



# FISCAL YEARS 2017-2019



## PIMA COUNTY ARIZONA JUDICIAL BRANCH INFORMATION TECHNOLOGY STRATEGIC PLAN

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# **PIMA COUNTY COURTS**

## **INFORMATION TECHNOLOGY STRATEGIC PLAN**

### **FOR FISCAL YEARS 2017-2019**

#### **INTRODUCTION**

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

The courts in Pima County are composed of the following:

<b>Superior Court</b>
<b>Clerk of the Court</b>
<b>Juvenile Court</b>
<b>Pima County Consolidated Justice Court</b>
<b>Tucson City Court</b>
<b>Ajo Justice Court</b>
<b>Green Valley Justice Court</b>
<b>Marana Municipal Court</b>
<b>Oro Valley Magistrate Court</b>
<b>Sahuarita Municipal Court</b>
<b>South Tucson City Court</b>

The Presiding Judge of the Superior Court provides broad administrative direction to the courts of the county. Each court also works closely with its local funding agency, which is county government for Superior, Juvenile and Justice Courts and city government for municipal or magistrate courts.

Automation for the county's smaller courts is primarily centralized with the Administrative Office of the Courts. Superior Court (including Juvenile), the Consolidated Justice Court and Tucson Municipal Court (which is now an AZTEC user) function on their own systems. The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

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

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

## EXECUTIVE SUMMARY

The Pima County Courts Information Technology Strategic Plan provides an overview of the current status of information technology in the courts. It also specifies the business and information technology goals, objectives, strategies and actions necessary for the courts to continue to meet their business objectives in providing appropriate services to the community.

The first consolidated Information Technology Strategic Plan was published in February 2000. With each annual review the plan has been adapted to keep pace with the demands from within the courts and the justice system to meet the needs of the community. Pima County courts are constantly searching for ways to improve the quality of the services that they deliver, while exercising proper fiscal responsibility in the current funding environment. As a result, we are becoming more flexible, more innovative and more responsive to both the public and our internal customers. Technology initiatives and projects comprise the core any IT Strategic Plan. This plan highlights many initiatives that reflect the courts' commitment to continual improvement.

Juvenile Court, in conjunction with the AOC and local partners, successfully implemented JOLTSaz. The Consolidated Justice Court completed its implementation of Agave. Superior Court, Clerk of Court, and Juvenile Court, with the support of the AOC, have completed the expansion of Agave to include the Juvenile Court bench. Agave, JOLTSaz and the Pima County Attorney system (CAMMS) are now successfully exchanging Juvenile case information.

Pima County's pilot of AZTurboCourt eFiling system for civil filings was expanded to include additional firms. During the upcoming year, general release implementation will be followed by mandatory Civil Efiling.

In conjunction with the AOC, Superior Court and the Clerk of the Court have begun a pilot installation of a "Bench Automation" project called aiSmartBench.

Pima County's judicial decision-makers will continue to use the process of creating its Information Technology Strategic Plan for the identification, prioritization and selection of those information technology services and projects that offer the greatest value to the Pima County courts' workforce and to the community. The plan also serves as a resource for court employees so that they can understand how critical technologies impact their jobs and service delivery.

## A. PLANNING METHOD AND PARTICIPANTS

As a result of changes authorized by the Commission on Technology, limited jurisdiction courts in the county have been excluded from the Superior Court Plan development process. Pima Consolidated Justice Court (PCCJC) and Tucson City Court now submit plans directly to the Administrative Office of the Courts. Those plans may appear as attachments to this document once published.

This section outlines the participants and processes that contributed to formulating the Information Technology Plan for the Pima Superior Court, Clerk, and Juvenile Court.

Participants included:

<b>Tina Mattison</b> <b>Rona Newton</b>	Deputy Court Administrator: Pima County Juvenile Court Director, Information Technology and Research: Pima County Juvenile Court
<b>Mark McConnell</b>	Assistant Director, Network and Technical Services: Pima County Juvenile Court
<b>Michael Klinicki</b>	Assistant Director, Application Development and Reporting: Pima County Juvenile Court
<b>Toni Hellon</b> <b>Sean Abrigo</b>	Clerk of Court: Superior Court in Pima County Director, Information & Technology: Pima County Clerk of Superior Court
<b>Kent Batty</b> <b>Laura Johnston</b>	Court Administrator: Superior Court in Pima County Director, Information Technology: Superior Court in Pima County
<b>Dean Hammel</b>	Assistant Director Information Technology, Application Development & Services: Superior Court in Pima County
<b>Cody Meabon</b>	Assistant Director Information Technology, Infrastructure & Support: Superior Court in Pima County
<b>Nancy Smith</b>	Field Trainer: Superior Court in Pima County

## B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

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.

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

The court has identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follows:

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Superior Court	<p>Continued execution of the details of the Operational and Transitional Plan.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Protecting Children, Families, and Communities;</i></p> <p><i>Improving Court Processes to Better Serve the Public;</i></p> <p><i>Enhancing Professionalism within Arizona's Courts;</i></p> <p><i>Improving Communications and Community Participation</i></p>	<p>Implement actions items as approved and as priorities permit. Topic areas include:</p> <ol style="list-style-type: none"> <li>1) Improve workforce excellence;</li> <li>2) Modernize and ensure safe courthouse facilities;</li> <li>3) Provide better access and services to the public;</li> <li>4) Re-examine case flow management and court processes;</li> <li>5) Improve public trust and understanding.</li> </ol> <p>IT supports work of action teams, and implementations when needed, as elements of the Operational and Transitional plan are executed. Some recently identified projects appear below as appropriate.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>Superior Court</b></p>	<p>In a joint effort with the Clerk, further develop Agave as an all-in-one case management and document preparation/distribution system.</p> <p>Initiatives support: <i>Improving Court Processes to Better Serve the Public</i></p>	<p>In 2016, continue to maintain and enhance Agave based upon the needs of the court. This will include: build a mental health module to meet Mental Health Court Standards, build a new module to track post family law actions in support of Arizona case processing time standards, and develop functionality in Agave to support records retention/destruction requirements.</p>
<p><b>Superior Court</b></p>	<p>Improve the productivity and quality of courtroom proceedings, to enhance the decision-making process for judges.</p> <p>Initiative supports: <i>Improving Court Processes to Better Serve the Public</i></p>	<p>Implement aiSmartBench for all superior court benches.</p>
<p><b>Superior Court</b></p>	<p>Continue to improve the level of services to <i>self-represented</i> litigants to enhance their access to the legal process by improving forms and online capability.</p> <p>Initiatives support: <i>Promoting Access to Justice;</i> <i>Improving Court Processes to Better Serve the Public;</i> <i>Improving Communications and Community Participation</i></p>	<p>Deploy additional features including <i>pro per</i> access and functions. Continue the translation of forms and instructions into Spanish (as approved by the prioritization committee).</p> <p>Continue evaluating the level of services offered SRL's.</p>
<p><b>Superior Court</b></p>	<p>Continue work on improving the security of the court's data and technology resources.</p> <p>Initiatives support: <i>Promoting Access to Justice;</i> <i>Improving Court Processes to Better Serve the Public</i></p>	<p>Continue to monitor external activity, proactively complete risk assessments to identify external threats and vulnerabilities, and execute required remediation actions.</p> <p>Evaluate moving external-facing websites to the cloud to leverage state-of-the-art security appliances, and replace legacy website technology.</p> <p>Continue to teach annual computing network security (CNS) classes to superior court staff.</p>
<p><b>Superior Court</b></p>	<p>Continue work on the court's emergency management and COOP plan.</p> <p>Initiatives support: <i>Promoting Access to Justice;</i></p>	<p>Based on COOP plans, identify appropriate IT actions and work with court administration to assess and develop alternative offsite disaster recovery plan, as required.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	<p><i>Protecting Children, Families, and Communities;</i></p> <p><i>Improving Court Processes to Better Serve the Public;</i></p> <p><i>Enhancing Professionalism within Arizona's Courts; and</i></p> <p><i>Improving Communications and Community Participation</i></p>	
<b>Superior Court</b>	<p><i>Improving Court Processes to Better Serve the Public</i></p>	<p>Support data integration with state-level systems through participation in e-filing, e-access, aiSmartBench, and other state initiatives.</p>
<b>Superior Court</b>	<p>Integrate more closely at the Pima County level with local Justice Partners.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Improving Court Processes to Better Serve the Public</i></p>	<p>Participate with local Justice Partners through cooperative efforts in support of the MacArthur grant project (if we are a recipient of the grant award) and other partner integration initiatives.</p>
<b>Superior Court</b>	<p>Improve the capacity of Agave for producing documents electronically.</p> <p>Initiative supports:</p> <p><i>Improving Court Processes to Better Serve the Public;</i></p> <p><i>Improving Communications and Community Participation</i></p>	<p>Expand the ability to “generate notices and emails” from Agave based upon case or party events or other case changes and distribute them electronically. This will be progressed once Exchange is migrated from on premise to the Microsoft cloud.</p>
<b>Superior Court</b>	<p>Update and/or replace functionally deficient or end-of-life hardware or software products or platforms to maintain technical efficiency and/or cost effectiveness.</p> <p>Initiatives support:</p> <p><i>Improving Court Processes to Better Serve the Public</i></p>	<p>Develop appropriate plans that address legacy technology or end-of-life hardware or software that does not meet revised AOC architecture standards and has been identified in “retirement” status.</p> <p>Complete virtualized desktop infrastructure (VDI) pilot to validate thin-client opportunities as a future strategy.</p> <p>Move Microsoft Exchange to the cloud to eliminate on-premise infrastructure and migrate court staff to Office 365 and Windows 10.</p>
<b>Clerk of the Superior Court</b>	<p>Expand services and functions to the legal community and the public at large.</p>	<p>Broaden Pima Clerk’s e-filing presence to allow all case types to be filed electronically 24x7.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Clerk of the Superior Court	Provide improved court access to the legal community.	Expand the Clerk's CMS web presence to provide functionality outside of the court - per Rule 123.
Clerk of the Superior Court	Leverage court automation to increase court staff productivity through automated workflows and queues.	Integrate a workflow module into existing CMS/DMS applications. Workflow functions will provide customized data access views that are defined by the business flow and powered by electronic court documents and data.
Clerk of the Superior Court	Recoup valuable data entry lost when creating court related documents and streamline the document distribution process.	Extend the existing electronic document creation software to broaden data integration points with the court's CMS, consolidate ADRS oriented tasks into an automated environment and provide NICS reporting functionality.
Clerk of the Superior Court	Digitize the Court Environment	Expand and improve electronic signature and Hearing Officer review functions for e-filing. Update electronic signature functions for use in Windows 10 and Office 2016.
Clerk of the Superior Court	Digitize the Court Environment	Integrate collections software functions into the existing CMS.
Clerk of the Superior Court	Improve Data Exchange, Communications and Public Access	Expand e-filing to include all case types. Work with court partners to integrate e-filing access points. These access points will allow court partners to submit, share and access data/documents across the county network or over the Internet.
Clerk of the Superior Court	Improve Data Exchange, Communications and Public Access	Revamp public access points in key areas of the Clerk's Office.
Clerk of the Superior Court	Providing Access to Swift, Fair Justice Improve Data Exchange, Communications and Public Access	Provide a revamped case initiation process for e-filed cases. Consolidate e-filing tasks into a workflow module. Broaden data sharing (documents/data) initiatives with local court partners.
Clerk of the Superior Court	Providing Access to Swift, Fair Justice Digitize Court Environment	Expand DMS functions to include a complete work flow component and expand DMS functions to external applications (e.g. AZ TurboCourt, eAccess, aiSmartBench and EDocs).

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Juvenile Court	Promoting Access to Justice; Protecting Children, Families, and Communities; Improving Court Processes to Better Serve the Public; Enhancing Professionalism within Arizona's Courts; Improving Communications and Community Participation	Begin execution of the details of the Strategic Plan. Implement actions items as approved and as priorities permit. Topic areas include: Access to Justice Case Management/Efficient Operations Programs and Services Employee Development and Satisfaction External Relations IT supports the work of action teams, and implementations when needed, as elements of the Strategic plan are executed.
Juvenile Court	Improving Court Processes to Better Serve the Public	Pima Juvenile continues the collaboration with AOC, Pima Superior Court, Pima Clerk of the Court and the Pima County Attorney's Office to fully develop JOLTSaz and integrate it with Agave to receive the necessary CMS functions. The implementation of JusticeTools will provide better access to information regarding Juveniles as well as a case plan and graduated response matrix.
Juvenile Court	Improving Court Processes to Better Serve the Public	Juvenile Court IT will expand the Language Interpreter's database to allow for the use by the Juvenile Court interpreter's office.
Juvenile Court	Promoting Access to Justice; Improving Court Processes to Better Serve the Public	Continue work on improving the security of the court's data and technology resources. Continue to teach annual computing network security class to all superior court staff.
Juvenile Court	Improving Court Processes to Better Serve the Public	Support Statewide Case Management Systems data integration through participation in support of state initiatives.
Juvenile Court	Promoting Access to Justice; Protecting Children, Families, and Communities; Improving Court Processes to Better Serve the Public; Enhancing Professionalism within Arizona's Courts; and Improving Communications and Community Participation	Continue work on the court's emergency management and COOP plan. Run a full test of IT systems backup procedures. Based on COOP plans, identify appropriate IT actions and work with court administration to assess and develop alternative offsite disaster recovery plan, as required.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Juvenile Court	Improving Court Processes to Better Serve the Public	Work with Probation and CFS to provide data in support of Evidence Based Practice implementation and other initiatives, such as JDAI, Family Drug Court, and the Crossover Youth Practice Model.
Juvenile Court	Promoting Access to Justice; Protecting Children, Families, and Communities; Improving Communications and Community Participation; Enhancing Professionalism within Arizona's Courts	Work with Research and Evaluation Department to provide outcome monitoring data.
Juvenile Court	Promoting Access to Justice Improving Communications and Community Participation	Implement a newly-designed web page that includes new information, additional data, links, reports, publications, and forms that need to be more available to the public.
Juvenile Court	Improving Court Processes to Better Serve the Public	Update and/or replace functionally deficient or end-of-life hardware or software products or platforms to maintain technical efficiency and/or cost effectiveness.  Update and/or replace applications currently using software under AOC retirement status and refresh personal computers that have reached end of life.

## C. CURRENT TECHNOLOGY ENVIRONMENT

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

### Hardware

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

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

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, has undertaken a four-year equipment leasing cycle which is designed to refresh desktop hardware regularly to ensure that it incorporates the technology needed to support the evolution of statewide applications and projects. A new refresh effort is getting underway for FY14/15.

### Superior Court

Although the Superior Court desktop hardware environment includes a variety of PC models and resource levels, the latest standards are as follows:

Desktop PC:

HP EliteDesk 800 G1 Small Form Factor

- Intel core i5-4590
- 8 GB RAM, 500 Gb hard drive
- 19" flat panel display
- MS Windows 7
- MS Office 2007

Laptop:

HP EliteBook 850 G1 Notebook

- Intel core i5 – 4300U
- 8 GB RAM
- 500 GB hard drive
- 15.6” HD, wide screen display
- MS Windows 7
- MS Office 2007

**Clerk of Superior Court**

The Clerk of Superior Court in Pima County has several different Dell PC models in production. Some Pima Clerk’s production PC’s were recently upgraded to newer technology.

Desktop:

- Dell Optiplex 3010 Small Form Factor – Quad Core 3.2 GHz, 6GB Ram, 500GB hard drive, DVD/CD combo drive, 10/100/1000 NIC, 24” flat panel display, Windows 7 Pro/Windows 8 Pro/Windows 10
- Dell Dimension 4400, 4500 & 4550, P4 2.0 and 2.4 GHz, 256 and 512 MB RAM, 40 GB hard drive, 40x CD, 10/100 NIC, 15”, 17” and 19” flat panel displays.

