

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, May 6, 2016
10:00 AM - 12:30 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Jackie Barrett*
Ron Bitterli
Jay Dennis*
Jennifer Gilbertson
Karl Heckart, *Chair*
RJ Hurley*
Laura Johnston*
Randy Kennedy
Cary Meister
Kyle Rimel
Jared Nishimoto

GUESTS

Sean Abrigo*, *Pima Clerk's Office*
Brittany Cain, *Yavapai Superior Court*
Nick Felber, *Yuma Superior Court*
Nate Marler, *COA, Division 2*
Jayne Pendergast, *Maricopa Superior Court*

MEMBERS ABSENT

Mohyeddin Abdulaziz
Carlos Solano

AOC STAFF

Richard Blair, *ITD*
Eric Ciminski, *ITD*
John Glowacki, *ITD*
Tina Hladik, *ITD*
Rod Franklin, *ITD*
Lou Ponesse, *ITD*
Jim Price, *ITD*
Jason Shumberger, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He welcomed members and conducted a roll call of those present in the room and on the phone. After confirming that a quorum existed, he requested discussion or a motion regarding the minutes of the March 4th, 2016 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the March 4, 2016 TAC meeting as written. The motion passed unanimously.

UPDATE

WINDOWS 10 UPGRADE

Lou Ponesse
Tina Hladik

Karl reminded members about the new paradigm of perpetual updates on Microsoft operating systems. Tina Hladik, AOC Windows 10 Project Manager, provided a brief progress update on the pilot of Windows 10 at the AOC and Peoria Municipal Court. She described the approach to user training employed thus far. Tina listed the specific issues encountered and the scope/impact of each one. Website compatibility with the Edge default browser and its various workarounds topped the list. Kyle Rimel shared his findings from testing Windows 10 in Mohave, especially with the upgraded FTR court recording product and Antex drivers. Nick Felber shared Yuma's testing experience. Jared Nishimoto shared his interest in having two test machines upgraded.

Tina shared a preliminary timeline starting May 23 for communicating with field trainers and pushing out a training video to each user's desktop, but refused to predict an end date for the rollout due to the size of the upgrade package and total number of desktops to be upgraded. Karl added that a best practices/checklist approach is being created to speed future annual upgrades. He hopes that Microsoft will reduce the size of their future upgrade packages. The AOC requested funding from the Legislature to upgrade the WAAS units to provide additional bandwidth for future upgrades.

Members briefly discussed their local users' various justifications for exceptions to the 15 minute screensaver lock standard recently implemented.

REVIEW/ APPROVAL

MINIMUM SECURITY REQUIREMENTS TABLE

Richard Blair

Richard Blair, AOC's Manager of Infrastructure Operations, reported on the progress of moving the statewide e-mail facility to Exchange in the cloud. Members discussed the fate of personal storage files in the wake of the move to unlimited on-server storage and determined that management guidelines need to be put in place for e-mail retention in the long term.

Karl stated the goal of wrapping up a recommendation to COT for a set of minimum security standards. Members discussed the timeline allotted for compliance and the cost of implementing the controls. Karl focused on the risk of not having stated a policy in advance of a future breach of security at any court and requested further refinements of the targets or wording. A member requested that the table rows be numbered for easy reference. Members discussed various domain-level requirements versus various application-level requirements and whether the

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requirements were consistent throughout the table or a primary set of requirements for perimeter security followed by a secondary set of requirements for internal security.

A member also questioned whether management should be confronted with lists of users having access to various resources and in what manner. There was some discussion about the manner of declaring that a particular standard could not be complied with for a specific reason. In the end, members felt too many modifications were still needed for a vote in the current meeting. The chair directed staff to update the table yet again based on discussion and to circulate it to members one more time before voting on approval. The chair indicated that COT members need access to materials two weeks in advance of the annual meeting.

MOTION

A motion was made and seconded to modify the table as discussed then recirculate the table for a vote via e-mail. The motion passed unanimously.

