

## VI. FISCAL YEAR 2016 ACCOMPLISHMENTS

Below is a summary of the accomplishments of the Arizona Judicial Branch with respect to its information technology efforts during the 2016 fiscal year. Considerable progress was made on statewide strategic projects, despite continued budget and staffing challenges.

PROGRAM	DESCRIPTION	FY 2016 ACCOMPLISHMENTS
<b>AZTEC SUPPORT AND MAINTENANCE</b>	<p>The modification project is enhancing AZTEC, the statewide ACAP software, to provide for enhanced functionality and usability, balanced with end-of-life considerations.</p>	<p>Enhanced AZTEC to automatically generate amended warrant forms.</p> <p>Performed 36 updates to AZTEC databases as a result of legislative changes.</p> <p>Continued maintenance activities including 118 setups of local ordinances in court databases.</p> <p>Updates to all AZTEC databases to alleviate potential errors in reporting to MVD during pre-AJACS cleanup efforts.</p>
<b>AZTEC COURT SUPPORT</b>	<p>Provide reporting and support to AZTEC courts.</p>	<p>Average of 352 support calls for AZTEC courts received each month with 93.6% being resolved within 5 days. 267 ad hoc reports were provided upon request to assist courts in their daily activities.</p>
<b>E-CITATION</b>	<p>Opening court cases automatically using ticket data from law enforcement.</p>	<p>Continued support for existing eCitation implementations, completing two more new projects this year. Total e-citation projects in production is now 163, with 6 more pending at this writing. Accommodated individual courts' changes in vendors and additional DPS AzTracs implementations. 127 courts now utilize AzTracs.</p> <p>Continued to prepare and support courts for AJACS LJ e-citation transition. 9 courts have transitioned to AJACS at this writing.</p>
<b>PROCESS AND CODE STANDARDIZATION</b>	<p>Support CMS transition by standardizing court processes and case-related codes then mapping the standard set of event, activity, and other codes.</p>	<p>Continued to establish and maintain standard code sets for AJACS GJ and LJ CMS projects.</p> <p>Standardization workgroups met monthly to add or modify codes for statewide use in both GJ and LJ environments. 157 new</p>

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		<p>codes were approved and added to LJ AJACS, and 37 to GJ AJACS.</p> <p>Updated the GJ AJACS Automatic Event Code table, which allows courts to automatically change the case and/or party status of a case via use of a specific event code.</p> <p>Updated and published the Statewide Standard Violation Code Table, which standardizes codes Prosecutors use when charging defendants with violations of statute.</p>
<b>PENALTY ENFORCEMENT PROGRAM (PEP)</b>	<p>The Fines, Fees and Restitution Enforcement (FARE) program and the Debt Set-Off (DSO) program are the current automation portions of PEP.</p>	<p>FARE is implemented in 174 courts statewide, including all 13 General Jurisdiction AJACS courts and 26 Maricopa County Justice Courts.</p> <p><b>Life-to-Date Program Statistics (2003 – 2016)</b></p> <p>Total number of backlog cases submitted to FARE for collections: 2.6 million.</p> <p>Total amount of recovered fines, fees, and victim restitution: \$567.3 million.</p> <p>Traffic Ticket Enforcement Assistance Program (TTEAP) registration holds: 818,323 with 502,072 releases (61% release rate).</p> <p>Total amount of payments processed via the FARE website: \$118.5 million.</p> <p><b>Fiscal Year 2016 Highlights</b></p> <p>Total amount of recovered fines, fees, and victim restitution: \$61.6 million dollars (Backlog: \$46.6 million/DSO: \$15 million)</p> <p>Total FARE backlog case submissions: 136,323 cases worth \$107 million</p> <p>Consolidated Collections Unit fielded 4,220 FARE/DSO second-level Remedy incidents</p> <p>Support Services fielded 5,677 public inquiries on the TTEAP program in FY2016. Another 43,656 calls were handled by automated front-end</p>