Laptops:

- Sony VAIO 2.4GHz, 6GB RAM, 250 GB hard drive, DVD/CD combo drive, 10/100/1000 NIC 17” display, Windows 7 Pro
- HP NX7300 – 1.6 GHz Core2 processor, 2 GB RAM, 60 GB hard drive, 24x CD, 10/100 NIC, 56k modem, 15” TFT display, Windows 7
- Dell Latitude D610 – 1.7 GHz processor, 2 GB RAM, 100 GB hard drive, 24x CD, 10/100 NIC, 56k modem, 15” TFT display, Windows 7

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

**Juvenile Court**

Desktop PC:

Dell Optiplex 580 Small Form Factor

- AMD Phenom II Dual Core B55 processor (3.0Ghz)
- 4 GB RAM, 250GB hard drive
- 16x DVD+/-RW

- 17" flat panel display
- MS Windows 7 (SP1)
- MS Office 2010

Tablet:

Microsoft Surface Pro 3

- Intel Core i5 4300U / 1.9 Ghz processor
- 4 GB RAM, 128 GB SSD hard drive
- 12" touchscreen 2160 x 1440 (Full HD Plus) display
- MS Windows 8.1 (R2)
- MS Office 2013

(standard loaner)

Laptop:

Dell Latitude E6510

- Intel i5-580M – 2.66 GHz processor
- 4 GB RAM, 160 GB hard drive
- 8x DVD+/-RW
- 15.6 HD LED Display
- MS Windows 7 (SP1)
- MS Office 2010

Tablets (Bench)

- Microsoft Surface Pro 3 – 12" – Core i5 4300U 1.9 Ghz, 4 GB RAM, 128 GB SSD hard drive, 1GB NIC, Windows 8.1R2 License

Hardware for Pima County limited jurisdiction courts other than PCCJC and Tucson is specified, provided and supported by AOC/ITD. Connection to state provided/managed applications is achieved via AOC/AJIN network.

## Software

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

### Superior Court

Over the past year several Agave releases were implemented that included a total of 170 work items. The bench rotation module was also enhanced and a new module was built to support NICS. Configuration of Microsoft's cloud-based Dynamics application was completed to replace the Wang used by Conciliation Court and was deployed in February 2016. Civil eFiling moved from pilot to mandatory in 2016, and Superior Court continued to pilot the aiSmartBench application and build the infrastructure to support an enterprise deployment starting in March 2016.

### Clerk of Superior Court

Pima County Clerk utilizes Agave to manage all case actions filed in Superior and Juvenile Court. Clerk oriented, Agave functions include case/party/person (CPP) management, financial management and electronic document creation, distribution and management.

### Juvenile Court

Juvenile Court rolled out JOLTSaz, along with the SC Agave system for financials, calendaring, and MEO's and CAMMS, the County Attorney's system for prosecutorial functions. All were developed by in-house staff from the individual agencies and integrated to put the work of the PCJCC, SC, COC, and CA agencies together.

Software for Pima County limited jurisdiction courts other than PCCJC and Tucson is specified, provided and supported by AOC/ITD. Connection to state provided/managed applications is achieved via AOC/AJIN network.

## D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate and will 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.

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

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

## COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the county's courts in information technology projects from January 2015 to January 2016.

### Superior Court

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Infrastructure upgrade	Implemented solid-state drives in Agave cluster to improve speed, performance, and reliability	February 2015
Local	Infrastructure upgrade	Replaced end-of-life virtualized servers, upgraded VCenter licensing, and upgraded VMWare to V6	March 2015
Local	Infrastructure upgrade	Upgraded network backbone from 1Gb to 10Gb switches	April 2015
Local	Infrastructure upgrade	Implemented NetApp file storage to replace legacy SAN	April 2015
Local	Infrastructure upgrade	Implemented CommVault backup technology to replace 10-year old legacy tape system and provide disaster recovery capability	April 2015
Local	Infrastructure upgrade	Completed refresh for 232 PCs and upgraded judges to laptops in support of secure mobility initiative	April 2015
Local	Microsoft licensing	Completed Microsoft Office 365 licensing	April 2015
Local	Courtroom upgrade	Upgraded 27 courtrooms to support interpreter's audio functionality	June 2015

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Update Agave bench rotation module	Completed changes to bench rotation module to support Agave judge rotations	June 2015
Local	Infrastructure upgrade	Installed PCs at APO and Pretrial that access internet-based solution and replace 10-year old VuGate system	July 2015
Local	Infrastructure upgrade	Replaced outdated UPS equipment in second-floor data center	July 2015
Local	Infrastructure upgrade	Installed new POE switches at APO South, West, and East to support ShoreTel VOIP rollout	August 2015
Local	Agave releases	Completed Agave releases that included a total of 170 requests across all platform functions	January - December 2015
Local	Continue to improve services to self-represented litigants	Updated web-based English and Spanish language Family Law packets and instructions	January - October 2015
Local	Computing network security	Upgraded 6 servers to Microsoft Windows 2012 R2	August - October 2015
Local	COC web service	Built Agave web-service to support COC walk-up kiosks for passports, name change, and marriage licenses	August 2015
Local	MacArthur Grant	Participated in Phase 1 of the grant data collection effort with other justice partners	August 2015
Local	PeopleTrack	Participated in the consolidation of Downtown and Juvenile PeopleTrack databases	October 2015

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Computing network security	Upgraded Sophos management console and reconfigured Sophos for automated discovery	October 2015
Local	Computing network security	Upgraded external-facing web server from Microsoft Windows Server 2003 to 2008	October 2015
Local	Agave Mental Health module	Completed analysis and scoping for building an Agave-based mental health module to eliminate an outdated Microsoft Access database	October 2015
Local	Computing network security	Completed Firewall hardening through blocking of streaming media on public WiFi and blocking access to malicious sites	December 2015
Local	Infrastructure upgrade	Installed 131 new desktops and laptops in APO to eliminate 9-year old Netbooks	December 2015
Local	Infrastructure upgrade	Upgraded the Pretrial network and server infrastructure to improve performance and provide disaster recovery capability	December 2015
Local	Retire Conciliation Court CASA system, currently on the WANG platform	Completed configuration of Microsoft Dynamics CRM for Conciliation Court processes and implemented integration with Agave for attorney data	January 2016 (go live February 2016)
State	Mental Health NICS integration	Implemented electronic integration with the AOC for transport of records to the NICS repository	January 2015

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Bench automation	Implemented a new architecture for document retrieval that improved document rendering performance by 60%	February 2015
State	Case time standard reports	Completed Phase 1 reports for criminal and civil benches, and Phase 2 reports for the Family Law bench	March and August 2015
State	Civil e-filing	Implemented mandatory e-filing for civil bench and supported subsequent upgrade	June and October 2015
State	e-charging/e-criminal initiative	Participated with other justice partners in defining a common XML standard	June – December 2015
State	Bench automation	Implemented new infrastructure for aiSmartBench to support deployment to all court benches in 2016	July 2015
State	Bench automation	Completed big bang back-file processing for ~18 million documents and associated Agave data	July - November 2015
State	CNS training	Participated in development of CNS training class with Juvenile and delivered training to court staff	Throughout 2015

## Clerk of Superior Court

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	e-File Notifications	Provided "courtesy" email notification of electronically signed orders to e-filing attorneys.	April 2015
Local	Public Access – Kiosks (EZ-Q)	Deployed touch enabled kiosks into the newly remodeled Civil Unit. EZ-Q kiosks replaced paper forms with a fully automated means of initiating marriage licenses, name changes and passports.	May 2015
Local	Public Access – Clerk Review (EZ-Q)	EZ-Q Clerk Review is a user interface that allows staff to review customer entered data (via EZ-Q Kiosks) prior to case initiation into Agave.	May 2015
Local	Public Access – EZ-Q Queuing System	Replaced an antiquated "take-a-number" queuing function with a fully automated EZ-Q queuing system.	May 2015
Local	Deferral and Waived Court Fee Tracking	Expanded Agave Financial functions to include deferral and waived fee processing.	July 2015
State	NICS	Incorporated NICS data entry functions into EDocs.	January 2015
State	Civil e-Filing	Transitioned Civil e-filing from pilot to production.	May 2015
State	FARE	Migrated local collection functions from a retired system to FARE.	FARE Data Exchange Phase 1 was completed in November 2015.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Tax Intercept (TIP)	Migrated local TIP functions from a retired system to a new process that parallels the local FARE initiative.	TIP Data Exchange Phase 1 was completed in December 2015.

### Juvenile Court

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Mobility	Distributed surface pro's to all field probation officers to allow them to work remotely.	August 2015
Local	JusticeTools	Implemented the JusticeTools system to allow for probation officers to more productively work on graduated responses and case planning.	September 2015
Local	Mediation Database	Developed and integrated a new mediation database that integrates with JOLTSaz data.	December 2015
State	Yuma Conversion	Conducted the conversion of data from the Yuma legacy JOLTS database to the JOLTSaz database.	October 2015

## COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

**Superior Court**

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
<b>aiSmartBench</b>	Upgrade to V9.2, migrate pilot judges to new infrastructure, and begin deployment to additional judges	Judge/Bench Automation	Early adopter	FY17	Underway	
<b>Build Post Family Law Actions (PFLA) Module in Agave</b>	Modify Agave to add a new PFLA module to support state requirements for Time Standards Reporting Metrics	GJ CMS Enhancements	Mid-cycle implementation	FY17	Underway	
<b>Modify Agave to Meet AOC Retention Requirements</b>	Modify Agave to meet retention requirements outlined in AO 2014-117	GJ CMS Enhancements	Mid-cycle implementation	FY17	Underway	
<b>Integrate NICS into CCI</b>	Replace contingency NICS feed with CCI integration	GJ CMS Enhancements	Mid-cycle implementation	FY17	EA Req'd	

## 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
<b>Support eUniversa Implementation</b>	Modify Agave to provide Judge review functionality	Electronic Filing	Mid-cycle implementation	FY18	Conceptual	
<b>Build Time Standard Reports</b>	Build remaining Time Standard Reports for Phases 3 through 5	GJ CMS Enhancements	Mid-cycle implementation	FY17	Planned	
<b>Build New Integration Infrastructure to Updated AOC CCI Architecture</b>	The AOC is moving to a new CCI infrastructure that will be based on "push" and not "pull" of data	GJ CMS Enhancements	Mid-cycle implementation	FY19	EA Req'd	
<b>Disaster Recovery (COOP)</b>	Develop ITSD plan based on divisional input on COOP requirements	Disaster Recovery	Mid-cycle implementation	FY19	Conceptual	

Clerk of Superior Court

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
<b>E-Filing Enhancements</b>	Integrate e-filing automation into Agave	Electronic Filing	Early adopter	FY17	Underway	
<b>Collections/TIP</b>	Provide delinquent Agave financial data to FARE and TIP	FARE	One of the last	FY17	Underway	

Juvenile Court

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
<b>JOLTSaz Enhancements</b>	Work with AOC to enhance Phase I of JOLTSaz	JOLTSaz	Early adopter	FY17	Conceptual	

## 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
<b>JusticeTools</b>	Work with Vendor to develop needs assessment, case plan, and chronological notes to augment JOLTSaz	JOLTSaz	Early adopter	FY17	Underway	
<b>Disaster Recovery (COOP)</b>	Further develop and implement COOP	Disaster Recovery	Mid-cycle implementation	FY17	Underway	

Superior Court

<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>Incorporate Arnold Foundation Risk Factors into Pima Pre-trial Tool</b>	Modify Pima application to incorporate Arnold Foundation risk factors	FY17	Underway	
<b>Build Post Family Law Actions (PFLA) module in Agave</b>	Modify Agave to add a new PFLA module to support state requirements for Time Standards Reporting Metrics	FY17	Underway	
<b>Modify Core Agave Code to Enforce Strong Passwords and Password Resets</b>	The core Agave security functionality will be modified to support COT approved security guidelines	FY17	EA Req'd	
<b>Modify Infrastructure to Meet AOC Security Guidelines</b>	After security guidelines are approved by COT, analyze level of effort to incorporate	FY17	EA Req'd	
<b>Separate e-Filing from Other Replication / Make Highly Available</b>	Separation will minimize risk and provide a more stable e-filing environment	FY17	EA Req'd	
<b>Replace Pre-trial PIMA Website, CATS, and PACT</b>	Evaluate consolidated platforms that can support processes provided through PIMA, CATS and PACT	FY19	EA Req'd	

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Upgrade Microsoft Server 2003 to 2012R2 or later</b>	Upgrade remaining eight (6-8) MS Servers	FY17	EA Req'd	
<b>Upgrade Visual Studio</b>	Upgrade Visual Studio to latest version	FY18	EA Req'd	
<b>Upgrade Team Foundation Server 2010</b>	Upgrade TFS environment to most current Microsoft version	FY17	EA Req'd	
<b>Conciliation Court WANG Application Replacement</b>	Replace CASA with CARDS using Microsoft Dynamics Cloud Technology	FY16	Underway	
<b>Build Mental Health Module in Agave</b>	Replace legacy Microsoft Access database with Agave module and deliver functionality that meets AZ Mental Health Court Standards	FY17	Planned	
<b>Replace Legacy DotNetNuke technology</b>	Replace legacy technology and tools with scalable solution that offers content management functionality	FY19	Conceptual	
<b>Upgrade Court Staff to Windows 10 and Office 365</b>	Upgrade court desktops from Windows 7 to Windows 10 and Office 2007 to latest cloud version	FY17	EA Req'd	
<b>Move Exchange Services to the Cloud</b>	Migrate all Exchange mail services from onsite to the Microsoft cloud	FY17	EA Req'd	

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Replace e-Notes Application Used by Court Reporters</b>	Developed in an unsupported version of ColdFusion not compatible with current versions of software. Evaluate moving to a cloud-based solution	FY18	EA Req'd	Unsupported ColdFusion
<b>Upgrade Agave from SQL 2008R2 to Current SQL Version</b>	Upgrade the Agave databases to the latest version of SQL	FY17	EA Req'd	
<b>Move Jury System to JSI Cloud</b>	Evaluate financials along with pros and cons associated with moving from on premise to the cloud	FY17	EA Req'd	
<b>Virtualize Client-Side Applications</b>	Virtualize clients for Agave, Kronos, APETS, PACT and other applications	FY17	EA Req'd	
<b>Virtualize Desktop via Thin-Client Technology</b>	Moving to thin-clients will enable server side reimaging of desktops and more rapid response to malware incidents	FY18	EA Req'd	
<b>Upgrade non-AGAVE SQL Databases</b>	Upgrade all non-Agave databases to most current version of SQL	FY18	EA Req'd	8 SQL servers
<b>Modify Agave to Support Full-Screen Resizing</b>	The Agave architecture currently does not support dynamic sizing for larger screens. This project would require recoding every Agave screen to support dynamic sizing	FY18	EA Req'd	

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Agave Automated eMail Notifications</b>	Update Agave to incorporate automated email notifications. Project on hold until Exchange is moved to the cloud	FY18	On Hold	
<b>Agave Datastore Reorganization</b>	Simplify the array of 16 datastores to improve reliability which will impact reporting and other downstream processes	FY18	EA Req;d	

Clerk of Superior Court

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>E-Document - Workflow (Phase III)</b>	Extent the E-Document software to include a complete work flow component	FY17	Planned	
<b>ADRS</b>	Create an automated means for reporting charge/disposition data to DPS.	FY17	Underway	
<b>Clerk Public Access</b>	Provide automated public access points to better serve the	FY17	Underway	

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	community.			

Juvenile Court

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Office of Interpreter (OCI)</b>	Adapt the SC OCI database to include PCJCC Interpreter's office staff and data	FY17	Underway	
<b>Network Security Assessment and Remediation (as Needed)</b>	Security Infrastructure Upgrade	FY17	Underway	
<b>Upgrade Server Environment</b>	Upgrade existing server environment moving from Windows 2008 R2 or lower to Windows 2012 R2, Exchange Upgrade, SharePoint Installation, SQL Upgrade from 2008 R2 or lower to 2012 R2	FY17	Underway	
<b>Update Webpages</b>	Redesign current web pages and move to SharePoint platform.	FY17	Underway	

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

This section provides the Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

### STATEWIDE INITIATIVE ELECTRONIC FILING AND STANDARDIZED FORMS

**Description:**

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

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

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

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

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

**Superior Court:** Expand in next 12 months,  
**Clerk of the Court:** Expand in next 12 months

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

**2. General Importance or Impact to Your Court:**

**Superior Court:** Superior Court staff will work with AZTurboCourt resources to ensure business requirements are accurately captured and that information exchanges are correctly integrated into Agave. The eFiling Statewide initiative has the potential for a significant impact by incorporating a cost-effective implementation model to achieve improved electronic filing efficiencies. The Pima County Superior Court has been selected as one of the pilot sites for implementation.

