



# FISCAL YEARS 2017-2019



# SANTA CRUZ COUNTY ARIZONA JUDICIAL BRANCH INFORMATION TECHNOLOGY STRATEGIC PLAN

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# SANTA CRUZ 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 Santa Cruz County covering the period from January 2015 through June 2019. It was created as an update to the FY15-FY17 plan submitted in March 2014.

The courts in Santa Cruz County are composed of the following:

**Superior Court in Santa Cruz County**

**Nogales Justice Court, Precinct #1**

**East Santa Cruz Justice Court, Precinct #2**

**Nogales Municipal Court**

**Patagonia Municipal Court**

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

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

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

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

## **A. PLANNING METHOD AND PARTICIPANTS**

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

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

<b>Tom Fink</b>	<b>Presiding Superior Court Judge</b>
<b>Anna Montoya-Paez</b>	<b>Superior Court Judge</b>
<b>Kimberly Corsaro</b>	<b>Juvenile Presiding Judge</b>
<b>Emilio Velasquez</b>	<b>Santa Cruz Justice of the Peace, Precinct #1</b>
<b>Keith Barth</b>	<b>Santa Cruz Justice of the Peace, Precinct #2</b>
<b>Mayra Galindo</b>	<b>Nogales Municipal Court</b>
<b>Connie Bracamonte</b>	<b>Patagonia Municipal Court</b>
<b>Tivo Romero</b>	<b>Santa Cruz County Chief Probation Officer</b>
<b>Juan Pablo Guzman</b>	<b>Santa Cruz County Superior Court Clerk</b>
<b>Diane Culin</b>	<b>Santa Cruz County Court Administrator</b>
<b>Dolly Legleu</b>	<b>Superior Court Case-flow Manager</b>
<b>Claudio Puig</b>	<b>Santa Cruz County Court Network Administrator</b>
<b>Luz Fajardo</b>	<b>Office Manager and Collections Supervisor</b>
<b>Raul Mavis</b>	<b>Santa Cruz County IT Director</b>