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		messaging that explained how to handle common end user issues.
TAX INTERCEPT PROGRAM (TIP)	TIP sends courts' and other DSO participants' accounts receivable data electronically to the Department of Revenue and the State Lottery via a centralized clearinghouse at the Supreme Court. Any lottery or tax refund money for those who owe court fines is intercepted and paid to the courts.	<p><b>Calendar Year 2016 Highlights (as of July 2016)</b></p> <p>Debt-Set-Off program has collected \$14.3 million dollars</p> <p>The highest single interception totaled \$5,742.00 from the Arizona Lottery</p> <p>Processed 74,579 tax intercepts</p> <p>Processed 94,278 tax intercept payments</p>
EQUIPMENT MAINTENANCE & UPGRADES	This includes the maintenance and upkeep of the equipment in 147 ACAP courts and 65 JOLTS sites across the state as well as a centralized data center with AS/400, RS/6000 and Windows servers supporting statewide AJIN, ACAP, APETS, JOLTS, TIP, and the Supreme Court.	<p>Upgraded the AOC voice/IP phone system to the latest hardware/firmware and software updates.</p> <p>Decommissioned 28 physical server systems as part of the AOC system consolidation and security projects.</p> <p>Upgraded operating system and Informix database versions for the Data Warehouse, AZTEC CMS, and Appellamation computing environments to keep them within vendor maintenance support.</p>
AJIN ENHANCEMENTS	Implement router-based software to maintain a database of previously seen traffic, provide compression, and aggregate multiple video streams into a single link at remote sites, thereby greatly accelerating network transport speed.	<p>Installed and upgraded UTM (data load balancing) in support of all Tier 1 and 2 data transmissions.</p> <p>Installed new data switches in the State Courts Building, providing better performance and reliability.</p> <p>Upgraded the LMS (Cisco Enterprise Manager) and Cisco Security Manager, providing more efficient means of managing the AJIN network.</p> <p>Increased network performance and throughput at the following sites by increasing existing bandwidth, converting</p>

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		<p>circuits to QMOE, or employing GovNet microlink technology.</p> <ul style="list-style-type: none"> <li>• Apache Superior, Chinle Justice, Saint John Probation &amp; Detention Center;</li> <li>• Graham Superior;</li> <li>• Bagdad Justice;</li> <li>• Greenlee Superior, Clifton Muni, &amp; Duncan Justice;</li> <li>• Mohave County Superior, Probation, Justice, and Muni courts;</li> <li>• La Paz Justice, Muni, and Probation;</li> <li>• Payson Justice, Muni, and Probation;</li> <li>• Buckeye Muni Court;</li> <li>• Flagstaff Muni Court;</li> <li>• Cochise Superior; and</li> <li>• Ajo Justice Court.</li> </ul>
<p><b>SECURITY AND DISASTER RECOVERY</b></p>	<p>This threefold project will:</p> <p>Provide for statewide automation and network security,</p> <p>Develop disaster recovery strategies and acquire resources to implement them.</p> <p>Provide IT building security for the State Courts, JEC, and Tucson FCRB locations.</p>	<p>Completed the implementation of port security on all AOC and AOC-supported computing network connections.</p> <p>Successfully completed another annual AZTurboCourt Gamma and Production disaster recovery test. Installed new Nessus Security Auditing tool to manage computing security vulnerabilities internal to the AOC and across the Judiciary as a whole.</p> <p>Completed an internal and external security penetration audit, performed by RiskSense.</p> <p>Continued review of options to reduce overall implementation cost of disaster recovery for statewide systems.</p> <p>Implemented SCCM on all Windows-based servers in the AOC Datacenter to facilitate automated security and software patch management processes.</p> <p>Installed new intrusion prevention/detection management system in AJIN network infrastructure.</p>



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		<p>Upgraded Vircom mail gateway application to reduce computer virus and malware exposures.</p> <p>Implemented secure file transfer protocol (SFTP) in the AIX environment to provide secure file transfer for production requirements.</p> <p>Upgraded Cisco AnyConnect security with "Posture Intelligence" to provide greater depth in security analysis of all incoming VPN connections.</p>
<b>INFRASTRUCTURE MAINTENANCE</b>	<p>This support activity encompasses the many projects required to support the shared judicial branch infrastructure.</p>	<p>Upgraded Microsoft SCCM application in support of the Windows 10 rollout and improved system patch management.</p> <p>Automated, using SCCM, the Windows 10 deployment process used to update AOC computing devices across the entire state.</p> <p>Migrated all computing equipment, (11 servers, network and SAN infrastructure) from the Department of Economic Security (DES) facility to a new location in downtown Phoenix.</p> <p>Upgraded offsite storage environment from legacy IBM SAN infrastructure to HP3Par SAN technology.</p> <p>Worked with AOC Facilities to add a new Computer Room Air Conditioning (CRAC) system that facilitates continued growth of computing environments.</p> <p>Upgraded 80 batteries in one of two UPS units supporting the computer room to ensure continued electrical resources during a power outage.</p> <p>Worked with the AOC developers and business teams on pilot deployment of eBench and eUniversa in Yavapai County.</p> <p>Upgraded MQ monitoring software, IR360, to provide more effective and comprehensive monitoring coverage for transactions.</p>