**Clerk of the Court:** Managing documents filed with the Court is a cornerstone of the Clerk of Court's responsibilities. Clerk business staff will provide insight into the document intake process and help guide any development towards this end. Clerk technology staff will work with AZTurboCourt resources to ensure case/party/person data intake opportunities are captured with the intent of optimizing electronic document filing.

**STATEWIDE INITIATIVE**  
**GJ JUDGE/BENCH AUTOMATION**

**Description:**

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

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

Anticipated rollout timeline: Currently in pilot with Agave at Pima Superior Court with a move to a full production environment in January 2016. Expected pilot launch with AJACS at Yavapai Superior Court Winter 2015/16

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

**Superior Court:** 1-3 years

STATEWIDE INITIATIVE  
GJ JUDGE/BENCH AUTOMATION

**2. General Importance or Impact to Your Court:**

**Superior Court:** It is assumed that this initiative will begin as a part of the state and local eFiling project. The impact upon the local business processes will be significant. This initiative will require substantial training as the current business practices will change remarkably. Given the potential for time and cost savings for the Courts, the importance of this project is high.

## D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

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

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost (does not include local JCEF)	Number of:	City or County FTE Technical Support Staff
			Court FTE Technical Staff	
Superior Court	\$375 (NSmith PC)	\$3,042,797 (Gen Fund and ATF)	21 [+2 vacancies]	0
Clerk of Court	N/A	\$650,000	11 (+ 3 vacant positions)	0
Juvenile Court Center	N/A	\$1,512,990	15 (1 vacancy)	0

## APPENDIX A. CURRENT ENVIRONMENT

### 1. HARDWARE ENVIRONMENT BY COURT

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

Court	Number of PCs (desktops)	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Superior Court	682	Windows 7 Windows 10	178	Windows 7 Windows 10	184
Clerk of Superior Court	295	Windows 7, Windows 8, Windows 10	43	Windows 7, Windows 8 and Windows 10	87
Juvenile Court	420	Windows 7, 8.1, Windows CE	95	Windows 7, Windows 8.1	141

### 2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Imaging/ Scanning Workstations / Digital displays	Dedicated ACAP Training PCs
Superior Court	9 Jury 5 Law Library	42 at the clerk station 42 on the bench	120	14	0
Clerk of Superior Court	17	0	0	12	0
Juvenile Court	2 Passphrase Protected Wireless Access Point	28	28	N/A	N/A

### 3. LOCAL SERVER HARDWARE AND FUNCTION

#### Superior Court

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
(4) Dell PE 2950	2008/2008R2 /Server 2012R2	SQL 2005/2008	Superior Court	SQL/DEV
(5) Dell PE R710	2008/2008R2 /2012R2	SQL 2008	Superior Court	Virtual Host/Agave Cluster/SQL
(4) Dell PE R730	2012R2	N/A	Superior Court	CommVault Media Agent/ RDS Host
(1) Dell PE R810	2012R2		Superior Court	MDT 2013
(6) HP ProLiant DL380 Gen 9	VMware ESXi 6.0U1	N/A	Superior Court	VMWare hosts
Virtual	Server 2003		Superior Court	Agave Development
Virtual	Server 2008		Superior Court	Dev APO QA
Virtual	Server 2008		Superior Court	ASSP – Spam Filter
Virtual	Server 2003	N/A	Superior Court	Sidebar Messaging
Virtual	Server 2012R2	N/A	Superior Court	CommVault DR
Virtual	Server 2012R2	Express 2012	Superior Court	SCCM2012R2 Database
Virtual	Server 2008R2	SQL 2008	Superior Court	Solarwinds DB

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	Server 2008	N/A	Superior Court	Domain Controller
Virtual	Server 2008R2	N/A	Superior Court	Primary DHCP
Virtual	Server 2008R2	N/A	Superior Court	Secure DHCP (Mac Filter)
Virtual	Server 2012R2	N/A	Superior Court	Azure AAD Sync
Virtual	Server 2008R2	N/A	Superior Court	Domain Controller
Virtual	Server 2012R2	N/A	Superior Court	Domain Controller
Virtual	Server 2012R2	N/A	Superior Court	Future DHCP
Virtual	Server 2012R2	N/A	Superior Court	Future DHCP / Failover
Virtual	Server 2012R2	N/A	Superior Court	Nessus Vulnerability Management
Virtual	Server 2012R2	N/A	Superior Court	System Center Config Mgr. 2012R2
Virtual	Server 2008	N/A	Superior Court	File Server
Virtual	Server 2012R2	N/A	Superior Court	Sophos Enterprise Management
Virtual	Server 2008R2	N/A	Superior Court	eBenchApp
Virtual	Server 2008R2	N/A	Superior Court	eBenchQA
Virtual	Server 2008R2	SQL 2008	Superior Court	eBenchSQL

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	2008R2	N/A	Superior Court	eBenchWeb
Virtual	Server 2008	N/A	Superior Court	Pima Public, APETS Web, T3000, Sheriff Booking
Virtual	Storage Virtual Machine	N/A	Superior Court	FTR Archive
Virtual	Server 2008	N/A	Superior Court	FTR Server
Virtual	Server 2008R2	N/A	Superior Court	HEAT Helpdesk
Virtual	Server 2003	SQL 2005	Superior Court	HR SQL / HEAT SQL
Virtual	Server 2008	N/A	Superior Court	Digital Signage, Agave calendars
Virtual	Server 2012R2		Superior Court	Future Dev – PACT & APETS
Virtual	Server 2003		Superior Court	Dev PACT & APETS
Virtual	Server 2012R2	N/A	Superior Court	Future Dev – PimaWeb, Pima
Virtual	Server 2003	N/A	Superior Court	Dev PimaWeb, Pima
Virtual	Server 2008R2	N/A	Superior Court	JuryPlus Application Server
Virtual	Server 2008	N/A	Superior Court	JuryPlus Web
Virtual	Server 2008R2	N/A	Superior Court	JuryPlus Web App processing
Virtual	Server 2008		Superior Court	MQ Demo Server

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	Server 2008		Superior Court	MQ Development
Virtual	Server 2008		Superior Court	MQ Gamma test
Virtual	Server 2008		Superior Court	MQ Production
Virtual	Server 2008		Superior Court	MQ Test
Virtual	Server 2008R2	N/A	Superior Court	NetApp Server
Virtual	Linux	N/A	Superior Court	OnCommand Unified Manager – Monitors NetApp
Virtual	Linux	N/A	Superior Court	OnCommand Performance Monitor - NetApp
Virtual	CentOS	N/A	Superior Court	PowerChute APC UPS Management
Virtual	Server 2008		Superior Court	External Web Server
Virtual	Server 2003	SQL 2005?	Superior Court	Agave Replica
Virtual	Server 2012R2		Superior Court	SmartBench APP
Virtual	Server 2012R2		Superior Court	SmartBench SQL
Virtual	Server 2012R2		Superior Court	SmartBench Web
Virtual	Server 2012R2		Superior Court	SBWRK-1
Virtual	Server 2012R2		Superior Court	SBWRK-2

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	Linux		Superior Court	Kali Linux – Security Testing
Virtual	Server 2008R2		Superior Court	Exchange Server 2010
Virtual	Server 2012R2		Superior Court	CARDS – Scribe Production
Virtual	Server 2012R2		Superior Court	CARDS – Scribe Dev
Virtual	Server 2008R2	N/A	Superior Court	Solarwinds Console
Virtual	Debian Linux	N/A	Superior Court	Solarwinds Logging and Event Manager
Virtual	CentOS	N/A	Superior Court	Solarwinds Virtualization Manager
Virtual	Server 2008	SQL 2008	Superior Court	Agave, PeopleTrack
Virtual	Server 2012R2		Superior Court	SQLDBA?
Virtual	Server 2008		Superior Court	SQLDEV1
Virtual	Server 2008R2		Superior Court	Replica SQL Datastore
Virtual	Server 2008R2		Superior Court	SQLXfer
Virtual	Server 2008		Superior Court	Agave Reports
Virtual	Server 2008R2		Superior Court	SSRS Development
Virtual	Server 2008R2		Superior Court	SSRS Reporting Internal

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	Server 2008		Superior Court	Reporting Public
Virtual	Server 2008		Superior Court	Team Foundation
Virtual	SUSE Linux		Superior Court	VCenter 6.0U1
Virtual	SUSE linux		Superior Court	VCenter PSC 6.0U1
Virtual	Server 2003		Superior Court	Court Audio
Virtual	Server 2003	N/A	Superior Court	GoGlobal Server
Virtual	Server 2003	N/A	Superior Court	Trados Licensing
Virtual	Server 2012R2	N/A	Superior Court	VMWare Update Manager
Virtual	Linux	N/A	Superior Court	Cisco Prime Infrastructure
Virtual	Server 2008	N/A	Superior Court	Website development
Virtual	Server 2008	N/A	Superior Court	Web testing QA
Virtual	Server 2012R2		Superior Court	SmartBench Worker
Virtual	Server 2012R2		Superior Court	SmartBench Worker
Virtual	Server 2012R2		Superior Court	SmartBench Worker
Virtual	Server 2012R2		Superior Court	SmartBench Worker

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	Server 2012R2		Superior Court	SmartBench Worker
Virtual	Server 2012R2		Superior Court	SmartBench Worker
Virtual	Server 2012R2		Superior Court	SmartBench Worker
Virtual	Server 2012R2		Superior Court	SmartBench Worker
Virtual	Server 2012R2		Superior Court	SmartBench Worker
Virtual	Server 2012R2		Superior Court	SmartBench Worker
(2) NetApp FAS2552	N/A	N/A	Superior Court	Core Storage array: Virtual Machines, Backups, SnapMirrors
(4) Dell MD1200	N/A	N/A	Superior Court	CommVault Storage Array
(1) Dell MD3000i	N/A	N/A	Superior Court	Demo Environment Storage
(1) Dell MD 3420	N/A	N/A	Superior Court	Agave Cluster Storage Array
(1) GlobalCerts Secure Mail Gateway Appliance	N/A	N/A	Superior Court	Mail Gateway / Email Encryption

### Clerk of Superior Court

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Six DELL E5630	Windows Storage Server 2008		Clerk of Superior Court	Development, Image Processing, Backup Server, User Storage
Two DELL PowerEdge R730	Windows Server 2008 R2		Clerk of Superior Court	Domain Controller
Two DELL PowerVault	Windows Storage Server 2008		Clerk of Superior Court	Image Storage & Processing
Two DELL PowerEdge 6850	Windows Server 2008		Clerk of Superior Court	AgaveWeb (web server)
DELL PowerEdge R900/R910	Windows Server 2003/Server 2008 R2	MS SQL 2005	Clerk of Superior Court	AgaveWeb (replication)
Three DELL PowerEdge R510	Windows Server 2008		Clerk of Superior Court	Child Support data and user files
Four DELL PowerEdge 1750	Windows 2008		Clerk of Superior Court	Domain Controller, Backup Domain Controller, User Files

### Juvenile Court

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Dell/2900	Windows 2012 R2		Juvenile Court	File Server
Dell/2950	Windows 2003	SQL 2005	Juvenile Court	NVision Finance Application Server
Dell/2950	Windows 2012 R2		Juvenile Court	Domain Controller
Dell/1850	Windows 2008 R2		Juvenile Court	IT Server

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Dell/1850	Windows 2008 R2		Juvenile Court	KRONOS Dial-in Server
Dell/1950	Windows 2012 R2		Juvenile Court	Domain Controller
Dell/1950	Windows 2008 R2		Juvenile Court	RightFax Server
Dell/2650	Windows 2000		Juvenile Court	File Server
Dell/2650	Windows 2003	SQL 2005	Juvenile Court	Test JOLTSaz DB Server
Dell/2900	Windows 2012 R2		Juvenile Court	Backup Server
Dell/2950	Windows 2003	SQL 2005	Juvenile Court	JOLTSAZ Test DB Server
Dell/R610	Windows 2012 R2		Juvenile Court	Microsoft Hyper-V Virtual Machine Server
Dell/R610	Windows 2012 R2		Juvenile Court	Microsoft Hyper-V Virtual Machine Server
Dell/R610	Windows 2012 R2		Juvenile Court	Microsoft Hyper-V Virtual Machine Server
Dell/R610	Windows 2012 R2		Juvenile Court	Microsoft Hyper-V Virtual Machine Server
Dell/R620	Windows 2012 R2		Juvenile Court	Microsoft Hyper-V Virtual Machine Server
Dell/R620	Windows 2008 R2		Juvenile Court	Offsite Disaster/Recovery Storage Server
Virtual	Windows 2003		Juvenile Court	Crystal Enterprise Server
Virtual	Windows 2008 R2	SQL 2008 R2	Juvenile Court	Database Server

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	Windows 2008 R2		Juvenile Court	Domain Controller
Virtual	Windows 2008 R2		Juvenile Court	External Web Server
Virtual	Windows 2008 R2		Juvenile Court	Build Server
Virtual	Windows 2003		Juvenile Court	Intranet Web server
Virtual	Windows 2008 R2		Juvenile Court	Digital Signage Web server
Virtual	Windows 2008 R2		Juvenile Court	Web Service Server
Virtual	Windows 2008 R2		Juvenile Court	CCURE 9000 Server
Virtual	Windows 2008 R2		Juvenile Court	Proxy Server
Virtual	Windows 2008 R2		Juvenile Court / Kronos	KRONOS Analytics Server
Virtual	Windows 2008 R2	SQL 2008	Juvenile Court / Kronos	KRONOS Database Server
Virtual	Windows 2008 R2		Juvenile Court / Kronos	KRONOS Production Application Server
Virtual	Windows 2008 R2		Juvenile Court / Kronos	KRONOS Test Application Server
Virtual	Windows 2008 R2		Juvenile Court	Microsoft Exchange 2010 Server
Virtual	Windows 2008 R2	SQL 2012 R2	Juvenile Court	COREMR Medical Application Server
Virtual	Windows 2008 R2		Juvenile Court	Microsoft MDT Server

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	Windows 2003		Juvenile Court	Stromberg Application Web Server
Virtual	Windows 2008 R2		Juvenile Court	Microsoft System Center Configuration Manager Server
Virtual	Windows 2003 (64 bit)		Juvenile Court	NVision Application Terminal Server
Virtual	Windows 2008 R2		Juvenile Court	Remote Desktop Server for IT
Virtual	Windows 2008 R2		Juvenile Court	Print Server
Virtual	Windows 2008		Juvenile Court	Symantec Endpoint Antivirus Server
Virtual	Windows 2003		Juvenile Court	Synergen Terminal Server
Virtual	Windows 2008 R2		Juvenile Court	Remote Application Web Access Server
Virtual	Windows 2008 R2		Juvenile Court	Websense Web Security Gateway Server
Virtual	Windows 2008		Juvenile Court	Websense Filtering Server
Virtual	Windows 2008		Juvenile Court	Windows Update Server
Virtual	Windows 2003		Juvenile Court	Cisco WISM server
Virtual (QTY 7)	Windows 2008 R2		Juvenile Court	Remote Application Servers
Virtual (QTY 8)	Windows 2008 R2		Juvenile Court	Remote Desktop Servers
Virtual	Windows 2012 R2		Juvenile Court	Domain Controller

# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Virtual	Windows 2012 R2		Juvenile Court	Microsoft System Center Configuration Manager Server
Virtual	Windows 2012 R2	SQL 2012 R2	Juvenile Court	Microsoft System Center SQL Server
Virtual	Windows 2012 R2	SQL 2012 R2	Juvenile Court	Microsoft SQL Evaluation Server

#### 4. NETWORK ENVIRONMENT

NETWORK ENVIRONMENT						
Court/Dept.	Network O/S	Routers	Switches	Wireless	Network Firewall Brand / Model	Other Security Provisions
Superior Court	Server 2008 Server 2008R2 Server 2012R2 Windows 7 Windows 10 Cisco IOS: 15.1/15.3	(1) Cisco 4431 (2) Cisco 4900M (3) Cisco ASR 1001 (2) Cisco 2951 (3) Cisco 2851	(19) Cisco 2960X (75) Cisco 2960S (4) Cisco 2960	(53) Cisco 3502i AP (15) Cisco 1142n AP (1) Cisco 5508 Controller (1) Cisco Prime Virtual Appliance	Redundant Cisco ASA 5555X Redundant Palo Alto 3020	Behind County Firewall, Palo Alto intrusion detection system, Orion Security Monitor, Globalcerts Secure Mail Gateway, Sophos AV, McAfee Enterprise, ASSP Spam Filter
Clerk of Superior Court	Windows 7, 8 & 10 Windows Server 2008, Storage 2008, 2008 R2	2	9	2	Firewall and Internet security provided by county	County Firewall, Symantec Antivirus

