

**INFORMATION TECHNOLOGY STRATEGIC PLAN
COUNTY PLAN TEMPLATE
FOR FY 2007 - 2009**

DETAILED INSTRUCTIONS

These directions include some definitions of terms used in the plans and a checklist to help you prepare the plan.

2007 APPROACH

COT has directed that the preparation process be changed this year, due to input from stakeholders regarding the need for more clear alignment between business needs and information technology projects. The size of the template has been greatly reduced from last year, due to removal of all information included only for court reference and consolidation of all project information into a single spreadsheet. The high-level Branch business and technology initiatives have changed slightly with the change in chief justice. The new branch plan, *Good to Great*, is available [from this link](#).

CHANGES TO THE 2007 TEMPLATE

- Two-part development process. Presiding judges have been asked to provide both a business contact and an IT contact for this year's plan preparation activities. The template has been labeled to indicate which contact is primarily responsible for input in each section.
- Business portions of the template must be completed and returned by December 16, 2005. These will, in turn, be provided as input for the more detailed IT portions of the plan due March 10, 2006.
- Standard hardware configurations for ACAP PCs have been removed pending the purchase of hardware for use in the upcoming refresh cycle.
- All project-related information is being consolidated into a single Excel spreadsheet. AOC will paste reports made from the spreadsheet into Section D of the finished document for you before publication.
- Granularity of hardware-related inventory information has been reduced to capture only aggregate information by operating system type.
- Court budget information has been reduced to ACAP-related costs and other technology costs. While FTEs are still counted, the associated costs of the FTEs are not.

So many differences exist from previous plans that the revision tracking feature in Word was not used this year.

Despite the requests of stakeholders to trim down the template, please feel free to add back whatever you wish to make this "your" plan – one that you could

provide to officials and citizens locally to reflect your county courts' technology status and plans.

THE USUAL REMINDERS

As clarification of the content, please note that these IT plans are strategic and not tactical; therefore, they will identify your business and technology goals and high-level information about the projects planned to achieve them. When specific projects are undertaken, detailed planning and documentation is assumed to be developed and is often requested as project documentation. Detailed project plans and accompanying documentation are not expected to be included as strategic plan input.

The plans you submitted last year remain posted on the [strategic plans website](#). If you need the Word version of your plan, I can email it to you.

GLOSSARY OF PLAN TERMS WITH EXAMPLE

An "Agenda" is a very high-level area of business concern to be addressed.

A "Strategic Initiative" is a general activity you can pursue to achieve the goal stated in your agenda.

A "Strategic Technology Initiative" is a general activity related to technology that can be used to support the "Strategic Initiative."

A "Strategic Technology Project" is specific project technology-related project you are undertaking to meet the objective of your initiative. It has or will have resources (people, machines, networks, software, etc.) assigned to it with deliverables and a schedule.

Every "Strategic Technology Project" should support at least one strategic initiative and one strategic technology initiative.

GLOSSARY TERMS EXAMPLE:

Agenda

PROTECTING CHILDREN, FAMILIES & COMMUNITIES

Strategic Initiative

Expand the centralized registry to include orders of protection from all courts.

Strategic Technology Initiative

Support Statewide Automation Projects that feed centralized registry.

Strategic Technology Project

Order of Protection Service Entry Project:

This project will implement a re-engineered workflow in all ABC County Courts to assure that all service activity on orders of protection is entered within 24 hours of receipt. It will involve specialized training of selected court clerks, an expedited mail room process to identify such notifications on the day of receipt, and....

The Judicial Branch Information Technology Plan shows alignment between Agendas and Strategic Initiatives found in *Good to Great: A Strategic Agenda for*

Arizona's Courts 2005-2010 and the various statewide strategic technology projects.

Your county-level plan should align independent projects to either the agendas/initiatives in *Good to Great* or to agendas/initiatives of a local city, county or court. The master projects table in the spreadsheet walks you through the alignment process by listing active agendas, initiatives, and statewide projects to select from.