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		<p>Implemented fabric extenders in the AOC Data Center to increase data transmission speeds for AJACS and eBench.</p> <p>Worked with the local court staff to upgrade the AJACS GJ courts to OnBase Version 15.</p> <p>Integrated OnBase with the new JOLTSaz application for use in Yuma, La Paz, and Santa Cruz Counties.</p> <p>Integrated OnBase with newly deployed applications including Managed Services, Interpreter Registry, eUniversa, and eBench.</p> <p>Converted eight LJ courts' data from the legacy AZTEC CMS application and integrated them into new AJACS CMS.</p> <p>Upgraded the AOC Central Document Repository (CDR) and OnBase environments to OnBase Version 15.</p> <p>Connected Mohave County Superior Court to the CDR and bulk loaded their local OnBase records to provide disaster recovery and eventual public access to documents.</p> <p>Tested and applied numerous software application updates, including AJACS GJ, APETS, JOLTSaz, NICS, Defensive Driving, and CCI. Working with the AOC business team on all technical aspects of the deployment of AJACS LJ.</p> <p>Began conversion and migration process to move the AOC's server backup strategy from EMC to Tivoli.</p> <p>Integrated Intel VPRO product into SCCM and rolled out the VPRO management tool to all AOC desktop clients.</p> <p>Got underway with providing 2<sup>nd</sup> and 3<sup>rd</sup> level technical support for the deployment of Windows 10 software upgrades across the state.</p> <p>Successfully completed numerous statewide Windows 8.1, Office 365, and 3<sup>rd</sup>-party software updates utilizing new SCCM Configuration Manager.</p>



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		<p>Successfully completed numerous Windows server OS updates to systems in the AOC Datacenter, including all development, test and production environments.</p>
<p><b>AUTOMATION TRAINING</b></p>	<p>This program includes all activity to provide training in statewide automation software and related business processes. It includes training on site at courts or AOC, at Judicial and ACA conferences, and via WebEx.</p>	<p>The program for funding a field trainer in each county court system received continued funding. Most counties have a field trainer, which improves the volume and frequency of local training on AZTEC and AJACS. Six counties lost and replaced their field trainers this past year. Three counties are currently without trainers: Maricopa, Gila, and Santa Cruz.</p> <p>Field trainers will be more involved in AJACS support and training in later this year and in 2017.</p> <p>Many courts still use AZTEC to manage case activity, so 22 classes with 47 participants were provided at AOC, two ACA, and two regional conferences.</p> <p>We continue to build a library of training videos and clips to supplement live training.</p>
<p><b>JUVENILE ONLINE TRACKING SYSTEM (JOLTS)</b></p>	<p>The Juvenile Online Tracking System (JOLTS) is used by all juvenile probation, detention and court staff not yet on JOLTSaz. Centralized support is provided by AOC. JOLTS will be decommissioned once the rollout and implementation of JOLTSaz is complete.</p>	<p>Support staff at AOC resolved problems and responded to questions and inquiries via Remedy tickets. Staff also responded to requests for county-level data statistical reports from the rural counties, JJSD, and DCSD. Duties include support for statewide year-end reporting and the data warehouse full load extracts for JJSD.</p>
<p><b>ARIZONA YOUTH ASSESSMENT SYSTEM (AZYAS)</b></p>	<p>An audit conducted by the Arizona Office of the Auditor General revealed needs assessment functionality used inconsistently and infrequently by Probation Officers across the state. The Arizona Youth Assessment System (AZYAS) is a web-based application that provides case management,</p>	<p>The University of Cincinnati eliminated their vendor and now supports AZYAS directly. An upgrade to the AZYAS application was scheduled for release in FY17.</p>

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	<p>assessment, and data tracking tools. Needs assessments and case plans can be completed and updated by probation officers and supervisors for all assigned juveniles. The system generates notifications and reports to assist with caseload management and compliance tracking. In addition, AZYAS stores accessible information on juveniles, previously completed assessments along with case plans, treatment providers, and user information. The application is used by Maricopa and the Rural Counties.</p>	
<p><b>JOLTSaz</b></p>	<p>JOLTSaz will be a full juvenile tracking system, including both delinquency and dependency, for Pima and the 13 rural counties. It is being written with newer technology using VB.net, a single, centralized SQL database statewide and hosting a 3-tier open architecture design that best suits the organization's future needs.</p>	<p>The statewide version of JOLTSaz has been rolled out to Pima, Yuma, La Paz, Santa Cruz and Cochise counties to date. This represents 60% of the juveniles, 62% of the complaints and 60% of the petitions in the rural counties. Scheduled rollouts for Yavapai in July, Mohave in September, and Coconino in November. The remaining rural counties will be rolled out in CY2017, beginning with Pinal in February, Navajo and Apache in March, Gila in April, and both Graham and Greenlee in May.</p> <p>Data extracts for all implemented counties were completed to ensure JOLTSaz data is being fed to AOC's data warehouse, along with the existing JOLTS data for the rural counties that have not yet converted. The feed to the data warehouse will continue to be modified for each county at the time of its JOLTSaz rollout.</p> <p>JTX functionality, for all counties statewide, was built in JOLTSaz and JTX data was converted successfully. The legacy system, which resides on an AS/400 platform, can now be shut down.</p> <p>CASAaz, a web-based application for CASA coordinators and volunteers, was</p>