NETWORK ENVIRONMENT						
Court/Dept.	Network O/S	Routers	Switches	Wireless	Network Firewall Brand / Model	Other Security Provisions
Juvenile Court	Windows Server 2000, 2003, 2008, 2008 R2, 2012 R2	Cisco ASA-5525-X Cisco 2851 Integrated Service Router	(1) Cisco WS-C4507R+E (4) Cisco WS-C4506-E (9) Cisco WS-C2960S	(1) Cisco 5508 Wireless Controller (9) Cisco AIR-CAP3502I AP's	Cisco ASA 5525X w/AMP	Barracuda Anti-Spam Appliance, Global Certs Secure mail Gateway, Cisco Firesight Management Appliance, Websense Web Security Gateway

## 5. SOFTWARE ENVIRONMENT

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

### Superior Court

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacemen t Date / Strategy
Agave	Superior Court/Clerk of Court	Superior Court	Standalone		N/A
APETS (Adult Probation Enterprise Tracking System)	AOC	Superior Court	N/A		N/A
ASSP Anti-Spam	Open Source	Superior Court	Open Source		Office 365 migration in FY17
CASA (Conciliation Court Tracking and Scheduling)	Superior Court	Superior Court	Standalone		Replace with Microsoft Dynamics in Feb 2016
Cassandra Owes – AZ Child Support	Cassandra Software	Superior Court	Vendor Package		N/A
CATS (Case Tracking System) for Pretrial Services	Superior Court	Superior Court	Standalone		Replace in FY19
COJET/ Training 3000 web (updated)	Superior Court	Superior Court	Standalone	January 2014	N/A
Court Interpreters Tracking	Superior Court	Superior Court	Module within Agave	March 2015	N/A

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacemen t Date / Strategy
Backup Technology for all data and systems	CommVault	Superior Court	Package	April 2015	N/A
FTR Gold	For The Record	Superior Court	Package		N/A
HEAT – Help Desk	Front Range	Superior Court	Package		Replace in FY17 or FY18
NeoGov Applicant Tracking	NeoGov	Superior Court	Package (cloud based)	2015	N/A
Internal Web Sites –Adult Probation Intranet -Superior Court Intranet -Court Reporter Site (e-notes) -APETS reporting -PIMA (Pretrial Application)	Superior Court	Superior Court	Stand alone		FY19
Jury+ Management System	JSI	Superior Court	Package	Upgraded Dec 2015	N/A
McAfee Virus Detection	McAfee	Superior Court	Package		N/A
Sophos Virus Detection	Sophos	Superior Court	Package		N/A
Exchange 2010	Microsoft	Superior Court	Package		Move to Office 365 and Exchange in the cloud FY17

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacemen t Date / Strategy
Microsoft Office 2007	Microsoft	Superior Court	Package		Move to Office 365 in FY17
Microsoft Office 365	Microsoft	Superior Court	Package	FY16	Migrate SC in FY17
Microsoft Project	Microsoft	Superior Court	Package		N/A
Microsoft SQL 2005, 2008R2, 2014	Microsoft	Superior Court	Package		Upgrade 2005 in FY17
Microsoft SQL Server Reporting Services (SSRS)	Microsoft	Superior Court	Package		N/A
Microsoft Visio	Microsoft	Superior Court	Package		N/A
Microsoft Visual Studio 2010 and 2013	Microsoft	Superior Court	Package		Upgrade in FY18
Microsoft Team Foundation Server 2010	Microsoft	Superior Court	Package		Upgrade in FY17
Microsoft Windows 7 and 10	Microsoft	Superior Court	Package		Upgrade to Windows 10 in FY17
Microsoft Server 2003, 2008, 2008R2, 2012R2	Microsoft	Superior Court	Package		Upgrade 2003 in FY17
EDocs Minute Entry Order	Clerk of the Court	Superior Court	Standalone		
Navision (Finance)	Microsoft	Superior Court	Package		N/A

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacemen t Date / Strategy
Kronos (Finance)	Kronos, Inc.	Superior Court	Package		N/A
People-Trak	People-Trak	Superior Court	Package	Upgraded Nov 2015	N/A
Piersons My Foundations (LearnLab)	Piersons Foundation	Superior Court	Package	Upgraded from Plato in 2015	N/A
Pre-GED Adult Probation (LearnLab)	McGraw-Hill	Superior Court	Package		N/A
Reading Horizons Adult Probation (LearnLab)	New Century Education Corp	Superior Court	Package		N/A
Pretrial Services Information Management Application (PIMA)	Superior Court	Superior Court	Standalone		N/A
Pretrial Services Automated Case Management and Tracking (PACT)	Superior Court	Superior Court	Standalone		N/A
Public Web Sites: <ul style="list-style-type: none"> <li>• Superior Court Website</li> <li>• Jury Service Website</li> <li>• Adult Probation Roloweb</li> <li>• PIMA Attorney Assignments</li> <li>• Adult Probation Provider Tracking</li> <li>• Conciliation Court-Parent Education class registration</li> </ul>	Superior Court	ALL	Standalone		FY19

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacemen t Date / Strategy
Secure Mail Gateway	GlobalCerts	Superior Court	Package		Eliminating in FY17 – replace with O365 EMS
SPSS (Statistical / modeling)	SPSS	Superior Court	Package		N/A
VMWare 6.0	VMWare	Superior Court	Package	Upgraded in 2015	N/A
Digital Signage lobby calendar display	Superior Court	Superior Court	Standalone	2014	N/A
aiSmartBench	Mentis (supported by Superior Court and Mentis)	Superior Court	Standalone	2015-2016	N/A
Dragon Naturally Speaking	Nuance	Superior Court	Vendor Package		N/A
Trados	SDL (translation software)	Superior Court	Vendor Package		N/A
Snag-It	TechSmith	Superior Court	Vendor Package		N/A

## Clerk of Superior Court

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacement Date / Strategy
Agave	Super Court/Clerk of Court	Superior Court	Standalone		
Agave Criminal Financials	Clerk of Superior Court	Superior Court	Bolt-On (Agave)		
Electronic Documents (E-Docs)	Clerk of Superior Court/Superior Court	Superior Court	Bolt-On (Agave)		
Project Passport DV/OoP/IAH Module	Clerk of Superior Court	Superior Court	Standalone		
Efiling (conversion to Agave)	Clerk of Superior Court	Superior Court	Bolt-On (Agave and E-Docs)		
AgaveWeb	Clerk of Superior Court	Superior Court	Bolt-On (Agave)		
CrimWeb	Clerk of Superior Court	Superior Court	Standalone		– retired June 2007
eLedger (Financial Reconciliation)	Clerk of Superior Court	Superior Court	Standalone		
Aliant/RevQ (collections)	Clerk of Superior Court	Superior Court	Package		
Tax Intercept Program (TIP)	Clerk of Superior Court	Superior Court	N/A		
Archive Child Support (pre-warehouse)	Clerk of Superior Court	Superior Court	Standalone		

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacement Date / Strategy
Smeadlink (File Tracking)	Clerk of Superior Court	Superior Court	Standalone		
Archived File Folder Tracking	Clerk of Superior Court	Superior Court	Standalone		
Microsoft Office 2007, 2010, 2013 & 2016	Microsoft	Superior Court, Juvenile Court	Package		
Visio	Microsoft	Superior Court	Package		
Visual Studio 2003, 2005, 2010	Microsoft	Superior Court	Package		Migrate to VS 2010 FY 18
Crystal Reports 11	Business Objects	Superior Court	Package		
MS Project	Microsoft	Superior Court	Package		
MS SQL 2005, 2008, 2012 & 2014	Microsoft	Superior Court, Juvenile Court	Package		
Windows 7, 8 & 10	Microsoft	Superior Court, Juvenile Court	Package		
Windows Server 2003, 2008 & Storage Server 2008	Microsoft	Superior Court, Juvenile Court	Package		

## Juvenile Court

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date / Strategy
Adobe Acrobat Professional	Adobe / Juvenile Court	Juvenile Court	Package		N/A
Adobe Acrobat Reader	Adobe / Juvenile Court	Juvenile Court	Package		N/A
Adobe Acrobat Standard	Adobe/Juvenile Court	Juvenile Court	Package		N/A
Adobe Photoshop	Adobe / Juvenile Court	Juvenile Court	Package		N/A
Agave	Superior Court / Clerk of the Court	Juvenile Court	Standalone		N/A
Arc View (GIS)	Juvenile Court	Juvenile Court	Package		N/A
Archive Box Tracking	Juvenile Court	Juvenile Court	Standalone		N/A
Babylon (Translation)	Juvenile Court	Juvenile Court	Package		N/A
BarTender Barcode Software	Juvenile Court	Juvenile Court	Package		N/A
CASAaz	AOC/Juvenile Court	Juvenile Court	Standalone		N/A
Cassandra Child Support Calculator	Juvenile Court	Juvenile Court	Standalone		N/A
Cisco ASDM	Cisco/Juvenile Court	Juvenile Court	Package		N/A

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacement Date / Strategy
Cisco Firesight Management Suite	Cisco/Juvenile Court	Juvenile Court	Package	2016	N/A
COJET Train 3000 Web	Superior Court	Juvenile Court	Standalone		N/A
Cold Fusion	Macromedia / Juvenile Court	Juvenile Court	Package		Replaced by SharePoint FY17
Creative Suites 5 (CS5) Premium/Web	Adobe / Juvenile Court	Juvenile Court	Package		N/A
Creative Suites 4 (CS4)	Adobe / Juvenile Court	Juvenile Court	Package		N/A
DCATS	AOC	Juvenile Court	N/A		N/A
Digital Persona Pro (Biometric login)	Digital Persona / Juvenile Court	Juvenile Court	Package		N/A
Electronic Documents (E-Docs) -- Minute Entry	Clerk of the Court / Juvenile Court	Juvenile Court	Package		N/A
For the Record (FTR Gold)	FTR / Juvenile Court	Juvenile Court	Package	2003	N/A
ID Works (badging)	DataCard / Juvenile Court	Juvenile Court	Package		N/A
JOLTSaz (Juvenile On-Line Tracking System)	AOC / Juvenile Court	Juvenile Court	Standalone	2013	N/A

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date / Strategy
Justice Tools (EBP Case Management Application)	JusticeTools/Juvenile Court	Juvenile Court	Standalone	2015	N/A
KRONOS (time & attendance)	KRONOS Inc. / Juvenile Court	Juvenile Court	Package	2012	N/A
Lexis Nexis Legal Research	Juvenile Court	Juvenile Court	Package		N/A
Maysi (Psych Evaluation)	Juvenile Court	Juvenile Court	Package		N/A
Microsoft Dynamics NAV (Finance)	Juvenile Court	Juvenile Court	Package	2007	
Microsoft Exchange 2010	Microsoft / Juvenile Court	Juvenile Court	Package		Replacing FY17 with Exchange 2013
Microsoft Internet Explorer 11	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft Hyper-V	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft Internet Information Services (IIS)	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft Office 2003 Developers Edition	Microsoft / Juvenile Court	Juvenile Court	Package		AOC Mandated
Microsoft Office 2010 Professional Plus (Word, Excel, Outlook,	Microsoft / Juvenile Court	Juvenile Court	Package		Upgrading FY17 or FY18 to Office 2016

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date / Strategy
Powerpoint, Publisher, OneNote and Access)					
Microsoft Office 2013 Professional Plus (Word, Excel, Outlook, PowerPoint, Publisher, OneNote and Access	Microsoft / Juvenile Court	Juvenile Court	Package		Upgrading FY17 or FY18 to Office 2016
Microsoft Project	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft SQL 2005, 2008 R2 & 2012 R2	Microsoft / Juvenile Court	Juvenile Court	Package		SQL 2005 replace by SQL 2014 in FY 17
Microsoft System Center 2012	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft System Center Endpoint Protection	Microsoft/ Juvenile Court	Juvenile Court	Package		NA
Microsoft System Center Virtual Machine Manager 2012	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft Visio (various versions)	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft Visual Studio.net 2005, 2010	Microsoft / Juvenile Court	Juvenile Court	Package		Req'd for JOLTSaz development

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date / Strategy
Microsoft Windows 2000 Server	Microsoft / Juvenile Court	Juvenile Court	Package		Replaced / Retired by FY17
Microsoft Windows 2003 Server	Microsoft / Juvenile Court	Juvenile Court	Package		Replaced / Retired by FY17 or FY18
Microsoft Windows 2008 Server	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft Windows 2008 R2 Datacenter Edition	Microsoft/Juvenile Court	Juvenile Court	Package		N/A
Microsoft Windows 2012 R2 Std Server	Microsoft / Juvenile Court	Juvenile Court	Package		N/A
Microsoft Windows 2012 R2 Datacenter Edition	Microsoft/Juvenile Court	Juvenile Court	Package		N/A
Microsoft Windows 7 Enterprise Edition	Microsoft / Juvenile Court	Juvenile Court	Package		Upgrade to Windows 10 FY17 or FY18
Microsoft Windows 8.1 R2 Enterprise Edition	Microsoft / Juvenile Court	Juvenile Court	Package		Upgrade to Windows 10 FY17 or FY18
NEOGov (Applicant Tracking)	NEOGov	Juvenile Court	Package	2015	N/A
Paper Port 11 (imaging)	ScanSoft / Juvenile Court	Juvenile Court	Package		N/A

Local Applications					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacement Date / Strategy
PeopleTrak (HR Application)	Juvenile Court	Juvenile Court	Package	2007	Upgrade FY17
RightFax	Captaris / Juvenile Court	Juvenile Court	Package		N/A
Safari Library Automation Program	Surpass / Juvenile Court	Juvenile Court	Package		N/A
Skype for Business	Microsoft/Juvenile Court	Juvenile Court	Package	2016	N/A
Secure Mail Gateway (SMG)	GlobalCerts/Juvenile Court	Juvenile Court	Package		N/A
SMART Notebook (collaborative learning)	SMART / Juvenile Court	Juvenile Court	Package		N/A
Solarwinds Network Management	Solarwinds / Juvenile Court	Juvenile Court	Package		N/A
SPSS Statistics Pkg	Juvenile Court	Juvenile Court	Package		N/A
Summit / Spillman	PCSO	Juvenile Court	Package		Sheriff decision
Symantec Antivirus Server	Symantec / Juvenile Court	Juvenile Court	Package		Replaced by Microsoft Endpoint by FY17
Tax Intercept Program (TIP)	AOC	Juvenile Court	Package		N/A

**Local Applications**

<b>Application Name</b>	<b>Developed/ Supported by</b>	<b>Courts Using</b>	<b>Vendor Package, Bolt-On, or Standalone</b>	<b>Implementation Date</b>	<b>Replacement Date / Strategy</b>
Wireless Control System (WCS)	Cisco	Juvenile Court	Package		N/A
Websense Web Security Gateway	Websense	Juvenile Court	Package		N/A
WordFast Professional (Translation App)	WordFast	Juvenile Court	Package		N/A

## 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.

### 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)
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Public Access	Netscape		Internet Explorer, Chrome	N/A
User Interface Delivery Method for Business Applications	Character based	Silverlight	N/A	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 (retirement only)
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		N/A	N/A
Document Imaging/	Kofax Card	Kofax Ascent Capture	N/A	N/A
Report Writer for Ad Hoc Reporting	Crystal <10 MS SSRS 2000	Crystal 10 MS SSRS 2005	MS SQL	N/A
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS SSRS 2005	MS SSRS 2008	N/A
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	VisualStudio .NET	Replace all ASP (classic) with .NET by FY19
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Agave - VS 2010 / 05,08.10.NET framework 1.1,2.0,3.5,4.x CATS 3 – Foxpro/SQL Server 2005	N/A
Source Control	Aldon		MS Team Foundation Server 2010	N/A
Analysis Tools	HOW		N/A	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 (retirement only)
<b>Office Productivity Tools</b>				
Word Processing	WordPerfect, Word ≤2003	Word 2007	Word 2007, 2010	N/A
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2007	Excel 2007, 2010	N/A
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2007	PowerPoint 2007, 2010	N/A
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	N/A	Replace Mental Health Database with Agave Module in FY17
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	Outlook 2007, 2010	N/A
Instant Messaging		MS-Live Communication Server	N/A	N/A
<b>Data Architecture</b>				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL 2005, 2008	Upgrade 2005 in FY17

