

APACHE COUNTY COURTS Information Technology Strategic Plan Fiscal Year 2010-2012

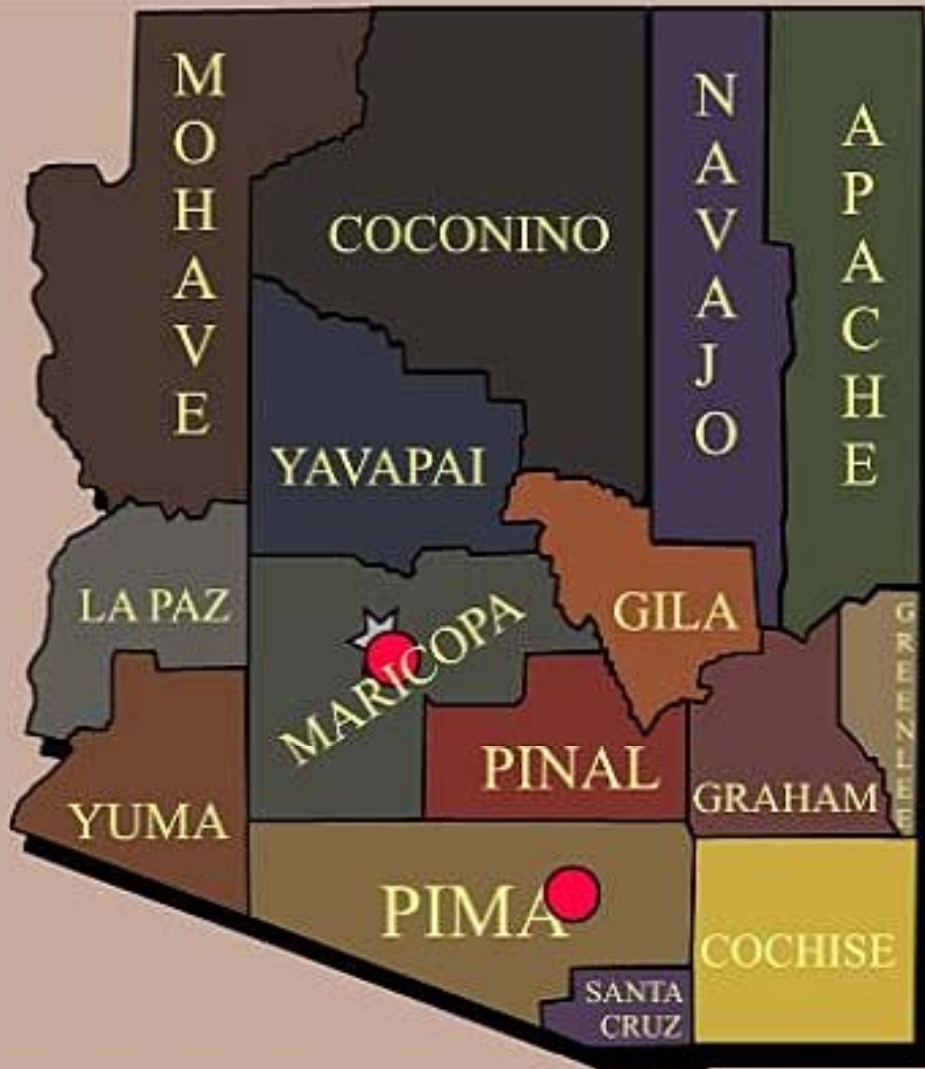


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APACHE COUNTY COURTS

INFORMATION TECHNOLOGY STRATEGIC PLAN FOR FISCAL YEARS 2010-2012

INTRODUCTION

This is a three year information technology strategic plan for the courts in Apache County covering the period from January 2009 through June 2012. It was created as an update to the FY09-FY11 plan submitted in March 2008.

The courts in Apache are composed of the following:

Superior Court in Apache County

Chinle Justice Court

Puerco Justice Court

Round Valley Justice Court

Saint Johns Justice Court

Eagar Magistrate Court

Saint Johns Magistrate Court

Springerville Magistrate Court

The Superior Court in Apache County provides administrative direction to the courts. Each court also works closely with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

The automation for the county's courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
 - Court Automation Coordinating Committee,
 - Probation Automation Coordination Committee,
 - The Technical Advisory Council, and
 - The COT e-Courts Subcommittee
- The Arizona Court Automation Project (ACAP) Users' Group,
- The Juvenile On-Line Tracking System (JOLTS) Users' Group and the Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

A. PLANNING METHOD AND PARTICIPANTS

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

Representatives from various Apache County Courts and Departments contributed information to this plan. Participants included:

Donna J. Grimsley	Presiding Judge - Apache County Superior Court
Betty Smith	Court Administrator - Apache County Superior Court
Chuck Moter	Director - Apache County Adult & Juvenile Probation Departments
Dezma Page	Apache County Adult & Juvenile Probation Departments
Sue Hall	Clerk of the Court - Apache County Clerk of the Court's Office
Lillith Avalon	Clerk of the Court IT - Apache County Clerk of the Court's Office
Victor Clyde	Justice of the Peace - Chinle Justice Court
Rolinda Yazzie	Chinle Justice Court
Merwin Lynch	Justice of the Peace - Puerco Justice Court
Caroline Benally	Puerco Justice Court
Lucinda Attakai	Puerco Justice Court
Sherry Geisler	Justice of the Peace - Round Valley Justice Court, Eagar Magistrate Court, Springerville Magistrate Court
Butch Gunnels	Justice of the Peace - Saint Johns Justice Court, Saint Johns Magistrate Court
Yvette Greer	Chief Deputy Clerk - Saint Johns Justice Court, Saint Johns Magistrate Court
Pat Renner	Clerk - Saint Johns Justice Court, Saint Johns Magistrate Court
Vickie Voss	Clerk - Saint John's Magistrate Court
Bowen Udall	Apache County Information Technology
Shirley Pulsipher	Apache County Information Technology

The following individuals have completed a refresh of the plan for this year.