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		<p>successfully rolled out to Pinal, Pima, Yuma, La Paz, Gila and Santa Cruz counties. Scheduled Cochise for implementation in July and Mohave in August.</p> <p>Development got underway for CASAaz Phase II to complete 70 enhancements that will make it a more effective and efficient tool for victim advocates statewide. Scheduled implementation for September.</p>
<b>ADULT PROBATION ENTERPRISE TRACKING SYSTEM (APETS)</b>	<p>Probation departments across the state cooperated to develop APETS to track adult probation cases. APETS has a single database structure so departments can send probationers electronically for inter-county supervision. The project started as a consortium between Maricopa County, Pima County, and the AOC.</p>	<p>Staff continues to support and maintain the APETS production system, completing an annual enhancement build along with other customized builds and services.</p> <ul style="list-style-type: none"> <li>Implemented the Bonsai Build in November, delivering a zoom feature, improvements in interstate tracking, a new UA/BA frequency response screen, and other enhancements that benefit APETS users.</li> <li>Completed upgrades for APETS UA and e-mail services in October.</li> <li>Planned a new UA/BA vendor interface that complies with COT standards for release next fiscal year. It provides a new service allowing vendors to request updated client demographic data from APETS to use in their systems once they are authorized by the county and AOC to do so. NORCHEM and TASC are changing the way they provide AOC with UA/BA test results, but TASC is the only participating vendor initially requesting client demographics.</li> </ul>
<b>ENTERPRISE ARCHITECTURE</b>	<p>This project focuses on developing enterprise wide software, methods, standards, guidelines, and expertise for the development, support and maintenance of technology solutions.</p>	<p>Modified the Mental Health Indicators to Law Enforcement message to return a response containing the results of the AOC NICS Repository search, thereby providing law enforcement around the state with needed court case information.</p> <p>Completed functional testing and construction for statewide eWarrant proof-of-concept system. Got pilot underway</p>

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		<p>between Flagstaff Municipal Court and Coconino County Sheriff's Office to determine whether Microsoft Dynamics CRM is appropriate solution.</p> <p>Re-wrote and enhanced Court Interpreter Registry application to support requirement for AOC verification of information related to each interpreter's self-reported information.</p> <p>Constructed AOC Managed Services solution to allow flexible integration between Central Case Index (CCI) and other systems such as document management and case management systems, providing for rapid deployment of changes which accommodate the multitude of applications performing integration.</p> <p>Received NICS Act Record Improvement Program grant to develop system design for implementing a standards-based data exchange for electronic final disposition reporting. Held working group sessions with leading county prosecutors, limited jurisdiction courts, and superior courts to review the processes for final disposition reporting.</p> <p>Upgraded Team Foundation Server (TFS) to Version 2015 to continue following a path to remain with the most current technology.</p> <p>Developed a prototype for embedding hyperlinks into electronic court records and created specifications for AOC e-filing vendors that outline requirements for security, indexing, and embedding of the hyperlinks.</p> <p>Led the design of a SharePoint site to disseminate Supreme Court eAgendas, allowing greater collaboration among judicial team members.</p>
AUTOMATION TRAINING AND DESKTOP SUPPORT	This includes the many activities required to support existing applications and desktops statewide. It includes training, help desk, and field	Implemented a cloud-based incident management solution called RemedyForce that helped to increase self service requests/incident reports 30%, allowing users to receive quicker turnaround times.