## B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

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

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

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

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

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Superior Court	<p><b>Promoting Access to Justice:</b></p> <p>a. Assist the public in directing them to the proper locations in the courthouse.</p> <p>b. <u>Improve the sound and video technology for use by jurors, judges, attorneys, parties and dependency-case participants during evidentiary and multiple party hearings in Courtrooms 4 and 5.</u></p>	<p>a. Have quote from Infax for Docketcall system. Funding source currently at question.</p> <p>b. Ongoing project with JAVS. PO has been sent out and equipment has been ordered. Video Presentation equipment also acquired from Federal Court in Tucson. Ongoing project with AV Innovations.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p>All Courts</p>	<p>c. <u>Improve services to and the efficiency of time to disposition or adjudication for Self-Represented Litigant cases.</u></p> <p>d. <u>Formalize processes and agreements for court ordered document translation.</u></p> <p>e. Improve AJACS Calendaring capability to allow printable and website post-worthy format that does not require significant manual manipulation by staff to simplify. Increase number of staff able to produce the weekly calendars for the public and court users.</p> <p>f. Continue improving the Court's webpage and on-site forms to include Spanish translated forms and Spanish instructions, and a guide to translating the website information in other languages.</p> <p>g. <u>Improve interpreter services to include interpreter development and the use of credentialed or tested interpreters and video interpreting in select hearings.</u></p> <p>h. <u>Formalize and rehearse processes for Title VI needs, adopting courtroom best practices, and handling complaints." I Speak" cards and telephone interpreting.</u></p>	<p>c. Provide access to forms on the county website and provide workstation for public access.</p> <p>d. Currently use Google Translate on website. Otherwise, need to look into IT solution for document translations, if any, in the case that Google Translate does not meet requirements.</p> <p>e. Investigate the possibility that SSRS might meet the solution. If so, training on SSRS required.</p> <p>f. See d. above.</p> <p>g. Seek video interpretation options that are available.</p> <p>h. Not sure of an IT initiative for this.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>Superior Court</b></p>	<p><b>Protecting Children, Families and Communities</b></p> <p>a. <u>Improve depth of attorney list for children and families.</u></p> <p>b. <u>Improve public access to child support and domestic relations forms for basic events that are simple and understandable.</u></p> <p>c. Develop a Parent/Child supervised “drop off” and Parent Coordinator service for Family cases.</p> <p>d. <u>Improve Emergency Planning and drills for public and court employees when in the Court building.</u></p> <p>e. <u>Improve Security procedures, training and standards.</u></p>	<p>a. Not applicable to IT initiatives.</p> <p>b. See c. above.</p> <p>c. Not applicable to IT initiatives.</p> <p>d. Not applicable to IT initiatives.</p> <p>e. Not sure of an IT initiative for this.</p>
<p><b>All Courts</b></p> <p><b>Justice Court 1 &amp; 2</b></p>	<p><b>Improving Court Processes</b> Accountability for Court Orders and Collections</p> <p>a. <u>Improve rate of attendance at hearings, and payments of assessments with the addition of an automated reminder system for both the Superior Courts and the LJ courts.</u></p> <p>b. Produce a monthly AZTEC Bond Report to track all bonds posted, grand totals and a comment section for follow up</p>	<p>a. Look into report production: SSRS or Crystal Reports.</p> <p>b. Crystal report project.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>Superior Court</b></p>	<ul style="list-style-type: none"> <li>c. <u>In LJ Courts, identify and implement strategies to close select very old cases that could improve statistics of open cases and clean data. (Coordinate with CA to close old cases and address old warrants.)</u></li> <li>d. Identify a collections system for tracking payment plans, payments made and letters issued to defendants and court users for failure to pay.</li> <li>e. <u>Increase the collections of fees and assessments in the Superior Court and implement FARE in Superior Court.</u></li> <li>f. <u>Increase efficiency and effectiveness of collections on the Probation Caseloads with improved AJACS financial reporting.</u></li> </ul>	<ul style="list-style-type: none"> <li>c. Possible Crystal report project.</li> <li>d. Identify application best suited to accomplish goal: Crystal Reports and/or MS Access.</li> <li>e. Coordinate with AOC for FARE implementation.</li> <li>f. Dependent on AOC for AJACS financial reporting and possible SSRS project.</li> </ul>
<p><b>Superior Court</b></p>	<p><b>Improving Court Processes</b></p> <ul style="list-style-type: none"> <li>a. <u>Develop improved self-help services that better prepare self-represented litigants for the next hearing.</u></li> <li>b. <u>Insure each Bench has access to full range of computer, printer and select formatted forms.</u></li> <li>c. Provide reports by event code that can be run according to Judge to include a total of cases</li> </ul>	<ul style="list-style-type: none"> <li>a. Provide access to forms on the county website and provide workstation for public access.</li> <li>b. Provide workstation to each bench with access to network printer in courtroom.</li> <li>c. Possible SSRS project.</li> </ul>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Justice & Municipal Courts	<ul style="list-style-type: none"> <li>d. Automate and translate when needed the Mediation Hearing Results</li> <li>e. Improve data tracking on Appointed Attorneys and Professional Service contractors</li> <li>f. <u>Add electronic citation processes in coordination with the local law enforcement and vendors.</u></li> <li>g. Implement new Court Case Management System (AJACS) to the Limited Jurisdiction Courts</li> </ul>	<ul style="list-style-type: none"> <li>d. Need for a translation application.</li> <li>e. MS Access database needs modifications.</li> <li>f. Different parties need to be gathered to achieve goal: AOC, vendors, and local law enforcement.</li> <li>g. Coordinate with AOC on implementation of AJACS for the limited courts.</li> </ul>
All Courts	<p><b>Enhancing Professionalism within Arizona's Courts</b></p> <ul style="list-style-type: none"> <li>a. Develop Judicial Branch leadership skills.</li> <li>b. Develop technology skills for judges and key court managers.</li> </ul> <p><b>Improving Communications and Community Participation</b></p> <ul style="list-style-type: none"> <li>a. Enhance the Courts' webpages for all courts in the county: <ul style="list-style-type: none"> <li>i. to improve mental health and substance abuse services to court users;</li> <li>ii. improve ease of payment for assessments, online;</li> <li>iii. increase public awareness of the court's work;</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a. Not applicable to IT initiatives.</li> <li>b. Provide training.</li> <li>a. Web pages need to be looked at for better design. <ul style="list-style-type: none"> <li>i. Possibly add links to services.</li> <li>ii. Look into a vendor: Possibly GovTeller.</li> <li>iii. Look into creation of newsletter.</li> </ul> </li> </ul>

