

**Courts
of
Navajo County**

**INFORMATION
TECHNOLOGY
STRATEGIC PLAN**

**FOR FISCAL YEARS
2002-2004**

TABLE OF CONTENTS

INTRODUCTION	3
A. PLANNING METHOD AND PARTICIPANTS	4
B. VISION AND GOALS	5
C. STRATEGIC INITIATIVES: LOCAL COURT AND AGENCY	7
D. INFORMATION TECHNOLOGY STRATEGIC INITIATIVES	8
E. FISCAL YEAR 2001 ACCOMPLISHMENTS	10
F. CURRENT TECHNOLOGY ENVIRONMENT	13
G. STRATEGIC PROJECT ANALYSIS	14
H. INFORMATION TECHNOLOGY STRATEGIC PROJECTS	15
<i>List of Appendices:</i>	
A. CURRENT ENVIRONMENT	
1. Hardware Environment	19
2. Software Environment	20

Navajo County Courts

INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS 2002-2004

INTRODUCTION

This technology strategic plan for the courts in Navajo County covers the period from July, 2001 through June, 2004. The Navajo County Judiciary is comprised of the following:

Superior Court (3 Divisions)	Holbrook Municipal Court
Holbrook Justice Court	Kayenta Justice Court
Pinetop/Lakeside Justice Court	Pinetop/Lakeside Municipal Court
Show Low Justice Court	Show Low Municipal Court
Snowflake-Taylor Justice Court	Winslow Municipal Court
Winslow Justice Court	

Administrative Assistance and direction is provided by the Superior Court. The County government provides funding for the Superior and Justice Courts while the city governments fund the municipal courts.

The Navajo County Judiciary, in conjunction with the Administrative Office of the Courts has automated the court process in Navajo County through the Aztec System.

A. PLANNING METHOD AND PARTICIPANTS

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

The following individuals participated, and had input, in the development of this plan:

Hon. Gloria J. Kindig, Presiding Judge
Hon. Dale P. Nielson, Associate Presiding Judge
Hon. John N. Lamb, Justice of the Peace in Holbrook
Hon. Alison Kolomitz, Justice of the Peace in Winslow
Hon. Fred L. Peterson, Justice of the Peace in Snowflake/Taylor/Heber/Overgaard
Hon. Evelyne E. Bradley, Justice of the Peace in Kayenta
Hon. T. Kent Brewer, Justice of the Peace in Show Low
Hon. David Widmaier, Justice of the Peace in Pinetop/Lakeside
Juanita Mann, Clerk of the Superior Court
Carolyn Castillo, Chief Deputy, Clerk of the Superior Court
Marla Randall-Myers, Court Assessment Officer, Lower Court Collections
Barbara Waddell, Administrative Secretary, Probation Department
Belinda Ahasteen, Computer Technician, Probation Department
Olivia Thermen, Administrative Assistant, Court Administration
Robert Heming, Director, M.I.S. Department

Jeff Lineberry, Senior Programmer, M.I.S. Department
Shelli Hunt, Programmer, M.I.S. Department
Gary Butler, Navajo County Sheriff
Arno Hall, Court Administrator, Court Administration

B. VISION AND GOALS

This section of the Courts' Information Technology Plan addresses the vision and mission of the county's courts and their respective local funding agencies.

The Navajo County Judiciary fully supports the *Justice 2002* vision and goals, with a primary focus on assuring equal access to the Courts, and increasing the public's confidence and trust in the Judiciary.

PROTECTING COMMUNITIES, FAMILIES & CHILDREN

The Judiciary can help protect Navajo County's families and children by providing them an independent forum for resolving disputes and by dispensing justice in a fair and equitable manner. The Navajo County Judiciary is increasing the use of technology to plan, organize and track services rendered in an effort to better identify the public needs and address them.

The Judiciary can better serve each group by identifying the needs and improving how families and children are served in family law matters. Further, the use of technology in tracking community needs and services can assure that the necessary juvenile facilities and services are available.

An additional goal is the use of new and cutting edge technology in monitoring and supervising probationers. Thereby increasing public safety and probationer accountability. Probation Officers will have greater and quicker access to information about programs and treatment, as well as their current availability. New technology can also improve and enhance the officer's ability to electronically monitor their probationer and hold them accountable for their actions.

PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Citizens, victims, litigants, and defendants deserve and are entitled to a fair and swift resolution of both civil or criminal disputes and cases. The Judiciary must help ensure that resources are adequate and that court procedures, policies, and practices are consistent. To meet this goal, the Navajo County Judiciary must rely on technology in order to help keep pace with the increasing number of cases.

While the population and number of cases filed in Navajo County are ever increasing, the number of Courts, Judges, and employees has remained static in recent years. The use of technology will assist the Court in reaching its goal of continuing to provide fair justice in Navajo County.

CONNECTING WITH THE COMMUNITY

Courts and Judges must be independent and free of outside influence when deciding cases. However, they should not be isolated nor rule in a vacuum. Cases are, after all, about individuals and communities. Judges and Courts can and should be involved in their communities.

Through the use of technology, the Navajo County Judiciary is seeking to improve how it listens to individuals and communities, and how it provides services. Local citizens should be able to access information and data from local, state, and federal sources. The Judiciary plans to facilitate the ability of local citizens to connect with informational sources by providing a computer with an internet connection and printer, for downloading forms, in the Law Library. If this proves to be of use, the service can be expanded to all the Court facilities.

BEING ACCOUNTABLE

The Judiciary must be accountable for both the use of taxpayer provided resources and the operation of the Judicial System. The public has a right to know how the Court is spending its resources, the status of cases, and the Court's calendar. Technology, the Court's Aztec System, allows ready access to information about cases but the information is only as good as the data entered. More resources must be devoted to the inputting and checking of the data to assure that accurate information can be provided quickly, upon request. Additionally, the Superior Court is experimenting with providing its daily calendar, for each Division, on the county's web page. If it proves of use to the public, the service will be expanded to include all of the Courts.

C. STRATEGIC INITIATIVES: LOCAL COURT AND AGENCY

This section discusses the business-oriented strategic initiatives of the courts and their local funding agencies, including the vision and mission they support.

There are several statewide strategic initiatives set forth in *Justice 2002*. The Navajo County Judiciary is preparing to implement the various initiatives as they are taken statewide. These include:

PROTECTING FAMILIES, CHILDREN AND COMMUNITIES

Monitor the complex flow of cases throughout the judicial process from initiation by law enforcement, review and petitioning by prosecution, representation by defense counsel, adjudication by the courts, and management of potential consequences such as probation or incarceration.

Provide safe and secure juvenile detention and adult jail facilities as a corrective resource to the court.

Increase collections especially from probationers and others found to be civilly disobedient.

PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Promote the development of integrated justice automation systems to improve the management of cases and to process them in a timely fashion. To convey information between agencies participating in the judiciary via online transmission.

CONNECTING WITH THE COMMUNITY

Provide state and county authorities with the means for electronic data transmission of information and data, including Warrant information, Orders of Protection information, and reports.

Use of Internet to publish court information such as daily court calendars, forms, and legal references for use by the general public.

D. INFORMATION TECHNOLOGY STRATEGIC INITIATIVES

This section outlines the courts' strategic technology initiatives including those sponsored by local funding authorities. It identifies how the IT initiatives align with the local courts and the local funding agencies' business-oriented strategic initiatives. It also demonstrates the courts' strategic alignment with the statewide technology strategic initiatives in the *Arizona Judicial Department Information Technology Strategic Plan*.

Navajo Court's Judiciary is participating in several statewide information technology initiatives, it both supports and relies on these statewide initiatives to address the courts' automation needs. These statewide IT strategic initiatives are listed below, along with any related local IT initiatives. In addition, local court and local funding agency technology initiatives are identified where they are impacting the local court operations and technology planning.

STATEWIDE IT INITIATIVES AND LOCAL COURT/AGENCY ALIGNMENT

Build the infrastructure (including the network, centralized help desk, field support, training and distributed systems management capabilities) processes and procedures to support statewide court automation.

Navajo County Courts process case and cash management applications using the Arizona Judicial Information Network (AJIN) provided by a centralized statewide IT function. The Navajo County Judiciary depends on the help desk, training, systems management and network available from the Administrative Office of the Courts (AOC). This includes, at this time, the court's criminal, civil, traffic, juvenile and adult probation processing.