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)
Data Warehouse DBMS		Informix XPS, SQL Server 2008	N/A	N/A
Data Exchange Model		Fixed format, XML homegrown	XML, MQ	N/A
<b>Networks and Platforms</b>				
Network Protocol	SNA		TCP/IP	N/A
Wireless Network Access	WEP		MAC filtering, authentication 802.1X, WPA2, Cisco Prime	N/A
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows 2003 and 2008	Replace 2003 servers with 2012R2 in FY17
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7 and 10	N/A
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows 2003, 2008, 2008R2, 2012R2	Replace 2003 servers with 2012R2 in FY17
Mobile Operating Systems	BlackBerry O/S		Android and iOS Smart phones	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 (retirement only)
<b>Shared Services</b>				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	.NET V4	N/A
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ 7.0.1.5	N/A
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	Scribe	N/A
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	Scribe	N/A
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V 6.0	FTP, SFTP	Switch over remaining FTP to SFTP in FY17.
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V 6.0	FTP, SFTP	N/A

**Clerk of Superior Court**

<b>Architecture Layers</b>	<b>Retirement</b> (targeted for de-investment)	<b>Containment</b> (limited to maintenance & current commitments)	<b>Current Court Technology or Product</b> (fill in)	<b>Remediation Plan / Timeline</b> (retirement only)
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Public Access	Netscape		Internet Explorer, Chrome & Firefox	
User Interface Delivery Method for Business Applications	Character based	Silverlight	N/A	
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		Agave EDMS	
Document Imaging	Kofax Card	Kofax Ascent Capture	Agave Imaging	
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS 2000	Crystal 10 MS SSRS 2005	Crystal Reports 11, MS SQL Server Reporting Services	
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS SSRS 2005	Crystal Reports 11, MS SQL Server Reporting Services	

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)
Development Languages	COBOL, JAM, RPG, MUMPS,	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	Visual Studio	
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2003, 2005, 2010	Migrate to VS 2010 FY 18
Source Control	Aldon		VSS, Team Foundation	
Analysis Tools	HOW		N/A	
<b>Office Productivity Tools</b>				
Word Processing	WordPerfect, Word ≤2003	Word 2007	Word 2007, 2010 & 2013	
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2007	Excel 2007, 2010 & 2013	
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2007	PowerPoint 2007, 2010 & 2013	

<b>Architecture Layers</b>	<b>Retirement</b> (targeted for de-investment)	<b>Containment</b> (limited to maintenance & current commitments)	<b>Current Court Technology or Product</b> (fill in)	<b>Remediation Plan / Timeline</b> (retirement only)
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	Visual Fox Pro, MS Access	Migrate to SQL 2014 FY18
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported)	Outlook 2007, 2010 & 2013	
Instant Messaging		MS-Live Communication Server	N/A	
<b>Data Architecture</b>				
DBMS	SQL Server ≤2005 FoxPro, Clipper	SQL Server 2008	SQL2005, 2008	Migrate to SQL 2014 FY18
Data Warehouse DBMS		Informix XPS, SQL Server 2008	SQL 2008, 2012 & 2014	
Data Exchange Model		Fixed format, XML homegrown	XML	
<b>Networks and Platforms</b>				
Network Protocol	SNA		TCP/IP	

<b>Architecture Layers</b>	<b>Retirement</b> (targeted for de-investment)	<b>Containment</b> (limited to maintenance & current commitments)	<b>Current Court Technology or Product</b> (fill in)	<b>Remediation Plan / Timeline</b> (retirement only)
Wireless Network Access	WEP		N/A	
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows 2003, 2005, 2008	
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7 or 8	
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows 2003, 2005, 2008	
<b>Shared Services</b>				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	Web Services, XML	
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	N/A	
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	SSIS	

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)
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	N/A	
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V 6.0	N/A	
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	N/A	

### Juvenile 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)
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Public Access	Netscape		Microsoft Internet Explorer 11	N/A
User Interface Delivery Method for Business Applications	Character based	Silverlight	Character based, Windows Form Based	N/A

<b>Architecture Layers</b>	<b>Retirement</b> (targeted for de-investment)	<b>Containment</b> (limited to maintenance & current commitments)	<b>Current Court Technology or Product</b> (fill in)	<b>Remediation Plan / Timeline</b> (retirement only)
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3			N/A
Document Imaging	Kofax Card	Kofax Ascent Capture		N/A
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS 2000	Crystal 10 MS-SSRS 2005	MS SQL Server Reporting Services 2008 R2 & 2012 R2	N/A
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS-SSRS 2005	MS SQL Server Reporting Services 2008 R2 & 2012 R2	N/A
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	VB.net, ASP.net, .net	N/A
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2005/2010, Visible Dev.	Eliminate Visible in JOLTSaz
Source Control	Aldon		Visual Safe Source	N/A
Analysis Tools	HOW		SPSS	N/A
<b>Office Productivity Tools</b>				

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)
Word Processing	Word Perfect Word ≤2003	Word 2007	MS Word 2010, 2013	N/A
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2007	MS Excel 2010, 2013	N/A
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2007	MS Power Point 2010, 2013	N/A
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	MS Access 2010	N/A
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	MS Outlook 2010, 2013	N/A
Instant Messaging		MS-Live Communication Server	ShoreTel Communicator	Skype for Business in 2016
<b>Data Architecture</b>				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	MS SQL Server 2005, 2008R2, 2012R2 MS Access	MS SQL 2005 Replaced by MS SQL 2014 in June 2016
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 (retirement only)
Data Exchange Model		Fixed format, XML homegrown	XML	N/A
<b>Networks and Platforms</b>				
Network Protocol	SNA		TCP/IP	N/A
Wireless Network Access	WEP		WPA2, 802.1x & Web-Auth	N/A
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows 2008 R2, Windows 2012 R2	N/A
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7 Windows 8.1	N/A
Server Operating System	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows 2000, 2003, 2008, 2008 R2 & 2012 R2	Replace 2000 & 2003 in 2016
Mobile Operating Systems	BlackBerry O/S		Android & iOS Smart Phones	N/A
<b>Shared Services</b>				

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)
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	XML	N/A
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	Web Service	N/A
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	SSIS	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 Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	FTP, SFTP	N/A
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	FTP, SFTP	N/A

# ATTACHMENT 1

## PIMA COUNTY CONSOLIDATED JUSTICE COURT INFORMATION TECHNOLOGY STRATEGIC PLAN FOR FISCAL YEARS 2017-2019

### INTRODUCTION

In the past the courts in Pima County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders contributed current technology issues facing their courts to determine the business drivers impacting technology. 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, non-ACAP limited jurisdiction 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 Departments.

The Presiding Judge of the Superior Court provides broad administrative direction to the courts of the county. Each court also works closely with its local funding agency, which is county government for Justice Courts and city government for municipal or magistrate courts.

Automation for the county's smaller courts is primarily centralized with the Administrative Office of the Courts. Superior Court (including Juvenile), the Consolidated Justice Court and Tucson Municipal Court (which is now an AZTEC user) function on their own systems. The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

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

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

This plan covers only the activities of Pima Consolidated Justice Court.

# ATTACHMENT 1

## A. PLANNING METHOD AND PARTICIPANTS

As a result of changes authorized by the Commission on Technology, limited jurisdiction courts in the county have been excluded from the Superior Court Plan development process. Pima Consolidated Justice Court (PCCJC) and Tucson City Court now submit plans directly to the Administrative Office of the Courts. Those plans may appear as attachments to this document once published.

This section outlines the participants and processes that contributed to formulating the Information Technology Plan for the Pima County Consolidated Justice Court.

Participants included:

The Honorable Maria Felix  
Doug Kooi  
Barbara Daniels  
Micci Tilton  
Jay Dennis

Presiding Judge  
Court Administrator  
Deputy Court Administrator  
Deputy Court Administrator  
Information Technology Manager

# ATTACHMENT 1

## B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

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:

6. Promoting Access to Justice;
7. Protecting Children, Families, and Communities;
8. Improving Court Processes to Better Serve the Public;
9. Enhancing Professionalism within Arizona’s Courts; and
10. 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 WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The court has identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follows:

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Pima County Consolidated Justice Court	Collection of court-ordered fines & assessments	Implement FARE (Strategic Project 1)
Pima County Consolidated Justice Court	Improve electronic communication and data exchanges with justice partners and other agencies.  Improve the Efficiency of the Court	Automated Disposition Reporting - Work with the AOC to determine if there is an opportunity to participate in the ADRS system  (Strategic Project 2)

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COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Pima County Consolidated Justice Court	<p>Improve electronic communication and data exchanges with justice partners and other agencies.</p> <p>Improve the Efficiency of the Court</p>	<p>Improve Warrant Reporting</p> <ul style="list-style-type: none"> <li>- Automate electronically sending new and quashed warrants to Law Enforcement</li> <li>- Develop a process for Law Enforcement Agencies to electronically request monthly Warrant Verifications</li> </ul> <p>(Strategic Project 3)</p>
Pima County Consolidated Justice Court	<p>Improve electronic communication and data exchanges with justice partners and other agencies.</p> <p>Improve the Efficiency of the Court</p>	<p>Automate additional data transfer from Pima County Attorney and Pima Superior:</p> <ul style="list-style-type: none"> <li>- Victim Information Update</li> <li>- Felony Dismissal/Grand Jury Indictment Dispositions</li> </ul> <p>(Strategic Project 4)</p>
Pima County Consolidated Justice Court	<p>Improve electronic communication and data exchanges with justice partners and other agencies.</p> <p>Improve the Efficiency of the Court</p>	<p>Automate additional MVD data transfer - replace manual process used to submit Abstracts</p> <p>(Strategic Project 5)</p>
Pima County Consolidated Justice Court	<p>Improve information available to the public.</p> <p>Improve the efficiency of the Court</p>	<p>Improve Public Web Site through the addition of new functionality</p> <p>(Strategic Project 6)</p>
Pima County Consolidated Justice Court	<p>Improve information available to the public.</p> <p>Improve the efficiency of the Court</p>	<p>Explore additional constituent notification and information presentation options such as email notifications and web portals</p> <p>(Strategic Project 7)</p>
Pima County Consolidated Justice Court	<p>Improve information available to the public.</p>	<p>Install MVD Self-Service Kiosk</p> <p>(Strategic Project 8)</p>
Pima County Consolidated Justice Court	<p>Improve the Efficiency of the Court</p>	<p>Desktop computer refresh</p> <p>(Strategic Project 9)</p>

# ATTACHMENT 1

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>Pima County Consolidated Justice Court</b></p>	<p>Improve the Efficiency of the Court</p>	<p>Create process maps of various Court operations to identify opportunities for streamlining, additional data exchanges, and the elimination of unnecessary steps.  (Strategic Project 10)</p>
<p><b>Pima County Consolidated Justice Court</b></p>	<p>Assure Continuity of Operations</p>	<p>Update the Court's Continuity of Operations Plan to include identification of critical systems, critical staff, alternative court location, instructions, and identification of required technical resources.  (Strategic Project 11)</p>

# ATTACHMENT 1

## C. CURRENT TECHNOLOGY ENVIRONMENT

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

### Hardware

Pima County Consolidated Justice Court procures and maintains its own computers, printers, servers, and A/V systems. Major categories of Information Technology hardware are outlined below.

#### Desktop:

PCCJC desktop hardware environment includes a variety of PC models. The latest standards are as follows:

- Intel I5 processor or better
- Windows 7, 64 bit operating system
- 8Gb memory
- 120Gb SSD drive (or larger)

#### Servers:

A larger proportion of the PCCJC Application, Database, and File Servers are virtualized utilizing VMWare ESXi in a 3 host clustered environment.

Physical servers are utilized where performance or special purposes dictate the need for dedicated hardware. Such systems include the SQL High Availability cluster, backup server, and domain controllers.

#### Courtroom Audio Visual:

At a minimum, each courtroom is outfitted with computers for the bench and clerk, digital recording, and presentation capabilities. Mobile evidence presentation carts are available when needed. A number of the courtrooms are also equipped with video conferencing.

#### Digital Signage and customer queuing:

PCCJC displays the court docket on large airport-like displays in the lobbies of 3 floors. Additionally, the court employs a computerized queuing system that provides both self-service and assisted service to the public.

# ATTACHMENT 1

## Software

In addition to the traditional office automation suite, Pima County Consolidated Justice Court utilizes the Agave Case Management System (CMS). Court business operations and the CMS are enhanced by in-house developed software. Many of these applications, such as the Digital Judicial Order system, integrate with AGAVE.

### D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court will participate and will 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.

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 1

## COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the county's courts in information technology projects from January 2015 to January 2016.

### PCCJC – Strategic Projects completed

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Participate in statewide collection	Create the data exchanges and business practice changes necessary to implement FARE	Data exchange design is complete and test data has been validated. Updates to automated processes and stored procedures 80% complete. Updates to CMS 75% complete.
Local	Upgrade CMS	Replace existing CMS with AGAVE CMS in early 2014. Partner with the Superior Court in Pima County and the Clerk of the Superior Court to adapt Agave case management system to justice court's needs	Completed - February 2014
Local	Improve technology in the courtroom	Update technology in courtrooms with software and hardware updates for calendaring, judicial orders and video hearings.	Completed – January 2015
Local	Website upgrades	Improve public website by providing better data security and services, improving access to mobile devices such as smart phones, and continuing to improve our Spanish language pages.	Completed – spring 2014
Local	Disaster Recovery	Establish a better disaster recovery site for court systems and improve disconnected backup strategies	Completed – January 2015

# ATTACHMENT 1

## PCCJC – Other local accomplishments

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	New Courthouse	Move into new court	Completed
Local	Update network infrastructure	Reconfigure Firewall to increase security and reliability	Completed
Local	Desktop Refresh	Replace all courtroom clerk and window clerk computers	Completed
Local	Increase accessibility to case scheduling information	Install and configure Digital Signage and Queuing system	Completed
Local	Reduce system redundancy	Consolidate servers to reduce licensing costs and improve efficiency	Number of servers reduced by 25% and eliminated 3 SQL Servers
Local	Improve accuracy of information reported to MVD	Review, update and validate MVD reporting	Daily MVD feed is now reliable and accurate. Additional improvements are slated.
Local	Improve accuracy of information provided by Sheriff	Review, update and validate data feed from PCSO	Completely revised data feed to eliminate errors. Implemented new data format required when PCSO upgraded system.
Local	Increase the accuracy of incarceration status	Revised incarcerated party matching to expand criteria used to determine custody status for plaintiffs and defendants	Instituted a supplemental report that identifies potential matches based on name, DOB, SSN, DL #, Address, and Jail identifier.
Local	Reduce vulnerability associated with the failure of aging equipment	Replace HP Alpha with virtual server so legacy CMS will be available throughout the retention requirement	Completed
Local	Improve ability to track and manage COJET	Installed Justice Court Training application to allow for local COJET registration and compliance tracking.	Complete
Local	Comply with COJET Computer Network Security requirement	Created and held Computer Security class for all Justice Court staff	Complete

# ATTACHMENT 1

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	AOC Monthly statistical reports	Rewrote and submitted new versions of the AOC Monthly statistical reports.	Complete
State	AOC Case Aging reports	Created and submitted AOC Case Aging reports	Complete
Local	Participate in Pima County's MacArthur Foundation Grant	Generated data to support Pima County's MacArthur Foundation project	Data necessary to complete the evaluation phase of the grant has been provided to the committee.
Local	Increase performance and flexibility of document imaging application	Revise document scanning application to increase performance and flexibility	Replaced a proprietary scanner driver that was both costly and error-prone.