## C. CURRENT TECHNOLOGY ENVIRONMENT

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

### Hardware

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

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

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

- Desktop: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-4570 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Intel Core i5 vPro
- Laptop: D1F64AV HP EliteBook 850 G1 Notebook PC: Intel - i5-4300U (1.9 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 4400, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Core i5 vPro, D8U08AV Integrated camera
- Printer: CE991A HP LaserJet - HP Laser Jet M602M

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

## Software

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

## D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

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

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

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

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

## COURT IT ACCOMPLISHMENTS CY2014/2015

This section lists the accomplishments of Santa Cruz County's courts in information technology projects from January 2014 to January 2016.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Computer Management	State-wide PC rollout.	Replaced state Windows Vista workstations with new Windows 8.1 computers.	Achieved minimal departmental interruptions during installations.
Computer Training	Train personnel on Windows 8.1 and MS Office 365.	Provided training on new operating system and MS Office applications.	Employees continued working as soon as new PCs were installed in their desks.
Improve Existing JAVS Equipment	Upgrade Courtrooms 1, 3, and 5 audio/visual systems.	Upgraded Courtrooms 1 and 3 to Liberty System and Courtroom 5 to JAVS Centro System.	Replaced aging audio/visual systems.
Improve Sound for Courtrooms	Provide better audio for public in Courtrooms 4 and 5.	Eliminate feedback and raise volume in courtrooms.	Partial accomplishment. Sound improved but Courtroom 5 still not satisfactory.
Scanning	Installed scanners to Clerk of the Court window stations.	Court files scanned from window station into OnBase System.	Eliminated need to send all court files to OnBase Scan Station.

## COURT PROJECTS MASTER LISTING

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

STATEWIDE PROJECT PARTICIPATION						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Language Access</b>	Compliance with Language Access Plan	Access to Electronic Documents	One of the last	FY17	Underway	
<b>New LJ CMS -- AJACS Rollout</b>	LJ CMS - AZTEC Replacement	Upgrade Court Management System from AZTEC to AJACS	One of the last	FY18	Pending	

<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>Install Courthouse Monitor</b>	Provide information to the public to direct them to the proper courtroom	FY18	On Hold	
<b>Improve Sound for Courtroom 5</b>	Provide audio for the public	FY16	Underway	
<b>Install Video Presentation System</b>	Provide video to jurors, attorneys, and court personnel for presentations	FY17	Underway	
<b>Improve Services for Self-Represented Litigants</b>	Improve services to and the efficiency of time to disposition or adjudication	FY17	Underway	
<b>Improve AJACS Calendaring</b>	Provide website post-worthy format without significant manual manipulation	FY17	Pending	
<b>County Website</b>	Update court website to provide current information and access to court online services, including compliance with the state's Language Access Plan	FY17	Underway	
<b>Video Interpretation</b>	Offer Video Interpreting on hearings	FY18	Conceptual	
<b>Improve Court Processing</b>	Provide detailed reports by criteria	FY17	Pending	
<b>Improve Accountability for Court Orders and Collections</b>	Produce monthly bond report, identify collections, and improve automation	FY17	Pending	

**OTHER LOCAL INDEPENDENT PROJECTS**

<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>Bench Access to Needed Forms</b>	Provide workstation and printer access to Courtrooms 2 and 3 (Courtrooms 1, 4, and 5 already have this)	FY18	On Hold	
<b>Automate and Translate Mediation Hearing Results</b>	Possible use of Google Translate app	FY17	On Hold	
<b>Add Electronic Citation Processes</b>	Enhance electronic citations between different parties	FY19	Conceptual	Coordination with the local law enforcement and vendors
<b>Develop Technical Skills for Judges and Mgmt</b>	Training	FY17	On Hold	
<b>Automated Reminder System</b>	Improve rate of attendance at hearings, and payments of assessments with the addition of an automated reminder system	FY18	Conceptual	

