portals/0/AdvancingJusticeTogetherSA.pdf>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Glendale City Court	Improving Communications and Community Participation	Ansible
Glendale City Court	Improving Court Processes to Better Serve the Public	MVD Kiosk
Glendale City Court	Improving Court Processes to Better Serve the Public	Reader board, Check-In Systems

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes 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

Listed below are the total of the number of desktops, laptops and network printers in Glendale Municipal Court .

Description	Total Count
Desktop total	74
Laptop total	10
Thin clients	1
Tablet total	0
Network printer total	8

Desktops: Glendale currently has 62 State issued PCs running Windows 8.1, 4 City issued PCs running Windows 7, and 8 Court PCs 7 of which are running Windows 10 and 1 kiosk running windows 7.

Laptops: Glendale currently has 10 laptops. 5 of our laptops are City issued running Windows 7 and 5 of our laptops are Court laptops running Windows 10.

Thin Clients: The Glendale City Court has 1 City issued thin client

Tablets: Glendale doesn't currently have any tablets

Network Printers: Glendale currently has 8 network printers all issued by the State

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	1
PCs in the Courtroom	13
Thin Client in the Courtroom	0
PCs in the Chambers	4
PCs used for ACJIS (Laptop)	1
Imaging PCs	0

There is a total of 1 server at the Court. Our server is a HP ProLiant server. We are not utilizing VMs at this time.

The Network Operating Systems (NOS) is Microsoft Windows 2008 R2.

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GLENDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

SOFTWARE

Appendix A identifies all the software used in the Court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

C. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates 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:

- 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

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 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the court in information technology projects from January 2015 to January 2016.

GLENDALE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Warrant Extract	Identify and create an electronic record of all active warrants in AZTEC so Glendale PD could move off of PACE To ACIC	Successfully created two reports to accurately list active and non-active warrants in a format that could be imported into ACIC via JWI interface.
Local	Ansible	Ansible is an automated systems that autodial, emails, and text messages defendants to notify them of upcoming court dates, missed court dates, upcoming payments due, missed payments, and delinquent payments	Successfully created Ansible and deployed version 1.0 (notification of upcoming court dates) and version 2.0 which add the notifications for FTA, upcoming payment due, FTP, and delinquent payment due.
Local	Check-In System	The Check-in system allows defendants to find which courtroom they need to go to (self-service). Once in the courtroom they can check-in which will notify the file room to send the paper case file as well as advising the courtroom clerks of their arrival	Purchased all equipment and selected contractor for electrical and hardware installation Expected completion in 2016

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 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Reader Board System	The digital reader board system will display the Court's docket in both the lobby and at each courtroom allowing defendants who are scheduled to appear in Court the ability to find out which courtroom they need to go to.	Purchased all equipment and selected contractor for electrical and hardware installation Expected completion in 2016
Local	Evidence Display System	The evidence display system is designed to allow for the display of digital evidence such as body cams, dash cams, video, audio, and digital pictures in the courtroom.	Purchased all equipment and selected contractor for electrical and hardware installation Expected completion in 2016
Local	Audit Report	The audit report is run on a regular basis to randomly select cases to be audited for accuracy	Report created and program implemented to utilize the report
Local	Skywalker 3.0	Skywalker is the system that allows the Court to communicate case information to anyone for Glendale's Public Case Lookup system.	Started working on getting payment data back from the City and utilizing Wizard's API to update case data.
Local	Universal Warrant Format	Universal warrant is a new mandated warrant format	Implemented the mandated changes for the new universal warrant in Wizard
Local	MVD Kiosk	ADOT and MVD have deployed kiosk to allow users to do many of the things you can do in person at MVD	Contract almost finalized for kiosk deployment Jan 2016.
Local	Agile Jury	Agile Jury is a jury management system available through the county.	Gained access to the Agile Jury system and utilized it for Jury Management

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 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Rule 11 Project	Allow Judges Finn and Burkholder and staff under the authority of the Supreme Court and Maricopa County Superior Court to determine their own Rule 11's	Established user access, VPN access and file transfer capabilities with county.
Local	Courtroom 1 Audio Upgrade	Improve sound and video quality in CR1	Fixed camera and audio issues.
Local	Detention Warrant Lookup System	System allows detention to verify the validity of a warrant	Implemented ability for detention to view court date

DRAFT

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 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. 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
AJACS Conversion	Conversion from AZTEC to AJACS	LJ CMS - AZTEC Replacement	Mid-cycle implementation	FY17	On Hold	

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 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Ansible / Call Out System	Providing text messaging and emails to litigants on future court dates, missed court dates, upcoming payment dates, missed payment dates In English and Spanish.	FY17	Underway	
MVD Kiosk	Contractual agreement with ADOT to provide a full service MVD Kiosk to the public in Glendale City Court.	FY17	Underway	
Digital Reader Boards	Digital Reader Boards in Lobby and outside each individual courtroom to aid and direct the public.	FY17	Underway	
Check In System	Allows for litigants to check into court by using touch screens. Automatically notifies the filerom to pull all active files.	FY17	Underway	
Convert AZTEC Bolt ons to AJACS	To continue functionality of existing court enhancements to AJACS.	FY17	Underway	
Evidence Display	Digital evidence display for police body cameras, trial evidence, jury instructions and court check in system.	FY17	Underway	

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 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT
 INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology 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 unsupported.</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: 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.</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>Schedule determined by AOC.</p>
<p>2. General Importance or Impact to Your Court:</p>	

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.

Anticipated rollout timeline: Started 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 timeframe
--	----------------------------

2. General Importance or Impact to Your Court:

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.

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)

Your timeframe here

2. General Importance or Impact to Your Court:

**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.

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:

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Glendale Municipal Court	\$57,512.50	~\$54,000.00	1	34
Other Dept.	0			

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APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/Strategy	# of Network/PC Printers
Admin Clerk				Windows 10	1					
Other	Windows 7	1	2016							

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration	1	0	0	0	0
Other	0	0	0	0	0

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Administration	Compaq/HP ProLiant	1	Windows 2008 R2	As Needed
Other	Buffalo NAS	2	Proprietary Linux	As Needed

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	75			
Other				

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Case Management System	AZTEC	State standards CMS		AOC	1994	AJACS LJ
	AZTEC Wizard (renamed to V3)	Wizard 2.8	AZTEC	None	2007	AJACS
	Calendaring	New Calendar AZTEC	New Calendar		AOC	2000
Electronic Calendar Display System	Polaris	Readerboards	AZTEC	In House	2016	Upgrade with AJACS
Exhibit Tracking						
Digital Recording	Liberty	Liberty Recording		Liberty / In House	2011	None
Financials/Cash Management System	AZTEC			AOC	1994	AJACS

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
File Tracking	Case File Tracking		AZTEC	AOC	1994	AJACS
AZTEC Wizard Reports	Wizard	Wizard	AZTEC	Scottsdale/ In House	2007	AJACS
Forms Generation	Wizard	Wizard	AZTEC	Scottsdale/ In House	2007	AJACS
e-Court (or i-Forms)						
Court Performance / Metrics Tracking Tool	CourTools	Manual		Paper process no system		As needed
Electronic Storage (SAN, NAS, etc.)	Buffalo	Buffalo NAS		In House	2012/2014	As needed
Data Backup/ Recovery System	Fbackup	Fbackup		Court System Analyst	2013	As needed
E-mail Application	Office 365 / Outlook			City IT	2013	City IT call

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Report Writing Tool	Crystal	Crystal Reports Enterprise & Simple Court Reports	AZTEC DB/MS Office 2003 & 2007	Crystal Decisions Inc/AOC & Court Systems Analyst	2011	
Problem and Change Management	Change Gear Remedy Force	City State		City State		As Needed
Software Configuration Management						
Systems Development Productivity Software	Visual Studio	Visual Studio 2013		Microsoft	2013	Upgrade to 2015
Hardware & Software Asset Management						
Procurement/ Materials Management						
Adobe Acrobat Reader	Adobe Reader XI	PDF viewer		Adobe		AOC Determines

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Acrobat Professional Office Suite Database(s)	Acrobat 8	PDF Editor		Adobe		As Needed
	MS-Office 365	Office 365		City IT	2014	As needed
	Informix, Oracle, SQL, Access	Informix, Oracle, SQL Server 2008, SQL Server 2012, Access	AZTEC and Wizard, People Soft, Skywalker, ALMS	AOC, City IT, Court System Analyst	Varies	As needed
Project Mgmt Tracking Timekeeping						
	PeopleSoft	PeopleSoft	Oracle	City IT	2 years	City IT
Human Resources Software						
Virus Protection	McAfee/Sophos/AVG	McAfee Enterprise & Sophos & AVG		AOC and City IT	Current	AOC, City IT
Fines, Fees and Restitution Enforcement Module for FARE Participation	FARE	State standard case management system.	AOC FARE system	AOC	Current	AOC
Tax Intercept Program (TIP)	TIP			AOC		AOC

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Other Collections Tracking						
Web IVR Payment Systems	Authorize.net	Payment portal	Authorize.net	Local Staff	4 years	TBD
Digital Audio for Courtroom Recording	Liberty	Liberty Audio Recording		JCG Technologies	3 months	TBD
Video for Courtroom Recording						
Document Scanning and Imaging	WebExtender	WebExtender for use with closed files		City IS	2011	TBD
Electronic Document Management System						
Integration (ASC3) - electronic data sharing with county/city						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
law enforcement Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD Integration - Electronic Data Sharing/Reporting of Photo Red Light and Photo School Speed Complaint Information with Photo						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Enforcement Vendor system						
Data Warehouse						
Jury Management System	Agile Jury	Web based Jury Management		Maricopa County Superior Court	2015	

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Bulk Data by Subscription						
Court Intranet and Supporting Applications	Glendale City Court	Intranet		State IT		State IT
Court Web Site	www.GlendaleAZ.com/Court		Skywalker	In House	2013	TBD
	www.GlendaleAZ.com		Readerboards Check-In System		2016	
Interactive Voice Response System (IVR)						
Hardware / Software Inventory	Excel			In House	2011	
Timesheet	PeopleSoft	Timesheet management		City IT	2011	