Betty Smith	Court Administrator, Apache County Superior Court
Chuck Moter	Director, Apache County Adult & Juvenile Probation
Lori McCandlish	Adult Probation Department
Dezma Page	Juvenile Probation JOLTS Coordinator
Sue Hall	Clerk of the Court, Apache County Clerk of the Court
Lillith Avalon	MIS Specialist, Apache County Clerk of the Court
Rae Lynn Atencio	Field Trainer, Apache County Superior Court

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The courts support *GOOD TO GREAT: A STRATEGIC AGENDA FOR ARIZONA'S COURTS 2005-2010* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was adopted in June 2005 at the direction of the judiciary's new chief justice. It remains consistent with the previous *JUSTICE FOR A BETTER ARIZONA* vision; though several new or revised initiatives have been identified for each of the existing strategic agendas.

B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The county's courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follow:

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Clerk of the Court Superior Court	<p>Implement use of new statewide case management system in Apache County</p> <p><i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE; IMPROVING COMMUNICATION AND COOPERATION; and BEING ACCOUNTABLE)</i></p> <p>Understand and evaluate functionality of new case management system in terms of replacing current processes and functionality. Scrub, map, and convert data into new case management system tables. Work with AOC and AMCAD vendor to install new application on local computers & train personnel.</p>	<ul style="list-style-type: none"> • Insure appropriate training for all Clerk & Superior Court personnel. • Scrub & conversion of AZTEC case-related data. • Conversion of electronic document management system data and image file index. • Insure availability of document images to court partners under new system. • Implement electronic work flow in new CMS system to replace existing electronic distribution of documents. • Conversion of criminal & juvenile financial data from external data source. • Conversion of calendaring data from external data