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

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

STATEWIDE INITIATIVE LIMITED JURISDICTION CASE MANAGEMENT SYSTEM – CONVERSION AND IMPLEMENTATION	
<p><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. The AOC is further building upon the AZTEC-replacement application and developing a solution that meets the needs of all LJ courts, large or small, rural or metropolitan. Significant, large volume, non-AOC-supported courts, spearheaded by Mesa, are engaged in collaborating with the AOC and the vendor. Additional courts could be consolidated into this solution as their current case management systems age and become un-supportable.</p> <p>Program interfaces that permit integration with other automation systems, like electronic citations, the e-filing manager application, and central document management system are being included. Conversion of certain AZTEC case data and extensive training will be undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort.</p> <p>Anticipated rollout timeline: Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through the fall of 2019, on a schedule determined by the AOC.</p>	
<p><b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>Justice Courts: mid-cycle adopter</p>
<p><b>2. General Importance or Impact to Your Court:</b>                      Need pre-made standard reports, better disposition reporting, need standardized business processes/codes among courts.</p>	

**STATEWIDE INITIATIVE  
JOLTSaz JUVENILE MANAGEMENT SYSTEM**

**Description:**

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

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

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

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

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

Rollout schedule determined by AOC

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

Already implemented Detention/Visitation module. Comfortable with deployment team and approach. Reduced duplication and increased data integration with justice partners are anticipated.

**STATEWIDE INITIATIVE  
CENTRALIZED ELECTRONIC DOCUMENTS  
(LIMITED JURISDICTION COURTS ONLY)**

**Description:**

Electronic case filing requires a more comprehensive business solution for managing digital documents from cradle to grave, since, by definition, no paper exists. As business becomes dependent on digital documents, they must be stored in a way that protects them, makes them reliably retrievable 24/7, associates them with the cases they relate to through integration with the case management system, enables appropriate public access as specified by Rule 123, and meets records retention requirements. While many limited jurisdiction courts have shown interest in imaging existing paper documents, very few can afford to implement and maintain the full-featured electronic document management system (EDMS) needed to adequately support e-filing.

At the same time, many courts are experiencing facilities issues caused by storing years of accumulated paper records. ACJA § 1-507 allows destruction of paper records for which equivalent electronic records exist, but stipulates that multiple redundant copies and various media must be employed before any paper records can be destroyed (short of reaching their required retention period). The same technical requirements must be met before courts accept e-filings because, by definition, no paper backup exists for these records. The AOC has constructed a shared document management environment for use by limited jurisdiction courts to support both document imaging and e-filing. Following the ACAP subscription model, each participating LJ court will receive a scanner and software licenses to access the central system, along with necessary training to ensure documents are successfully deposited in and retrieved from the system. Currently, participation is voluntary, but following changes to ACJA 1-501, any LJ court without an EDMS will be required to participate prior to accepting e-filings.

Participation in the shared LJ EDMS enables a court to both accept e-filings and destroy paper copies of imaged records. An enhancement for bulk scanning of closed records has been added.

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

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

Matches LJ AJACS adoption timeframe

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

Need to implement the OnBase system to the limited courts. Transferring of CMS from AZTEC to AJACS should help. This should provide better access for public service.

**STATEWIDE INITIATIVE  
ELECTRONIC FILING AND STANDARDIZED FORMS**

**Description:**

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

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

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

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

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

1-2 years, mid-cycle adopter

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

Need to identify needs for implementation. Should simplify procedures for staff and better public access.

**STATEWIDE INITIATIVE  
GJ JUDGE/BENCH AUTOMATION**

**Description:**

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

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

Anticipated rollout timeline: Currently in pilot with Agave at Pima Superior Court. Expected pilot launch with AJACS at Yavapai Superior Court Winter 2015/16.

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

1-2 years, mid-cycle adopter

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

Automation should decrease paper load and enhance workload for judges.