CHECKLIST FOR COMPLETING THE STRATEGIC PLAN TEMPLATE

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
1.	<p>COVER PAGE <<BUSINESS CONTACT>></p> <ul style="list-style-type: none"> • Be sure you change <<county >> to your county name. <p>There are many places in the text of the document where "the county's courts" is used and you may wish to change that to "<Your County Name> County courts."</p>	
2.	<p>INTRODUCTION <<BUSINESS CONTACT>></p> <ul style="list-style-type: none"> • Change <county name> to your county. • In the Introduction, list the all the courts included in the plan. • You are welcome to add an "<u>executive summary</u>" to your plan, either before or as part of the introduction. This is where you can broadly discuss and summarize your technology directions, needs, future plans, etc. 	
3.	<p>INTRODUCTION <<BUSINESS CONTACT>></p> <ul style="list-style-type: none"> • In the Introduction, list any courts that have prepared and submitted separate plans. Keep in mind that COT has recently reiterated its goal of receiving a single, county-wide plan. • You should also include a summary of such plan(s) in the introduction. 	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
4.	INTRODUCTION <<BUSINESS CONTACT>> <ul style="list-style-type: none"> • Remove any comments that appear in red font in the chapter. These are instructions for plan preparation and should not be part of the final plan. 	
5.	A. PLANNING METHOD AND PARTICIPANTS <<BUSINESS AND IT CONTACTS>> <ul style="list-style-type: none"> • Put a list of the personnel who participated in the strategic planning to prepare the document. COT strongly encourages you to seek input from your justice partners in the planning process. • Add a summary of the process used to gather, document and review the plan information. • Remove any comments printed in red. 	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
6.	<p data-bbox="331 233 1208 300">B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL <<BUSINESS CONTACT>></p> <p data-bbox="331 306 1256 558">This section references the statewide agendas in the new Branch business plan, <i>Good to Great: A Strategic Agenda for Arizona's Courts 2005-2010</i>. These are broad, non-technology, business-related goals. State agendas are changed somewhat from last year. The new document has been attached to the kickoff letter addressed to all presiding judges for reference. It is also available from this link.</p> <ul data-bbox="380 600 1227 705" style="list-style-type: none"> • If your local city, county or court(s) have agendas, initiatives, or business pressures, add them at the end in the section so labeled. <p data-bbox="428 743 1208 886">For instance, if "Reduce spending by 10% from 2005 levels" is an <i>agenda</i>, then an <i>initiative</i> might be to "Use electronic mail for communication where possible to reduce postage costs."</p> <ul data-bbox="380 928 1260 1476" style="list-style-type: none"> • Have the IT contact provide the name of the corresponding technology project in the B.3 table below. Later, in the Section D.1 master projects table, the IT contact will provide detail about the plan/project that responds to this initiative. • Each IT initiative should relate to at least one strategic agenda/strategic initiative, either or both from <i>Good to Great</i> and/or a local one that has been recorded in the local agendas/initiatives/business pressures above. • If there are no local agendas, remove the remainder of the chapter. • Remove any comments printed in red. 	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
7.	<p data-bbox="332 233 1218 302">C. CURRENT TECHNOLOGY ENVIRONMENT: Hardware & Software. <<TECHNICAL CONTACT>></p> <p data-bbox="332 344 1206 485">This is just a general statement about the technology environment. The only update involves a statement about the upcoming refresh cycle. If you are not an AZTEC court, you'll need to include your own PC and laptop specs.</p> <ul data-bbox="381 527 1252 928" style="list-style-type: none"> <li data-bbox="381 527 1252 596">• Add any general information you wish here to characterize your environment more completely. <li data-bbox="381 638 1252 821">• In Appendix A, you will be listing details of hardware, network, and software employed in your court. This includes ACAP, JOLTS, CASA and other AOC-placed equipment as well as other technology you use, like FTR court digital recording equipment, video equipment, etc. <li data-bbox="381 863 1252 928">• Contact me if you need an updated list of counts of ACAP and/or JOLTS equipment. 	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
8.	<p data-bbox="332 233 1209 300">D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS <<TECHNICAL CONTACT>></p> <ul data-bbox="381 346 1226 640" style="list-style-type: none"> <li data-bbox="381 346 1226 493">• The first portion of the section lists and defines the statewide technology strategic initiatives and the relative priority of each. No local entry of projects or initiatives is needed. <li data-bbox="381 535 1226 640">• List your local court, county/city technology strategic projects and provide details/descriptions in the court projects master listing below. <p data-bbox="332 678 1010 745">D.1 COURT PROJECTS MASTER LISTING <<TECHNICAL CONTACT>></p> <p data-bbox="332 787 1242 966">This brand new section must be completed using the Excel spreadsheet available for download from the planning webpage. Beginning this year, <u>all</u> court-related IT project information is being collected in a single place – statewide and local -- for conceptual projects as well as those currently underway.</p> <ul data-bbox="381 976 1258 1638" style="list-style-type: none"> <li data-bbox="381 976 1258 1081">• A “reference” spreadsheet (Sheet 2) shows the valid entries in the pulldown lists as well as help text for each column of Sheet 1. Do not fill in the reference sheet. <li data-bbox="381 1087 1258 1228">• The “Projects” spreadsheet (Sheet 1) contains drop-down lists of project information to fill in for various columns. Cells that display pull-down arrows to their right will only accept entries from the associated list. <li data-bbox="381 1234 1258 1480">• Each project has been allotted two lines of space. The second line (light blue) is to be used only for elaboration of any “Other” answers selected from lists in the row above. The first two rows in the spreadsheet contain an example project that should be overwritten or deleted. The “Reference” sheet (Sheet 2) displays all the list items that are valid within each column. <li data-bbox="381 1486 1258 1638">• <u>Be sure to include any work you are doing as part of statewide IT initiatives</u>, not just independent, local projects. Refer to the list of initiatives in the table above or last year’s plan submittal to jog your memory. 	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
9.	<p>D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES << BOTH BUSINESS AND IT CONTACTS>></p> <p>Please list each court and supply specific information about it in the four columns. The desire here is to get an idea of the total technology spending in the judicial branch.</p> <ul style="list-style-type: none"> ○ Annual device costs. These are the billings related to AZTEC computers and printers attached to the court network. Non-AZTEC courts will not have this. ○ Other Technical Cost is everything else related to automation and technology use. Don't include fax machines or copiers or your phone system but do include video or audio devices for recording or holding court. ○ Then indicate the number of FTEs supporting technology or technology projects from the court itself (if any) as well as from city or county support staff. This will yield counts for estimating the overall training impact for technology standards and the upcoming CMS change. 	
10.	<p>APPENDIX A AND B <<TECHNICAL CONTACT>></p> <ul style="list-style-type: none"> ● Fill in the information in Appendix A for the technology, hardware, network, and software deployed in your courts. ● Granularity of hardware-related inventory information has been reduced to capture aggregate information by operating system type, not box by box. List number of boxes running the same operating system on each row of the table. ● Remove all red text and instructions. ● Please add information from any plans of courts submitting independently as Appendix B. ● Add any detailed project plans, as appropriate and any other appendices that support your local information or independent technology initiatives or projects. 	