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
		<p>source.</p> <ul style="list-style-type: none"> • Conversion of file tracking data and insure ability to produce appropriate case file folder labels. • Implement minute entry generation in new program to replace existing data merge to templates, auto docketing, and imaging.
<p>Clerk of the Court Superior Court</p>	<p>Increase the availability of Court records to the public, court officers, and court partners</p> <p><i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE; IMPROVING COMMUNICATION AND COOPERATION; and BEING ACCOUNTABLE)</i></p> <p>Correctly identify and manage data subject to release under public access rules. Provide internet-based access to appropriate court records as well as more efficient retrieval of documents and information within the Clerk's office. Make court records visible and available to court partners. Provide electronic transmission of records on appeal.</p>	<ul style="list-style-type: none"> • Back scan Apache County Court case documents currently in deep storage to an EDMS system. • Images will be sent out for conversion to microfiche to comply with archival standards. • Public access terminals at Superior Court / Clerk sites to offer public access to internet based case dockets and document images. • Maintain Law Library computer at Superior Court. • Participate in Court of Appeals Division 1 program for electronic transmission of records on appeal. • Provide public access to criminal minute entries to meet statutory requirements.
<p>Clerk of the Court</p>	<p>Implement electronic filing and distribution of court documents.</p> <p><i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE; IMPROVING COMMUNICATION AND COOPERATION; and BEING ACCOUNTABLE)</i></p> <p>Accept court filing via electronic</p>	<ul style="list-style-type: none"> • Participate in state program for electronic filing of documents. • Add public access stations at Clerk's office for electronic case file viewing.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	<p>means, make the electronic documents the 'official' document with an eventual goal of eliminating paper files altogether. This will require changes to the way the court does business from the front counter to the Judge sitting on the bench.</p>	
<p>Clerk of the Court</p>	<p>Move to a paperless office.</p> <p><i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE; IMPROVING COMMUNICATION AND COOPERATION; and BEING ACCOUNTABLE)</i></p> <p>Eliminate time and resources required to print documents for and maintain paper hard copy case files. Obtain efficiency associated with electronic work flow. Recover physical space associated with file storage and paper movement.</p>	<ul style="list-style-type: none"> • Acquire hardware and develop procedures to comply with 1-507 for Records Destruction. • Enable E-Filing (via AOC program) • Implement electronic work-flow.
<p>All Apache County Courts and related Departments</p>	<p>Increase and improve IT related skills & support resources locally available in Apache County <i>(OTHER LOCAL)</i></p> <p>Support the funding and hiring for additional positions in the County IT department which will benefit all Apache County Courts and related departments, and continue to fund an IT position in the Clerk of the Court's office. Obtain or locally provide training to improve IT related technical skills of both users and support personnel.</p>	<ul style="list-style-type: none"> • Encourage County to continue to fund an additional IT position with Apache County. • Insure support agreements are in place to assure availability of county resources to the courts. • Identify and document IT tasks and support needed in order to support the acquisition of appropriate resources in the County IT Department. • Contract for training or conduct local training classes as needed to improve and maintain IT related skills of both users and IT resources.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p>All Apache County Courts</p>	<p>Increase jury participation in Apache County <i>(IMPROVING COMMUNICATION AND COOPERATION)</i></p> <p>The Apache County jury pool is pulled from a large geographic area and diverse population base. This agenda includes a variety of initiatives which will make it easier for jurors to participate, and will increase the likelihood of willing participation.</p>	<ul style="list-style-type: none"> • Increase the efficiency of processing juror questionnaires by going to a one-step process. • Develop and distribute information packets on Court related internet pages to Justice Courts and Chapter Houses on the reservation. • Hold training classes at Chapter houses on how to respond to Jury questionnaires and summons online.
<p>Clerk of the Court</p>	<p>Streamline processing of Jury related documentation and information <i>(IMPROVING COMMUNICATION AND COOPERATION)</i></p>	
<p>Superior Court Clerk of the Court Adult Probation Department Saint Johns Justice Court</p>	<p>Evaluate current courthouse office/department allocation and develop plan to best utilize current space, including relocation of some departments to other buildings, if necessary, to secure additional space for growing departments <i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE)</i></p>	<ul style="list-style-type: none"> • Rearrange existing courthouse office space and network wiring as needed for most efficient use of current space. • Prepare Adult Probation relocation site to meet department's network needs.
<p>Superior Court Clerk of the Court</p>	<p>Plan for Implementation of Apache County Superior Court Division 2 <i>(PROVIDING ACCESS TO SWIFT FAIR JUSTICE)</i></p> <p>Due to caseload and population growth, the need for a second division is inevitable. This will involve additional personnel, rearranging of office space in the courthouse, and acquiring additional desktop equipment.</p>	<ul style="list-style-type: none"> • Enter additional codes and information to software applications as needed to accommodate new staff and division. • Train new personnel on court procedures and software applications.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	Some software applications in use at the Clerk's Office may require adjustment to support two divisions.	
All Apache County Courts and related Departments	<p>Increase collections on Apache County Court ordered fines & fees <i>(BEING ACCOUNTABLE)</i></p> <p>Collect monies 'up front' as often as possible. Provide as many options as possible to accept payment on fines and fees including credit card acceptance and payment via the internet. Actively pursue past due accounts and unpaid fees.</p> <p>Increase Justice Court participation in TIP and FARE and establish a central justice court collection approach.</p>	<ul style="list-style-type: none"> • Accept credit cards for payments at Limited Jurisdiction Courts. • Accept credit card payment via the internet. • Acquire and implement a Collections software application in conjunction with additional personnel to run the program.
Clerk of the Court	<p>Comply with statutes and rules related to calculating and charging interest on outstanding financial obligations <i>(BEING ACCOUNTABLE)</i></p> <p>The complexity of the rules and requirements related to calculation and tracking of interest will require a more robust financial system than is currently available.</p>	<ul style="list-style-type: none"> • Evaluate and understand requirements of state statutes and local rules related to charging interest on financial obligations. • Depending upon how statutes are interpreted, collections-based software may cover this need, changes can be made to existing financial systems, or a new financial system may need to be acquired and implemented.
<p>Superior Court Clerk of the Court Chinle Justice Court Puerco Justice Court Round Valley Justice Court Saint Johns Justice Court</p>	<p>Establish a system of public education and outreach that promotes understanding of and access to the legal system <i>(IMPROVING COMMUNICATION AND COOPERATION)</i></p> <p>Produce and provide to the</p>	<ul style="list-style-type: none"> • Maintain and enhance court and agency web sites.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	community written educational material to assist <i>pro se</i> defendants, parents and juveniles, and enhance court website to provide educational information.	
<p>Superior Court Clerk of the Court Adult Probation Dept. Juvenile Probation Dept. Chinle Justice Court Puerco Justice Court Round Valley Justice Court Saint Johns Justice Court</p>	<p>Facilitate timely and efficient criminal and juvenile case processing and management in Apache County</p> <p><i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE)</i></p> <p>Decrease the cost and increase the efficiency of handling personal appearances by defendants and juveniles at hearings and probation meetings. Avoid transportation time and costs. Standardize the electronic data format and increase the speed of document transmission from Justice to Superior Court. Offer alternative case document filing processes.</p>	<ul style="list-style-type: none"> • Apache County IT communicates and cooperates with AOC to set up connectivity for remote sites using county infrastructure. • Plan for replacement and upgrading of hardware and software. • Add or maintain connectivity to County administrative functions such as budgeting and purchasing. • Install microwave dishes and towers in strategic locations to serve remote court locations. • Document scanning and transmission capability (EDMS) in the Justice Courts for use by Courts and Special Masters. • Video arraignments and probation meetings from remote Justice Court locations. • Computers in the courtroom to produce forms and reference information. • County wide court integration to avoid duplicate data entry and promote data sharing. • Portable computers for Court staff. • Establish Clerk & Superior Court satellite offices in Round Valley.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p>Adult Probation Dept. Juvenile Probation Dept.</p>	<p>Enhance the availability of probation services throughout the County <i>(PROTECTING CHILDREN, FAMILIES, AND COMMUNITIES)</i></p>	<ul style="list-style-type: none"> • Implement JOLTSaz as modules become available.
<p>Chinle Justice Court Puerco Justice Court Round Valley Justice Court</p>	<p>Improve Security at Justice Courts <i>(PROTECTING CHILDREN, FAMILIES & COMMUNITIES)</i></p> <p>Identify and implement procedures to provide a safe and secure environment for court officers, employees, and members of the public.</p>	<ul style="list-style-type: none"> • Redesign courthouse traffic flow to minimize public access to vulnerable office areas and employees.
<p>Superior Court</p>	<p>Continue to improve and develop local tools to aid in tracking case progress and to improve case processing <i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE)</i></p>	<ul style="list-style-type: none"> • Use tracking elements to accurately report statistical and grant related information.
<p>All Apache County Courts and related departments</p>	<p>Emergency & Contingency Planning <i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE & BEING ACCOUNTABLE)</i></p> <p>Develop contingency response plans to keep the court open for business under a variety of emergency situations. Implement appropriate security and backup measures to minimize risk to data. Identify critical court functions to continue in emergency and their interdependencies.</p>	<ul style="list-style-type: none"> • Formalize a budget and plan for hardware replacement and backup hardware acquisition. • Obtain VPN access for key personnel to access county network & clerk systems remotely. • Acquire and outfit additional laptops for remote work. • Establish policies protecting personal information and to comply with state statutes. • Update and maintain Business Continuity plan as use of technology changes in Apache County.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
Chinle Justice Court	<p>Expand educational program presentations to local schools</p> <p><i>(IMPROVING COMMUNICATION AND COOPERATION)</i></p> <p>Purchase audio-visual equipment, including projector, screen and necessary software.</p>	No technology initiatives
Round Valley Justice Court	<p>Secure ability to electronically store documents and access needed forms online</p> <p><i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE)</i></p> <p>Serious document storage problem exists.</p>	<ul style="list-style-type: none"> • Explore possibilities for an EDMS system.
Chinle Justice Court	<p>Continue efforts to secure new court facilities that includes courtroom with technological capabilities</p> <p><i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE; PROTECTING CHILDREN, FAMILIES AND COMMUNITIES)</i></p> <p>Current facilities inadequate and could not be used for jury trial.</p>	<p><i>Bond money needed to fund this project.</i></p> <p>No technology initiatives.</p>
<p>Superior Court Chinle Justice Court Puerco Justice Court Round Valley Justice Court Saint Johns Justice Court</p>	<p>Promote further development and use of Alternative Dispute Resolution (ADR) program</p> <p><i>(SERVING THE PUBLIC BY IMPROVING THE LEGAL PROFESSION)</i></p> <p>Interest in ADR program has been minimal and further steps</p>	No technology initiatives.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	need to be taken to promote its use.	
Superior Court Probation Departments Chinle Justice Court Puerco Justice Court Round Valley Justice Court Saint Johns Justice Court	Expand Court Interpreter resources <i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE; IMPROVING COMMUNICATION AND COOPERATION)</i> Explore training programs to assist court staff in dealing with non-English speaking litigants.	No technology initiatives.
Superior Court	Examine feasibility of establishing Early Disposition Court to assist with more timely management of criminal cases <i>(PROVIDING ACCESS TO SWIFT, FAIR JUSTICE)</i>	No technology initiatives.
All Apache County Courts and related Departments	Assess staffing needs and secure funding to fill new positions <i>(BEING ACCOUNTABLE)</i>	No technology initiatives.

