

**COMMISSION ON TECHNOLOGY**  
**Agenda Item Information/Action**  
**STRATEGIC PLANNING MEETING**  
**Meeting Date: June 20 & 21, 2002**

<i>Agenda Item:</i>  <a href="#">Review of County and Appellate Court Information Technology Strategic Plans</a>	<i>Type of Action Requested:</i>  [ X ] Formal Action/Request [   ] Information Only [   ] Other
<b>FROM</b>	

Karl Heckart

**SUMMARY**

The Information Technology Strategic Plans 2003-2005 were submitted by all counties and appellate courts. Summaries for each are attached. Members will review each plan's key directions and projects and review or approve them, per the Arizona Code of Judicial Administration 1-109.A.7 as follows:

Review and approve supreme court, court of appeals and county-wide court information technology strategic plans for consistency with the judiciary's strategic business and information technology plans and with applicable administrative orders and rules adopted by the court.

**ACTION REQUESTED OR RECOMMENDED**

Approve, approve with specified reservations or disapprove each of the submitted plans. Use consistency with Justice for a Better Arizona as well as conformance with the directions, recommendations, etc. that the Commission has identified during the course of the strategic planning session.

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INFORMATION TECHNOLOGY STRATEGIC PLAN 2003-2005**

**Summary  
Supreme Court**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Developed and delivered two major releases of Appellamation.
- Developed and implemented statistical reporting.
- Performed gap analysis for Court of Appeals implementation.
- Developed specifications for legacy system data conversion.
- Enhanced the web site, including calendar and rules agenda information.

Business needs, pressure points and goals:

- Providing Appellamation functionality to meet the unique needs of both the Supreme Court and the Court of Appeals.
- Providing training.
- Electronically providing data to and receiving data from lower courts.

Independent strategic technology projects:

- Development of Appellamation enhancements including: transcription acquisition management, case issue management, management reports, work product management, court opinion publication management, document management, and public access.
- Legacy data conversion of Supreme Court data.
- Planning for a middleware transaction monitoring acquisition and migration to a multi-tiered topology.
- Supporting the pilot implementation of Appellamation/Criminal in Court of Appeals.

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**Summary  
Court of Appeals, Divisions I and II**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Redesigned and enhanced web sites that provide calendar and case information.
- Case management systems: Division I began pilot of Appellation; Division II implemented ODSPlus for criminal cases.
- In Division II: Completed the integration of e-filer with ODSPlus and implemented as a pilot electronic filing project.
- Fully implemented electronic transfer of records from Pima Superior to Division II for criminal records.

Business needs, pressure points and goals:

- Continued enhancement of electronic document management (EDMS), imaging and electronic filing systems.
- Continued infrastructure upgrades, budget permitting.

Independent strategic technology projects:

- Continued enhancement of ODSPlus system with integration to EDMS.
- E-filer operation.
- Extending of Electronic Blueback (electronic transmittal of information/documents for cases on appeal) where superior courts acquire EDMS.
- Electronic distribution of court-generated documents as part of e-filer.
- Pending public access rules/guidelines, provision of court documents on-line.

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**Summary  
Apache County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented in all courts additional modules of AZTEC, including the statistical module, all distributed updates, and the orders of protection.
- Implemented the field trainer program.
- Participated in several statewide study committees including the AZTEC user group.
- All courts providing case information to the Web's Public Access to Court.
- Enhanced county courts' web site with contact and passport information.

Business needs, pressure points and goals:

- None specific to local needs noted. A local Apache County Technology Plan was reviewed; it is consistent with the IT Plan.

Independent strategic technology projects:

- Participating in statewide projects as appropriate.

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**Summary  
Cochise County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented in all courts additional modules of AZTEC, including calendaring, payment contracts, and orders of protection.
- Significantly increased the number of personnel trained, especially in the limited jurisdiction courts, with the field trainer program.
- Participated in several statewide study committees including the Superior Court Business Processes Group and the Committee to Study Jury Practices and Procedures.
- All courts providing case information to the Web's Public Access to Court.
- Enhanced county courts' web site with juror information.