# ATTACHMENT 1

## COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

# ATTACHMENT 1

PCCJC

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
<b>FARE Collections</b>	Migrate to statewide collection system.	FARE/Data Warehouse	Among the last to implement	FY16	Underway	
<b>Improve Warrant Reporting</b>	Automate electronically sending warrant information to Law Enforcement	eWarrants	Mid-cycle implementation	FY18	Conceptual	
<b>Update Court's Continuity of Operations Plan</b>	Identification of critical systems, critical staff, alternative court location, instructions, and identification of required technical resources.	Disaster Recovery	Mid-cycle implementation	FY17	Underway	

# ATTACHMENT 1

PCCJC

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Automated Disposition Reporting</b>	Electronically provide case disposition information to law enforcement	FY17	Conceptual	
<b>Additional Data Feeds from Other Agencies</b>	Automate additional data exchanges with Pima County Attorney and Pima Superior Court to include Victim information and GJI/Dismissals.	FY17	Planned	
<b>Automate Submission of Abstracts to MVD</b>	Finalize the Automated Exchange of data with AZ MVD through scheduled submissions of abstracts	FY17	Planned	
<b>Improving Public Access through Web</b>	Provide additional on-line access for partner agencies and the public. The goal is to eliminate or reduce the need to physically come to the courthouse to perform routine tasks.	FY18	Planned	
<b>Constituent Notification Modernization</b>	Determine feasibility of using email, text, or other means of communications as a way of communicating with constituents	FY18	Underway	
<b>MVD Self-Service Kiosk</b>	Install an AZ MVD self-service Kiosk to improve constituents access to MVD resources	FY16	Underway	
<b>Desktop Computer</b>	Replace aging desktop computers	FY16	Underway	

# ATTACHMENT 1

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Refresh				
Create Process Maps of Financial Operation	Review current accounting processes and automate recurring tasks	FY17	Underway	
ASP Web Solution	Replace ASP Web app with solution that complies with Enterprise Architecture Standards	FY17	EA Req'd	

# ATTACHMENT 1

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

This section provides the Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE FINES/FEES AND RESTITUTION ENFORCEMENT PROGRAM	
<p><b>Description:</b>                      The Fines/Fees and Restitution Enforcement (FARE) Program is a statewide initiative of the Arizona Judicial branch. The program was developed in 2003 to assist Arizona courts with the compliance of monetary court orders and provides effective tools for enforcement.</p> <p>The program is a public/private partnership between the Administrative Office of the Courts, a private collections vendor, the Arizona Motor Vehicle Division, and the Arizona Department of Revenue. Participating courts are provided with effective tools to enhance collections</p> <p>Anticipated rollout timeline: April 2016</p>	
<p><b>3. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p><b><u>Immediately</u></b></p>
<p><b>4. General Importance or Impact to Your Court:</b>                      Migration from a local collection model to the statewide initiative requires modification of existing systems and implementation of additional procedures and practices.</p>	

# ATTACHMENT 1

## D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

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

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	City or County FTE Technical Support Staff
			Court FTE Technical Staff	
Pima County Consolidated Justice Court	N/A	\$ 591,994	9	0
Other	N/A		0	0

# ATTACHMENT 1

## APPENDIX A. CURRENT ENVIRONMENT

### 7. HARDWARE ENVIRONMENT BY COURT

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

Dept.	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Pima County Consolidated Justice Court	135	Windows 7 Pro	25	Windows 7 Pro	49

### 8. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Pima County Consolidated Justice Court	2	22	10	10	N/A

### 9. LOCAL SERVER HARDWARE AND FUNCTION

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
	3 Dell R710 Servers	VMWare	SQL 2008	PCCJC Staff	Host 25-30 Windows 2008 & 2012 production and development servers
	2 Dell R740 Servers	Windows 2008 R2	SQL 2012	PCCJC Staff	Database Server Cluster

# ATTACHMENT 1

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
	Dell R320	VMWare		PCCJC Staff	Offsite storage
	Dell R310	Windows 2008 R2		PCCJC Staff	Backup System
	Dell R320	Windows 2008 R2		PCCJC Staff	Domain Controller
	Dell 1950	Windows 2008 R2		PCCJC Staff	Domain Controller

## 10. NETWORK ENVIRONMENT

LOCAL AREA NETWORK & COUNTY HARDWARE						
Court/Dept.	Network O/S	Number of PCs on Network	Number of Laptops on Network	Number of Printers on Network	Network Firewall Brand/Model	Other Security Provisions
Pima County Consolidated Justice Court	Windows 2008 R2	125	25	49	CISCO ASAs	Barracuda Web Filter, Symantec AntiVirus, County Firewall

# ATTACHMENT 1

## 11. SOFTWARE ENVIRONMENT

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

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Adobe Acrobat Professional	Adobe/ Local Staff	Pima Consolidated Justice Court	Package		Adobe Pro DC slated for Feb 2016 purchase
Agave CMS (includes imaging and financial)	PCCJC	Pima Consolidated Justice Court	Standalone	February 2014	Updates and enhancements are ongoing
MS SQL Server 2008/2012	Vendor / Local staff	Pima Consolidated Justice Court	Package		SQL 2008 being retired. 2012 will be replaced within 5 years
File Tracking System (barcode based)	Local staff	Pima Consolidated Justice Court	Standalone		Rewrite planned for 2016
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	Pima Consolidated Justice Court	Package, Bolt-On	April 2016	
FTR court recording	FTR Local staff	Pima Consolidated Justice Court	Package	5.6.2 installed March 2015	Under software maintenance
Integration – electronic data reporting of citations / dispositions to MVD	AOC	Pima Consolidated Justice Court	Bolt-On	Rewritten – June 2015	Updates and enhancements are ongoing

## ATTACHMENT 1

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Integration – electronic data sharing with city/county prosecutor: FTP / Web services via county network	Local staff	Pima Consolidated Justice Court	N/A		Updates and enhancements are ongoing
Integration – electronic data sharing with county/city law enforcement: FTP via county network	Local staff	Pima Consolidated Justice Court	N/A		Updates and enhancements are ongoing
Interactive Voice Response System	Pima County ITD/CenturyLink Local Staff	Pima Consolidated Justice Court	Package		Participating in countywide IVR project
Microsoft Exchange 2007	Microsoft/Local staff	Pima Consolidated Justice Court	Package		Replace with Exchange 2016 in FY16/17
Microsoft Office 2007	Microsoft/ Local staff	Pima Consolidated Justice Court	Package		Replace with Office current version in FY16/17
Microsoft Project 2010	Vendor / Local staff	Pima Consolidated Justice Court	Package		Retire
Microsoft Visio	Microsoft/ Local Staff	Pima Consolidated Justice Court	Package		Upgrade as needed – not currently a mainstream application
Microsoft Visual Studio 2010	Microsoft/ Local Staff	Pima Consolidated Justice Court	Package		Will evaluate upgrade options in FY16/17

## ATTACHMENT 1

Application Name	Developed/Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Nihil PCCJCs Old CMS	Local staff	Pima Consolidated Justice Court	N/A		Replaced by Agave on 2/1/2014 - maintained for record retention and historical purposes only
NumeratracIT --Hardware and software inventory	Vendor / Local staff	Pima Consolidated Justice Court	Package		Under software maintenance
PeopleTrack Human Resources software	Vendor	Pima Consolidated Justice Court	Package		Under software maintenance
ShoreTel Communicator desktop/phone integration	Pima County ITD/ShoreTel	Pima Consolidated Justice Court	Package		Participating in countywide VOIP project
Symantec Antivirus	Symantec Local staff	Pima Consolidated Justice Court	Package		Under software maintenance
Symantec BackupExec: (BCDR)	Symantec/Local Staff	Pima Consolidated Justice Court	Package		Will evaluate upgrade options in FY16/17
Tax Intercept Program (TIP)	AOC	Pima Consolidated Justice Court	N/A		

# ATTACHMENT 1

## 12. 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.

### PCCJC

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)
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Public Access	Netscape		Internet Explorer 11	
User Interface Delivery Method for Business Applications	Character based	Silverlight	GUI/CUI	

## ATTACHMENT 1

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)
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		AGAVE	
Document Imaging/	Kofax Card	Kofax Ascent Capture		
Report Writer for Ad Hoc Reporting	Crystal <10 MS SSRS 2000	Crystal 10 MS SSRS 2005	MS SQL Server 2012 Reporting Services	
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS SSRS 2005	MS SQL Server 2012 Reporting Services	
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	ASP.NET; VB.NET; C#.NET; .NET Frameworks 1.1 and 2.0,3.5, 4.0	
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	MS Visual Studio 2010	
Source Control	Aldon		Microsoft Team Foundation Server	
Analysis Tools	HOW		N/A	
<b>Office Productivity Tools</b>				

## ATTACHMENT 1

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)
Word Processing	WordPerfect, Word ≤2003	Word 2007	Word 2007	
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2007	Excel 2007	
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2007	PowerPoint 2007	
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	None in use at this time	
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	Outlook 2007	
Instant Messaging		MS-Live Communication Server	None in use at this time	
<b>Data Architecture</b>				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	MS SQL Server 2008/2012	
Data Warehouse DBMS		Informix XPS, SQL Server 2008		

## ATTACHMENT 1

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)
Data Exchange Model		Fixed format, XML homegrown	Fixed format; XML	
<b>Networks and Platforms</b>				
Network Protocol	SNA		TCP/IP (IP4)	
Wireless Network Access	WEP		WPA2-Enterprise (PEAP)	
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows 2008 R2	
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7 Pro	
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	MS Windows 2008 R2, 2012	
Mobile Operating Systems	BlackBerry O/S		Android, iOS	
<b>Shared Services</b>				

## ATTACHMENT 1

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)
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	ASP; ASP.NET; Web Services	
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ v6	
Data Transformation	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	SSIS	
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	none	
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V 6.0	SFTP/FTP; MQ v6	
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V 6.0	SFTP/FTP	

# ATTACHMENT 2

## TUCSON CITY COURT

### INFORMATION TECHNOLOGY STRATEGIC PLAN

#### FOR FISCAL YEARS 2017-2019

## INTRODUCTION

In the past the courts in Pima County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders contributed current technology issues facing their courts to determine the business drivers impacting technology. 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, non-ACAP limited jurisdiction 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 Departments.

The Presiding Judge of the Superior Court provides broad administrative direction to the courts of the county. Each court also works closely with its local funding agency, which is county government for Justice Courts and city government for municipal or magistrate courts.

Automation for the county's smaller courts is primarily centralized with the Administrative Office of the Courts. Superior Court (including Juvenile), the Consolidated Justice Court and Tucson Municipal Court (which is now an AZTEC user) function on their own systems. The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

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

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

This plan covers only the activities of Tucson City Court.

## ATTACHMENT 2

### A. PLANNING METHOD AND PARTICIPANTS

As a result of changes authorized by the Commission on Technology, limited jurisdiction courts in the county have been excluded from the Superior Court Plan development process. Pima Consolidated Justice Court (PCCJC) and Tucson City Court now submit plans directly to the Administrative Office of the Courts. Those plans may appear as attachments to the Superior Court document once published.

This section outlines the participants and processes that contributed to formulating the Information Technology Plan for the Tucson City Court.

Participants included:

**Chris Hale**

**Kristina Morgan**

Court Administrator: Tucson City Court

IT Manager: Tucson City Court

## ATTACHMENT 2

### B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

#### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

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:

- 11. Promoting Access to Justice;
- 12. Protecting Children, Families, and Communities;
- 13. Improving Court Processes to Better Serve the Public;
- 14. Enhancing Professionalism within Arizona’s Courts; and
- 15. 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 WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The court has identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follows:

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Tucson City Court	Improved Data Exchange FARE data	Continue to improve FARE collection practices including Disqualified Report.
Tucson City Court	Being Accountable Provide Security and Disaster Recovery Disaster Recovery Planning	Implement an “on demand” VM solution for disaster recovery should a server fail, to minimize down time.
Tucson City Court	Providing Access to Swift, Fair Justice Continue improvement of FLAPP (case default and letter printing)	Replace the FLAPP application with modified and enhanced version of the successful photo enforcement default program which is written in a more current programming language. The

## ATTACHMENT 2

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	application to include additional case categories and letter types Courtroom Automation Project	courtroom automation project is on hold pending development and deployment schedule for the new statewide LJC automated case management system
Tucson City Court	Other Local Business Item Other Local Initiative Server Upgrades	Created a Compatibility Matrix to analyze existing bolt-on programs and processes. Established a project plan and obtained procurement and IT advise for replacing the AIX pSeries unsupported architecture to MS Windows servers to support new AOC approved applications. MOU with City IT to house new equipment has been established.
Tucson City Court	Other Local Business Item Other Local Initiative PC Replacement	Replace ageing desktop PCs.
Tucson City Court	Other Local Business Item Other Local Initiative Word Perfect Migration	Replace all WordPerfect dependencies with Word or new CMS system inherentforms.
Tucson City Court	Other Local Business Item Address Records Storage and Document Management Challenges Scan/Shred	Implement new servers to support scan/shred applications.
Tucson City Court	Records Management	Upgrade ColorBar7 and automate creation of labels for the daily eCitations.
Tucson City Court	New CMS	Analyze and rewrite or eliminate AZTEC bolt-ons before the new CMS implements. Still awaiting a complete version of AJACS.
Tucson City Court	Ancillary hardware replacement	Replace/upgrade of support hardware to include but not limited to: scanners, printers, hand held wands

## ATTACHMENT 2

### C. CURRENT TECHNOLOGY ENVIRONMENT

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

#### Hardware

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

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

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, has undertaken a four-year equipment leasing cycle which is designed to refresh desktop hardware regularly to ensure that it incorporates the technology needed to support the evolution of statewide applications and projects.

See Appendix A for Tucson hardware details

#### Software

Appendix A identifies software used in the court. It includes both the state-provided applications such as AJACS, AZTEC, Appellamation, APETS, TIP, and JOLTS; local applications such as imaging; and any word processing, spreadsheet, report writing and other database or tracking applications.

## ATTACHMENT 2

### D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court will participate and will 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.

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

### COURT IT ACCOMPLISHMENTS CY2015

This section lists the accomplishments of the county's courts in information technology projects from January 2015 to January 2016.

#### Tucson

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Disaster Recovery	Upgrading the Storage Area Network(SAN) and review current tape backup strategy to ensure it is optimal	Back-ups are now done to Disk and tape with tape being stored off site. Contracts were reviewed, revised and awarded for tape backup and storage.
Local	Scan/Shred Documents	Implement a system by which documents can be scanned into the Court's EDMS (OnBase) and then shredded once assured they have been scanned in correctly.	New AJACS server environment has been designed with required redundant storage and off site location. Will seek approval of plan when AJACS is fielded.
Local	Existing Bolt-on Analysis	Develop a compatibility matrix of all bolt-ons to prepare for the server upgrade and analyze the needs that will still be unmet with the new CMS	Bolt-on applications to the AZTEC CMS were analyzed and vast majority are replaced by resident applications in AJACS. One program not in AJACS was web services payment which was developed in-house
Local	PC Replacement	Move to Life Cycle management of computers, software and servers,	Server environment/architecture approved and replaced. Desktop PCs replaced with AJACS compatible PCs. Exploring Virtual Desktop Integration (VDI) where appropriate and PCs set for 20% replacement per year starting in FY18.
Local	OnBase Upgrade	Upgrade OnBase from 8.3 to 13	Completed

## ATTACHMENT 2

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Electronic Daily Court Calendar	Instead of paper printouts, the daily calendar will be displayed on a large TV monitor and be web based and accessible online as well.	Program written and being tested with AJACS. Equipment (monitors) will be purchased and installed under the Court Building Improvement Project being funded by the City of Tucson.
Local	KRONOS Time Keeping	Implement a staff time keeping solution to track staff work hours.	KRONOS successfully installed and implemented in Court to include bridge to submit data directly to City payroll

## ATTACHMENT 2

### COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

## ATTACHMENT 2

### Tucson

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
<b>Disaster Recovery Planning</b>	Continue planning for upgrading the Storage Area Network(SAN) and review current tape backup strategy to ensure it is optimal	Security and Disaster Recovery	Mid-Cycle adoptors	FY17	Underway	
<b>Automated Civil Hearing Request</b>	Provide the public with an online form to request a civil hearing	Access to Electronic Documents	Mid-Cycle adoptors	FY17	Planned	
<b>Implement AJACS LJ CMS</b>	Replace AZTEC with AJACS LJ CMS	LJ CMS - AZTEC Replacement	Early adopter	FY16	Underway	

## ATTACHMENT 2

### Tucson

<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>Coordinate and Manage FARE Data / Improve FARE Collections</b>	Continue to improve FARE collection practices. Work with AOC to utilize current method for obtaining FARE data and realigned our reporting criteria with AOC recommended criteria. Issues are still being uncovered.	FY17	Underway	
<b>Scan/Shred</b>	Implement a system by which documents can be scanned into the Court's EDMS (OnBase) and then shredded once assured they have been scanned in correctly.	FY17	Planned	
<b>Electronic Daily Court Calendar</b>	Instead of paper printouts, the daily calendar will be displayed on a large TV monitor and be web based and accessible online as well.	FY17	Underway	
<b>eCite Labeling</b>	The process to make file labels from the daily eCite list is currently manual and costs staff many hours daily. The new process will automate the creation of the label list, allowing for the labels to be created in minutes rather than hours.	FY17	Underway	
<b>IVR (Interactive Voice Recognition)</b>	Purchase and implement an IVR to eliminate need for staff to answer phone	FY17	Planned	

# ATTACHMENT 2

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	calls to allow public to make payments.			