C. CURRENT TECHNOLOGY 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 productivity tools.

C.1. 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/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise ad-hoc reporting, and Statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, has undertaken a four year equipment leasing cycle which is designed to refresh desktop hardware regularly to ensure that it incorporates the technology needed to support the evolution of statewide applications and projects. In the most recent refresh activity, the following models were placed in service:

- Desktop: EW290AV hp Compaq Business Desktop dc5700 SFF, Intel Core 2 Duo 2.13GHz, 160 GB, 2 GB RAM, NIC
- Laptop: RM266UA hp Compaq 8510p, Intel Core 2 Duo 2.2GHz, 160 GB, 2 GB RAM, NIC
- Printer: Q5401A hp LaserJet 4015N

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.

C.2. SOFTWARE

Appendix A also identifies all the software used in the county's courts. It includes the state-provided applications such as AZTEC, APETS, TIP, PIMS, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing in over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology projects, and their priority as assigned by the Commission on Technology, are as follows:

Priorities for Ongoing Initiatives	Priority in Impact/Timing Order*
1. Systemic Thinking Approach to Development and New Projects 2. Core Software Support/Maintenance AZTEC JOLTS APETS JUSTIS DW Appellamtion 3. Automation Training and Support 4. Infrastructure Maintenance	H-S Code Standardization
	H-S Penalty Enforcement Program
	H-S Electronic Filing
	H-S Integration -- ADRS
	H-S Integration – e-Citation
	H-S New Case/Financial Management System for Trial Courts
	H-S Process Standardization
	H-S JOLTSaz
	H-M Business Continuity
	M-S Electronic Document Management
	M-S Internet Public Interactive Service – Minute Entry
	M-M Internet Public Interactive Service – Standard Form Data/Fill/File
	M-M Electronic Signatures
	M-L Technical Training
	M-L Enterprise Architecture (ongoing)

*Based on relative importance/impact being High, Medium, or Low and predicted time to implementation being Short, Medium, or Long term.

COURT IT ACCOMPLISHMENTS CY2008

This section lists the accomplishments of the county's courts in information technology projects from January 2008 to January 2009.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local (Superior Court & Clerk of the Court)	AME for Superior Court	Add templates and processes and train Superior Court users on AME so that they can generate orders through AME and push images through to electronic distribution.	Order and Notice templates added for Superior Court. Users trained and SC actively using AME, electronic distribution, and electronic flow of images directly to EDMS system.
Local (Clerk of the Court)	Upgrade to OnBase Imaging	OnBase is the standard document imaging software and is a required component for implementation of the new GJ case management system AJACS. Convert Apache County's current EDMS system to OnBase including migrating existing images, index, scanners and server hardware.	OnBase software now in use in Apache County Clerk of the Court for all new scanning. Existing images all imported to OnBase. Related process such as pulling images for appeals have been converted to use OnBase
Local (Clerk of the Court)	Re-implement Record Search to pull images from OnBase	Record Search application allows search and retrieval of case docket data by case number or party name. Used internally to retrieve and view images. Access is also provided to external court partners.	Record Search successfully re-written to pull images from OnBase. Implemented for all internal users. Will be rolled out to external court partners February 2009.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Business Continuity Planning	Develop a plan to keep the court's computer hardware and software applications up and running and appropriately supported by staff in case of emergency or contingency situations.	Developed a business continuity plan according to COOP document guidelines for Apache County Superior Court, Clerk of the Court, Count Attorney, and Probation Offices.
State (Clerk of the Court & Superior Court)	Security Breach Policy (formerly Personal Information Protection Policy)	Insure that Apache County Clerk of the Court and Superior Court has a Security Breach policy coordinated with Apache County IT & AOC policy.	Policy document developed by the Clerk of the Court's office and reviewed by Apache County IT and staff at AOC. Signed and put into action January 2009.
State (All courts & Departments)	Vista Computer Roll-out	Replace all existing AOC network desktop computers with new Vista operating system computers.	New Vista computers on all AOC network desktops.
Local (All courts & Departments)	Hire a Field Trainer	Hire and train a Field Trainer through the Superior Court to work primarily with Apache County Justice Courts.	Rae Lynn Atencio hired and has attended AOC trainings. Field Trainer has significantly assisted with catching up Justice Courts on financial reconciliations and other processes.
Local (Clerk of the Court)	Jury+ Web Interactive	Increase the availability of juror related information on the internet by implementing Jury+ updates which will support juror interaction with the court via the internet.	Web form for prospective jurors to respond to juror questionnaire implemented and in use.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local (Clerk of the Court)	EDMS – Back Scanning Superior Court Case Files	Contract with a vendor to scan old case files. Integrate these images to our existing EDMS system.	Criminal files 2000 through 2004 have all been back-scanned and imported to the EDMS system.
Local (Clerk of the Court)	Local Hardware Additions & Reconfiguration	Add, reconfigure, or replace hardware immediately needed to insure business continuity and prop up aging server hardware.	Original PUEBLO server hardware upgraded by replacing with a newer server taken out of service from other applications. Operating system and SQL version updated. Tape backup auto-changer acquired for server backups.
State (Clerk of the Court)	AZTEC Data Cleanup for AJACS Conversion	Scrub existing AZTEC data as directed by AOC. Select Apache County AZTEC data to be converted or ignored in favor of EDMS docket data.	32 reports provided by AOC. 23 reports have been fully worked and are clean for conversion.
Local (Superior Court & Clerk of the Court)	High Profile Case Web Site	Create a web site suitable for the posting of case filings and other information targeted to the Press on High Profile Cases in the Apache County Superior Court.	With the assistance of the AOC we now have a High Profile Case site for Apache County. Case filings on the high profile case are uploaded in PDF format to be available to the Press. Automated notices are sent to all subscribers about new postings to the site.