Business needs, pressure points and goals:

- Streamline and enhance the jury selection process.
- Acquire imaging and document management systems.
- Acquire digital recording capability in courtrooms.
- Upgrade the infrastructure and network.
- Complete the development of a self-help service center in the law library.
- Need to share information across court departments, especially probation.
- Upgrading the video conferencing capabilities.
- Case file tracking improvements.
- Address the need of JOLTS probation officers for remote access.
- Addressing competing demands with limited resources.
- Need to maximize training delivery.

Independent strategic technology projects:

- Acquiring digital recording.
- Enhancing JOLTS connectivity into the county system
- Researching case file tracking systems, possibly using bar coding.
- Upgrading video conferencing equipment.
- Researching imaging of marriage licenses.
- Planning for the implementation of Probate and Arbitration module (PAM) and for Arizona Probation Enterprise Tracking System (APETS).
- Studying Maricopa and Pinal Counties' electronic minute entry delivery system for potential use.

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**Summary  
Coconino County Courts**

Does plan support Justice 2002 goals? Yes  
Are all courts participating in the statewide strategic projects? Yes

Accomplishment Summary:

- Implemented additional modules of AZTEC, including statistical reporting and orders of protection.
- Significantly increased the number of personnel trained with the field trainer program.
- Implemented electronic disposition reporting to Department of Public Safety in the Superior Court in Coconino County, Flagstaff Municipal Court and Flagstaff Justice Court.
- All courts providing case information to the Web's Public Access to Court.
- Implemented video conferencing between jail and Flagstaff Justice and Municipal Courts and averaging 420 session per week.

Business needs, pressure points and goals:

- Increase the quality of service.
- Create a local court technology staff position.
- Enhance services and information provided via the courts' web pages.
- Desire to provide web-based payments.
- Funding to maintain both a field trainer and technology staff.

Independent strategic technology projects:

- Courts Web site.
- Obtaining local court technology staffing.

Comments:

In the area of justice integration, Coconino County Courts are leaders. Their county attorney is scheduled to begin electronically send "no-files" thus supplementing the pilot courts' electronic disposition reporting. Next phases include the sharing of calendar information among the local criminal justice agencies. The county has implemented a messaging infrastructure to support this.

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**Summary  
Gila County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishments Summary:

- Implemented modules of AZTEC, including payment contracts, calendaring and orders of protection.
- Implemented PIMS in Payson office.
- Participated in the Judicial Department's Public Access to Court Data Web site.
- Provided JOLTS information to DPS via ACJIS query.
- Implemented a local court web site with juror, calendar and contact information.
- Implemented video conferencing between county jail and Globe Justice Courts.
- Created a task force to address integration and multi-agency processing.
- Provided county attorney with inquiry access to AZTEC court case information.
- Significantly increased the number of personnel trained with the field trainer program, improving data quality, job satisfaction and standardized procedures.

Business needs, pressure points and goals:

- Create violence prevention programs in partnership with community agencies.
- Continue providing save juvenile detention facilities.
- Increase enforcement of probation conditions.
- Develop integrated justice information systems.
- Recruit, train and retain a quality workforce.
- Improve communication between the courts and the community.
- Local management of and enhancements to the local area network.
- Planning for document imaging and management solutions.

Independent strategic technology projects:

- Planning for a document imaging and management solution.
- Local area network and server upgrades migrating to Windows 2000.
- Place a self-service center in Payson.

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**Summary  
Graham County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented in all courts additional modules of AZTEC, including payment contracts, statistical reporting and orders of protection.
- Significantly increased the number of personnel trained with the field trainer program.
- Implemented the county's GroupWise calendar to share information with the jail and county attorney's office.
- All courts providing case information to the Web's Public Access to Court.
- Implemented a local court Web site with plans to add calendar information.
- Implemented video conferencing between county jail and justice courts.