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	<p>support staff activities and projects.</p>	<p>RemedyForce also reduced annual cost by \$15,000 and provided administrative flexibility with no onsite infrastructure costs.</p> <p>Successfully upgraded over 500 devices within the AOC and a few rural court locations to Windows 10 with the help from Microsoft that included free consulting services.</p> <p>Helped to create documentation and training media distributed to all ACAP and Probation locations to train personnel on Windows 10. Also helped to create all training content for OneDrive, SharePoint, and Office 365 for the AOC.</p> <p>Began implementing SharePoint as part of Office 365 to streamline process and improve productivity while reducing internal infrastructure and storage costs.</p> <p>Installed Web Jet Admin tool to inventory, name, and secure all network printers in ACAP and Probation locations. This process also helped to reconcile and adjust printer billing for each ACAP location.</p> <p>Through the HP System Maintainer Program, AOC Support Services recovered close to \$13,000 in labor costs for warranty-related claims involving desktops and laptops.</p>						
<p><b>INTERNET PUBLIC INTERACTIVE SERVICE</b></p>	<p>The Public Access to Court Case Information is an Internet site for the public to look up case information from 153 Arizona courts. It includes most criminal, civil, and traffic cases.</p>	<p>Public access to court case information showed a slight decrease over the previous year in page views but an increase in visitor sessions.</p> <p>In FY16, public access statistics are:</p> <table border="1" data-bbox="967 1503 1349 1858"> <tr> <td><b>PAGE VIEWS</b></td> <td><b>53,722,895</b></td> </tr> <tr> <td><b>VISITOR SESSION</b></td> <td><b>4,251,763</b></td> </tr> <tr> <td><b>AVERAGE VISITORS / HR</b></td> <td><b>598</b></td> </tr> </table>	<b>PAGE VIEWS</b>	<b>53,722,895</b>	<b>VISITOR SESSION</b>	<b>4,251,763</b>	<b>AVERAGE VISITORS / HR</b>	<b>598</b>
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		<p>The Supreme Court's web site had 8,631,435 page views* generated by 2,995,948 visits during the fiscal year. Statistics for the AJB Web site for the year are:</p> <table border="1" data-bbox="956 506 1357 863"> <tr> <td>PAGE VIEWS*</td> <td>8,631,435</td> </tr> <tr> <td>VISITS</td> <td>2,995,948</td> </tr> <tr> <td>AVERAGE VISITORS PER HOUR</td> <td>472</td> </tr> </table> <p>The three most popular areas on the web-site remain Defensive Driving, the Child Support Calculator and Court of Appeals Division 1 pages. Additional functionality was also developed and implemented during the year.</p> <p>*Page Views are the new standard for measuring web activity. One page view will generate approximately 15 to 50 hits.</p>	PAGE VIEWS*	8,631,435	VISITS	2,995,948	AVERAGE VISITORS PER HOUR	472
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STATEWIDE AUTOMATION TRAINING	Provide training statewide for automation projects supported by the Supreme Court.	<p>Many courts still use AZTEC to manage case activity, so 22 classes with 47 participants were provided at AOC, two ACA, and two regional conferences.</p> <p>We continue to build a library of training videos and clips to supplement live training. Thirty training documents were created or updated.</p>						

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<p><b>APPELLATE COURT AUTOMATION</b></p>	<p>Appellamtion is the state standard appellate case, calendaring, and financial management system, providing electronic filing (case initiating and subsequent filings with fees) for all case types, electronic case record transfer from lower courts, document management integrated with OnBase, document production, automatic case statistics and appellate CourTools. Appellamtion was designed to replace three separate and incompatible systems previously used. The Supreme Court and the Court of Appeals Division One use Appellamtion.</p>	<p>Finalized joint Supreme Court and Court of Appeals requirements for Appellamtion 6.2</p> <p>Upgraded Appellamtion to OnBase 15, consistent with statewide OnBase upgrade project.</p> <p>Upgraded the Appellamtion AZTurbocourt e-Filing Ingestor to OnBase 15, Windows 2008, IBM MQ Client 7.5, and IBM SetNet 4.10.</p> <p>Developed Appellamtion 6.2 which provides enhanced monthly calendaring tools, an At Issue Manager, a Work Product Manager, enhanced e-mail support, and numerous other enhancements and new features. Appellamtion 6.2 began User Acceptance Testing (UAT) at year end.</p> <p>Continued participation in the OASIS LegalXML Electronic Court Filing Technical Committee which currently defining the standards for the next version of the eFiling XML specification (ECF 5).</p> <p>Defined business requirements and technical specifications for DocLink, which will enable attorneys to include hyperlinks to court documents in briefs and other electronic filings. Development of DocLink has initiated.</p> <p>Migrated Appellamtion users from Windows 8.1 to Windows 10.</p> <p>Evaluated possible technology modernization approaches, tools, and vendor options.</p>
<p><b>CERTIFICATION &amp; LICENSING</b></p>	<p>CLD Online is an Internet application created for the AOC's Certification &amp; Licensing Division. It works in conjunction with CLD business applications to process certification renewals and fee payments via the Internet</p>	<p>Performed annual maintenance to online renewal application for fiduciaries, court reporters, and defensive driving instructors. Collected \$162,000 in renewal fees. Processed 621 online renewals.</p> <p>Migrated all online renewal applications to new server to support ITD Infrastructure Operations' end-of-life server project.</p>