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during fiscal year 2009 (really January 2008 to January 2009). Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Additional Vista Computers	Depending on how cross connectivity of networks is achieved, we may need additional AOC desktop computers for Clerks, Courtrooms, and portable recording stations will be required to complete the roll-out of the new GJ case management system.	New Case/Financial Management System for Trial Courts	Mid-Cycle adoptors	FY10	Initiate	Coordinate roll-out with implementation of AJACS in Apache County. Two computers on a desk and switch over of network wiring from County to AOC network per desk. Timing of installation & coordination with Apache County IT resources.
AJACS for Apache County	A superior court case management system to replace AZTEC has been purchased from AMCAD, Inc. Developed in the .NET environment, the system handles complex financial allocations and provides program interfaces that permit integration with other automation systems as well as e-filing. Business process standardization	New Case/Financial Management System for Trial Courts	Mid-Cycle adoptors	FY10	Initiate	Will functionality of the new AJACS sufficiently cover and replace existing applications in use in Apache County? Adequate on-site training and support given our remote location. Keeping our office staffed during training / transition. Accurate and

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	and data conversion efforts will be undertaken as part of the roll out activities, first in 2 pilot courts, then in the remaining 10 general jurisdiction AZTEC courts.					adequate data conversion from various systems (see projects below).
AZTEC Data Scrub	Scrub existing AZTEC data as directed by AOC. Select Apache County AZTEC data to be converted or ignored in favor of EDMS docket data.	New Case/Financial Management System for Trial Courts	Mid-Cycle adoptors	FY10	Execute	Apache County will not want to convert all AZTEC docket and financial data but will leave some aside in favor of other data sources. AZTEC functionality has prevented us from cleaning up some of our data and it has had to be sent to the AOC for action.
Bandwidth Testing for GJ AJACS Implementation	AOC provide hardware and conduct tests in the Apache County Clerk & Superior Court offices to insure that sufficient	New Case/Financial Management System for Trial Courts	Mid-Cycle adoptors	FY09	Initiate	AOC may wait too long before conducting this testing such that enough time is not

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	network bandwidth is available to run AJACS efficiently. Take steps to acquire additional lines / band width as necessary.					left to acquire additional resources needed. Additional lines / resource may not be available. Cost for additional lines / resource may be very high. AJACS implementaiton may require delay in order to resolve this issue.
Business Contingency Plan Update	Update / rewrite technology systems portion of continuity plan after new case management system is implemented. Update plan based on table top & functional exercises.	Business Continuity	Early adoptors	FY10	Concept	Availability of human resources to revise plan.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<p>EDMS - Criminal Minute Entries for Victims</p>	<p>State provided web access application that will allow victims to view criminal case minute entries online. Document searches can be conducted by case number, defendant name, or Judge. Required by statute for small counties by January 2010. This could be done with current technology and systems in Apache County but is on hold for new imaging and AJACS implementation.</p>	<p>Minute Entry/Distribution</p>	<p>Among the last to implement</p>	<p>FY10</p>	<p>Concept</p>	<p>Allow public visibility to criminal minute entries while keeping all other case documents appropriately secured. Document images stored locally being accessible from possibly centralized web page access point. Accurately reflecting the Judge related to the document as opposed to the Judge on the case. Maintaining correct Judge associated with the case - diff Judge's do diff phases of case, case can change Judge during process (e.g. sentencing Judge may not be Judge</p>

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
						handling post-adjudication activity.
Electronic Filing to Apache County Superior Court	Electronic filing is accepting electronic documents from litigants and storing and managing them in an electronic document management system which is interfaced to AJACS case management system. Implement state supported vendor driven process.	Electronic Filing	Among the last to implement	FY10	Concept	Court's acceptance of electronic file as official / original record. Potential need to continue to print hard copy paper for files even from electronically filed documents in order to accomodate judge's. Local attorneys likely low level of acceptance and usage of electronic filing.
Electronic Filing to Court of Appeals	File electronic indexes and images with Court of Appeals division one from Apache County Superior Court.	Electronic Filing	Among the last to implement	FY11	Concept	Our comparatively low volume of appeals may not make us an attractive partner for

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	This project will probably wait for implementation of AJACS system & imaging process.					the statewide project although the volume is a lot for our office to handle. MQ Series is new technology for Apache County.
FARE program Implemented in LJ courts	Entering Apache County limited jurisdiction court unpaid obligations to FARE centralized collections program.	Penalty Enforcement Program	Mid-Cycle adoptors	FY09	Initiate	Round Valley Justice currently uses an outside collections agency - change of process or potential duplicate collections efforts.
Improve Collections by Implementing FARE program in GJ Court	Implement full participation in the FARE program as soon as possible per Budget Reductions AO 2009-____. For GJ court soonest possible is after AJACS implementation.	New Case/Financial Management System for Trial Courts	Among the last to implement	FY10	Concept	Defendants still on probation arrearage accounts are difficult to start collections on because amounts owed are very much in flux. Calculation of interest and appropriate prioritization of interest & additional fees obligation