Business needs, pressure points and goals:

- Provide the public with more and easier access to court information via the Web.

Independent strategic technology projects:

- Document imaging in Superior Court using the county's LaserFische imaging system.
- Expanding the self-service center adding 3 more devices.
- Video conferencing between the jail and the Superior Court.
- Enhancing of the local court Web site.

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**Summary  
Greenlee County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented additional modules of AZTEC, including payment contracts in most courts, and calendaring, statistical reporting and orders of protection in all courts.
- All courts providing case information to the Web's Public Access to Court.
- Established a Community Advisory Board to the Courts to facilitate communications between citizens and the courts.

Business needs, pressure points and goals:

- Court's commitment to complete 95% of criminal matters within 100 days.
- Increase the quality of service.
- Increase the communication between the courts and the community
- Increase staff training on the AZTEC case/cash management system.
- Neither the city nor the county has imposed strategic initiatives upon the courts.

Independent strategic technology projects:

- None

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**Summary  
La Paz County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented modules of AZTEC, including payment contracts, calendaring and orders of protection.
- All courts providing case information to the Web's Public Access to Court.
- Implemented and enhanced a local court web site with juror, calendar and contact information and planning for added Clerk of Court enhancements.
- Implemented video conferencing between county jail and limited jurisdiction courts.
- Full implementation of real time court reporting.

Business needs, pressure points and goals:

- Local government has not specified strategic directions that impact the courts.
- There is a need to electronically share budget data with the county.

Independent strategic technology projects:

- Contract negotiations underway for acquiring a local document imaging system.
- Creating self-service centers.
- Judicial Budget Automated Management: Working with county finance to have access to budget and finance information.

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**Summary  
Maricopa County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

The Maricopa County Court plan included a single consolidated Superior Court, Clerk of Court, Adult Probation and Juvenile Probation plan and individual plans from the following: Maricopa County Justice Courts, Chandler Municipal Court, Glendale Municipal Court, Mesa Municipal Court, Phoenix Municipal Court, Scottsdale Municipal Court, and Tempe Municipal Court.

Accomplishment Summary:

- Participated in statewide committees for defining development of statewide automation, including MCAP Financial Tracking System and Court Case Tracking System, juvenile probation collections software acquisition.
- Completed IA and Family Court modules of iCIS and continue to develop probate, civil and criminal.
- Continued enhancement of a newly implemented jury system.
- Planning done for field trainer project, electronic disposition reporting with county, county integration projects, video conferencing to new jail,
- Completed data sharing projects for court hearing and initial appearance information.
- Enhancement of the court's public access web page.
- Enhanced JOLTS with a GUI interface.
- Participating in the statewide Court Protective Order Repository.

Business needs, pressure points and goals:

- Clerk: increase overall customer satisfaction
- Clerk: implement EDMS
- Court: improve timely case disposition and public access
- Court: continue re-engineering of criminal case processing
- Maricopa County agenda: work from anywhere in the county; obtain services and do business electronically anywhere and anytime; easy access to information for decision-making; use technology to reduce cost and time of service delivery; standardize technology countywide.

Each department/group within the Superior Court provided detailed goals that included success measurements.

Independent strategic technology projects:

- Implementation and enhancement of high tech e-courtrooms
- Information sharing as part of Maricopa County ICJIS
- Electronic Document Management System project in Clerk's office
- Self-service center enhancements, including bi-lingual interactive forms and IVR
- Minute entry elimination project
- Jury management system enhancements
- Development and implementation of iCIS modules.
- Various infrastructure upgrades as part of the technology lifecycle program.
- Modifications to Clerk's Cash Management/RFR and other systems.

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**Summary  
Mohave County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented a court Web site with court contact and juror information.
- Implemented electronic distribution of minute orders.
- Developed electronic transfer of collections information to collections agency.
- Operating video conferencing among county jail, juvenile detention and county courts.
- Implemented access to court information by city attorneys.