# ATTACHMENT 2

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

This section provides the Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE	
LIMITED JURISDICTION CASE MANAGEMENT SYSTEM – CONVERSION AND IMPLEMENTATION	
<p><b>Description:</b>                      A limited jurisdiction court case management system to replace AZTEC is being developed by extending the GJ CMS (AJACS) code set to include certain functionality unique to Arizona’s justice and municipal courts. Significant, large volume, non-AOC-supported courts, led by Mesa, have collaborated with the AOC and the vendor 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>	
<b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)	Immediately
<b>2. General Importance or Impact to Your Court:</b>	
<b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)	Rollout schedule determined by AOC

# ATTACHMENT 2

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

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

**2. General Importance or Impact to Your Court:**

# ATTACHMENT 2

## STATEWIDE INITIATIVE ELECTRONIC FILING AND STANDARDIZED FORMS

### Description:

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

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

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

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

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

2. **General Importance or Impact to Your Court:**

# ATTACHMENT 2

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

**Description:**

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

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

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

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

Matches LJ AJACS adoption timeframe

**2. General Importance or Impact to Your Court:**

# ATTACHMENT 2

## D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

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

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	City or County FTE Technical Support Staff
			Court FTE Technical Staff	
Tucson City Court	\$25,000	\$400,000	6 (1 vacant systems administrator position)	0
Other	N/A		0	0

# ATTACHMENT 2

## APPENDIX A. CURRENT ENVIRONMENT

### 1. HARDWARE ENVIRONMENT BY COURT

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

Dept.	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Tucson City Court	240	Windows XP, Windows 7	25	Windows 7, Windows XP, Pro / XP Tablet	100

### 2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Tucson City Court					

### 3. LOCAL SERVER HARDWARE AND FUNCTION

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Tucson City Court	HP Proliant DL 380 (COURTAPP)	Windows Server 2003	SQL Server 2000	Local Staff	Court Automation – calendaring application All local bolt-on SQL Server databases are on here.
	HP Proliant DL 385	Windows Server 2003,		Local Staff	VMS hosted: COURTISEARC

## ATTACHMENT 2

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
	(COURTREC)	VM Ware			H (Not used), COURTWEB (Internal payments made here) OnBase Test
	IBM X3560 NAS	Windows Storage Server 2003		Local Staff	TSM Admin Storage Manager
	HP Proliant DL 385 (COURTSTORE)	Windows Server 2003, VM Ware			VMS Hosted: COURTDDS (not used anymore) CourtIT (IT Wiki, Inventory, etc on here) CourtPayTest CourtVB (used for scheduled processes like ecites, photo cits, etc)
	HP Proliant DL380p Gen8 Server	Windows Server 2008 R2	SQL Server 2008	Local Staff	VMs Hosted: QMatic server New Court Wiki 2 ea web server hosting reports New Bolton application server
	2 IBM p630	AIX 5.x	Informix Dynamic Server	Tucson City Court, City IT & AOC DBAs	AZTEC database server and Tivoli backup server
	7 HP DL 380 Gen 9	Windows server 2012	SQL Server 2012	Local Staff	VM host for new AJACS environment

# ATTACHMENT 2

## 4. NETWORK ENVIRONMENT

LOCAL AREA NETWORK & COUNTY HARDWARE						
Court/Dept.	Network O/S	Number of PCs on Network	Number of Laptops on Network	Number of Printers on Network	Network Firewall Brand/Model	Other Security Provisions
Tucson City Court	Windows	246	25	100	Cisco PIX	Behind City Firewall, Symantec AntiVirus

## ATTACHMENT 2

### 5. SOFTWARE ENVIRONMENT

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

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
AZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	Tucson City Court	N/A		
AZTEC Wizard	Scottsdale City Court	Tucson City Court	Bolt-On		
46 AZTEC add-on programs	Local staff	Tucson City Court	Bolt-On		
AZTEC Module: Exhibit tracking	AOC	Tucson City Court	N/A		
AZTEC module: Calendaring	AOC	Tucson City Court	N/A		
AZTEC module: Financials	AOC	Tucson City Court	N/A		
AZTEC module: File Tracking	AOC	Tucson City Court	N/A		

## ATTACHMENT 2

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacement Date/Strategy
AZTEC module and forms: Protective Orders	AOC	Tucson City Court	N/A		
AZTEC Forms Generation	AOC	Tucson City Court	N/A		
Adult Probation Tracking System (APETS)	AOC	Tucson City Court	N/A		
DCATS - CASA	AOC	Tucson City Court	N/A		
JOLTS (Juvenile On-Line Tracking System)	AS/400 – JOLTS	Tucson City Court	N/A		
Statistical Reports (CASPER)	AOC	Tucson City Court	N/A		
Tax Intercept Program (TIP)	AOC	Tucson City Court	N/A		
Windows XP SP3	Local staff	Tucson City Court	Package		
AIX, , 2008	Local Staff	Tucson City Court	Package		
Microsoft Active Directory	Local Staff	Tucson City Court	Package		

## ATTACHMENT 2

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt- On, or Standalone	Implementation Date	Replacement Date/Strategy
Windows Storage Server 2003 and Storage Server 2008	Local Staff	Tucson City Court	Package		
Tivoli Storage Management	Vendor/Local staff	Tucson City Court	Package		
GroupWise	Vendor/Local staff	Tucson City Court	Package		
Crystal Reports v.11	Vendor/Local staff	Tucson City Court	Package		
PHP/MySQL-Based Inventory System	Local Staff	Tucson City Court	Standalone		
OPIS --Procurement / Materials Management	Local staff	Tucson City Court			
Centra	Centra/AOC Staff	Tucson City Court	N/A		
CityLearn on-line training tool	City web site	Tucson City Court			
Adobe Acrobat Reader XI	Adobe	Tucson City Court	Package		A
Word Perfect 8.0 (AZTEC Forms)	Local staff	Tucson City Court	Package		

## ATTACHMENT 2

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Excel 2010	Microsoft	Tucson City Court	Package		
SQL Server 2000, 2008, 2012, MySQL	Vendor / Local staff	Tucson City Court	Package		
Microsoft Project 2010	Vendor / Local staff	Tucson City Court	Package		
PHP Timeclock -- Timekeeping	Local staff	Tucson City Court	Open Source		
Symantec Anti-Virus Corporate Edition 10	Vendor/Local staff	Tucson City Court	Package		
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	Tucson City Court	Package		
AJACS	AOC	Tucson City Court	Package		
Web Pay, Partial Pay – pre-adjudication payment	Local Staff	Tucson City Court	Package		
Digital Audio Recording: Product Name: FTR GOLD 5.6	Exhibit One & Tucson City Court	Tucson City Court	Package		

## ATTACHMENT 2

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Document Scanning & Imaging: OnBase 13	Tucson City Court & OSAM, INC	Tucson City Court	Package		
Electronic Document Management System Product Name: On-Base 13	Tucson City Court & OSAM, INC.	Tucson City Court	Package		
Integration –data sharing with county/city law enforcement: Warrants, Weekly.txt, CopLink, Cronschall.sh	Local staff	Tucson City Court	Bolt-on		
Integration –data sharing with city/county prosecutor: Calendar data sharing	Local staff	Tucson City Court	Bolt-on		
Integration- electronic data reporting of citations/dispositions to MVD	AOC	Tucson City Court	AOC-developed/supported		
Jury+ or Jury for Windows		Tucson City Court	Package		
MEEDS (Minute entry distribution system)	Vendor / Local staff	Tucson City Court			

## ATTACHMENT 2

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Polycom Video system		Tucson City Court			
Court Web site (general information)	Local staff	Tucson City Court	Package (Drupal)		
MS Office 2010	Local Staff	Tucson City Court	Package		
Integration-- electronic transaction to DPS with court dispositions	AOC	Tucson City Court			
Interactive Voice Response System					

## ATTACHMENT 2

### 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.

#### Tucson

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)
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Public Access	Netscape		Internet Explorer 11	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Application Based	

## ATTACHMENT 2

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)
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		OnBase 13	
Document Imaging/	Kofax Card	Kofax Ascent Capture		
Report Writer for Ad Hoc Reporting	Crystal <10 MS SSRS 2000	Crystal 10 MS SSRS 2005	Crystal 11	
Report Writer for Business Application Reports	Crystal <10	Crystal 10 MS SSRS 2005	Crystal 11	
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X, Silverlight	.NET C#	
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	Visual Studio 2010 and Visual Studio 2013 and VS pro	
Source Control	Aldon		Tortoise SVN	
Analysis Tools	HOW		N/A	
<b>Office Productivity Tools</b>				

## ATTACHMENT 2

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)
Word Processing	WordPerfect, Word ≤2003	Word 2007	Word 2010	
Spreadsheet	Excel ≤2003 Quattro Pro	Excel 2007	Excel 2010	
Presentation	PowerPoint ≤2003 CorelDraw	PowerPoint 2007	PowerPoint 2010	
Local Standalone Database	MS-Access ≤2003	MS-Access 2007		
E-mail Client	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported versions)	GroupWise 2014	
Instant Messaging		MS-Live Communication Server		
<b>Data Architecture</b>				
DBMS	SQL Server ≤2005, FoxPro, Clipper	SQL Server 2008	SQL Server 2000, SQL Server 2008, 2012, MySQL	
Data Warehouse DBMS		Informix XPS, SQL Server 2008		

## ATTACHMENT 2

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)
Data Exchange Model		Fixed format, XML homegrown		
<b>Networks and Platforms</b>				
Network Protocol	SNA			
Wireless Network Access	WEP			
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows Server 2003	Windows Server 2008	
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 7	
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows Server 2003, 2008, 2012	
Mobile Operating Systems	BlackBerry O/S			
<b>Shared Services</b>				

## ATTACHMENT 2

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)
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	ASP Classic; DCOM	
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	MQ 5.3	
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/V 6.0	FTP MQ 5.3	
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V 6.0		

**ATTACHMENT 3**  
**ACAP LJ COURTS IN PIMA COUNTY**  
**INFORMATION TECHNOLOGY STRATEGIC PLAN**  
**FOR FISCAL YEARS 2017-2019**

**A. STATE-LEVEL STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES**

The Chief Justice has identified strategic business goals, initiatives, and pressures that relate to the limited jurisdiction courts as follow:

<b>STRATEGIC AGENDAS</b>
Promoting Access to Justice
Protecting Children, Family and Communities
Improving Court Processes
Enhancing Professionalism in the Courts
Improving Communication and Cooperation

**B. LOCAL COURT AND CITY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING TECHNOLOGY INITIATIVES OR PROJECTS**

The courts and their associated local funding entities have identified strategic business goals, initiatives, and pressures, some of which respond to county agendas and initiatives. Court technology has responded to those initiatives, where applicable, as shown.

<b>COURT/LOCAL GOV'T NAME</b>	<b>STRATEGIC AGENDA</b>	<b>TECHNOLOGY RESPONSE</b>
Ajo Justice Court	Improving Court Processes	Continue implementation of e-Citations.
Ajo Justice Court	Improving Court Processes	Implement document management with OnBase scanner.
Ajo Justice Court	Improving Court Processes	Utilize state program to verify identities to increase collections.

## ATTACHMENT 3

COURT/LOCAL GOV'T NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Ajo Justice Court	Improving Communication and Cooperation	Implement SmartBoard in courtroom.
Green Valley	Promote access to Justice	Provide more web-based forms in English and Spanish
Green Valley	Promote access to Justice	Work with the AOC to enable web payments for court fines/fees in AJACS.
Green Valley	Improve Court Processes	Increase proficiency in AJACS and identify and communicate to AOC enhancements that will improve court processes.
Green Valley	Improve Court Processes	Work with the AOC to enable the court calendar to be posted on-line.
Green Valley	Improve Court Processes	Utilize AJACS reports to monitor case processing time standards and improve caseflow where necessary.
Green Valley	Improve Court Processes	Implement document imaging with scanner and AJACS.
Green Valley	Improve Court Processes	Provide access to automated forms right in the courtroom.
Marana Municipal Court	Improve Court Processes	Implement fillable forms for courtroom and clerk use
Marana Municipal Court	Improve Court Processes Improving communication and cooperation	Explore implementation of an MVD kiosk in the Court building
Marana Municipal Court	Promote Access to Justice	Enhance Court website to provide the public with additional resources for interacting with the justice system
Marana Municipal Court	Improving Court Processes	Implement electronic voir dire and jury instruction presentation
Marana Municipal Court	Improving Court Processes	Implement AJACS
Oro Valley Magistrate Court	Promote Access to Justice	Increase the level of service to constituents by making jury forms/questionnaires available

## ATTACHMENT 3

COURT/LOCAL GOV'T NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
		online.
Oro Valley Magistrate Court	Improve communications and cooperation	Add additional fillable and Spanish language forms on court website.
Oro Valley Magistrate Court	Improve Court Processes	Install additional courtroom recording equipment for emergencies as backup recording capabilities/continuity of operations
Oro Valley Magistrate Court	Improve Court Processes	Install computer and other automation devices on courtroom bench (Bench automation)
Oro Valley Magistrate Court	Improve Court Processes	Investigate and if feasible, transition from back-end scanning in the statewide disconnected scanning program to front-end scanning
Oro Valley Magistrate Court	Promote access to justice	Install assisted listening devices for use in the courtroom and link into courtroom audio
Oro Valley Magistrate Court	Improve Court Processes	Transition from forms saved on flash drives which is used on the bench to AJACS built-in forms (Bench automation)
Oro Valley Magistrate Court	Improve Court Processes	Work with e-payment vendor to implement payment and court date automated reminder calling
Oro Valley Magistrate Court	Improving Communication/Improving Court Processes	Implement Case File tracking within AJACS
Sahuarita Municipal Court	Promoting Access to Justice	Work in conjunction with local police department and outside agencies to provide automated notification to the court when a need for health services is detected.
Sahuarita Municipal Court	Protecting Children, Family and Communities	Create and make available fillable, printable forms for Protective Orders on the court website.

## ATTACHMENT 3

COURT/LOCAL GOV'T NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Sahuarita Municipal Court	Improving Court Processes	<p>Work in partnership with local police department and the Administrative Office of the Courts to implement eCitation.</p> <p>Implement the use of file scanning and digital records management.</p>
Sahuarita Municipal Court	Improving Communication and Cooperation	<p>Continue to make improvements to the courts website by adding fillable forms, jury information and posting of the court's daily calendar.</p> <p>Work with the town to provide the court automated phone service for incoming calls.</p>
South Tucson City Court	Promote Access to Justice	Increase level of service by making all court-related materials available online.
South Tucson City Court	Improve Communications and Cooperation	Implement fillable forms and Spanish language forms on court website.
South Tucson City Court	Improve Court Processes	Implement process for e-citation, to open and calendar cases, if made available to court.
South Tucson City Court	Improve Court Processes	Join statewide disconnected scanning programs
South Tucson	Improve Court Processes	Provide laptop for judge in courtroom
South Tucson	Promote access to justice	Explore implementation of an MVD kiosk in the Court building
South Tucson	Improve Court Processes	Implement electronic records management with AJACS/ OnBase and scanner
South Tucson	Promote access to justice	Enable video for proceedings in the courtroom
South Tucson	Improve communications and cooperation	Use automated outbound calling to reduce FTAs and delinquent payments (aka Robo Caller)

# ATTACHMENT 3

## ATTACHMENT 3

### C. STATEWIDE INFORMATION TECHNOLOGY STRATEGIC PROJECTS

For reference, 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

\* Note: Not all projects apply to the limited jurisdiction courts in the state.