STEP	CHAPTER/Tasks <<RESOURCE PROVIDING INPUT>>	Done
11.	<p>TABLE OF CONTENTS <<TECHNICAL CONTACT>></p> <p>After the document text has been finalized:</p> <ul style="list-style-type: none"> • Double check the entries in the table of contents. • Put the correct page numbers in the table of contents. • Add the items in the list of appendices with their corresponding page numbers. 	
12.	<p>ENHANCING THE PLAN</p> <p>Feel free to add graphics, clip-art, photographs, the county seal, the city logos, etc., that make this template into your own plan.</p>	
13.	<p>SUBMITTAL <<1. BUSINESS CONTACT>></p> <p>Please attach the completed <u>sections</u> in Word format to an e-mail and send to sbruner@courts.az.gov by December 16, 2005, to be checked in and forwarded as input to the technical contact named by your presiding judge.</p> <p><<2. TECHNICAL CONTACT>></p> <p>Please attach the completed plan (as approved by your court administrator, clerk, and presiding judge) in Word format to an e-mail and send to sbruner@courts.az.gov by March 10, 2006, to be analyzed and summarized for COT review.</p> <p>Though I discourage paper transmittal, if you do have a signature page or release information to transmit, you may fax it to 602-542-9480, Attn. S Bruner.</p>	
14.	<p>THANK YOU. COT APPRECIATES YOUR HARD WORK ON CREATING THIS VALUABLE PLAN.</p>	