**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:**

## D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

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

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	City or County FTE Technical Support Staff
			Court FTE Technical Staff	
Santa Cruz County Superior	\$38,750	\$1,000	.80	.05
Nogales Justice	\$15,000	-0-	.15	-0-
East Santa Cruz County JP	\$3,000	-0-	.01	.005
Nogales Municipal	\$8,250	-0-	.03	.02
Patagonia Municipal	\$2,250	-0-	.01	-0-

## APPENDIX A. CURRENT ENVIRONMENT

### 1. HARDWARE ENVIRONMENT BY COURT

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

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Santa Cruz County Superior	34	Windows 8.1	1	Windows 8.1	16
Nogales Justice	17	Windows 8.1	0	N/A	3
East Santa Cruz County JP	3	Windows 8.1	0	N/A	1
Nogales Municipal	8	Windows 8.1	0	N/A	3
Patagonia Municipal	2	Windows 8.1	0	N/A	1
<b>Totals</b>	<b>64</b>	<b>Windows 8.1</b>	<b>1</b>	<b>Windows 8.1</b>	<b>16</b>

## 2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Santa Cruz County Superior	2	9	4	1	4
Nogales Justice	0	2	1	0	0
East Santa Cruz County JP	0	1	0	0	0
Nogales Municipal	0	1	1	0	0
Patagonia Municipal	0	1	0	0	0

## 3. LOCAL SERVER HARDWARE AND FUNCTION

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Superior Court	Netgear ReadyNAS	ReadyNAS OS6 (Linux?)		Superior Court	File Server
Superior Court	VMWare v5.5	Windows 2008 R2		Santa Cruz County	OnBase

#### 4. NETWORK ENVIRONMENT

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

## 5. SOFTWARE ENVIRONMENT

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

### Local Applications

Application Name	Developed/Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
AJACS application software for the Arizona Court Automation Project (ACAP)	AOC	Superior Court	N/A	2009	AOC
AZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	All Justice and Municipal Courts	N/A	1990s	FY2017
AZTEC module: Probate case management	AOC	All Justice and Municipal Courts	N/A	1990s	FY2017
AZTEC module: Exhibit tracking	AOC	All Justice and Municipal Courts	N/A	1990s	FY2017
AZTEC module: Calendaring	AOC	All Justice and Municipal Courts	N/A	1990s	FY2017
AZTEC module: Financials	AOC	All Justice and Municipal Courts	N/A	1990s	FY2017
AZTEC module: File Tracking	AOC	All Justice and Municipal Courts	N/A	1990s	FY2017
AZTEC Forms Generation	AOC	All Justice and Municipal Courts	N/A	1990s	FY2017

### Local Applications

Application Name	Developed/Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
APETS (Adult Probation Enterprise Tracking System)	AOC	Adult Probation	N/A	2008?	
DCATS - CASA	AOC	Superior Court	N/A	1990s	
JOLTS (Juvenile On-Line Tracking System)	AOC	Superior Court and Juvenile Probation	AS/400 JOLTS	1990s	
Statistical Reports (CASPER)	AOC	Superior Court and all Justice and Municipal Courts	N/A	1990s	
CourTools	AOC				
Tax Intercept Program (TIP)	AOC	Superior Court and all Justice and Municipal Courts	N/A	1990s	
Windows 8.1	Microsoft/AOC staff	Superior Court and all Justice and Municipal Courts	Vendor Pkg	2015	FY2017/Windows 10
Outlook 2013	Microsoft/AOC staff	Superior Court and all Justice and Municipal Courts	Vendor Pkg	2015	
Microsoft Word 2013	Microsoft/local & AOC staff	Adult Probation and Juvenile Probation	Vendor Pkg	2015	
Adobe Acrobat Reader XI	Adobe	Superior Court and all Justice and Municipal Courts	Vendor Pkg	2015	

### Local Applications

Application Name	Developed/Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
McAfee Virus Scan	McAfee	Superior Court and all Justice and Municipal Courts	Vendor Pkg	1990s	
Seagate Info/Crystal Reports/Crystal Enterprise	Crystal/AOC staff	Superior Court and Nogales Justice Courts	Vendor Pkg	1990s	
Centra	Centra	Superior Court and Nogales Justice Courts	N/A	1990s	
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	Superior Court	N/A	2007	
Pre-adjudication / online payment processing	GovTeller	Nogales Justice Court	Vendor Pkg	2012	
Digital Audio: Product Name: JAVS	Jefferson Audio Video	All courts	Vendor Pkg	2003	
Digital Audio: Product Name: Liberty	JCG Technologies	Superior Court and Nogales Justice Court	Vendor Pkg	2015	
Integration-electronic data reporting of citations/dispositions to MVD.	AOC developed and supported	Superior Court and all Justice and Municipal Courts	N/A	1990s	