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Simple Court Reports		Creates instant reports on commonly requested statistics	AZTEC	Glendale Muni	2009	AJACS
AZTEC Bolt On	Merge form cleanup	Cleans up temp files created by AZTEC merge forms in our central merge form repository	AZTEC	Glendale Muni	2011	AJACS
Number Calling	Vestri Verto	Used to call customers to the customer service window	N/A	Glendale Muni	2011	None
eCitation Automation	Michelangelo	Batch process to check for electronic handheld citation errors	AZTEC	Glendale Muni	2010	New PD RMS
Public Lookup	Skywalker	Transfers court calendar info to city side for an online calendar	AZTEC	Glendale Muni	2014	AJACS????
CMS Bolt On	WizardBBQ	Cleans up WIZARD queues	WIZARD	Glendale Muni	2012	New Statewide CMS
Public Notification	Ansible	Text messages, emails, and autodials defendants with upcoming court dates, missed court dates, upcoming payments, missed payments, and delinquent payments	AZTEC	Glendale Muni	2015	As Needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Case Prep Automation	ALMS	Automated Label Making System	AZTEC and Colorbar	Glendale Muni	2010	New Statewide CMS
Public Lookup	Skywalker Force/Push	Push case data to city website for public case lookup	AZTEC	In House	2013	TBD
AZTEC Bolt On	Liberty Managing Aztec Objects	Gets case information from AZTEC and pushes it into Liberty Recording so clerks don't have to type it in to the bookmarks	Liberty Recorder & AZTEC	In House	2013	As needed
eCitation	Handheld Log Transfer	Verifies AZTEC has received all eCitations from PD and notifies records dept if some didn't get transferred.	Michelangelo AZTEC	In House	2011	As needed
AZTEC Bolt On	Mental Health Court	Manages Mental Health Court information and creates MHC contracts	AZTEC	Court System Analyst	2014	As needed
Photo Enforcement and Redlight IC Verify						
Process Service Data Transfer						

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Program Orders Data Transfer						

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ATTACHMENT 3
 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH
 ENTERPRISE ARCHITECTURE

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

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

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Web		Web	None
User Interface Delivery Method for Business Applications	Character based	Silverlight	.NET 4.5 (C#, VB, ASP)	.NET 5.0 C# / Timeline: 2015
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		Application Extender	Open Source EDMS (Mayan EDMS, Kimios, OpenKM) or OnBase / Timeline: ?
Document Imaging	Kofax Card	Kofax Ascent Capture	Application Extender	Open Source EDMS (Mayan EDMS, Kimios, OpenKM) or OnBase / Timeline: ?
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal ≤10 MS-SSRS 2005	Simple Court Reports (in	Simple Court Reports v3 &

ATTACHMENT 3
 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
			house) and Crystal 12	Crystal 12 / Timeline: ?
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	Simple Court Reports v2 (in house) and Crystal 12	Simple Court Reports v3 & Crystal 12 / Timeline: ?
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	.NET 4.0 or 4.5. C#, VB, ASP, MVC	.NET 5.0 / 2016
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2013	Visual Studio 2015 / Timeline: 2016
Source Control	Aldon		None	GIT or Visual Studio Team Server / Timeline: 2016
Analysis Tools	HOW		None	None
Office Productivity Tools				
Word Processing	WordPerfect, Word ≤2003	Word 2003	Word 365	None
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2003	Word 365	None
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2003	PowerPoint 365 / Prezi	None
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	SQL 2008 / Access	None
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	Outlook / Outlook 365	None

ATTACHMENT 3
 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Instant Messaging		MS-Live Communication Server	Skype	None
Data Architecture				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL Server 2008	None
Data Warehouse DBMS		Informix XPS, SQL Server 2008	SQL Server 2008	None
Data Exchange Model		Fixed format, XML homegrown	None	NIEM 2.1 or OASIS LegalXML/ Unknown
Networks and Platforms				
Network Protocol	SNA		None	None
Wireless Network Access	WEP		WPA2 PSK	None
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows Server 2008 R2	None
Client Operating System	≤Windows XP	Windows 7, Vista	Windows 8.1 / Windows 7 / Raspbian	None
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows Server 2008 R2	None
Mobile Operating Systems	BlackBerry O/S		None	None
Shared Services				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	.Net 4.0 & 4.5	.Net 5.0

ATTACHMENT 3
 GLENDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport Middleware				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ 8	None
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	None	None
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	None	None
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	FTP / MQ v8	None
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	MQ v 8	None

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ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Mesa Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Mesa Municipal court covering the period from January 2015 through June 2017. The following individuals from the court and city were involved in formulating the plan:

MESA MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
<i>J. Matias Tafoya</i>	<i>Presiding Magistrate</i>
Paul Thomas	Court Administrator
Leonard Montanaro	Deputy Court Administrator

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Increase the quality of service to constituents.
Increase collections and better enforce judicial orders
Digitize all court case files
Other

ATTACHMENT 4
 MESA MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
 BUSINESS PRESSURES**

The court supports **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.

The complete strategic plan is available at:

<http://www.azcourts.gov/portals/0/AdvancingJusticeTogetherSA.pdf>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Mesa Municipal Court	Restore e-Services Improving Court Processes to Better Serve the Public	Mesa IT is committed to restoring e-Service to the level it was prior conversion.
Mesa Municipal Court	Increase Collections	Mesa IT is working with the AOC to participate in the FARE program.
Mesa Municipal Court	Protective Order Module Improving Court Processes to Better Serve the Public	Mesa IT is re-writing the CMS Protective Order Module for operational efficiency.
Mesa Municipal Court	CPOR Reporting Protecting Children, Families, and Communities	Mesa IT is working with the AOC to successfully configure and interface with CPOR

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes 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

Listed below are the total of the number of desktops, laptops and network printers in Mesa Municipal Court.

Description	Total Count
Desktop total	171
Laptop total	5
Thin clients	4
Tablet total	0
Network printer total (including copiers)	42
Local printer total	74

The operating system (OS) for the desktops and laptops are mostly Windows 7. The City IT maintains a 5 year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	4
PCs in the Courtroom	19
Thin Client in the Courtroom	0
PCs in the Chambers	8
PCs used for ACJIS	2
Imaging PCs (for Scanning)	12

There are a total of 28 servers at the court or for court use at the city. Most of these servers are HP Proliant servers and Dell Power Edge servers. No virtual servers are in use by the city.

The Network Operating Systems (NOS) is Microsoft Windows 2008.

SOFTWARE

Appendix A identifies all the software used in the court including any 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 court participates 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:

- 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

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the court in information technology projects from January 2015 to January 2016.

MESA MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Case Management System (CMS)	The City of Mesa has developed an IGA with the City of Tempe to host and develop the CMS developed by Tempe.	Mesa migrated 238,838 cases and \$76,212,893 in receivables to the New CMS July 4, 2015.
Local	Installation of the flat-screen monitors in the courtrooms.	The project allows for online messages, information and instructions in each courtroom.	All courtrooms were outfitted by August 2015.
Local	Upgrade of video Security equipment systems from Standard Definition to High Definition	This project increased the number of cameras in the court building, upgraded the cameras and provide pan, tilt and zoom functionality for the security force. It also allows the judges and court support staff to have online views of court room activity from remote locations. This also expanded viewing of the Criminal Divisions' document processing stations. Providing a visual of people needing assistance outside of the courtroom.	The designated locations were upgraded and the project completed July 2015.

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Public Safety Assessment (PSA)	This project is also referred to as 'Evidence Based Release.' The project is a pilot for Municipal Courts. Each new booking is evaluated in a matrix to determine if the offender should be 1) held on bond 2) released with on a monitoring device or 3) release on his/her Own Recognizance.	This grant funded project ended July 2015. This tool gave the In-Custody Courtroom judges additional information needed to help determine which the type of release and release conditions to impose on defendants to help minimize risk to public safety. The Court would continue this program if there were funding to do so but the only way that it was possible to do this pilot project was with the use of the funding from CPAF.
Local	Q-Matic	The Q-Matic system allows the court to effectively evaluate the service it provides to the more than 220,000 people who visit the court annually. An electronic customer service check-in system allows the court to measure success and evaluate performance effectively while providing the customer with an efficient and logical flow through the court's business areas.	Upgrade was successfully accomplished June 2015.

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Telephone System	The City provided an Enterprise Web-based Automated Call Distribution System (ACD) that introduced managed transfers of calls from the system to the representative and provides for wireless connectivity.	Successfully implemented in August 2015.
Local	Upgraded Video Technology in the Civil Traffic Hearing Room	Mesa's Civil Traffic Courtroom presides over 1,620 hearings annually. Mesa Police Department (MPD) uses a high level of technology to present evidence in traffic cases. MPD uses video technology with its Photo-safety program and Officer Issued complaints are filmed with Body Camera Technology (Axon). The Video upgrade was to High Definition for clarity. The upgrade also benefited the defendants who choose to use video technology to defend their actions.	Successfully implemented September 2015.
Local	Tax Intercept	Mesa worked with the AOC to restore TIP file submission after CMS change in July 2015.	Restored November 2015

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. 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
FARE Module	Mesa is working with the AOC to develop a FARE module in the New CMS	FARE	One of the last	FY16	Initiate	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Develop Protective Order Module	The protective order module in new CMS does not conform to Mesa's automation standards nor its standard level of Bench Automation.	FY16	Initiate	
Develop CPOR Module	The new CMS does not interface with CPOR.	FY16	Initiate	

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MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology 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: 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.</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>Schedule determined by AOC.</p>
<p>2. General Importance or Impact to Your Court: Mesa Municipal Court migrated to a New CMS July 2015. Mesa’s use of Tempe’s CMS is to be reconsidered in November 2018, as per COT.</p>	

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.

Anticipated rollout timeline: Started 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 timeframe

2. General Importance or Impact to Your Court:

Mesa Municipal Court has been a paper-on-demand court since July 2010, employing complete EDMS usage in place of paper case files.

