

COT MEETING MINUTES

COMMISSION ON TECHNOLOGY

Friday, March 6, 2009

10:00 AM - 12:00 PM

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

CONFERENCE ROOM 119A/B

MEMBERS PRESENT

Louraine Arkfeld
Kent Batty
Michael Baumstark
Rebecca Berch, *Chair*
Robert Brutinel
Michael Jeanes (*Rich McHattie, proxy*)
Elizabeth Hegedus-Berthold
Roger Klingler
Gary Krcmarik
Sheri Newman*
Catherine O'Grady
Marcus Reinkensmeyer (*David Stevens, proxy*)
John Rezzo
Delcy Scull
Roxanne Song Ong
Ann Timmer (*Patrick Irvine, proxy*)

GUESTS

Steve Ballance, *Pima Superior*
Cathy Clarich, *CACC*
Janet Cornell, *CACC*
Sonya A. Diehn, *Courthouse News Svc*
Hon. Andrew Hurwitz, *e-Court*
Don Jacobson, *CACC, e-Court*
Anoop Kumar, *Maricopa County OET*
Gordon Mulleneaux, *CACC*
Michael Pollard, *CACC*

MEMBERS ABSENT

Garye Vasquez

AOC STAFF

Carol Ashton, *CSD*
Stewart Bruner, *ITD*
Melinda Hardman, *CSD*
Karl Heckart, *ITD/TAC*
Adele May, *ITD*
Stephanie Nolan, *ITD*
Jim Price, *ITD*
Renny Rapier, *ITD*

* attended by telephone

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WELCOME AND OPENING REMARKS

Hon. Rebecca Berch, Chair

Vice Chief Justice Rebecca Berch, Chair, called the Commission on Technology (COT) meeting to order at 10:05 a.m. She welcomed members and the public present, then asked members to introduce themselves for the record. She recapped recent changes in the membership of the Commission, bidding farewell to former State CIO Chris Cumiskey and welcome to Ms. Delcy Scull, Chief of Probation Services in Cochise County. She confirmed that a quorum existed.

Justice Berch previewed the meeting topics and updated members on several items:

- The project health metric from the Court Automation Coordinating Committee (CACC) included in the printed packet for members' reference has been reduced to three remaining projects as development activities are complete on three other projects that were being monitored.
- The budget situation continues to worsen and the special session agreement resulted in the loss of 93 probation positions throughout the state and 29 positions at the appellate courts and Administrative Office of the Courts (AOC). Preserving funds for automation projects remains a priority and we believe the legislature understands the importance of doing so, though further sweeps are rumored for FY09, with deficit projections in the \$3+ billion range for FY10. The court's approach is to use leveraging and automation to obtain operating efficiencies and to replace end-of-life systems. Stopping development of new statewide systems is simply not an option, as described in the opening article of the latest COT Newsletter. To do so would further a court environment having splintered automation systems long into the future.
- Following members' recommendation, ACJA 1-507 has been issued. AOC is now crafting the administrative process for courts to obtain written authorization to destroy paper records for which equivalent electronic records exist.
- Four members have been added to the Code Standardization Committee to replace Jim Scorza and Judge Cooper who resigned.
- A new form has been published for requesting up to five PCs per county to be dedicated to training as recommended in the FY09 JCEF budget by COT and approved by AJC. A copy has been placed in each member's packet for reference.

She then called members' attention to the minutes from the November 7 meeting.

MOTION

A motion was made and seconded to approve the minutes of the November 7, 2008, Commission on Technology meeting. The motion passed unanimously.

TECH 09-01

Staff distributed individual copies of the draft minutes of the executive session held November 7, 2008, only to those who were present in the session. Justice Berch instructed recipients to read the minutes silently. She asked for a motion to approve or to convene executive session to discuss any changes needed.

MOTION

A motion was made and seconded to approve the minutes of the November 7, 2008, executive session of the Commission on

TECH 09-02

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Technology. The motion passed unanimously.