REVIEW/ APPROVAL

ACJA 1-507 CHANGES FOR VIRTUAL TAPE LIBRARIES

Randy Kennedy

Randy Kennedy introduced his further wording changes to ACJA 1-507 to remove the absolute requirement for industry certification in the current version of the document. The proposal would enable local court leadership to determine the proficiency of a server or database administrator in the absence of an authoritative third-party certification source. The chair argued that certain rigor must exist for judging the competence of technology administrators, like is done for other key positions of responsibility. In the absence of a consensus decision, Karl described his responsibility to present the change at COT, but promised to switch hats from TAC chair to CIO and oppose the proposed language. Karl also indicated that the code section change process requires review and comment by Arizona Judicial Council (AJC) subcommittees prior to final approval by the AJC.

MOTION

A motion was made and seconded to recommend to COT the revisions to ACJA 1-507 as presented today and in the previous meeting. The motion passed unanimously.

UPDATE

STATEWIDE ONBASE ADMINISTRATORS' UPDATE

Stewart Bruner

Jethro Sheridan, AOC's OnBase Administrator, reminded members of the importance of standardizing document file formats in OnBase to enable e-filing, eBench, and eAccess adoption with each independent system. He described a bug in the OnBase document transfer module that prevents certain images from being copied to the central document repository and promised to work with administrators to populate the missing documents at the time eBench is implemented in each county. Jethro described the implications of the OnBase Desktop client not being supported in Version 17 and AOC's progress with exploring the Unity client as its replacement. He also explained the dire implications on other courts and the AOC of remaining courts not upgrading to Version 15 now that Version 16 has been released. Karl relayed his perceptions of a recent meeting with the president of Hyland Software to explain the enterprise model used by the courts and the need for far better support from Hyland.

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UPDATE

KEY PROJECT UPDATES

Karl Heckart

Karl provided members with very brief status updates on the high priority projects AOC is currently involved with, including:

- Coordination of 2FID fingerprinting in remaining superior court locations using devices purchased with federal funding under a Maricopa County RFP. AOC is conducting an inventory effort as an initial step. Members discussed various issues with local adoption, even when the devices and professional services are free of cost.
- An upcoming release of AJACS containing extensive enhancements awaiting resources currently focused on eUniversa e-filing. Testing is scheduled for Fall 2016. Tucson is now using AJACS 3.9 though conversion issues are being resolved. Only Marana remains to be converted in Pima County. Additional resources are now being added to the LJ rollout team to speed adoption statewide.
- Online Citation Payment for pre-adjudication was included in the latest AJACS patch, but Xerox is making backend changes before widespread rollout. Prescott courts will be the initial adopters. nCourt is capable of processing pre-disposition payments for AZTEC courts, but no full integration is being pursued.
- Addition of AOC resources to speed the adoption of e-filing statewide, beginning with Mohave County, while simultaneously re-engineering Maricopa and Pima into the eUniversa multi-vendor model.
- Document hyperlinking access complications, necessitating construction of a security model behind the scenes.
- JOLTSaz progress as the rollout continues through the state.
- Progress with automated destruction of records in accordance with the final report of the Electronic Records Retention and Destruction (ERR&D) Committee. AZTEC courts are soon receiving their initial reports of cases that are outside of the retention period. AOC is synchronizing deletions with the data warehouse and Xerox.

REVIEW/ DISCUSS

KEY TOPICS FOR COT PRESENTATION JUNE 3

Karl Heckart

Karl shared the main items on his mind to share with COT, generally matching the list of key projects shared in the previous agenda item, with the addition of the updates to the enterprise architecture table. Members raised concern about the characterization of secure ftp for production as a security issue when the table is presented to COT.

UPDATE

AZ DIGITAL GOVERNMENT SUMMIT

Roundtable

Jason Shumberger briefed members on the May 10 and 11 conference sponsored by Government Technology Magazine, the location of a link to register for it, and the existence of COJET credit for attendance.

CALL TO THE PUBLIC

Karl Heckart

Jared Nishimoto shared his concern that individual continuity of operations plans among the courts are not being coordinated at the AOC level. Karl entertained a motion to adjourn the meeting at 12:20 p.m.

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Upcoming Meetings:

August 5, 2016

AOC – Conference Room 230

October 10, 2016

AOC – Conference Room 230

MEETING ADJOURNED

12:20 PM