### Local Applications

Application Name	Developed/Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Jury system: Jury+ Classic version 5.01, Jury+ Next Generation and Web Solution	Jury Systems, Inc.	Superior Court	Vendor Pkg	1990s	
Court Web site w/ Court Calendar information	Santa Cruz County	Superior Court and all Justice and Municipal Courts	Standalone	1990s	

## 6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

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

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

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline (retirement only)
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Public Access	Netscape		N/A	N/A
User Interface Delivery Method for Business Applications	Character based	Silverlight	Silverlight	N/A
Electronic Document Management	LaserFiche, Hyland OnBase <12.0.3		OnBase 15.0.1.84	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 Imaging	Kofax Card	Kofax Ascent Capture	Kofax Software	N/A
Report Writer for Ad Hoc Reporting	Crystal <10, MS-SSRS 2000	Crystal 10, MS-SSRS 2005	Crystal 10	?
Report Writer for Business Application Reports	Crystal <10	Crystal 10, MS-SSRS 2005	Crystal 10	?
Development Languages	COBOL, JAM, RPG, MUMPS, FoxPro	Java (on a business case need basis), ASP (Classic), .NET Framework ≤V2.X	N/A	N/A
Development Environment	Panther, Visual Studio ≤2005, Visual Studio 6, Visual Interdev	Visual Studio 2008, PowerBuilder, MS-Access	N/A	N/A
Source Control	Aldon		N/A	N/A
Analysis Tools	HOW		N/A	N/A
<b>Office Productivity Tools</b>				
Word Processing	Word Perfect, Word ≤2003	Word 2007	Word 2013	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)
Spreadsheet	Excel ≤2003, Quattro Pro	Excel 2007	MS Excel 2013	N/A
Presentation	PowerPoint ≤2003, CorelDraw	PowerPoint 2007	MS PowerPoint 2013	N/A
Local Standalone Database	MS-Access ≤2003	MS-Access 2007	MS-Access 2013	N/A
E-mail Client Product	Outlook ≤2003, Lotus Notes, GroupWise (unsupported)	Outlook 2007, Lotus Notes, GroupWise (supported)	MS Outlook 2013	N/A
Instant Messaging		MS-Live Communication Server	Skype for Business	N/A
<b>Data Architecture</b>				
DBMS	SQL Server <2005, FoxPro, Clipper	SQL Server 2008	N/A	N/A
Data Warehouse DBMS		Informix XPS, SQL Server 2008	N/A	N/A
Data Exchange Model		Fixed format, XML homegrown	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>Networks and Platforms</b>				
Network Protocol	SNA		N/A	N/A
Wireless Network Access	WEP		WPA2	N/A
Network Operating System	Novell (unsupported) Windows (unsupported)	MS-Windows Server 2003	N/A	N/A
Client Operating System	Windows ≤XP	Windows 7, Vista	Windows 8.1	N/A
Server Operating Systems	OS/400, DEC VMS, Windows <2003	Windows Server 2003	Windows Server 2008 R2	N/A
Mobile Operating Systems	BlackBerry O/S		N/A	N/A
<b>Shared Services</b>				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic)	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>Message Transport Middleware</b>				
Message Transport	MQ ≤V5.2	MQ V5.3/V6.0	N/A	N/A
Data Transformation ETL	Data Junction, MQSI ≤V2.1, DTS	Cloverleaf, WMB V6.0, BizTalk	N/A	N/A
Data Routing/Publish and Subscribe	MQSI ≤V2.1	Cloverleaf, WMB V6.0, BizTalk	N/A	N/A
File Transfer, Scheduled Production	FTP (intercourt and using public Internet), MQ ≤5.2	FTP (intra-court only), MQ V5.3/V6.0	N/A	N/A
File Transfer, Ad Hoc	MQ ≤5.2	MQ V5.3/V6.0	N/A	N/A