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.

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)

2. General Importance or Impact to Your Court:

The AOC rollout of e-filing to superior courts and later LJs may take several years and does not have immediate impact on the Mesa Municipal Court. However, the Mesa Municipal Court has made available to the public online forms that may be filled out and filed via email, to be imported into the EDMS with relevant email responses from the Court. Street scene templates have been provided online for the public’s use in presenting as evidence in traffic cases.

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.

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:

Mesa Municipal Court developed Bench Automation in the form of an online Worksheet for staff or judges use to populate relevant forms for dispositioning in 2004, and became fully employed in June 2009.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Mesa Municipal Court	0	\$4,260,036	1	3.75
Other Dept.	0			

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APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Administration Clerk Other	Windows7	97	3-5 yr cycle	Win 7	6	Win 7	0		3-5 yr cycle	17
	Windows 7	56	4-yr cycle	Win 7	0	Win 7	0		3-yr cycle	40
	Windows 7	18	3-yr cycle	Win 7	0	Win 7	0		3-yr cycle	1

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration	4	19	0	8	12

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Administration	Compaq/HP Proliant	4	2000	5-year cycle
	Compaq/HP Proliant	9	ESX 4.0	5-year cycle
	Dell	1	2003	5-year cycle
	IBM	0	Linux	5-year cycle
	Compaq/HP Proliant	9	2008	5-year cycle
Other	Compaq/HP Proliant	5	2003	5-year cycle

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	5,594	Win 7	Pal Alto at edge, F5 Viprion at DMZ level	Patch mgmt, Sophos anti-virus, VPN, Radius, Citrix, DLP services, NAC, DDOS monitoring at carrier level, reverse and forward proxies,

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Management System (CMS)	Court CMS (Themis)	Tempe CMS as modified by Mesa Municipal Court	FileNet and excel Sentencing packet as part of day 1 implementation	City of Mesa's Information Technology Department (ITD)	1 year	
Calendaring		Integrated within Court CMS	Court CMS			
Electronic Calendar Display System	Court Calendar	Displays courtroom information on lobby monitors and individual monitors outside of the courtrooms. The same technology is used to provide the docket on the Internet. In-house developed.	Court CMS	City of Mesa's ITD	6 years	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Exhibit Tracking	Exhibit Tracking	Manages the tracking of court exhibits. In house web based application.	Court CMS	City of Mesa's ITD	1/7/2016	
Digital Recording		FTR Gold		For the Record	2 years ago	Follow upgrade path set by vendor
Financials/Cash Management System		Part of CMS		City of Mesa's ITD	1 year	
File Tracking		Electronic Document Management System (EDMS) supports all case files. Mesa Court is a paper on demand court.		FileNet	6 years	Integration with Court CMS.
Excel Forms	Mesa Municipal Court	Generates all court dates, abstracts, dispo reports, & receipts. It is developed using Excel and native format.		City of Mesa's ITD	9 years with Excel forms	Integration with Court CMS
Forms Generation		Forms are available to the public through the Court web page on the internet.		Court and City of Mesa's ITD		
Court Performance / Metrics Tracking Tool		Statistical reports are used to track performance and metrics.		City of Mesa's ITD		

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Electronic Storage (SAN, NAS, etc.)	EMC	EMC VSAN Storage		EMC	10+ years ago	Follow upgrade path set forth by vendor
Data Backup/ Recovery System	Series of backup methodologies	Disk to Disk to Tape		EMC/NetBackup		Follow upgrade path set forth by vendor
E-mail Application	Exchange	Microsoft Exchange		Local staff	Server 3 yr / Client 8 yr	City IS call
Report Writing Tool	Built into Mesa CMS and SSRS	Tempe-provided CMS. Reports are also developed using SSRS 2012 Reports		Tempe – CMS SSRS – Microsoft City of Mesa’s ITD	1 year	
Problem and Change Management	Home grown solution	Internally developed applications loosely centered around ITIL best practices		City of Mesa’s ITD	7 + years ago	Currently have a project underway to implement Cherwell solution
Software Configuration Management	SCCM	Microsoft solution		City of Mesa’s ITD and Microsoft	5 + years ago	Follow upgrade path set forth by vendor

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Systems Development Productivity Software	Visual studio 2015	Microsoft development application		Microsoft		Follow upgrade path designated by vendor
Hardware & Software Asset Management	Home grown solution	Internally developed applications loosely centered around ITIL best practices		City of Mesa's ITD	7 + years ago	Currently have a project underway to implement Cherwell solution
Procurement/ Materials Management	ERP solution	Leverage our existing ERP application		CGI	3 years ago	Follow upgrade path designated by vendor
Adobe Acrobat Reader	Acrobat	Adobe version X		Adobe Local PC	2 years	Follow upgrade path designated by vendor
Acrobat Professional	Acrobat Professional			Adobe		Follow upgrade path designated by vendor
Office Suite	MS-Office	MS 2013		MS/local staff	1 year	Follow upgrade path

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Database(s)						designated by vendor
	SQL 2008 - 2014	SQL		MS	1 year	Follow upgrade path designated by vendor
Project Mgmt Tracking	MS-Project	MS Project 2000-2013			5 years	Follow upgrade path designated by vendor
Timekeeping	KRONOS	KRONOS		City of Mesa's ITD	3 years ago	kicking off upgrade to latest version this year
Human Resources Software	AMS Advantage	HRM (HR Mgt)		CGI Tech/Mesa IT	3 years ago	TBD
	NeoGov	NeoGov (Recruitment)		NeoGov	3 years ago	Hosted solution
Virus Protection	Sophos			City of Mesa's ITD	Current	Follow upgrade path designated by vendor
Fines, Fees and Restitution Enforcement Module for		Building functionality within Court CMS to support FARE functionality.	Court CMS	City of Mesa's ITD		Implement FARE

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
FARE Participation						
Tax Intercept Program (TIP)	TIP	Refer outstanding debt to the Department of Revenue. In-house developed functionality within Court CMS.	Court CMS	City of Mesa's ITD	11/1/2015	Build in-house integrated claim processing within Court CMS.
Other Collections Tracking	Collector Queue	Manage cases with past due balance. In-house developed web application.	Court CMS	City of Mesa's ITD	7/1/2016	Implement FARE
Web IVR Payment Systems	eCourt \ IVR	Provide online payment processing for case fines and fees.	Court CMS	City of Mesa's ITD	13 years	Upgraded with Court CMS implementation last year.
Digital Audio for Courtroom Recording		FTR Gold		For the Record	2 years ago	Follow upgrade path set by vendor
Video for Courtroom Recording						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Document Scanning and Imaging Electronic Document Management System Integration (ASC3) - electronic data sharing with county/city law enforcement Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor	Kofax	Kofax s/w used to capture images		City of Mesa's ITD	4 years	City IS call
	FileNet	FileNet		FileNet/ City of Mesa's ITD	4 years	TBD
	Brazos interface	Receive electronic citations from Mesa PD into Court CMS and FileNet.	Court CMS	City of Mesa's ITD and Mesa PD	5 + years for both	Upgraded with new Court CMS last year.
	Warrant interface	Court provides Mesa PD with electronic Warrant file which is automatically imported into State Warrant system.	Court CMS			
PbK Interfaces	In-house developed interfaces with City Prosecutor's Office. Electronically transmit criminal case information to Prosecutor system and file electronically Long Forms with Court.	Court CMS and Prosecutor by Karpel (PbK)	City of Mesa's ITD and Karpel	2 years	Upgraded with implementation of Court CMS last year.	

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD		Electronically reports to MVD thru the AOC. Batch process within Court CMS.	Court CMS	City of Mesa's ITD and AOC\MVD	20+ years reporting	Upgraded with implementation of Court CMS last year.
		Electronic interface with Photo Enforcement and Process Server to file citations, manage citation acknowledgments, provide process service updates.	Court CMS	City of Mesa's ITD	13 years	Updated last year with new Court CMS application.
Integration - Electronic Data Sharing/Reporting of Photo Red Light and Photo School Speed Complaint Information with Photo Enforcement Vendor system Data Warehouse						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Jury Management System	AgileJury	Maricopa County's Agile Jury system.		Maricopa County Judicial Branch IT Staff and Xerox	February 9, 2012	
Bulk Data by Subscription						
Court Intranet and Supporting Applications	In Custody Transportation Calendar	Manages the transportation van capacity between Mesa In custody court and county jail.		City of Mesa's ITD	9 years	
Public Access	eCourt \ IVR	Provide case information to the public through online web and interactive voice response.	Court CMS	City of Mesa's ITD	13 years	Updated last year with new Court CMS application.
Bulk Data by Subscription						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Web Site	eCourt	Provide online payment processing for case fines and fees, Case history and upcoming events.	Court CMS	City of Mesa's ITD	13 years	Updated last year with new Court CMS
Interactive Voice Response System (IVR)	ACD	Provide online payment processing for case fines and fees, Case history and upcoming events.	Court CMS	City of Mesa's ITD	13 years	Updated last year with new Court CMS
Hardware / Software Inventory		Track and inventory court equipment and software licenses				
Timesheet		Reporting of work hours and annual leaves with approvals, reports & extracts				
Photo Enforcement and Redlight		Electronic interface with Photo Enforcement and Process server to file citations, manage citation acknowledgments, provide process service updates.	Court CMS	City of Mesa's ITD	13 years	Updated last year with new Court CMS application.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Process Service Data Transfer		Electronic interface for process service performed through Photo Enforcement agency	Court CMS	City of Mesa's ITD	13 years	Updated last year with new Court CMS application.
Program Orders Data Transfer						

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MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH
ENTERPRISE ARCHITECTURE

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

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

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Netscape		Current browsers (IE, Chrome, etc.)	N/A
User Interface Delivery Method for Business Applications	Character based	Silverlight	.NET 2012 framework for client/server CMS application	N/A
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		Filenet 5.2	Next version will be implemented in FY19/20
Document Imaging	Kofax Card	Kofax Ascent Capture	Kofax Ascent Capture v.10.1	Next version will be implemented in FY19/20
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal ≤10 MS-SSRS 2005	SQL SSRS Report Server 2012	looking at SSRS 2016 in the next year/+
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	SQL SSRS Report Server 2012	N/A