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
						collections. Coordination with Probation department efforts to obtain payments from probationers.
JOLTS Statewide Identifier (SWID)	Assign each juvenile a unique identification number which can be used statewide in JOLTS.	JOLTSaz	Early adoptors	FY10	Plan	
JOLTSaz Rollout	Coordinate local conversion planning in conjunction with methodical county by county roll-out of new JOLTSaz system.	JOLTSaz	Mid-Cycle adoptors	FY10	Concept	Data conversion from existing JOLTS system. Unknown completion schedule for this project. AJACS implementation is predecessor project.

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Accept Credit Cards in Justice Courts	Acquire credit card machines and accounts to use to accept payments in Justice Courts.	FY10	Plan	Additional complexity in balancing finances daily.
Clerk of the Court Public Access Stations	Install two public access stations in the Clerk of the Court's office which will allow the public to search and view electronic cases documents online, print behind the desk and pay for copies. Eventually these stations would also allow members of the public to do electronic filing.	FY10	Concept	Physical space for public access stations will be difficult to find. Public may require substantial support from Clerk personnel to use the public access stations. Unknown what type of public access data will be provided with AJACS system.
Clerk of the Court Web Site Refit	Refresh and rebuild the Clerk of the Court public web site without frames and with improved format and additional information.		Concept	None
Continue External Court Partner access to case images after AJACS	Apache County currently provides court partners access to case dockets & images via Record Search application which draws data from CMS & OnBase EDMS system. We need to continue to provide this service /	FY10	Concept	Availability of this type of functionality inherent to AJACS. Additional costs of having vendor re-work Record Search to use AJACS data. Availability of AJACS data that will support Record Search.

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	<p>access to court partners after AJACS is implemented. Either use functionality provided by the state which accomplishes this or adapt / re-code Record Search to pull docket & party data from AJACS rather than CMS.</p>			
<p>Convert AME Templates & Electronic Distribution</p>	<p>Convert MEs, Orders, and other templates to AJACS document and workflow functionality. Implement appropriate workflow and electronic distribution of documents through AJACS.</p>	<p>FY10</p>	<p>Plan</p>	<p>Timeliness of availability of AJACS functionality for document template conversion. Unknowns concerning functionality of new system versus current standalone application.</p>
<p>Convert Apache Calendar Data</p>	<p>Evaluate Calendar functionality in AJACS system. Map and convert existing calendar data to AJACS application. Convert Judges & Attorneys assigned to cases.</p>	<p>FY10</p>	<p>Plan</p>	<p>Timeliness of provision of data structure to map into and availability of vendor for consulting and testing of conversion. Is functionality of new system equivalent to or better than existing standalone calendar application?</p>
<p>Convert Criminal and Juvenile Financial Data</p>	<p>Determine how much detail of existing financial data can be</p>	<p>FY10</p>	<p>Plan</p>	<p>Timeliness of provision of data structure to map</p>

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	converted from CrimWeb to AJACS. Map financial data to new data structure & codes and convert.			into and availability of vendor for consulting and testing of data conversion. Sufficient functionality in AJACS system to cover accruals, arrearages, restitution, joint & several restitution, priority of payments on auto-receipting.
Convert Current CMS Docket & Financial Data to AJACS	Map current CMS docket and financial codes to AJACS codes. Scrub CMS data as needed. Map & convert data to database structure for import to AJACS.	FY10	Initiate	Timeliness of provision of standard codes to map to and data structure to map into. Availability of vendor for consulting and testing of data conversion. Ability to use this CMS data in favor of AZTEC docketing.
Cross Connectivity AOC to County Network	After implementation of AJACS we must retain access and availability to resources and applications on the County network including email, purchasing, budgeting, payroll, Image storage server, and file sharing server. This	FY10	Initiate	Technical & security requirements AOC will have around creating cross-network connectivity. Availability of County IT resources to work the project. Existing server hardware may be aged and require replacement or may

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	cross connectivity must be accomplished before or by the time AJACS is rolled out.			be unacceptable to the AOC. Coordinating connectivity to server hardware and implementation of AJACS & imaging all at once.
Establish Satellite Offices in Round Valley	Establish a Judge's office, Clerk's office, and Hearing Room in the newly acquired building in Round Valley. These offices targeted to serve domestic and juvenile cases.	FY11	Concept	Network bandwidth available in Round Valley may not be sufficient to support satellite offices. Uncertainty concerning date the office space will be available.
Jury+ One Step	Move to a one step process where questionnaire and summons for jury service are combined.	FY10	Plan	Getting new combined form designed and printed and having the form match the web form process. Database and web form adjustments to enable this process.
Local Network Enhancement	Apache County has T1 line bandwidth that may be available for use by AOC Courts in Apache County. Connectivity through hardware must be established to remote sites.		Concept	Expense of implementation is a major concern. Cooperation between AOC & Apache County IT critical. Ltd Jurisdiction courts might not be able to use new graphic based CMS system without this connectivity improvement.