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<p><b>VARIOUS AOC INTERNAL ACCOUNTING, FINANCE AND PAYROLL APPLICATIONS</b></p>	<p>The AOC maintains budget, accounting, and personnel records for the AOC and the Supreme Court.</p>	<p>Modified interfaces with the state's accounting system to support Project BREAZ migration.</p> <p>Implemented New World interface in support of the project to decommission legacy JTX financial application and incorporate its functions in JOLTSaz.</p> <p>Maintained transfer of invoice data to the state accounting system, continuing to eliminate manual data entry of over 2,000 transactions monthly.</p> <p>Maintained 150 previously created ad hoc reports to enhance the reporting functionality of the New World financial management system.</p> <p>Maintained WETR to comply with policies regulating the reporting and approval of time records on a weekly basis at AOC and Court of Appeals, Division One.</p>
<p><b>AOC PROJECT MANAGEMENT OFFICE</b></p>	<p>The Project Management Office (PMO) provides best practices and oversees project-related processes with a goal of delivering automation improvements within scope, on time, and on budget.</p>	<p>Continued tactical and strategic planning model for project milestone and resource management planning, providing for a regular review of an enterprise-level project impact analysis.</p> <p>Improved project management process, guidelines, and templates as processes matured. Continued project portfolio reporting necessary to obtain an integrated perspective of project management capability.</p> <p>Continued monthly, all-day planning meeting to coordinate project resources.</p> <p>Provided leadership and direction in the area of contract management.</p> <p>Refreshed PMO website.</p> <p>Provided project manager role for certain enterprise projects.</p>
<p><b>STATEWIDE CASE</b></p>	<p>Develop and implement new case management system (CMS) to replace AZTEC for limited jurisdiction (LJ) courts.</p>	<p>Completed 8 limited jurisdiction court time standards reports for misdemeanor DUI and civil traffic then worked with Green Valley Justice court to pilot test them.</p>



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<p><b>MANAGEMENT SYSTEMS</b></p>	<p>Maintain and enhance existing CMS that supports general jurisdiction (GJ) courts.</p>	<p>Prepared data from AJACS superior courts to be sent to the new NICS Repository.</p> <p>Continued writing and running mission-critical test scripts along with test scripts for all new business requirements.</p> <p>Successfully implemented LJ AJACS with data conversion in 5 of 6 Pima County ACAP courts following detailed data cleanup, data conversion testing, and extensive functional testing.</p> <p>Successfully converted Prescott Consolidated Court to the full ACAP model by installing computers, printers, network connections, etc., then implemented and provided training on LJ AJACS in support of January 4, 2016 go-live date.</p> <p>Continued to enhance LJ AJACS through bug fixes, change and enhancement requests, as well as thorough functional testing.</p> <p>Worked extensively with Tucson City Court to prepare for their implementation of AJACS on April 4, 2016. Tucson is the first “standalone” LJ AJACS court, and will be responsible for managing and maintaining their technological environment following conclusion of AOC onsite support activities.</p> <p>Began Pinal County LJ courts data cleanup and pre-implementation tasks for AJACS adoption in June 2016. Two of the 16 Pinal County ACAP Courts implemented AJACS on June 27, 2016. Remainder of Pinal County courts were scheduled to implement in August through December 2016.</p>
<p><b>EDMS</b></p>	<p>Electronic Document Management includes the processes and environment where documents are created, stored, managed, located, retrieved, and viewed electronically. Electronic documents and records replace traditional media (paper). Electronic documents</p>	<p>Accomplished testing and upgrades of OnBase systems at AOC and in courts to remain in vendor support, receive solutions to previously reported technical issues, and address security concerns. Continued to replicate documents from local systems into statewide repository for disaster recovery and public access. Added mechanisms at local courts to improve success of nightly document transfers.</p>



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	are and will be used in the day-to-day business of the court, by court staff, other justice-related agencies and the public.	With the LJ AJACS statewide rollout beginning FY16, all new Disconnected Scanning implementations were stopped. All courts not implemented with OnBase Disconnected Scanning through AZTEC will receive scanners and document scanning functionality with AJACS.
<b>NICS MENTAL HEALTH REPOSITORY</b>	Allows courts to comply with the National Instant Criminal Background Check System (NICS) reporting requirements by entering qualifying events and orders into AJACS and other case management systems, which will be stored in AOC-housed repository and sent to the NICS database.	<p>SB 1373 requires to it receives from the Supreme Court's NICS Mental Health Repository continued to provide case information to the Arizona Department of Public Safety for law enforcement agencies for the purpose of enforcing a court order, assisting in an investigation, or returning property of:</p> <ul style="list-style-type: none"> <li>• Persons found to be incompetent or subsequently competent or guilty except insane;</li> <li>• Orders for mental health treatment; and</li> <li>• Orders relating to mental incapacity.</li> </ul>
<b>CENTRAL DOCUMENT REPOSITORY (CDR)</b>	An enterprise-centric repository of court case-related documents collected from independent document management systems throughout the state in a federated approach.	<p>Upgraded OnBase, the software that operates the repository, to Version 15 SP1 to ensure proper operation of OnBase with Windows 10 and newer browser versions.</p> <p>Confirmed day-forward transfers of court documents and loaded documents from July 2010 to present for Cochise, Gila, Graham, Greenlee, La Paz, Mohave, Navajo, Santa Cruz, Yavapai, and Yuma counties.</p>
<b>AZTURBOCOURT ELECTRONIC FILING</b>	A central online portal through which court users create and submit case filings to a growing set of Arizona courts.	<p>AZTurboCourt had a total of 238,668 e-filed submissions.</p> <p>AZTurboCourt had a total of 3,568 print forms completed.</p> <p>e-Filing into civil cases became mandatory in Pima County for all attorneys on May 26, 2015.</p>