Provide security and disaster recovery policies, procedures and technology to protect statewide court technology-related assets.

The courts maintain, with centralized support from the AOC, appropriate application- level security. Navajo County Judiciary's policies, procedures and training support this statewide initiative.

Acquire, install and support software and hardware to facilitate court communications.

Navajo County Courts utilize the Arizona Judicial Information Network for email, Internet and intranet communications. Communication with local agencies is via AJIN and the Internet. Navajo County Courts participate in statewide users' groups and receive direction and prioritization for development and enhancement of statewide automation applications.

Improve data exchange and communications with the public and outside agencies.

Navajo County Courts support the statewide effort towards justice integration. Further, the local courts are preparing for the public access capabilities to be provided by connecting links between Navajo County's website and the A.O.C. website. Preparations include data quality reviews and work flow analysis to assure the most efficient and effective processing for timely and accurate data.

Provide solutions for the courts' records storage challenges.

The local courts await an electronic document management study to be conducted statewide to identify electronic document management solutions, standards and guidelines.

E. FISCAL YEAR 2001 ACCOMPLISHMENTS

This section lists the accomplishments of the county's courts in information technology projects for the period January 1999 through January 2001.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	ACCOMPLISHMENT
Large Volume Court/ACAP Software Project (State)	Arizona Court Automation Project	Enhancement and modifications, as needed, to the AZTEC, the ACAP case and cash management system.	Court personnel have participated in user group meetings to identify application enhancements.
JOLTS Support (State)	Juvenile On-Line Tracking System	The Juvenile On-Line Tracking System (JOLTS), is an AS400 application.	JOLTS is used by juvenile Probation and Detention.
JOLTS, ACAP & PIMS (State)	Equipment Maintenance/Upgrades	Upgrade to desktop equipment.	All equipment upgraded.

ACAP Support (State)	ACAP Statistical Reporting	This is a special reporting module developed to provide case statistics from the case management system.	Implemented this reporting module, and continuing to monitor for accuracy.
Judicial Intranet (State)	Judicial Intranet Site	This is an AJIN project to provide intra-court communications via an intranet site.	Implemented Microsoft Internet Explorer 4.0. Accessing court information and documentation on the AJIN web-site.
Judicial Intranet (Local)	Judicial Intranet Site	Navajo County Judicial web-site.	Currently sharing web-page with County.
Electronic Document Management (State)	Electronic Document Management (EDM)	This was a study to identify current state of EDM and to create standards for future acquisitions.	Participated in the statewide study to document EDM requirements for courts.
Data Warehouse (State)	Data Warehouse	The Data Warehouse Project is a pilot effort to establish a data warehouse of key court information for use in statistical analysis and, eventually, will contribute to both public access and justice integration projects.	Put quality control and work flow efficiencies in place to assure correct and timely data.
Justice Integration Project (L)	County Integration Project	This is an effort to increase both cooperation and automated communication among justice agencies.	Established a working committee of justice agency
Email Everywhere (S)	Email Everywhere	Email Everywhere is the Judiciary's project to provide all Arizona courts with email to facilitate communication and reduce paper flow and its associated costs.	Implemented Outlook for court staff countywide. Probation personnel using Outlook 2000 for personal management issues and electronic communications.
Wendell: Electronic Resource for Judges (S)	Wendell	Wendell is an electronic resource and bench book for Arizona Judges. It is available on the AJIN intranet.	Implemented access to Wendell for judges in general and limited jurisdiction courts.
Video Conferencing (L)	Video Conferencing	This is an effort to acquire and use video conferencing to reduce travel. Implementation in courts for arraignments and initial appearances is the goal.	Implemented a video conferencing system between jail and Justice Court and one division of Superior Court. Now holding some initial appearances and arraignments via video.

F. CURRENT 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 software products.

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/400's for JOLTS and general administrative operations of the Administrative Office of the Courts. The courts are operating on IBM RS6000's. The appellate courts operate on DEC and Alpha systems. A variety of NT servers provide for Internet, Intranet, email, and file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD has entered into a three year equipment leasing program which is designed to refresh the hardware regularly to ensure that it incorporates the technology needed to support the evolution of the statewide applications and projects.