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<p>Move Adult Probation Offices</p>	<p>Move approximately 10 Adult Probation employees from St John's Courthouse to new office space in Pioneer School building. Move employees from Springerville office to Forest Service building.</p>	<p>FY10</p>	<p>Plan</p>	<p>Uncertain date when buildings will be available. Notifying probationers of where to find the office.</p>
<p>Plan Hardware Replacement & Software Upgrade Plan</p>	<p>Plan and budget for replacement and additional hardware and software needs for the next three to five years. Take into account servers potentially going out of service with implementation of AJACS.</p>	<p>FY10</p>	<p>Initiate</p>	<p>Budget is very tight mandating minimal acquisitions, reassignment of existing resources and use of refurbished products. Hardware acquired now will need to work with new systems to be implemented over the next two years. Uncertainty concerning hardware needs for new case management & imaging system will complicate this planning process. Replacement of county desktop systems will probably not be done since Court computers will replace all in 2009.</p>

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<p>Remote Access to Clerk Servers, Applications & File Sharing</p>	<p>Test various, select & establish method and procedure for Clerk IT resource to access Clerk servers and applications data remotely using VPN type technology. Having this available is a significant solution piece of our business continuity plan.</p>	<p>FY10</p>	<p>Concept</p>	<p>AOC security requirement / permission to access applications and servers via VPN. Satellite based connectivity from remote location may not be fast enough for good functionality of remote connection.</p>
<p>Round Valley: Additional Computers</p>	<p>Request an additional AOC network computer be installed on the front desk at the Round Valley Justice Court. May consider adding Public Access PC to counter following VISTA rollout</p>	<p>FY10</p>	<p>Concept</p>	<p>Funding for additional computer.</p>

D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

Detail follows for:

- New Juvenile Dependency and Delinquency Management System (JOLTSaz)
- New Case Management System – Limited Jurisdiction
- Justice Integration including criminal filing and electronic citation transfer
- Electronic Filing including transfer between courts and public/attorney case filing

STATEWIDE INITIATIVE	
NEW JUVENILE DEPENDENCY AND DELINQUENCY MANAGEMENT SYSTEM (JOLTSaz)	
Description: JOLTSaz is the next generation of software for automating juvenile court transactions using a single, browser-based, object-oriented version in 14 county probation departments backed with a standard SQL database. JOLTSaz is designed to receive and pass common data elements to Maricopa’s ICIS-JOLTS, child welfare agencies, treatment providers, and to the application systems of other criminal justice agencies as a part of the Criminal Justice Information Integration Project. It will rely on portions of the new case management systems and not duplicate their functionality. Conversion of data from the existing JOLTS application will be completed in conjunction with a methodical, county-by-county rollout.	
1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Mid cycle 3-4 years
2. General Importance or Impact to Courts in County: Anxious to get this new application but resources are limited in Apache so we prefer let others go first to work through any issues.	

**STATEWIDE INITIATIVE
NEW CASE MANAGEMENT SYSTEM – LIMITED JURISDICTION**

Description:

A limited jurisdiction court case management system candidate to replace AZTEC has been selected. AJACS systems will provide program interfaces that permit integration with other automation systems, like electronic citations. AZTEC data conversion and extensive training will be undertaken by the AOC to minimize disruption to local courts during the changeover.

1. Timeframe in which needed:

(immediately, next 12 months, 1-2 years, 3-4 years)

3-4 years

2. General Importance or Impact to Courts in County:

Conversion of AZTEC data and training could be issues if local labor is relied upon. Training needs to be offered locally not centralized in Phoenix. The APETS rollout model worked well – need AOC on site support for a full week in each Limited Jurisdiction court location. We favor a court-by-court approach to transition, not countywide all at once.

Training our new Field Trainer will be a critical piece of making this project successful.

Bandwidth issues in 3 justice court locations may entirely prevent effective use of new LJ CMS. See our project “Local Network Enhancements” for more details on the connectivity situation.

**STATEWIDE INITIATIVE
JUSTICE INTEGRATION**

Description:

The Justice Integration Project will enable the sharing of common data elements (those used in the applications of more than one criminal justice agency) between the various levels of the Courts, the county-level criminal justice agencies, the county administrative applications (business related data), and the State-level agencies which have a requirement to store the results of the criminal justice process (case disposition data). Significant benefits will be derived by the elimination of redundant data entry and the timely passing of information. The present requirement for the movement of forms, including the ATTC, as the mechanism for passing data will be greatly reduced by enabling electronic case initiation and updates from law enforcement's handheld devices as well as photo radar and red light camera vendors. DPS's photo radar project is greatly accelerating the timeline of this initiative for justice courts throughout the state.

1. Timeframe in which needed:
(immediately, next 12 months, 1-2 years, 3-4 years)

Limited Jurisdiction: Unknown
Superior Court: 3-4 years

2. General Importance or Impact to Courts in County:

Implementation of an Integrated Justice solution would be dependent upon County Attorney cooperation/participation. Example: Don't know details of the County Attorney's records management system. Apache County recommends that ACJC coordinate law enforcement and prosecutor / defender participation along with the Courts.

We particularly recognize the need for a common case number and some mechanism, which will allow courts to append to it to indicate the case's current status. LJs would need substantial training and state support for software integration. MVD, DPS, and sheriff department requests for data issues also persist – data is requested from the courts which was never provided to the court initially, and code systems are not coordinated; these issues need to be addressed with initial law enforcement data and appropriate cross referencing of codes.

**STATEWIDE INITIATIVE
ELECTRONIC FILING**

Description:

Electronic filing focuses on receiving documents along with appropriate and validated indexing information so that data can be automatically accepted and recorded into both the electronic document management and case management systems, thus removing the need for an imaging function. The chief justice envisions a statewide e-filing service using an Internet portal for all courts and case types. The portal will also provide parties and counsel with access to case records. Work is getting underway to construct the components of a statewide system and ensure their integration with existing automation systems. Related rules and code changes to support statewide e-filing are also underway.

1. Timeframe in which needed:

(immediately, next 12 months, 1-2 years, 3-4 years)

Limited Jurisdiction: 1-2 years, esp. forms

Superior Court: 1-2 years

2. General Importance or Impact to Courts in County:

The current focus of this AOC project is court-to-court transfer for AZTEC courts, but Clerk really needs labor savings and paper cost reductions immediately – active participation in both e-filing by 3rd parties and electronic transfer of Records on Appeal are on the project list for the Clerk of the Court / Superior Court. A big concern and the General Jurisdiction level is that going to an entirely e-record environment creates substantial additional burden on the IT systems as four backups of each document image must be maintained in order to make the electronic copy the official record and allow destruction of paper.