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		A total of 4,306 tax filings were submitted during 2015, which is the first full year this was available for use by litigants.
EUNIVERSA STATEWIDE E-FILING	A central online portal through which court users create and submit case filings to a growing set of Arizona courts using a number of qualified vendor service providers.	<p>Conducted User Acceptance Testing (UAT) for Civil case type e-filing support with members from Yavapai County, Mohave County, and Coconino County. Provided training to participating pilot law firms. Initiated pilot launch in Yavapai County in anticipation of achieving General Release e-filing status for all AJACS-GJ courts.</p> <p>Began conversations with Pima County and Maricopa County to migrate civil case type support to the new statewide e-filing system.</p> <p>Began preparing for the migration of Appellate electronic filing to eUniversa.</p>
JUDICIAL PERFORMANCE REVIEW (JPR)	The Arizona Commission on Judicial Performance Review informs voters of the performance for judges appointed through the merit selection process against standards, decides whether or not a judge meets those standards, and reports its findings to voters when a judge is up for retention.	Began planning for update of the website, <a href="http://www.azcourts.gov/jpr">http://www.azcourts.gov/jpr</a> , with 2016 judicial performance review reports for November 2016 election cycle.
JUDGE AUTOMATION	Judge Automation provides a judicial decision support system designed to automate paper processing in a manner that will enable judges to review and create electronic case documents and information contained in the court's case management system for rapid decision-making.	<p>Integration development is complete.</p> <p>Trained judges and staff and implemented bench automation in Pima and Yavapai County Superior Courts in more than 10 divisions overall.</p> <p>Work to implement in Mohave County Superior Court got underway.</p>



<b>PUBLIC ACCESS TO CASE DATA AND DOCUMENTS</b>	<p>Public access maximizes efficiencies offered by technology to reduce demands on court resources, permit court staff to concentrate on core functions, and improve customer service system-wide by making access to case information more convenient for attorneys and other individuals and organizations, including government users.</p> <p>The AOC will provide an online public access web portal to Arizona court case documents, information on individual court cases, bulk court data, and customized court data reports on a subscription or per-transaction fee basis.</p>	<p>Received and tested iterations of application functionality.</p> <p>Development of code for implementation of Supreme Court Rule 123 security provisions governing access to case information and documents started.</p>
<b>2FID</b>	<p>Implement 2FID in courts to capture quality print for sentencing document.</p>	<p>Began planning the project implementation with Arizona Criminal Justice Commission (ACJC) and DPS.</p> <p>Created initial deployment schedule for the number of devices that will be implemented into each superior court around the State.</p>

### LOCAL COURT ACCOMPLISHMENTS - CY2014/15

This is a summary of the accomplishments provided in each county-level IT plan that was updated during this planning cycle. In an effort to reduce workload and impact to court staff in the continuing difficult economic climate, rural Superior Court Administrators have been allowed to provide updates every other year. Please refer to the most current individual plans in Appendix D for more detail.

<b>APACHE COURTS</b>	<ul style="list-style-type: none"> <li>• Rebuilt Clerk of Court website and refreshed all content.</li> <li>• Enhanced Probation Department access to needed case information in AJACS.</li> <li>• Increased number of scanners and expanded storage to hold more images, including exhibits.</li> <li>• Provided public Wi-Fi in all limited jurisdiction courthouses.</li> <li>• Replaced PCs/laptops (ACAP), outdated recording equipment, various outdated servers, and out-of-support software items.</li> </ul>
<b>COCONINO COURTS</b>	<ul style="list-style-type: none"> <li>• Provided ability to make online payments in Flagstaff courts.</li> <li>• Replaced FTR recording product with Liberty in all courtrooms across county.</li> </ul>