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INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	.NET Framework 4.0	Will eventually adopt .NET Framework 4.5
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2013	VS2016 in near future
Source Control	Aldon		Subversion, Visual Studio Online	Working towards moving to source control in Microsoft TFS
Analysis Tools	HOW		Tableau, Excel, BOXI	N/A
Office Productivity Tools				
Word Processing	WordPerfect, Word ≤2003	Word 2003	Word 2013	Word 2016 in next year
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2003	Excel 2013	Excel 2016 in the next year
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2003	PowerPoint 2013	PP2016 in next year
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	Access 2013	Access 2016 in next year
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	Outlook 2013	N/A
Instant Messaging		MS-Live Communication Server	Skype2013	Skype 2016 in next year
Data Architecture				
DBMS	SQL Server ≤2005,	SQL Server 2008	SQL 2008/2012	Database will move to 2012 and

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INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
	FoxPro, Clipper			line up with reporting server (on 2012)
Data Warehouse DBMS		Informix XPS, SQL Server 2008	SQL 2008/2012	looking at options including but not limited to SQL 2016 and Hadoop
Data Exchange Model		Fixed format, XML homegrown	XML	N/A
Networks and Platforms				
Network Protocol	SNA		IPv4	N/A
Wireless Network Access	WEP		WPA2	N/A
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows Server 2008	Will move to 2012 in near future
Client Operating System	≤Windows XP	Windows 7, Vista	Windows 7	Will begin moving to Windows 10 in next 1-2 years
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows Server 2008	Will move to 2012 as appropriate
Mobile Operating Systems	BlackBerry O/S		We support IOS, Android	N/A
Shared Services				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	.Net Framework, Web APIs	N/A
Message Transport Middleware				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ6.0	Per direction of AOC will move to

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MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
				newer version as needed
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk		SFTP/MQ7.5 and newer
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk		SFTP/MQ7.5 and newer
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	FTP, MQ 6.0	SFTP/MQ7.5 and newer
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	FTP, MQ 6.0	SFTP/MQ7.5 and newer

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INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Phoenix Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Phoenix Municipal court covering the period from January 2015 through June 2017. The following individuals from the court and city were involved in formulating the plan:

PHOENIX MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Jennifer Gilbertson	Information Systems Officer
Tom Carroll	IST Operations Manager
Zona Cecil	Senior IT Systems Specialist
John Melisko	Lead User Technology Specialist
B. Don Taylor III	Chief Presiding Judge

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
City of Phoenix Unified Print Project
City of Phoenix Email and Office Productivity Upgrade Project

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INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC AGENDAS
City of Phoenix Innovation and Efficiency Savings Program
City of Phoenix Public Safety Strategic Plan: https://www.phoenix.gov/citymanager/strategicplan/study-areas/public-safety

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports **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.

The complete strategic plan is available at:

<http://www.azcourts.gov/portals/0/AdvancingJusticeTogetherSA.pdf>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Phoenix Municipal Court	Compliance Assistance Program (CAP) Aligns with the following Justice 20/20 goals: 1,3 and 5	Enable defendants with outstanding civil and parking obligations to get back into financial compliance and have their defaults associated with the Phoenix Municipal Court cleared with the Motor Vehicle Department (MVD) as a step toward getting their license reinstated. Perform extensive business analysis, design and CMS programming, testing and training to accommodate.
Phoenix Municipal Court	Self-service Motor Vehicle Division (MVD) Kiosks in lobby and outside arraignment	Coordinate electrical installations with the city Public Works department and

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COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
	courtrooms. Aligns with the following Justice 20/20 goal: 3	modifications to existing MVD network in the PMC building to accommodate the kiosks.
Phoenix Municipal Court	Behavioral Health Court Aligns with the following Justice 20/20 goals: 1,2,3, 4 and 5	Enhance existing Mental Health court program enable individuals to get individuals set up with services to deal with the problems that are causing their unlawful behavior. Providers and mentor volunteers guide defendants through the court process and ensure court ordered treatment gets completed. Obtain data feeds to CMS from providers with updates on the services provided to defendants.
Phoenix Municipal Court	Retooling Court Master Calendar Aligns with the following Justice 20/20 goal: 3	Revamp 20 year old Court Master Calendar to even out caseloads and use courtroom time more wisely overall for all judges. Build time for judges to review cases in chambers into the calendar. Make necessary CMS changes to accommodate new calendar requirements.
Phoenix Municipal Court	CMS Web Upgrade Project Aligns with the following Justice 20/20 goal: 3	Migrate the Court's CMS JAM code to Panther web, allowing PMC to present CMS screens in a user friendly graphical user interface (GUI) and integrate with OnBase. The CMS database and backend processing will remain intact.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes 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.

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PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in Phoenix Municipal Court.

Description	Total Count
Desktop total	412
Laptop total	16
Thin clients	23
Tablet total	0
Network printer total	99

The operating system (OS) for the desktops and laptops are Windows 7. The City IT maintains a 5 year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	4
PCs in the Courtroom	38
Thin Client in the Courtroom	0
PCs in the Chambers	31
PCs used for ACJIS	9
Imaging PCs	2

There are a total of 14 physical servers at the court or for court use at the city, running a mixture of Windows, AIX, and VMWare ESXi. Additionally, 30 virtual servers are in use by the city.

The Windows Network Operating Systems (NOS) is Microsoft Windows 2012 with very few 2008.

SOFTWARE

Appendix A identifies all the software used in the court including any 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 court participates 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:

- 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

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 PHOENIX MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019
 COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the court in information technology projects from January 2015 to January 2016.

PHOENIX MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
PMC Compliance Assistance Program	CAP	Help defendants with outstanding civil and parking obligations get back into financial compliance by paying a pre-set amount (as determined by CMS) and agreeing to start a payment plan. Defaults associated with PMC are cleared with MVD as a step toward getting their license reinstated.	Extensive business analysis, design and CMS programming, testing and training was completed to accommodate implementing this program by January 2016.
City of Phoenix Unified Print Project	Unified Print Consolidation Program	The city's Unified Print Consolidation program was put into place to eliminate stand-alone printers on the network and consolidate printing to multi-function devices (MFD), in this case-copy machines. By consolidating printing to the MFD's, a single vendor contract could be achieved leading to a more competitive and less expensive contract for maintenance toner.	Many hours were spent by Court IT Operational staff completing tasks up-front to ensure a successful 22 copier/printer deployment for the Court by the end of June 2015. Court IT staff evaluated court printers and removed 23 from the network as a phase I efficiency savings for the city. A secondary review phase will occur in 2016 based on CMS printing which could lead to removal of additional printers.

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STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
City of Phoenix Email and Office Productivity Upgrade	City of Phoenix Email and Office Productivity Upgrade Project	Move off of Lotus Notes and streamline email and office productivity tools to a more modern platform with more functionality to help guide city into the future.	PMC participated in the email and office productivity project by attending various user group meetings, assisting court staff with options for maintaining critical archives, assisting with the migration efforts by managing workstation deployments and allowing for successful integration with city IT via the utilization of an Active Directory trust policy.
Court Record Retention Plan	PMC Records Retention Plan	The Phoenix Municipal Court (PMC) records retention and purge project for court case records is a project driven by ACJA 4-302.	PMC completed and submitted the court's work plan in June 2015. Extensive analysis and planning went into the compilation of the work plan. Most programming is complete, however, final plans for sending purged records to the AOC are being completed in December 2015. PMC will test Q1 2016 and kick off production purges in the spring of 2016.
Closure of PMC Bond Window	Improve Court Processes to Better Serve public	Have Maricopa County staff accept and post PMC bond payments	Utilizing existing electronic funds transfer protocol for accepting and posting bond payments as of December 2015.

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COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. 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
N/A						

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 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Compliance Assistance Program (CAP)	This new program is designed to help defendants with outstanding civil and parking obligations get back into financial compliance by paying a pre-set amount (as determined by CMS) and agreeing to start a payment plan. By doing this, these defendants will gain compliance with the court and they will be able to have their defaults associated with the Phoenix Municipal Court cleared with the Motor Vehicle Department (MVD) as a step toward getting their license reinstated. Extensive business analysis, design and CMS programming, testing and training has been completed to accommodate.	FY16	Underway	
MVD Self-Service Kiosks	Court IST staff have coordinated electrical installations with the city Public Works department and modifications to existing MVD network in the PMC building to accommodate the kiosks.	FY16	Underway	
Behavioral Health Court	This is actually Mental Health court with a new name, but will include enhancements to the existing program. Much like the Veteran's court, minus coordinating with the VA on services, Behavioral Health Court is focused on working with the individuals and getting them set up with services to deal with the problems that are causing their unlawful behavior. Providers will be brought into the court as well as mentor to help guide them through the court process and to help ensure they are getting their court ordered treatment completed. Within a year, the program plans to have data feeds to CMS from the providers with updates on the services provided to defendants.	FY17	Underway	

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OTHER LOCAL INDEPENDENT PROJECTS

<p>Retooling Court Master Calendar</p>	<p>The Court's Master Calendar is in need of revamping. It was designed about 20 years ago when there were a lot more jury trials then there are today and because of the design, there are days courtrooms are extremely busy followed by a really slow day. The goal is to even out the caseload and use all of our courtroom time more wisely overall for all judges. In addition, time for judges to review cases in chambers will be built into the calendar changes. These changes will entail extensive CMS changes to accommodate the new requirements.</p>	<p>FY19</p>	<p>Planning</p>	
<p>CMS Web Upgrade Project</p>	<p>This project entails migrating the Court's CMS JAM code to Panther web, allowing PMC to present CMS screens in a user friendly graphical user interface (GUI) and it will allow integration with OnBase. The CMS database and backend processing will remain intact. This will be a multi-phase project extending over several years, but the first three phases are especially critical because they focus on upgrading the legacy infrastructure to support the new web application, migrating all screens over to Panther web, setting up the API to integrate with OnBase, and revamping the CMS screens to create a user-friendly GUI with a standardized web template. After years of reviewing the state's CMS-AJACS and looking at the Tempe CMS, then completing a couple of internal pilot projects, it is clear that by following our application's natural migration path, we have selected the least risky and most efficient and cost effective CMS upgrade option.</p>	<p>FY19</p>	<p>Planning</p>	

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D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT
 INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology 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: 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.</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>Schedule determined by AOC.</p>
<p>2. General Importance or Impact to Your Court: PMC will upgrade its robust legacy CMS from JAM to Panther Web. The project will kick off in January 2016 and wrap up in June 2019. After extensive analysis by PMC, it was determined this is the least risky and most cost effective path. A JPIJ for this migration was approved by the COT on November 20, 2015.</p>	

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.