## ATTACHMENT 3

### D. COURT TECHNOLOGY PROJECTS MASTER LISTING

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

STRATEGIC PROJECT NAME (State or Local)	PROGRAM NAME/ PROJECT NAME	DESCRIPTION	LOCAL ACCOMPLISHMENT
<b>Ajo</b>			
Local	Improve Data Exchange, Communications and Public Access	Implement Web Page & Online Forms	Improved website by providing capability of on-line payments, access to forms (English and Spanish), and more comprehensive information about court processes.
Local	Improve Data Exchange, Communications and Public Access	Implement IVR & Web Payments	Implemented on-line web payments on our website. Purchased a credit card machine to take payment over the counter and by phone.
State	Improve Data Exchange, Communications and Public Access	Implement New LJ CMS	Implemented new CMS October 2015
<b>Green Valley</b>			
Audio Recording System in Courtroom	Liberty	Update and enhance audio recording in courtroom	9//2015
Security Enhancements		Installation of additional security cameras throughout courthouse	8/2015

## ATTACHMENT 3

STRATEGIC PROJECT NAME (State or Local)	PROGRAM NAME/ PROJECT NAME	DESCRIPTION	LOCAL ACCOMPLISHMENT
Implement New LJ CMS	AJACS	Convert data from AZTEC	8/2015
<b>Marana</b>			
Statewide initiative	Online Citation and Other Payments	Utilize nCourt for online, telephone, and credit card citation and monthly payments	Done 2/22/16
Local initiative	AZ Courts cloud	Utilize AZ Courts cloud to streamline document sharing within the court	Done 1/21/16
Local initiative	Shared court email address	Utilize shared court email address for public inquiries and document transfer to court	Done 12/30/15
<b>Oro Valley</b>			
State	AJACS - AZTEC Replacement	Deployed LJ AJACS to replace AZTEC	9/8/2015
Local	nCourt web payments	Researched and selected vendor then implemented e-payments for court fines & fees	8/3/2015
Local	Disconnected scanning	Switched from self supported scanning to AOC supported scanning; upgraded scanning station	9/8/2015 in conjunction with AJACS deployment

## ATTACHMENT 3

STRATEGIC PROJECT NAME (State or Local)	PROGRAM NAME/ PROJECT NAME	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Electronic forms	Created and implemented specific electronic fillable forms, including Minute Entry; saved on a flash drive and used on the bench during court	1/2015
Local	Web Page Improvements	Posted various forms, both English and Spanish, on web page	Ongoing 2014-2015
Local	e-Citations	Implemented new quicker, direct, automated e-citation vendor and new court portal for accessing e-citations. This eliminated court interaction in transmittal.	8/1/2014
Local	Courthouse Security	Added additional security measures to the courthouse including additional cameras, switched to web-based camera monitoring; automated front door electronic locks; panic button improvements; secured access to courtroom via back hallway	Various times through 09/2015

## ATTACHMENT 3

STRATEGIC PROJECT NAME (State or Local)	PROGRAM NAME/ PROJECT NAME	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Jury	Automated potential juror check ins with bar code scanner	1/2014
<b>Sahuarita</b>			
State	New LJ CMS (software & hardware) in Court	Implementation of AJACS	09/2015
Local	Online Payments	Online/ Web and IVR are available to make payments	03/2015
<b>South Tucson</b>			
State	AJACS	Conversion from AZTEC to AJACS case management system	FY 2015
Local	Digital Recording	Digital Recording of Court proceedings	FY 2015
State	FARE	Transition to statewide FARE program	FY 2015

### DETAILED PROJECTS MASTER LISTING

This section collects all information technology project-related information for the court during the plan period, Fiscal Year 2017-19 (really January 2016 to July 2019). 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.

## ATTACHMENT 3

STATEWIDE PROJECT PARTICIPATION						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Participating Court(s)
<b>Records Management: Case File Scanner</b>	Access digitally stored documents through the new CMS at desktops	e-Filing	Mid-cycle	FY17	Conceptual	Ajo
<b>Implement Document Imaging</b>	Provide scanners at each workstation to digitize all court records.	Digitization	Mid-cycle	FY17	Planned	Green Valley
<b>New LJ CMS</b>	Implement and Increase proficiency in AJACS	LJ CMS	Early adopter	FY17	Planned	Marana; Green Valley
<b>Case Time Stds</b>	Ability to access rpts in AJACS to provide tool for mtg stds	LJ CMS	Not given	FY17	Planned	Green Valley

## ATTACHMENT 3

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Ajo				
e-Tickets (e-Citations)	Electronic filing of citations by law enforcement.	FY18	Conceptual	
Smartboard in Courtroom	Use smartboard in trials	FY17	On Hold	
Accurint	Utilize state program to verify identities to increase collections	FY17	Planned	
Green Valley				
Printable Forms on Web Page	Provide interactive forms on the court web site. Fill-in, Printable Forms from Web Page. Provide more comprehensive information about court processes.	FY18	Planned	
Automated Forms in Courtroom	Access digitally stored documents through the new CMS at desktops.	FY18	Planned	
Form Translation	Provide more web-based forms in English and Spanish	FY17	Planned	
Electronic Court Calendar	Display court calendar on website	FY17	Planned	
Enable Web Payments	Provide means for public to make payments online	FY18	Planned	

## ATTACHMENT 3

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Marana				
Electronically Fillable Court Forms	Create forms for clerk use both within and outside the courtroom that are filled electronically and forwarded to judge electronically for rulings	FY17	Underway	
MVD Kiosk	Explore placing MVD kiosk in court lobby that would allow defendants and members of the public to complete MVD transactions onsite	FY17	Conceptual	
Website Enhancement	Enhance court website to provide the public with additional resources for interacting with the justice system	FY17	Planned	
Electronic Jury Interaction	Implement electronic voir dire and jury instruction displays	FY17	Planned	
Oro Valley				
Jury Forms	Increase level of service to constituents by making jury forms/questionnaires available online	FY17	Conceptual	

## ATTACHMENT 3

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Spanish Language Forms</b>	Make additional forms in Spanish available online	FY18	Conceptual	
<b>Backup Courtroom Recording Equipment</b>	Install additional courtroom recording equipment for backup recording capabilities/continuity of operations	FY18	Conceptual	
<b>Bench Automation</b>	Install computer and other automation devices on courtroom bench (for Bench Automation using AJACS)	FY17	Conceptual	
<b>Scanning</b>	investigate and if feasible, transition from back-end scanning in the statewide disconnected scanning program to front-end scanning utilizing AJACS	FY19	Conceptual	
<b>Language Access</b>	Install assisted listening devices for use in the courtroom and link into courtroom audio to provide Language Access for hearing impaired individuals	FY18	Conceptual	
<b>Forms</b>	Transition from forms on flash drives to AJACS built in forms (Bench Automation using AJACS)	FY19	Conceptual	

## ATTACHMENT 3

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Defendant Notification	Work with nCourt (e-payment vendor) to implement payment/court date automated reminder service	FY18	Conceptual	
Case File Tracking	Implement Case File tracking within AJACS	FY18	Conceptual	
Sahuarita				
Fill-in, Printable Forms on Web Site	Provide interactive forms on the court web site. Fill-in, Printable Forms from Web Page	FY17	Conceptual	
Automated Notification Health Services	Work in conjunction with local police department and outside agencies to provide automated notification to the court when a need for health services is detected	FY16	Underway	
e-Tickets (e-Citations)	Electronic filing of citations by law enforcement.	FY16	Underway	
Fillable Forms for Protective Orders	Create and make available fillable, printable forms for Protective Orders on the court's website.	FY17	Conceptual	
Records Management: Scanning	Implement use of scanners at each workstation. Digitize records.	FY17	Planned	

## ATTACHMENT 3

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Automate phone Services for Incoming Calls.	Work with town's IT dept. to provide the court automated phone service for incoming calls.	FY17	Conceptual	
South Tucson Municipal				
Courtroom/Judge Laptop with Touchpad & e-Signature	Fast & efficient Minute entries/Judge orders to reduce errors and time. Provide defendant e-signature	FY16	Planned	
e-Citations	Receive e-Citations from outside agencies	FY16	Conceptual	
Web Page Enhancement	Re-design web page to include more information on court procedures, links, reports, and forms. Include printable forms in English and Spanish.	FY16		
Increase Public Accessibility to MVD Functions	Implement easy access to MVD information and applications.	FY17	Conceptual	
Electronic Records Management	Eliminate cases that should no longer be on Public Access.	FY17	Planned	
Records Management: Case File Scanning	Implement the use of scanners at each workstation and up-to-date technology and software.	FY17	Planned	

## ATTACHMENT 3

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Video Court	Implement the use of remote access to jail using video	FY 16	Conceptual	
Robo Caller	Ability to call and remind people of payments and court dates	FY 16	Conceptual	

### 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.

# ATTACHMENT 3

## 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.

**2. 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:**

All courts except Marana have implemented LJ AJAJCS already.

Marana: High, the impact of standardizing our CMS and allowing program interfaces with multiple automation programs would improve court business process.

# ATTACHMENT 3

## 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.

**2. 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:**

AJACS courts are interested in going paperless. Some have purchased scanners and are working with AOC to implement document scanning in AJACS.

Marana: High, the impact centralized electronic document storage and e-filing capabilities would greatly improve the court flow and storage issues.

# ATTACHMENT 3

## 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.

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

Implementation timeframe depends on  
AOC IT resources.

**2. General Importance or Impact to Your Court:**

Will implement e-filing and online payments once the functionality is built within AJACS for LJ courts.

# ATTACHMENT 3

## 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)

Implementation timeframe depends on  
AOC IT resources.

**2. General Importance or Impact to Your Court:**

Automated documents will significantly impact and improve the court. Judges want the ability to enter their own sentencing and notes on each case. Oro Valley reports problems with the AJACS forms and no general minute entry forms are needed daily. Until those forms are developed and deployed, Oro Valley is at a standstill. Other courts desire enhancements within LJ AJACS..

## ATTACHMENT 3

### E. LOCAL INFORMATION TECHNOLOGY RESOURCES

LOCAL TECHNOLOGY RESOURCES				
			Number of:	
Court Name	State Device Cost	Other Technical Cost	Court FTE Technical Staff	City or County FTE Technical Support Staff
Ajo Justice Court	\$13,000	0	0	0
Green Valley Justice Court	\$9,750	0	0	0
Marana Municipal Court	\$17,000	0	0	.1
Oro Valley Muni Court	\$9,000	\$3,000	0	.05
Sahuarita Municipal Court	\$16,000.00	0	0	0
South Tucson	\$6000	\$0	0	0

### F. Court Hardware Environment

This section lists all court-owned hardware deployed in the courts, including servers, desktops, and other peripherals.

#### F.1 Court Hardware for Special Functions

Court Name	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated Training+ COOP PCs
<b>Ajo Justice</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Green Valley Justice</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>

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<b>Marana Municipal</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5</b>
<b>Oro Valley Muni</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Sahuarita Muni</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>South Tucson Muni</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

### F.2 Court Servers by Operating System (court or town owned.)

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/Applications
Marana		Laserfiche		Town of Marana	Document storage for completed civil traffic cases
Oro Valley IT	Hp ProLiant ML110	Windows Server 2003 Small Bus.		Anthony Garcia	Jury Software (JSI)
Oro Valley IT	Netapp FAS2240-2	Netapp ONTAP 8.1.4P1 7-Mode		Anthony Garcia	Courtroom Recordings

## G. COURT NETWORK ENVIRONMENT

Court network is the AZ Judicial Information Network (AJIN) and is maintained by the AOC.

## H. COURT/CITY APPLICATIONS INFORMATION

This section collects all justice or municipal court information technology applications-related information by functional categories (case/financial management, document management, data integration/warehouse, web development, audio/video records, jury management, public service/public access) including court name, application function, name of the software or system, whether homegrown or vendor name, whether proprietary or what standards used, current age, remaining life anticipated, and planned replacement strategy. Emphasis is on the age of each current system and the plan for its replacement.

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<b>Local Applications</b>						
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/ Supported by</b>	<b>Vendor Package, Bolt-On, Standalone</b>	<b>Implementati on Date</b>	<b>Replacement Date/Strategy</b>	<b>Court Name</b>
AZTEC application software for the Arizona Court Automation project (ACAP)	State standard case management system	AOC		1993	AJACS LJ	Marana Muni
AJACS application software for the Arizona Court Automation project (ACAP)	State standard case management system	AOC		2015		All courts except Marana
AZTEC forms generation	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word.	AOC	N/A	1993		Marana
Other Financials/Cash Mgt. System	Online Payment system	nCourt	Vendor Package	2/2016		Marana, Oro Valley
Pre-adjudication payment / online processing	Online Payment system non-integrated	VitalChek	Vendor Pkg	3/2010		Sahuarita

## ATTACHMENT 3

Local Applications						
Application Name	Description of Application	Developed/ Supported by	Vendor Package, Bolt-On, Standalone	Implementati on Date	Replacement Date/Strategy	Court Name
CourTools	Statewide reporting tool to access performance reports.	AOC	N/A	TBD		Green Valley Justice Court
Statistical Reports (CASPER)	A statistical reporting application	AOC	N/A			All
Tax Intercept Program (TIP)	A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery	AOC	N/A			All
Document Scanning and Imaging	Scanning documents into case management system.	AOC	N/A	Working with AOC to implement within LJ AJACS.		Green Valley Justice Court
Document Scanning and Imaging	Doc storage	Laserfiche	Vendor / Town			Marana Muni
PC/Laptop operating system	Windows 8.1	Microsoft/local staff				

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<b>Local Applications</b>						
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/ Supported by</b>	<b>Vendor Package, Bolt-On, Standalone</b>	<b>Implementati on Date</b>	<b>Replacement Date/Strategy</b>	<b>Court Name</b>
Server operating system		Local staff				
Network operating system						
Adobe Reader	PDF reader	Adobe	Vendor			All courts
Adobe Acrobat Professional	A purchased product that enables construction and editing of pdf files	Local	Package	FY16		Green Valley Justice Court, South Tucson, Oro Valley,
Timekeeping	ADP	Pima County	Vendor Pkg	11/2014		Ajo Justice
Timekeeping	Access to webpage to record timesheet information.	Local	Vendor Package	FY15		Green Valley Justice Court
Outlook	e-mail client	AOC/Microsoft				
Other E-mail application	court calendaring online posting software	Local staff	Bolt-On	TBD		Green Valley Justice Court
Centra	Software for interactive, instructor-led n-line training	Local PC Client and AOC Server	N/A			

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<b>Local Applications</b>						
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/ Supported by</b>	<b>Vendor Package, Bolt-On, Standalone</b>	<b>Implementati on Date</b>	<b>Replacement Date/Strategy</b>	<b>Court Name</b>
Digital Audio for Courtroom Recording	Liberty	JCG Technologies	Vendor Pkg	Various		South Tucson, Sahuarita, Green Valley Justice Court
Word Processing	Word	AOC/Microsoft	Package			All courts
Spreadsheet	Excel	AOC/Microsoft	Package			All courts
Database(s)		AOC/Microsoft	Package			
McAfee	Std anti-virus / anti-malware	AOC / McAfee				All courts
Fines, Fees and Restitution Enforcement Module for FARE participation	Package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. It also includes web payment and an IVR interface.	AOC and vendor, Xerox	Vendor Pkg	2003		
Integration-electronic data reporting of dispositions to DPS	An electronic transaction to DPS with court dispositions.	AOC developed and supported.				

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<b>Local Applications</b>						
<b>Application Name</b>	<b>Description of Application</b>	<b>Developed/ Supported by</b>	<b>Vendor Package, Bolt-On, Standalone</b>	<b>Implementati on Date</b>	<b>Replacement Date/Strategy</b>	<b>Court Name</b>
Integration- electronic data reporting of citations/dispositi ons to MVD.	An electronic transaction to MVD for traffic citations.	AOC developed and supported				
Integration- electronic data sharing with city law enforcement	e-Citation	APC Smartptint	Bolt-On			Marana
Jury Management System	Jury+ NG	JSI	Vendor / AOC			South Tucson
Court Web site	Provides general information for participating court as well as forms to the public and other resources	Local	Standalone	Various		Green Valley Justice Court, South Tucson,
Video for courtroom	Video court	Polycom	Vendor Pkg	2010		Sahuarita
Video for courtroom recording	Video arraignments between Court and Pima County Jail.	County IT	Standalone	07/2008		Green Valley Justice Court