Business needs, pressure points and goals:

- Need to participate in the data warehouse and court protective order repository.
- Desire to implement electronic disposition reporting.
- Continued local staff support for a local AZTEC server, database and network.

Independent strategic technology projects:

- Local staff working to maintain local infrastructure.
- Awaiting statewide technical specifications before proceeding with imaging.

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**Summary  
Navajo County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented in all courts additional modules of AZTEC, including the statistical module, the payment contracts module, calendaring, and orders of protection.
- Participated in several statewide study committees including the AZTEC user group and the Committee to Study Jury Practices and Procedures.
- All courts providing case information to the Web's Public Access to Court.
- Enhanced county courts' web site with juror and calendar information.
- Established a self-help center in the Law Library.
- Worked with local justice agencies to define local integration needs and priorities.

Business needs, pressure points and goals:

- Funding for automation expenses
- Integrate local law enforcement, prosecutors, defense counsel and courts to facilitate tracking cases from arrest to disposition.
- Integrate to support more efficient case processing information flows to meet case processing timelines.
- Electronic records archive.
- Sustain the collections effort with upgraded technology.
- Provide for digital recording of court proceeding.
- Acquire technology to protect juvenile witnesses testifying in hearings and trials.
- Plan, track and organize information about community needs and services.
- Increased case volumes with no increase in facilities or staff.
- Provide access to court information (calendars, forms, legal references) via the Internet to the public, especially with a self-service center in the Law Library.
- 

Independent strategic technology projects:

- Video Arraignments
- Jury Selection Mailing/Processing Improvements
- Self-Help Center
- Digital Recording System to record court proceedings in Superior and Justice Courts.
- Collections Staff's equipment replacement.

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**Summary  
Pima County Courts**

Does plan support Justice 2002 goals? Yes

Are all courts participating in the statewide strategic projects? Yes

Pima Superior Courts plan is segmented to reflect the activities of the following groups or departments: Superior Court Administration (SC), Clerk of Superior Court (COC), Juvenile Court (JV), Pima Justice Court (JC), Tucson City Court (TCC), and 6 limited jurisdiction ACAP courts (P6).

Accomplishment Summary:

- Implemented the Probate and Arbitration module in Superior Court.
- Developed and implemented default processing for civil traffic in TCC.
- Significantly increased the number of personnel trained with the field trainer program.
- Participated in several statewide study committees including Jury Practices and Procedures Committee, various ACAP/AZTEC user groups, the Superior Court Business Processes Group, and statewide needs assessment for criminal justice integration.
- All ACAP courts provided case information to the Web's Public Access to Court. COC implemented public access 11/2001, fully implemented the statistical reporting, and implemented the Order of Protection repository.
- Provided Pima JOLTS system information to the new central repository for JOLTS.
- Developed an Access database for adoption data to be shared with the clerk, county attorney and juvenile court.
- Justice Court replaced and deployed, with enhancements, the vendor developed small claims e-filing application with an in-house application.
- Developed various enhancements and additions to court web sites, including a civil case lookup and case calendars.
- Conducted a pilot "cybertrial" to allow remote trial participation.
- Improved various jury processes and information.
- Developed a plan to enhance/develop pre-trial services automation software.
- Performed analysis and pre-planning in preparation for implementation of APETS.
- Performed various upgrades to infrastructure, including network, servers and desktops.
- Implemented digital recording in many courtrooms in superior and justice courts.

Business needs, pressure points and goals:

Superior Court:

- Provide development, enhancement, and implementation programming support to court divisions to enable effective use of technology in support of daily court operations.
- Provide continuous improvement in infrastructure capability and reliability to meet court information technology requirements
- Maintain high quality standards in Customer Service / Support areas and provide a consistent, high level of customer service to all internal court staff, and other court or county agencies.
- Enhance communications and data exchange with the public and other agencies.