Anticipated rollout timeline: Started 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.

<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>Matches LJ AJACS timeframe</p>
<p>2. General Importance or Impact to Your Court: Once PMC has successfully integrated with OnBase as part of the CMS Web Upgrade project, active case imaging will be pursued. Once Active Case imaging is in place, PMC can participate by providing a link to the CDR to access PMC court records in the PMC OnBase database.</p>	

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.

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.

<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>No timeframe at this time</p>
<p>2. General Importance or Impact to Your Court: PMC currently participates in ecitation with the Phoenix Police Department and their contracted vendor, RedFlex. Additionally, electronic data feeds are in place with the city’s Neighborhood Services department. After the court moves to Active Case Imaging, additional opportunities for electronic filing will be explored.</p>	

**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.

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: PMC is not participating in the LJ AJACS implementation.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Phoenix Municipal Court	0	\$1,950,883	21	0
Other Dept.	0			

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APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Phoenix Municipal Court	Windows 7	412	5 yr cycle	Win 7	16	Win 7	0	23	5 yr cycle	99

2. HARDWARE FOR SPECIAL FUNCTIONS

Department

	Number of					
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Dedicated ACJIS Terminals	Imaging Workstations
Phoenix Municipal Court	4	38	0	31	9	2

3. LOCAL SERVER HARDWARE AND FUNCTION

Department

IT

Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Dell PowerEdge	4	2012 x64	5-year cycle
Dell PowerEdge	5	ESX 5.5	5-year cycle
IBM	5	AIX 6.1	5-year cycle

4. NETWORK ENVIRONMENT

Department

Administration

Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
534	Win 7 (Client Operation System)	CheckPoint	Patch mgmt, SEP AV AMW, VPN, MS Terminal Server, Network Segmentation

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Management System (CMS)		Integrated case and financial management system.		Developed and supported PMC	16+ years	CMS Web Upgrade
Calendaring		Part of CMS		PMC staff	16+ years	CMS Web Upgrade
Exhibit Tracking		Evidence Tracking Sys		PMC staff	16+ Years	Continue updating MS ACCESS until CMS Web Upgrade is complete and analysis can be completed to determine if it should be incorporated into CMS.

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Financials/Cash Management System File Tracking		Part of CMS		PMC staff	16+ years	CMS Web Upgrade
Forms Generation		Part of CMS. Integrated with case and financial mgmt system.		PMC staff	16+ years	CMS Web Upgrade
Court Performance / Metrics Tracking Tool		Part of CMS. Integrated with case and financial mgmt system supplemented with SQL programs.		PMS staff	12 years	CMS Web Upgrade
Electronic Storage (SAN, NAS, etc.)		SAN		EMC CS4-120	5 years	EOL is 12/31/2016; will be replaced prior.
Data Backup/Recovery System		Tivoli and Commvault Simpana backup servers and recovery		Tivoli Storage Manager/ DataPros Offsite Storage/SunGard Business Continuity Services for remote data center services.	12+ years Tivoli / 4 years Commvault	Establish mirrored datacenter at Central IT Dept's or third party

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
E-mail Application		Office 365 (Outlook)		City IT & PMC staff	1	None planned, supported by Central City IT
Report Writing Tool		SQL, PERL and JAM Report Writer		PMC staff	16 years	CMS Web Upgrade
Software Configuration Management		SCM for CMS and WSUS for MS client server patching; LANDesk for workstation software deployment		CA and PMC staff	16 years and 7 years respectively	None, we continue to upgrade existing products. They are supported and we have no plans to replace at this time.
Systems Development Productivity Software		AllFusion Process Modeler (aka BPWin), AllFusion Data Modeler (aka ERWIN)		AllFusion products – CA and local court staff.	AllFusion products: 14 years.	AllFusion products – evaluating conversion to analogous tools in IBM Rational suite.

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Visio		Visio		Court staff	8 years	None at this time.
Data Modeling		IBM Rational Requisite Pro (system requirements management tool), IBM Rational RUP (s/w development process management tool), IBM Rational XDE (Code modeling and generation tool)		IBM Rational products – IBM and local court staff.	IBM Rational products: 5 years	IBM Rational products – remain current with new releases.
Hardware & Software Asset Management		LANDesk & MS ACCESS based system for tracking inventory of hardware and software assets		PMC staff	17 years	Looking for COTS asset mgmt. solution to replace MS Access database
Procurement/ Materials Management		SAP		PMC staff and Central IT	12 years	No plans for replacement now.
Adobe Acrobat Reader		Adobe CS		Adobe Local PC	2 years	As needed

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Acrobat Professional						
MS Office Suite		Word, Excel, PowerPoint, Access 2013 (Office 365)		MS/local staff	1 year	As needed/replacement based on City direction
Database(s)		Informix, Oracle, SQL Server 2008 / 2012, Access			16+years	We continue to stay on the latest supported versions.
Project Mgmt Tracking		MS Project 2013		MS/Local Staff	1 years	As Needed
Timekeeping		MS Access 2013	N/A	PMC Staff and HR-WARE	8 years	No planned replacement at this time
Human Resources Software						
Virus Protection		Symantec Endpoint Protection		PMC Staff	Current	Upgrades with City
Fines, Fees and Restitution Enforcement Module for		Interface and complementary process with Integrated Case and Financial Mgmt System		PMC staff with AOC and ACS	10 years (FULL FARE implementation 07/05)	Coordinate upgrades w/AOC

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
FARE Participation						
Tax Intercept Program (TIP)				Phx and AOC staff	10 years	Coordinate upgrades w/AOC
Other Collections Tracking		Included in Integrated Case and Financial Mgmt system including: internal delinquencies tracking and collections support processes interfaces to private collection agencies.		PMC staff and various collection agencies	16+ years	CMS Web Upgrade
Web IVR Payment Systems		Included in FARE as integrated with CMS		PMC staff, AOC & ACS	10 years	Updates will be coordinated by AOC
Digital Audio for Courtroom Recording		FTR Reporter		PMC staff and FTR	12 years	No plans at this time
Video for Courtroom Recording		Polycom used for video initial appearance program pilot		Polycom	2 years	As needed
Document Scanning and Imaging		Closed Cases Records Archiving using OnBase		DataBank/Hylant/ PMC staff	5 years	No plans

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Electronic Document Management System Integration (ASC3) - electronic data sharing with county/city law enforcement Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD		Closed Cases Records Archiving using OnBase		DataBank/ Hyland / PMC staff	5 years	TBD
		Misdemeanor Warrants, Officers work schedules, Officer Subpoenaing, Citation Accountability, Automated Disposition Reporting		PMC staff/PPD /DPS/ AOC/e-Corridor (vendor)	13 years	CMS Web Upgrade
		Electronic Complaint Filing from Prosecutor's CRIMES system. Electronic case status updates to Prosecutor's CRIMES system.		PMC staff and City Prosecutor's CRIMES vendor, Ciber	8 years	CMS Web Upgrade
		Electronic transfer of traffic citation dispositions to MVD, Electronic transfer of FTA warrants to MVD for traffic citations, PMC indirectly communicates thru FARE the TTEAP Hold candidate charges		PMC staff, AOC, ACS (FARE)	16+ years for all but TTEAP Hold processing	CMS Web Upgrade

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration (ASC6) - Electronic Data Sharing/Reporting of Work Alternative Sentencing Terms to City Parks Dept.		Reports sentence orders for park cleanup duty in lieu of fine payment and compliance.		PMC staff and City IT staff.	12 years	CMS Web Upgrade
Integration - Electronic Data Sharing/Reporting of Environmental Complaint Information with City Neighborhood Services Department		Electronic filing of Environmental complaints from TideMark system.		PMC staff and City Neighborhood Services Department	10 years	CMS Web Upgrade

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration - Electronic Data Sharing/Reporting of Parking Complaint Information from City Finance Department		Electronic filing of Parking Complaints from Parking Ticket Admin system.		PMC staff and Finance Dept	12 years	CMS Web Upgrade
Integration - Electronic Data Sharing/Reporting of Photo Red Light and Photo School Speed Complaint Information with Photo Enforcement Vendor system		Electronic filing of photo enforcement complaints from vendor system. Confirmation of filings, orders for personal service, case disposition information to vendor system.		PMC staff and ACS, current Photo Enforcement Vendor	10 years	Phoenix PD handles contract with vendor.