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 FACTS, TIP, PIMS, JOLTS, and any word processing, spreadsheet, report writing and other database or other tracking applications.

G. STRATEGIC PROJECT ANALYSIS

This section identifies the independent strategic technology projects that support the courts strategic initiatives. Each of these projects is characterized by type as follows:

Utility: includes the basic and continued operational applications required to be in business;

Enhancement: includes those that extend the organization's performance, offering, for instance, faster delivery of information, better service or higher quality;

Frontier includes projects on the leading edge of technology that could make a dramatic improvement in the court.

STRATEGIC PROJECTS	UTILITY	ENHANCE	FRONTIER
Develop a Navajo County Judicial Web site		X	
Enhance Present Collections Tracking Software	X		
Electronic Filing of Small Claims			X

ACAP Case Processing	X		
ACAP Statistical Reports	X		
Local Technical Support		X	
Local Disaster Recovery	X		
Adult Probation Software Implementation	X		
JOLTS Case Processing	X		
Dependency Case Processing	X		
Justice Integration Planning		X	
Data Warehouse Implementation		X	
Arraignments via Video Phone	X		
Imaging Probate Records		X	

H. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate. For projects primarily supported at the state level, it will identify project status and other pertinent information related to local goals and independent future plans.

The Navajo County Judiciary is involved in many of the statewide strategic projects. Where courts have local enhanced or individual projects beyond the statewide effort, these are noted.

STATE STRATEGIC PROJECT	COUNTY COURTS: PARTICIPATION AND RELATED PROJECTS
<p><u>Large Volume Court/ACAP Software Project</u> This project is working with the ACAP/AZTEC software development team to enhance the product, especially for enhanced productivity.</p>	Participating in the Administrative Office of the Court (AOC) project.
<p><u>ACAP Support</u> This project provides the resources to support use, enhancement and upgrade of AZTEC software for the ACAP courts.</p>	Participating in AOC project.
<p><u>JOLTS Support</u> Use, enhancement and technical assistance related to the Juvenile On-Line Tracking System.</p>	Participating in AOC project.
<p><u>Adult Probation Software Development and Rollout</u> Development, testing and deployment of a new adult probation case tracking system.</p>	Operating PIMS (Probation Information Management System) and awaiting completion of the APETS (Arizona Probation Enterprise Tracking System) software and deployment statewide.

<p><u>Central Public Access to Data</u> Creating access to court information, including court-related Web sites and an interface to AZTEC case data via the Internet.</p>	<p>Participating in AOC project for data quality review prior to providing data for public access.</p>
<p><u>Electronic Document Management</u> This project will address courts' document storage and management needs and includes imaging and electronic filing as well as setting standards for interoperability and document transfer.</p>	<p>No funding available for this project. However, attempting to identify imaging technology that would provide relief for county personnel's workload while maintaining statutory guidelines, administrative orders, and quality of service to the public.</p>
<p><u>Data Warehouse</u> This project includes building a central data store to be used for public and justice agency access as well as providing court statistical information.</p>	<p>Participating in AOC project.</p>
<p><u>Judicial Intranet</u> A internal "Internet" on which court resources and information for judges, court administrators, clerks of court and court staff will be available.</p>	<p>Participating in AOC project.</p>
<p><u>Email Everywhere</u> A project to deploy email and other group collaboration applications to all judicial sites.</p>	<p>Participating in AOC project.</p>
<p><u>Justice Integration Project</u> A project to develop and support electronic information sharing to other justice-related local, state and federal agencies.</p>	<p>Awaiting statewide planning and governance models for support of inter-agency automated data sharing.</p>
<p><u>Automation Field Support</u> This is a partially funded project to provide automation training and support staff at distributed sites throughout Arizona for timely training and application support of statewide projects such as ACAP and JOLTS.</p>	<p>Participating in AOC project. Developing grant request and identifying funding for match requirements for state judicial funding support for field training.</p>
<p><u>Data and Network Security</u> A project to constantly monitor and improve the security of the Arizona Judicial Information Network and the data processed within it.</p>	<p>Participating in AOC project.</p>
<p><u>Virtual Self-Service Center</u> A project to provide most standard court forms and instructions over the Internet. Eventually, the forms will be interactive and capable of being filed electronically.</p>	<p>Participating in AOC project. Implemented use of local gateway to allow Navajo County residents access to forms on Supreme Court Web page that are common to filings in Navajo County Courts.</p>
<p><u>Technical Training</u> A project to provide general technical training to information technology staff in courts around the state on products and technologies in use statewide.</p>	<p><u>Local Technical Education:</u> Members of Ad Hoc committee attended an on-line demonstration of Pima County's intranet offerings. Staff encouraged to attend state-level technical training when it is offered.</p>
<p><u>Video Conferencing</u> This project is to support the placing of video conferencing capabilities in key locations across Arizona.</p>	<p><u>Video Arraignment:</u> Have deployed video phones in the Navajo County jail and in the six Justice Courts along with one in a Superior Court for use in video arraignments. Videophones must be upgraded or replaced.</p>