Clerk of Superior Court:

- Implement an Electronic Document Management System
- Expansion of the current Case Management System
- Migration to web based technologies
- Expand case and electronic document management capabilities
- Address the demands of tracking court proceedings
- Streamline and enhance the creation of minute entries

- Increase collections of court ordered assessments

Independent strategic technology projects:

- Electronic Document Management & Imaging: An implementation of in-house-developed EDMS software - in process (SC); electronic probation files with CMS links (SC); replacement of existing JC imaging system.
- Protective Order Repository data capture and transmission to central repository - in process for (SC & COC)
- Jury system upgrade or replacement - pre-planning (SC)
- Pilot probate hearings with remote video participation - planning (SC)
- Juvenile court on-line training project - in planning
- Integrated Family Court: Development and implementation (SC) - pre-planning
- Conversion of JOLTS document production to Word (JV) - planning; conversion of clerk minute entries from Word Perfect - researching alternatives (COC).
- Analysis & Restructuring of Court Business Practices - in planning for case management workflow (TCC).
- AZTEC module developments: Real time scheduling/minute entries in city court: development for AZTEC - development in progress; enhanced batch processing in AZTEC for noticing, etc. - development in progress; AZTEC file tracking module development - implementation in progress (TCC)
- Electronic data transfers from/to external agencies (MVD, jail, traffic school, law enforcement) - pre-planning (TCC); juvenile data to central repository and law enforcement.
- Various case management related system including acquisition of a case file bar-coding application, development or acquisition of a calendar (SC), development of a replacement pretrial services application (SC), rewrite of an interpreter scheduling application (SC), rewrite of the CASA application (SC), development of a criminal case and cash management system (COC), monthly collections billing (COC); replacement of the VINE victim notification system (JV)
- Various infrastructure enhancements, including asset tracking (SC), courtroom relocations (SC), operating system upgrades (SC), digital recording systems, wireless network connections (JC), research into biometrics for probationer identification (SC), JV to Windows 2000, PC upgrades, various server and network upgrades- planning (all).
- Various administrative systems including inventory control and budget system (SC), JOLTS changes tracking system, electronic help desk (JC).
- Enhanced use of the Internet and intranet for information sharing, including on-line harassment order forms, traffic citation payments and civil filings (JC), JV forms and information.

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**Summary  
Pinal County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented in all courts additional modules of AZTEC, including Probate and Arbitration, calendaring, payment contracts, and orders of protection.
- Significantly increased the number of personnel trained with the field trainer program funded by the clerk of superior court's office.
- Partitipated in several statewide study committed including Jury Practices and Procedures Committee and the Superior Court Business Processes Group.
- All courts providing case information to the Web's Public Access to Court.
- Implemented video conferencing between the county jail and superior court.
- Implemented the Minute Entry Electronic Distribution System (MEEDS) for criminal forms.

Business needs, pressure points and goals:

- Improve timely disposition of cases through improved caseflow management, calendar control and Alternative Dispute Resolution (ADR).
- Enhance and continue public access to court services, court case information and supporting programs through the development of on-line information and services.
- Continue the re-engineering project for criminal case processing through the coordination of the Courts and other justice agencies.
- Reduce reliance on paper documents.
- Improve productivity and job satisfaction.
- Modernize the Clerk of Superior Courts automation and infrastructure.
- Participate in and contribute to criminal justice integration efforts.

Independent strategic technology projects:

- Acquire and implement an automated collections system.
- Acquire and implement an electronic document management system, including imaging.
- Complete the implementation of the MEEDS system.

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**Summary  
Santa Cruz County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented in all courts additional modules of AZTEC, including calendaring, payment contracts, statistical reporting and orders of protection.
- Significantly increased the number of personnel trained with the field trainer program.
- Implemented electronic Motor Vehicle Division (MVD) reporting in Nogales Justice Court.
- Implemented a local Web site for court calendar and contact information.
- All courts providing case information to the Web's Public Access to Court.
- Implemented building security with magnetometers and scanners.
- Implemented video camera monitoring of adult probation offices and juvenile detention.