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration - Electronic Data Sharing/Reporting to City Finance System Data Warehouse		Includes court disbursements and GL journal entries to City Finance Department's SAP system for check creation and update of City GL.		PMC staff and City Finance.	10 years	CMS Web Upgrade
		Data mining is performed almost exclusively via Informix SQL queries against copy of CMS production database		PMC staff	16+ years	CMS Web Upgrade
Jury Management System		Maricopa County's AgileJury system.		Maricopa County Judicial Branch IT Staff and Xerox	February 9, 2012	TBD by Maricopa County.
Public Access						

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Bulk Data by Subscription		Repetitive data requests for DUI defendants, criminal offense defendants, etc. are satisfied by canned Informix SQL queries of the, or a copy of the, CMS production database.		PMC staff	16+ years	CMS Web Upgrade
Court Intranet and Supporting Applications						
Data Warehouse						
Court Web Site				PMC staff	10 years	TBD by AOC
Interactive Voice Response System (IVR)			City IT Dept	15 years	RFP process underway by city IT.	TBD by City IT Dept

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 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH
 ENTERPRISE ARCHITECTURE

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

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

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
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 SP2	
Document Imaging	Kofax Card	Kofax Ascent Capture	OnBase 13 SP2	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal 10 MS-SSRS 2005	PERL, Telerik, Jam	
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	MS SSRS 2012	

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INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	ASP.NET, .NET Framework 4, PERL Java (on a business case need basis)	
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2012, Panther	
Source Control	Aldon		CA Harvest Software Change Manager	
Analysis Tools	HOW		ERwin	

Office Productivity Tools

Word Processing	WordPerfect, Word ≤2003	Word 2003	Word 2013	
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2003	Excel 2013	
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2003	PowerPoint 2013	
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	MS-Access 2013	Replace reliant apps with COTS solution
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	Outlook 2013	
Instant Messaging		MS-Live Communication Server	Skype for Business	

Data Architecture

DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL Server 2008/2012,	
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ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
			Informix 11.7 FC3	
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		n/a	
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows Server 2008 Windows Server 2012	
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7	Evaluating Windows 10 for deployment
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows Server 2008, Windows Server 2012, AIX 6.1, AIX 7, VMWare ESXi 5.5	
Mobile Operating Systems	BlackBerry O/S		n/a	n/a
Shared Services				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)		
Message Transport Middleware				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ	

ATTACHMENT 5
 PHOENIX MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk		
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	FTP/SFTP	
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	MQ	

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INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Scottsdale Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Scottsdale Municipal court covering the period from January 2015 through June 2017. The following individuals from the court and city were involved in formulating the plan:

SCOTTSDALE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Joseph Olcavage	Presiding Judge
Julie Dybas	Court Administrator
Daniel Edwards	Deputy Court Administrator
Ken Kung	Deputy Court Administrator
Randy Kennedy	Court Automation Manager

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Continue to enhance the case management system
Increased integration with business partners
Enhance internal project management and communication
Enhance self-help services
Improve court lobby services
Implement problem solving courts

ATTACHMENT 6
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC AGENDAS
Support court interpreter credentialing
Appreciate and value employees
Hire and keep good people
Expand staff's depth of knowledge
Identify and improve operational processes
Enhanced collection practices through training and tools
Improve jail court proceedings through space planning and calendar
Partnering with criminal justice partners to expedite case disposition
Maintain fiscal and operational accountability
Ensure operational transparency
Support the city's safety initiatives
Provide a safe environment for staff and public

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports **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.

The complete strategic plan is available at:

<http://www.azcourts.gov/portals/0/AdvancingJusticeTogetherSA.pdf>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Scottsdale City Court	Continue to enhance the case management system	Create direct data feeds from CMS to state to replace existing state pull to allow the Informix environment to be removed. Other CMS work is dependent on COT discussions and direction

ATTACHMENT 6
 SCOTTSDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Scottsdale City Court	Increased integration with business partners	Utilize data transfers to increase integration with prosecutors.
Scottsdale City Court	Enhance internal project management and communication	Utilize city IS methodologies and tools to track and implement technology projects.
Scottsdale City Court	Enhance self-help services	Enhance online services customers can utilize.
Scottsdale City Court	Improve court lobby services	Replace existing lobby queueing system, remodel lobby to provide information window.
Scottsdale City Court	Implement problem solving courts	
Scottsdale City Court	Support court interpreter credentialing	
Scottsdale City Court	Appreciate and value employees	
Scottsdale City Court	Hire and keep good people	
Scottsdale City Court	Expand staff's depth of knowledge	
Scottsdale City Court	Identify and improve operational processes	Add signature capture devices to 2nd courtroom chairs and lobby windows.
Scottsdale City Court	Enhanced collection practices through training and tools	Integrate Automated Recurring Billing setup and receipting with CMS.
Scottsdale City Court	Improve jail court proceedings through space planning and calendar	Create viewing area with audio/video feed from jail court.
Scottsdale City Court	Partnering with criminal justice partners to expedite case disposition	Real-time disposition reporting with MVD to expedite satisfaction of default judgments.
Scottsdale City Court	Maintain fiscal and operational accountability	
Scottsdale City Court	Ensure operational transparency	
Scottsdale City Court	Support the city's safety initiatives	
Scottsdale City Court	Provide a safe environment for staff and public	Replace court security cameras

C. CURRENT TECHNOLOGICAL ENVIRONMENT

Appendix A details our technological environment.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates 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:

- 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

ATTACHMENT 6
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the court in information technology projects from January 2015 to January 2016.

SCOTTSDALE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Online motion submission	Allows litigants to file a motion online without having to fill out any PDF forms or Word documents. Data goes directly into CMS for review by the judge.	
Local	SQL Server database	Worked with city IS to create a SQL Server environment for our CMS data.	
Local	CMS - Protective Order Module	Created module that eased the creation and modification of protective order cases.	

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. 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
CMS to AOC Interfaces	Submit all Scottsdale data to AOC via direct feeds conforming to AOC specs	FARE	Mid-cycle implementation	FY17	Planned	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Replace Lobby Queueing System	Replace existing lobby queueing system with one compatible with City IT infrastructure and has enhanced features.	FY17	Planned	
Facilities Remodel	Remodel lobby to accommodate 2 information windows, create lobby accessible lobby for financial and/or compliance discussions/screening, repurpose a room into a conference/collaboration room.	FY17	Planned	
Replace Court Security Cameras	Replace old cameras with more and newer HD cameras, enhance recording capabilities.	FY17	Planned	
Data Transfer for Long Form Citations	Utilize data transfer to implement prosecutor long form filing in a manner similar to existing SPD and photo enforcement electronic filing.	FY18	Conceptual	
Additional eServices	Add services to the existing web site to allow litigants more access/services that can be done without coming to the court.	FY17	Planned	
Additional Touch Screens and Signature Capture Devices	Add touch screen and signature capture devices to 2nd bailiff location in courtrooms and lobby windows to decrease need for manual signatures/document scanning.	FY18	Conceptual	

OTHER LOCAL INDEPENDENT PROJECTS

Automated Recurring Billing in CMS	Integrate the establishment of ARB accounts and receipting functions in CMS via Authorize.NET APIs.	FY17	Planned	
Real-Time Disposition Reporting to MVD	Real-time disposition reporting to MVD to facilitate the satisfaction of default judgment allowing defendant to reinstate license quicker.	FY18	Conceptual	
Audio/Video Jail Feed	Viewing area with audio/video feed from jail court to accommodate more guests and ease weekend viewing.	FY18	Conceptual	

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D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology 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 unsupported.</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: 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.</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>Schedule determined by AOC.</p>
<p>2. General Importance or Impact to Your Court: Scottsdale is currently utilizing a case management system that is neither aging nor unsupported. The current CMS meets the business needs of the court, city and citizens, with no financial impact to its funding source. The AJACS application is deficient in functionality for the needs of Scottsdale City Court. Due to the court’s current CMS and related automation, the court was able to sustain and even improve operations, in light of staff reductions due to budget cuts.</p>	

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.

Anticipated rollout timeline: Started 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 timeframe

2. General Importance or Impact to Your Court: The Court is currently utilizing the city of Scottsdale’s Electronic Document Management System (obtained COT exception) and as a result is integrated with justice partners at no cost to the court or state. This critical functionality supports the court’s paperless business process. The court is interested in participating in the CDR by submitting the court’s images and metadata to CDR.

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.

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)

2. General Importance or Impact to Your Court: Unknown at this time as all discussions has involved superior courts.

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.

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

2. General Importance or Impact to Your Court: The court is currently paperless and as a result the bench and non-judicial staff work directly in the court's current CMS.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Scottsdale Municipal Court	\$18,000		4	0

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APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Court	Windows 7	83	5 year cycle	Windows 7	3	Windows 8.1	5		5 year cycle	42

2. HARDWARE FOR SPECIAL FUNCTIONS

Department

Number of				
Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
2	22	0	7	44

Court

3. LOCAL SERVER HARDWARE AND FUNCTION

Department

Court

Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Compaq/HP Proliant	3	Windows 2012 R2	5-year cycle
Virtual	2	ESX 4.0, Windows 2008 R2, RHEL 5.11	5-year cycle

4. NETWORK ENVIRONMENT

Department

Court

Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
110	Win 2012 R2	Checkpoint	Trend anti-virus, WSUS, SCCM, SolarWinds

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Case Management System	Hybrid AZTEC (CourtEZ)	AZTEC data model, including additional data tables to support the increased functionality	Shared with PD, Pros	Scottsdale City Court and City of Scottsdale	2009 The court added data tables to support programs module	Request approval from COT to eliminate Informix in FY 17
Calendaring	Hybrid AZTEC (CourtEZ)	Calendaring functionality is part of the current CMS	Plan to integrate with PD	Scottsdale City Court and City of Scottsdale	2017	
Electronic Calendar Display System	CIDS	Custom app to display courtroom appearances in lobby	Court's CMS	City of Scottsdale	2004	None
Exhibit Tracking	None					
Financials/Cash Management System	Hybrid AZTEC (CourtEZ)					

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
File Tracking	No files					
Forms Generation	Hybrid AZTEC (CourtEZ)					
Court Performance / Metrics Tracking Tool	Hybrid AZTEC (CourtEZ)					
Electronic Storage (SAN, NAS, etc.)	HP SAN/NAS	HP SAN/NAS		City IS / local staff	2012	City IS call
Data Backup/ Recovery System	CommVault, EMC Avamar, External hard drive for 1-507	24/7 DB log backup, daily DB full backup, multiple VM hosts		Court/City IS	< 2 year	TBD
E-mail Application	Exchange	MS Exchange software		City IS		City IS call
Report Writing Tool	Hybrid AZTEC (CourtEZ), SSRS, & Access	server queries, Access, embedded reports		Local staff	2001	TBD
Problem and Change Management	Jira, Cherwell			Atlassian / Cherwell	2014	City IS call