	<ul style="list-style-type: none"> <li>• Replaced ACAP PCs throughout county as part of Technology Refresh Project.</li> <li>• Provided Probation resources with read-only access to needed AJACS records.</li> <li>• Installed security cameras for video surveillance in Flagstaff Muni and county justice courts.</li> <li>• Improved video capabilities in Fredonia.</li> </ul>
<b>GILA COURTS</b>	<ul style="list-style-type: none"> <li>• Implemented countywide language access plan.</li> <li>• Updated all ACAP PCs as part of statewide Technology Refresh Project.</li> <li>• Replaced MS-Access file tracking program with AJACS capability.</li> <li>• Upgraded OnBase to 15 SP1 and reconnected to central document repository.</li> </ul>
<b>MARICOPA COURTS</b>	<ul style="list-style-type: none"> <li>• Continued development of various modules for the ICIS Next Generation case management system, moving from VB6 to .NET; improved performance and resource usage.</li> <li>• Completed numerous infrastructure enhancements, integration projects, and administrative projects for various departments of the superior court. Continued CCI extract work for AOC eAccess project.</li> <li>• Added name change and fee deferral to ezCourtForms and the website that hosts them.</li> <li>• Probation added Wi-Fi in detention centers, continued file imaging, macro conversion, AZYAS integration, modified database to accommodate AOC SQL server port for APETS.</li> <li>• Clerk’s Office accomplished numerous technology upgrades and enhancements including OnBase and a desktop refresh effort; integrated several internal processes with internal e-filing application.</li> <li>• Chandler completed programming for record destruction in CMS and converted to Liberty recording.</li> <li>• Gilbert implemented e-citation and electronic signature; began automated case purging and time standards reports.</li> <li>• Glendale created additional warrant reports for PD; began work on defendant notification, check-in system, docket display, evidence display, and Rule 11 automation.</li> <li>• Mesa implemented new CMS, upgraded Q-Matic and ACD systems, and piloted PSA tool for “evidence-based release.”</li> <li>• Phoenix prepared for Compliance Assistance Program, obtained JAM-to-Panther code migration approval, migrated from Lotus Notes to MS-Office, and removed 23 network printers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Scottsdale created online motion submission and new protective order module; created SQL server environment for CMS.</li> <li>• Tempe made CMS infrastructure and supportability improvements, created consolidated warrant process, and integrated new light rail and parking handhelds; implemented case aging standards.</li> </ul>
<p><b>PIMA COURTS</b></p>	<ul style="list-style-type: none"> <li>• Implemented mandatory e-filing for civil bench; implemented new infrastructure to support eBench and expanded use of application to additional judges; completed back-file processing on 18 million documents.</li> <li>• Completed multiple Agave software releases to provide new features and functions and implemented hardware improvements to address performance.</li> <li>• Replaced Conciliation Court Wang functionality with Microsoft Dynamics CRM cloud-based software.</li> <li>• Upgraded numerous infrastructure items; refreshed hundreds of PCs/laptops, upgraded courtrooms to support interpreter’s audio functionality.</li> <li>• Implemented electronic integration with AOC for NICS repository records.</li> <li>• Clerk implemented EZ-Q public kiosks and clerk review interface for customer-entered data; migrated to TIP and began move of local collections functions to FARE model.</li> <li>• Tucson addressed numerous long-standing bolt-on, infrastructure age, and disaster recovery issues with replacement of AZTEC; developed web services partial payment functionality; upgraded OnBase and related infrastructure in preparation for obtaining ACJA 1-507 exemption.</li> <li>• PCJCC made numerous website improvements for mobility and Spanish language pages; devoted resources to design and development of FARE interface in Agave; consolidated servers and licenses.</li> <li>• AZTEC LJ courts focused on data cleanup, AJACS adoption, and online payment capabilities.</li> </ul>
<p><b>PINAL COURTS</b></p>	<ul style="list-style-type: none"> <li>• Migrated 56 remaining Crystal reports to SSRS repository; consolidated multiple reports and reduced retrieval time; created multiple in-house SSRS dashboards.</li> <li>• Created new public-facing mobile applications for Clerk of Court and updated several existing apps.</li> <li>• Created an AJACS data cleanup script to increase protection of sensitive information.</li> <li>• Performed annual audit of outstanding arrest warrants.</li> </ul>

	<ul style="list-style-type: none"> <li>• Consolidated and reconfigured 12 local servers; normalized, consolidated, and reconfigured more than 100 local SQL databases.</li> <li>• Planned OnBase upgrade, investigating Jury+ upgrade, and created ongoing projects to address architecture issues as targets move forward over time.</li> </ul>
<b>SANTA CRUZ COURTS</b>	<ul style="list-style-type: none"> <li>• Refreshed all ACAP PCs as part of technology refresh project.</li> <li>• Provided training on new operating system and MS Office applications.</li> <li>• Upgraded and improved courtroom audio/visual systems.</li> <li>• Improved sound quality for public in various courtrooms.</li> <li>• Installed scanners at all clerk of court window stations eliminating backlog at central scanner.</li> </ul>
<b>YAVAPAI COURTS</b>	<ul style="list-style-type: none"> <li>• Got underway with eBench and eFiling pilots – the first AJACS court to do so.</li> <li>• Replaced all ACAP PCs/laptops as part of technology refresh project.</li> <li>• Adopted electronic warrants with Sheriff's Office.</li> <li>• Made court calendar available to public on website.</li> <li>• Completed OnBase upgrades and numerous other technology upgrades/enhancements for greater functionality and local supportability.</li> <li>• Completed court security improvements including mass texting capability for emergency readiness.</li> <li>• Prescott courts adopted AJACS but without legacy case conversion.</li> </ul>