Business needs, pressure points and goals:

- Physical security at court and probation locations.
- Improved court proceedings recording.
- Justice integration and electronic reporting and filing.
- Data cleanup of old files and warrant.
- Reassessed and improved video arraignments.

Independent strategic technology projects:

- Upgrade the Nogales Municipal Court's network connection.
- Data Quality Project for clean-up of old files and warrants in Nogales City Court.
- Acquire and implement digital court recording in Superior Court and Nogales Justice Court.
- Expand video monitoring of probation/detention sites.
- Enhancing of the local court Web site.

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**Summary  
Yavapai County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Implemented in all ACAP courts additional modules of AZTEC, including payment contracts, statistical reporting and orders of protection.
- Significantly increased the number of personnel trained with the field trainer program.
- Created an advocacy program to assist victims of domestic violence in cooperation with the county health department.
- All ACAP courts providing case information to the Judiciary's Web site for Public Access to Court Case Information.
- Joined the Rocky Mountain Information Network to provide information to track absconders nationwide.
- Providing Probation Department with access to the Sheriff's database on inmates and criminal offenses.

Business needs, pressure points and goals:

- Automated calendaring and sharing of calendars county-wide.
- Improved court proceedings recording with digital audio recorders.
- Local technical staff for local support and funding to provide it.
- Network improvements.
- Reassessed and improved video arraignments.

Independent strategic technology projects:

- Expanding self-service center sites.
- Planning for scanning of citations in limited jurisdiction courts.
- Expanding and upgrading video equipment for arraignments and initial appearances.
- Automated court calendar software acquisition and implementation.

Comments:

The Prescott Consolidated City/Justice Court is a non-ACAP court. They are operating on a legacy case management system. Their plan, included with the Yavapai submission, includes a project to provide information to the state protective orders repository. Other current/planned projects include importing law enforcement citation data, generating minute entries in Spanish, and upgrading their document imaging system.

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**Summary  
Yuma County Courts**

Does plan support Justice 2002 goals?	Yes
Are all courts participating in the statewide strategic projects?	Yes

Accomplishment Summary:

- Participated in statewide committees including AZTEC user group and the Committee to Study Jury Practices and Procedures,
- Implemented additional AZTEC modules including statistical reporting, MVD electronic reporting and the court protective order repository fully implemented in all courts, and payment contracts in some courts.
- Implemented the field trainer program and provided enhanced training and support county-wide.
- Began planning for implementation of electronic disposition reporting.
- Providing case information via the new judicial public access to case information site.
- Enhanced a local court web and designing additional content.
- Implemented FTR in all superior court courtrooms.
- Increased courthouse security with digital photo badges for courthouse personnel.
- Testing of APETS in preparation for implementation.

Business needs, pressure points and goals:

Local agency strategic agendas also direct the courts efforts. They include

- County:
  - Community Health, Safety and Well-being; Customer Satisfaction
  - Desire for “network convergence” within the county to leverage investments.
  - Development of a more robust county web site to include courts.
- City of Yuma: Honesty and Integrity; Customer Service; High Performance; Openness and Teamwork; Respect for Diversity; Forward Thinking; Citizen Participation; Orderly Growth; Quality of Life; High Performance Organization

Both juvenile and adult probation have provided specific initiatives that align with local agency and statewide court agendas.

Independent strategic technology projects:

- Deployment of video conferencing between Wellton JC and county detention.
- Teleconferencing in juvenile courtroom.
- Participation in county Web portal project including a web site for each justice court and the superior court.
- Juvenile Justice Center – new building project.
- Justice Center – new building project.
- On-line citation payment via third party vendor.
- Planning for Electronic Imaging Center for superior court documents and for imaging in Yuma Municipal Court.
- Case file tracking system planning.
- Legacy data conversion into AZTEC.
- Electronic transmission of data to collections agency.
- Infrastructure improvements: county fiber optic backbone to support video streaming; city of Yuma mobile data terminals for potential court interface and PBX system;
- Court access to local agency’s systems.
- Limited jurisdiction court audio recording system.