Staff then collected each copy of the executive session minutes from members.

MARICOPA CLERK'S OFFICE INTEGRATED FINANCIAL INFORMATION SYSTEM

Mr. Gordon Mulleneaux

Mr. Gordon Mulleneaux, Project Manager for the Integrated Financial Information System (iFIS), explained the distinctions between his project and the statewide development projects also underway at present. He provided statistics about the volume of transactions and amount of total funds handled by the current cash receipting system. He requested a six-month extension in the implementation date for the replacement cash receipting system to August 31, 2009, due to the complexity being higher than originally anticipated, difficulty in obtaining a resource having the necessary combination of skills, the introduction of a new development tool, and the decision to convert from the old to the new system in a single day.

The chair asked David Stevens whether the date change could pose difficulty to his subproject of iFIS, due to the relationship between the portion of development being handled by the Clerk of the Superior Court and the portion being handled by Court Technology Services. David described the two subprojects within the context of the larger project. He confirmed that the implementation date of September 2010 for his subproject is sufficiently far away to accommodate the change.

MOTION

A motion was made and seconded to approve the updated delivery date for the cash receipting replacement portion of the Integrated Financial Information System. The motion passed unanimously (Rich McHattie and David Stevens abstaining).

TECH 09-03

UPDATE

STATEWIDE E-FILING STATUS UPDATE

Hon. Andrew Hurwitz
& Mr. Karl Heckart

Justice Andrew Hurwitz, chair of the e Court subcommittee, briefed members about recent progress being made on digitizing operations at the Supreme Court and at Division One of the Court of Appeals. He mentioned that projects like these coupled with the procurement of a vendor-powered statewide electronic filing system forces many operational decisions on short notice. He proposed a structure to tackle issues as rapidly as they arise using three subteams by level of court under the guidance of the e-Court Subcommittee. The subteams will be flexible enough to reach out to other interested people and include appropriate designees for each member. Mr. Karl Heckart elaborated on the types of issues for which the subteams would be called upon to analyze and quickly decide a course of action.

Karl continued on to provide the term and financial details of the contract signed with Intresys, makers of TurboCourt software. He reminded members of the overarching concepts behind the procurement discussed in conjunction with developing the RFP, then described the features briefly including: support, the breakout of fees, online access to filed documents, case activity notification, access logging, clerk and judge review facilities, auto-population of CMS and

EDMS data, electronic legal service, and bulk filing of cases. Karl discussed the strategy of taking the vendor's product and adapting it for Arizona's court environment. He also reviewed the three main types of filings that would be covered under the contract: free form pleadings, fillable forms, and intelligent forms.

Karl then shared the three phases envisioned for the project and an estimated timeline. Phase One involves pilot filings with several case types in the Superior Court and justice courts in Maricopa County. Phase Two expands the filings on those case types to the state as a whole and begins appellate filing. Phase Three adds functionality beyond the original case types and also requires certain components to be put in place at the AOC. Karl also mentioned next steps being pursued:

- complete the 45-day planning period,
- develop the actual Phase I filings,
- design clerk and judge review tools,
- integrate the vendor e-filing service provider (EFSP) to the state's enterprise service bus (ESB)/case management system (CMS),
- integrate with the payment provider,
- create a common case index and document repository,
- deploy the operational environment, and
- construct a central portal for use by filers.

Justice Hurwitz read the names of workgroup members being proposed. He stated that the intention is to pull into discussion whomever has interest in a topic, so staff will issue notices of upcoming meetings to all who have expressed their interest. He reiterated that policy issues will make their way to COT via e-Court while everyday issues will be tackled by the workgroups.

Justice Berch commended the work of e-Court, the e-filing project team, and the AOC negotiators in arriving at a contract that is well structured and creative.