Local Information Technology Strategic Projects Detail:

Project Name	Video Arraignment Project
Description	Replace Video Phone Technology and expand to all Courts.
Courts Participating	Superior and Justice Courts
Business Goals Supported	Provide access to swift, fair justice.
Benefit Assessment	Reduce the need for inmate transport between jail and the Courts. Decreases financial expenses for transports and improves safety for the Courts and communities.
Financial Assessment (costs and funding sources)	Unknown expense for equipment and support.
Project Status	Pending
Project Plan	<u>Ongoing.</u>
Project Name	Upgrade Jury Selection Mailing Process
Description	Purchase a letter-folding machine to increase number of folded jury selection notices in a shorter time.
Courts Participating	Superior Court
Business Goals Supported	Connecting with the Community.
Benefit Assessment	Improve the processing of mailers for jury selection and reduce time committed to manual folding of jury selection notices by Clerks of the Superior Court.
Financial Assessment (costs and funding sources)	Unknown expense for equipment and support.
Project Status	Pending
Project Plan	Ongoing
Project Name	Create "Self-Help" Center
Description	Provide a Court-related on-line document retrieval system and written literature to the public, attorneys, and staff.
Courts Participating	Superior Court
Business Goals Supported	Connecting with the Community.
Benefit Assessment	To provide quick access to and retrieval of Court-related materials through electronic technology or to provide ready access to forms and other materials for manual searches in the Navajo County Law Library.
Financial Assessment (costs and funding sources)	The electronic technology is provided by the Arizona Supreme Court.
Project Status	Pending
Project Plan	Ongoing

APPENDIX A
COUNTY COURT HARDWARE AND SOFTWARE ENVIRONMENT

1. HARDWARE:

The Navajo County Judiciary has deployed the following desktop equipment which is used the JOLTS and ACAP statewide applications.

<u>COURTS</u>	<u>PCs</u>	<u>PRINTERS</u>
Superior Courts	30	10
Holbrook Justice	5	1
Winslow Justice	5	2
Snowflake Justice	5	4
Show Low Justice	4	2
Pinetop/Lakeside Justice	6	2
Kayenta Justice	2	1
Holbrook Municipal	1	1
Winslow Municipal	2	1
Showlow Municipal	2	1
Pinetop/Lakeside Municipal	2	2
TOTALS	64	27

JOLTS, Victim's Rights and Dependency Equipment

In seven locations throughout Navajo County, the following equipment is used:

<u>DESCRIPTION</u>	<u>QUANTITY</u>
CSUDSU	7
Laptops	1
Printers	9
Routers	6
Terminals	1
PC's	43

2. SOFTWARE:

<u>PRODUCT</u>	<u>COURTS USING</u>
FACTS application software for the Arizona Court Automation Project (ACAP)	Superior Court and all Justice and Municipal Courts
JOLTS (Juvenile On-Line Tracking System)	Superior Court Juvenile Probation Department
PIMS (Probation Information Management System)	Superior Court Adult Probation Department
Tax Intercept Program (TIP)	Clerk of the Superior Court (Probation Clerks) and Navajo County Justice Court Collections Program.
Word Perfect 8.0	Superior Court and all Justice and Municipal Courts
Windows 95	Superior Court and all Justice and Municipal Courts
Outlook Express or Outlook 2000	Superior Court, all Justice and Municipal Courts, and Juvenile Probation Department
Seagate Info/Crystal Reports	Superior Court
Excel	Selected court staff county-wide.