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Software Configuration Management Systems Development Productivity Software	Jira			Atlassian	2014	City IS call
	Visual Studio	Visual Studio 2013 & 2015		Microsoft		
Hardware & Software Asset Management						
Procurement/ Materials Management						
Adobe Acrobat Reader	Adobe	Acrobat Reader XI		Adobe		City IS call
Adobe Acrobat Professional Office Productivity Suite	Adobe	Acrobat Pro 9				
Database(s)	SQL, Informix	SQL Server 2012 & 2014, Informix 11.10FC3			Informix 1998	City IS call

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Project Mgmt Tracking						
Timekeeping						
Human Resources Software						
Virus Protection	Trend Micro	Trend Micro 11		City IS	Current	City IS call
Fines, Fees and Restitution Enforcement Module for FARE	FARE	Integrated with CMS	CourtEZ			
Participation Tax Intercept Program (TIP)	TIP			AOC		
Other Collections Tracking						
Web IVR Payment Systems	Local solution for web payments	Local Payment Gateway (Web)/FARE		City of Scottsdale IS and Court	3 years	Update as needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Digital Audio for Courtroom Recording Video for Courtroom Recording Document Scanning and Imaging Electronic Document Management System Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor Integration (ASC5) - Electronic Data Reporting of Citations/Dispositions to MVD	Liberty Court Recorder	Liberty Court Recorder 7.2		JCG Technologies	2006	TBD
	Kofax, ScandAll Pro	Kofax 10.2, ScandAll Pro 2		Kofax and local staff		City IS call
	OpenText DM	OpenText DM 5.3.1		OpenText and city IS	2006	City IS call
	Hybrid AZTEC (CourtEZ)/ PIN	CMS for each agency		Court/City		
	MVD Reporting	An electronic transaction to MVD for traffic citations	Hybrid AZTEC (CourtEZ)	City of Scottsdale Court & MVD (custom app court)	2003	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration - Electronic Data Sharing/Reporting with Photo Enforcement Vendor system Data Warehouse	PE Filings	Also send/receive updates and receive partial image of citation	Hybrid AZTEC (CourtEZ)	Court staff and PE vendor	1998	As needed
Jury Management System	Agile Jury	Maricopa County's Agile Jury system.		Maricopa County Judicial Branch IT Staff and Xerox	February 9, 2012	
Public Access Bulk Data by Subscription	CoS website					
Court Intranet and Supporting Applications						
Court Web Site	www.scottsdale.az.gov/court	Interactive website application to view case and calendar information, make payments, plea and pay, DDC extensions		City Court and IS	2000	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Interactive Voice Response System (IVR) Hardware / Software Inventory Timesheet	Voxeo Prophecy	Handles incoming calls and outgoing reminder calls		City Court and IS, Voxeo	2010	As needed
	Webtime	Webtime 9.0.0.4 Online time keeping application		WorkForce Software		
IC Verify						
Process Service Data Transfer	Data transfer with process service company.	Receive data and images of service PE citations. Send info about cases that need service stopped	Hybrid AZTEC (CourtEZ)	Scottsdale & PS vendor	2007	TBD
Program Orders Data Transfer	Data transfer to program/treatment providers.	Send/Receive court ordered program info and compliance updates	Hybrid AZTEC (CourtEZ)	Scottsdale & Program Agencies	2010	TBD

ATTACHMENT 6
 SCOTTSDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH
 ENTERPRISE ARCHITECTURE

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

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

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Netscape		Browser	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Desktop application	
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		Open Text DM 5.3.1	
Document Imaging	Kofax Card	Kofax Ascent Capture	Kofax 10.2, ScandAll Pro 2	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal ≤10 MS-SSRS 2005	SSRS 2012	
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	SSRS 2012, DevExpress Xtra Reports	

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SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	VB.NET, C#	
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2015	
Source Control	Aldon		MS Team Foundation Service, Git	
Analysis Tools	HOW			
Office Productivity Tools				
Word Processing	WordPerfect, Word ≤2003	Word 2003	Word 2010/2013	
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2003	Excel 2010/2013	
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2003	PowerPoint 2010/2013	
Local Standalone Database				
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	Outlook 2010/2013	
Instant Messaging		MS-Live Communication Server		
Data Architecture				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	Informix 11.10FC3, SQL	

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 SCOTTSDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
			Server 2012/2014	
Data Warehouse DBMS		Informix XPS, SQL Server 2008		
Data Exchange Model		Fixed format, XML homegrown	CSV, XML	
Networks and Platforms				
Network Protocol	SNA		TCP/IP	
Wireless Network Access	WEP			
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows Server 2012 R2	
Client Operating System	≤Windows XP	Windows 7, Vista	Windows 7 64bit, Windows 8.1	
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows Server 2008 R2 & 2012 R2, RHEL 5.11	
Mobile Operating Systems	BlackBerry O/S		iOS 9, Windows 8.1	
Shared Services				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)		
Message Transport Middleware				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ	

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 SCOTTSDALE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk		
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	FTP, MQ	AOC uses FTP for MVD disposition reporting, will implement any new statewide standard.
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	FTP	

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TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Tempe Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Tempe Municipal Court covering the period from January 2015 through June 2018. The following individuals from the court and city were involved in formulating the plan:

TEMPE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Hon. MaryAnne Majestic	Presiding Judge
Deborah Schaefer	Court Administrator
Alexis Allen	Deputy Court Administrator
Christy Visca	Sr. Management Assistant
City of Tempe IT Department	

**A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Expand online public access to services and information to promote case resolution

ATTACHMENT 7
 TEMPE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC AGENDAS
Expand Diversion Program options to improve public service

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
 BUSINESS PRESSURES**

The court supports **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.

The complete strategic plan is available at:

<http://www.azcourts.gov/portals/0/AdvancingJusticeTogetherSA.pdf>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
City Of Tempe Tempe Municipal Court	Increase electronic access for the public and court community to court information.	Evaluate ability to expand current Tempe Municipal Court Public Access site to include calendars.
City Of Tempe Tempe Municipal Court	Allow multi-court collaboration and use of technology to establish and expand problem solving courts across jurisdictional boundaries.	CMS Gap Analysis to facilitate participation in the East Valley Regional Veterans’ Court.
City Of Tempe Tempe Municipal Court	Improve accuracy and completeness of the state’s criminal history repository and National Instant Background Check System (NICS).	Implement ACJIS online criminal history updates.
City Of Tempe Tempe Municipal Court	Improve timeliness and efficiency of civil, local and criminal case processing.	As new case processing standards are established update CMS.

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COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
City of Tempe Tempe Municipal Court	Improve Court Processes for data collection and exchange.	Complete re-write of PO Module to incorporate usable workflow and systemic creation of forms

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes 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

Listed below are the total of the number of desktops, laptops and network printers in Tempe Municipal Court.

Description	Total Count
Desktop total	33
Laptop total	2
Thin clients	2
Tablet total	2
Network printer total	16

The operating system (OS) for the desktops and laptops are Windows 7. The City IT maintains a 5 year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	0
PCs in the Courtroom	14
Thin Client in the Courtroom	0
PCs in the Chambers	5
PCs used for ACJIS	1
Imaging PCs	4

There are a total of 6 servers at the court, the servers are HP Proliant and Dell Power Edge servers. Additionally, there are 4 virtual servers used by the city.

The Network Operating Systems (NOS) is Microsoft Windows 2012 with Active Directory.

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TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

SOFTWARE

Appendix A identifies all the software used in the court including any 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 court participates 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:

- 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

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 TEMPE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019
 COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the court in information technology projects from January 2015 to January 2016.

TEMPE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Public Access Site	Public Access Webpage	Completed and Implemented in February 2015
State	Case Aging Standards Report for DUI, Misdemeanor, Civil Traffic and Local Ordinance Case Types	Track case aging by events	Completed and Implemented all case types. DUI Aging process completed April 2015, Misdemeanor, Civil Traffic and Local Ordinance completed in December 2015
Local	PC Refresh	Upgrade to Windows 7	May 2015
Local	Source Code Migration	Migrated source code repositories from Visual Source Safe to Team Foundation Server (TFS)	July 2015
Local	Migration to Virtual Servers	Migrate Application and Database Servers to Virtual Environment	September 2015
Local	Visible and SQL Upgrades	Upgraded from Visual Studio 2005 to Visual Studio 2013. Visible Developer from 4.2 to 4.4 and upgraded from SQL 2005 to SQL 2012	September 2015
State	Retention Period on Court Public Website	Add retention period calculation to Public Access site according to AO 2014-115	October 2015

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 TEMPE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Light Rail Handheld Device Upgrade (in partnership with Valley Metro, City of Mesa and City of Phoenix)	Integration of new handheld units used by Valley Metro to issue Light Rail Complaints across 3 cities to Tempe CMS for Electronic filings of complaints.	Implemented November 2015
Local	Parking Handheld Unit Upgrade	Interface with handheld unit for electronic filing of Notice of Violation(NOV)	Implemented in November 2015
State	Consolidated Warrant Form	Create a consolidated warrant process for all warrant types and produced mandated form	Implemented December 2015

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INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. 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
N/A						

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 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
On-Line Criminal History Updates	Update criminal disposition information to DPS electronically and receive confirmation.	FY17	Underway	
CMS Enhancements to Protective Order Module	Complete re-write of the PO Module to incorporate usable workflow and systemic creation of forms	FY18	Underway	
Public Access Site Expansion	Evaluate ability to expand current Tempe Municipal Court Public Access site to include court docket calendars	FY17	Conceptual	
Regional Veterans' Court Participation	Conduct a CMS Gap Analysis to facilitate participation in the East Valley Regional Veterans' Court	FY17	Conceptual	
Implement Case Aging Standards	As new case processing time standards are established, update CMS.	FY16	Underway	

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology 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 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.

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)

Schedule determined by AOC.

2. General Importance or Impact to Your Court:

To be determined based upon development of system and impact to the Court and Municipality.

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.