MOTION	A motion was made and seconded to approve the statewide e-filing project governance structure as proposed. The motion passed unanimously.	TECH 09-04
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HYBRID LJ CMS – PROGRESS REPORT	Ms. Adele May
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Ms. Adele May, project manager for the limited jurisdiction (LJ) CMS, brought members up to date by reviewing the timeline of the effort following Arizona Judicial Council (AJC) approval of the hybrid approach. She provided details of the gap analysis team's efforts and thanked members for spending so much time in such close quarters to complete the gap analysis effort. She also reviewed the composition of the steering committee for the project.

Adele listed the Phase One deliverable documents being supplied by the vendor, AmCad, based on Release Candidate 1 of the software and stated that the gap team is being reconvened to review the details with AOC. Next steps include finalizing the software design and

documentation following review, continuing baseline software development, and negotiating Phase Two activities with the vendor. Her current best estimate for implementation in a pilot court is early 2010.

In response to members' questions, Adele summarized the gap analysis result as proving the detailed requirements were well defined and exposing reasonable gaps for AZTEC courts but some larger gaps for those municipal courts currently operating their own local CMSs or AZTEC add-ons. Karl Heckart clarified that the gap list envisions significant process improvements that would yield a "best-of-breed" LJ court CMS for use statewide, but also carries an estimated \$4M price tag. The estimated cost for the rollout is \$10M to \$20M, depending on a variety of factors. In light of the current economic conditions, Karl suggested the wisest approach is to make the new CMS available to the majority of courts as quickly as possible and let the larger courts that require enhanced functionality share the cost of providing the enhancements.

AJACS GJ CMS – PROGRESS REPORT

Mr. Renny Rapier

Mr. Renny Rapier, Program Manager for the general jurisdiction (GJ) CMS, AJACS, reported on the financial aspects of the project thus far, including the costs of recent implementation and data conversion activities performed by the vendor, AmCad. Some funds continue to be held to ensure the final few issues from the pilot implementations are fully resolved. He reviewed the process steps, timelines, and changes in approach from the pilot implementations used for the implementations in Cochise and Mohave superior courts.

Renny also reviewed the schedule of upcoming implementations and the way lessons learned are being incorporated into those efforts. Some of the changes he mentioned include checkpoint signoffs, more data conversion dry runs, and holding off software changes once training has completed. Previous implementations continue to be supported by the project team, especially the set of activities related to month-end closing.

Sheri Newman cautioned members that her experience has shown the GJ CMS effort is not progressing as smoothly as the foregoing update might indicate. She felt that the implementation team, although working very diligently, is stretched too thin and needs to be expanded to double its current size. The chair thanked Sheri for her willingness to suffer the trials of being a pilot court but also reminded members that the financial picture doesn't allow the luxury of staffing increases at the moment. She thanked Renny's staff for their diligent work to continue supporting court implementations under less-than-ideal circumstances.

BUSINESS DRIVERS COLLECTED FROM IT STRATEGIC PLAN INPUTS

Mr. Stewart Bruner

Staff member Stewart Bruner donned his strategic planner hat and briefly called members' attention to the most common business directions gathered in the initial round of planning this year. He described the items and mapped them to the key issues facing courts according to consultant Dr. Brenda Wagenknecht-Ivey and reported in the Mohave courts' strategic plan. Stewart also briefly reviewed the remaining steps in the plan preparation process, noting that the final plans are due from the counties March 13, in preparation for the COT annual meeting.

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CALL TO THE PUBLIC

Hon. Rebecca Berch

After hearing no further discussion from members or the public, Justice Berch informed members that the FY10 budget situation is not likely to be defined in time for the May meeting dates and that COT may have to use the best data available at the June fallback meeting dates, as in past years. She also asked members to inform staff whenever they expect to attend via teleconference or webconference in the future, then entertained a motion to adjourn.

Upcoming Meetings:

May 07 & 08, 2009	AOC – Conference Room 106 (not likely)
June 04 & 05, 2009	AOC – Conference Room 345 A/B
September 04, 2009	AOC – Conference Room 119 A/B

MEETING ADJOURNED

12:10 PM