Anticipated rollout timeline: Started 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 time frame
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2. General Importance or Impact to Your Court: To be determined based upon development of system and impact to the Court and Municipality.
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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.

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)	TBD
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2. General Importance or Impact to Your Court:
 To be determined based upon development of system and impact to the Court and Municipality.

**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.

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:

To be determined based upon development of system and impact to the Court and Municipality.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Tempe Municipal Court	0	\$330,305	1	2
Other Dept.	0	\$703,760		

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APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Administration	Windows 7	8	3-5 yr cycle	Windows 7	1	Apple	2	0	3-5 yr cycle	1
Clerk	Windows 7	23	3-5 yr cycle	Windows 7	0	N/A	0	0	3-5 yr. cycle	16
Other	Windows 7	2	3-5 yr cycle	Windows 7	1	N/A	0	2	TBD by City	

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration	0	7	0	5	4
Clerk		7			
Other					

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3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Administration	VMware ESX 6.1	4	Windows 2008 R2	5-year cycle
	Dell PowerEdge 1800	2	Windows 2003	Retiring system

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	9	Win 7	Checkpoint IP 560	Patch mgmt, Microsoft anti-virus, VPN, RAS, Citrix, MS Terminal Server
Clerk	39	Win7 Windows Server 2003, 2008, 2008R2	Checkpoint IP 560	Patch mgmt, Trend anti-virus, VPN, RAS, Citrix
Other	16			

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Case Management System	CMS	Case and financial management system	Police/Prosecutor/Social Services/Accounting/MVD/AOC	Court and City IT	6/2009	N / A
Calendaring	MS Outlook 2010 and CMS	Administration Calendaring and Court Case Calendaring	CMS/Outlook	Tempe IT/Court Staff	8/2009	2017
Electronic Calendar Display System	Infax Calendar Display	Displays docket and courtroom information	Tempe CMS	Infax Systems	2003	Currently exploring upgrade options
Exhibit Tracking	CMS	Case and financial management system		Court and City IT	6/2009	TBD
Digital Recording	Liberty Recording	Digital Recording		JCG Technologies	6/2013	TBD
Financials/Cash Management System	CMS	Case and financial management system	PeopleSoft Financials 9.1	Court and City IT	6/2009	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
File Tracking	N/A					
Forms Generation	SSRS	Forms generation in CMS	SIRE	Court and City IT	8/2009	TBD
Court Performance / Metrics Tracking Tool	CMS	Workload Indicators, monthly reports, daily queues and workflows.		Court and City of IT	8/2009	TBD
Electronic Storage (SAN, NAS, etc.)	HP 3Par	HP SAN/NAS	VMware	HP / City of Tempe IT	2012	TBD by City IT
Data Backup/ Recovery System	HP Surestore	Data replication, archival, and recovery system	Microsoft and VMware	HP	2014	TBD by City IT
E-mail Application	MS Outlook 2010	Email /Calendar application	CMS	City of Tempe IT	8/2009	2017
Report Writing Tool	SSRS	Report writer	CMS	Court and City IT	8/2009	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Problem and Change Management	RemedyForce	ITIL based IT service management system.		Remedy BMC	7/2013	Vendor hosted
Software Configuration Management	SCCM 2012	Microsoft System Center Configuration Manager	Microsoft Windows	Microsoft	8/2011	2017/upgrade
Systems Development Productivity Software	VB.Net ASP.Net	Microsoft development tools	MS SQL	Microsoft	N/A	N/A
Hardware & Software Asset Management	RemedyForce	ITIL based IT service management system.		Remedy BMC	7/2013	Vendor hosted
Procurement/ Materials Management	PeopleSoft Financials 9.1	Procurement Management	CMS	City of Tempe IT	5/2012	TBD by City of Tempe IT
Adobe Acrobat Reader	Adobe V 10			Adobe Local PC	2013	TBD by City of Tempe IT
Adobe Acrobat Professional	Adobe V 10	Adobe Professional		Adobe Local PC	2013	TBD by City of Tempe IT

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
MS Office Suite	MS Office 2013	Word, Excel, PowerPoint, Access		MS/City of Tempe IT	2013	0365 in 2017
Database(s)	MS SQL 2012	Microsoft SQL Server 2012		MS/City of Tempe IT	6/2011	TBD by City of Tempe IT
Project Mgmt Tracking	MS Project	MS Project 2003		MS/Local Staff		As Needed
Timekeeping	PeopleSoft HRMS 9.1	Human Resources and Timekeeping		City of Tempe IT	11/2010	TBD by City of Tempe IT
Human Resources Software	PeopleSoft HRMS 9.1	Human Resources and Timekeeping		City of Tempe IT	11/2010	TBD by City of Tempe IT
Virus Protection	Microsoft Endpoint Protection	Microsoft anti-virus and spyware detection	Systems Center	City IT	Current	Updated daily
Fines, Fees and Restitution Enforcement Module for FARE Participation	N/A					
Tax Intercept Program (TIP)	TIP			AOC, City of Tempe Court and IT	12/2011	TBD
Web IVR Payment Systems	IVR/IWR	Online and Phone Payment processing	CMS	First Data/Court and City IT	4/2012	Update as needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Digital Audio for Courtroom Recording Video for Courtroom Recording Document Scanning and Imaging Electronic Document Management System Integration (ASC3) - electronic data sharing with county/city law enforcement Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor	Liberty Recording	Digital Audio Courtroom recording system		JCG Technologies	8/2013	TBD
	N/A					TBD
	SIRE.Net File Center and Capture 6.6	EDMS	CMS	SIRE /City of Tempe IT	Upgraded 7/2014	TBD by City of Tempe IT
	SIRE.Net File Center and Capture 6.6	EDMS	CMS	SIRE / City of Tempe IT	Upgraded 7/2014	TBD by City of Tempe IT
	N/A					
	Tempe CMS	Prosecutor Module of CMS	Court CMS	City to Tempe Court and IT	6/2011	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD	Tempe CMS	Case Management System		City of Tempe Court and IT	6/2009	TBD
Integration - Electronic Data Sharing/Reporting to City Finance System	Tempe CMS	Case Management System	PeopleSoft Financials 9.1	City of Tempe Court and IT	6/2009	TBD
Data Warehouse	N/A					

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Jury Management System	Agile	Maricopa County Jury Commission Jury Management System		Maricopa County	2012	TBD by Maricopa County
Public Access	Tempe Municipal Court Public Access Site	Provides case and disposition information	Tempe CMS	Court and City of IT Staff	2/2015	TBD
Bulk Data by Subscription	N/A					
Court Intranet and Supporting Applications	Microsoft Front Page 2003 /SharePoint 2010	Intranet		City of Tempe IT	3/2015	City of Tempe is currently in the process of migrating department to

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
						new environment.
Court Web Site	Vision Content Management System	Internet content management software	Tempe CMS	Court & City IT	2012	TBD by City of Tempe
Interactive Voice Response System (IVR)	IVR	Phone payment processing system	Tempe CMS	First Data/Court and City of Tempe IT	5/2012	Update as needed
Hardware / Software Inventory Timesheet	System Center	Enterprise management platform	Microsoft	Microsoft and City of Tempe IT	2010	2016
	PeopleSoft HRMS v9.1	Human Resources and TimeKeeping		City of Tempe IT	11/2010	TBD by City of Tempe IT
Photo Enforcement and Redlight IC Verify	N/A					
	N/A					
Process Service Data Transfer	N/A					

ATTACHMENT 7
 TEMPE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH
 ENTERPRISE ARCHITECTURE

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

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

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Netscape		IE 8-10, FireFox, Chrome	TBD City of Tempe IT
User Interface Delivery Method for Business Applications	Character based	Silverlight	Group Policy MS Windows	TBD City of Tempe IT
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		SIRE 6.6	TBD City of Tempe IT
Document Imaging	Kofax Card	Kofax Ascent Capture	SIRE 6.6	TBD City of Tempe IT
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal ≤10 MS-SSRS 2005	MS-SSRS 2012	TBD
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	MS-SSRS 2009	TBD

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 TEMPE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	VB .Net Framework 4.4	TBD
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2013	TBD
Source Control	Aldon		MS Team Foundation Server	TBD City of Tempe IT
Analysis Tools	HOW		N/A	
Office Productivity Tools				
Word Processing	WordPerfect, Word ≤2003	Word 2007	MS Word 2010	TBD City of Tempe IT
Spreadsheet	Excel <2003, QuattroPro	Excel 2007	MS Excel 2010	TBD City of Tempe IT
Presentation	PowerPoint ≤2003, CorelDraw	PowerPoint 2007	PowerPoint 2010	TBD City of Tempe IT
Local Standalone Database	MS-Access ≤2003	Access 2007	MS Access 2010	TBD City of Tempe IT
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	MS Exchange Server, MS Outlook 2010	2017
Instant Messaging		MS-Live Communication Server		
Data Architecture				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL Server 2012	TBD

ATTACHMENT 7
 TEMPE MUNICIPAL COURT
 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Warehouse DBMS		Informix XPS, SQL Server 2008	SQL2012	TBD
Data Exchange Model		Fixed format, XML homegrown	Fixed format, XML	TBD
Networks and Platforms				
Network Protocol	SNA		TPC/IP	TBD City of Tempe IT
Wireless Network Access	WEP		802.1x EAP	TBD City of Tempe IT
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Microsoft Windows Server 2012 Active Directory	TBD City of Tempe IT
Client Operating System	≤Windows XP	Windows 7, Vista	Window 7 Pro	TBD City of Tempe IT
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	MS Windows 2008R2	TBD City of Tempe IT
Mobile Operating Systems	BlackBerry O/S		IOS, Andriod	TBD City of Tempe IT
Shared Services				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	Web-Services	TBD City of Tempe IT
Message Transport Middleware				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ V5.3, V6.0	TBD City of Tempe IT
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	N/A	

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 INFORMATION TECHNOLOGY STRATEGIC PLAN: 2017-2019

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	N/A	
	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	N/A	
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	MQ V5.3/V6, Secure FTP	TBD City of Tempe IT

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