For limited jurisdiction courts, EDMS is a necessary prerequisite, which is not currently in place. Public access stations and web based credit card processing are also pre-reqs to implementing third party filing. LJ's are generally not interested in credit card processing online but this would have to change for e-filing to be put in place. Lower Jurisdiction courts would need to have any e-filing solution delivered as part of the new case management systems. LJs need standardized forms for filers, but volume is low for civil cases in Apache County.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

Not submitted.

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

This section lists the **judicial branch-owned hardware** deployed in the courts, including mainframes, servers, desktops, and other peripherals.

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Apache County Superior Court	4	Vista	0	NA	3
Clerk of the Court	6	Vista	0	NA	2
Adult Probation	1	Vista	0	NA	1
Juvenile Probation	19 (county)	Vista	0	NA	3 (county)
Chinle Justice	3	Vista	0	NA	1
Puerco Justice	4	Vista	0	NA	1
Round Valley Justice, Springerville/ Eagar Municipal	6	Vista	0	NA	2
St. Johns Justice	2	Vista	0	NA	1
St. Johns Municipal	1	Vista	0	NA	1

2. HARDWARE FOR SPECIAL FUNCTIONS

Hardware listed in this table ARE NOT included in the counts above or below.
This is Apache County owned hardware.

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk of the Court	0	2 Liberty (County)	2 Liberty Portables (County)	0	2 (County)	0
Superior Court	1 (County-Westlaw)	0	1 Judge's Laptop (County) 1 Pro Tem (County)	0	0	0
Adult Probation	0	0	0	1 (County)	0	0
Juvenile Probation	0	0	0	1 (County)	0	0
Chinle Justice Court	1 Westlaw (County)	1 Liberty (County - not online)	1 Judge's (County)	0	0	
Puerco Justice Court	1 (Compudyne Win 95)	1 Liberty (County - not online)	0	0	0	
Round Valley Justice	0	1 Liberty (County - not online)	0	0	0	
St Johns Justice Court	0	0	1 Liberty (County - online)	0	0	

3. LOCAL SERVER HARDWARE AND FUNCTION

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Clerk of the Court	Dell Intel	MS Windows 2000	MS SQL	Apache County (SIERRA)	Financial database & application web server
Clerk of the Court	Dell Intel	MS Windows 2003	MS SQL	Apache County (PUEBLO)	Production EDMS database server
Clerk of the Court	Dell Intel + PowerVault	MS Windows 2000 Web	<i>Accesses SQL database on other server</i>	Apache County (CLERKWEB)	Production EDMS application web server & images storage
Clerk of the Court	Dell Intel	MS Windows 2003	MS SQL	Apache County (CLERKDMZ)	External EDMS web server & images
Clerk of the Court	Dell Intel	MS Windows 2003	MS SQL	Apache County (Libra)	Conversion wall for AJACS
Juvenile Probation	APC smartups 1000XL	AOC Server	JOLTS	Supreme Court JOLTS ITD	JOLTS

4. NETWORK ENVIRONMENT

LOCAL AREA NETWORK & COUNTY HARDWARE						
Court	O/S	Number of PC's on Network	Number of Laptops on Network	Number of Printers on Network	Network Firewall Brand/Model	Other Security Provisions
Superior Court	Windows XP	5	1-Court Reporter	4	ASA 5510 Appliance in addition to County Firewall	
Clerk of the Court	Windows XP	15	2	5 printers 2 copiers (+10 local)		
Adult Probation	Windows XP	18	3	8	County Firewall	
Juvenile Probation	Unknown	3	3	3		

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the county's courts. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Updated software information for this plan period was received from: Superior Court, Clerk of the Court, Adult Probation, Juvenile Probation, and Puerco Justice Court. All others courts/departments are being reported as they were last year.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
AZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	Local PC	Superior Court, Clerk of the Court, and all Justice and Municipal Courts except Juvenile Probation	State standard case management system.
Other Case Management System: CMS	Pima County Clerk of the Court	PUEBLO server Local PC	Clerk of the Court	Pima Court Clerk of the Court legacy system. SQL & FoxPro databases. Facilitates EDMS system.
AZTEC Wizard	Add on to AZTEC case mgt system	Scottsdale City Court	None	
Other AZTEC add-on program			None	
AZTEC module: Probate case management	AOC	Local PC	Installed for Clerk of the Court but not in use	A module of AZTEC to process Superior Court probate cases.
Other Probate case management			None	

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
AZTEC module: Exhibit tracking	AOC	Local PC	None	A module of AZTEC that keeps track of exhibits.
Other Exhibit tracking: Apache FileTrack	Apache County Clerk	SIERRA server Local PC	Apache County Clerk of the Court	MS Access database and user interface. Exhibit tracking is a component of the FileTrack system
AZTEC Module: Calendaring	AOC	Local PC	All Limited Jurisdiction Courts	A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars.
Other Calendaring: Apache Calendar	Apache County Clerk	SIERRA server Local PC	Apache County Superior Court and Clerk of the Court	SQL Database with MS Access user interface.
AZTEC Module: Financials	AOC	Local PC	St. Johns Justice Puerco Justice Round Valley Justice Chinle Justice	A module of AZTEC that performs the cash management functions.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Other Financials/Cash Mgt. System: CrimWeb	Pima County Clerk of the Court	SIERRA server	Apache County Clerk of the Court, Adult Probation and Juvenile Probation	SQL database with an .ASP web browser interface. Used only for Criminal and Juvenile Delinquency financial collections. CrimWeb does accruals, auto prioritization of receipting, joint and several restitution receipting, and restitution disbursement.
Other Financials/ Cash Mgt. System: CMS	Pima County Clerk of the Court	PUEBLO server	Apache County Clerk of the Court	SQL & FoxPro databases with locally installed user interface. Used to receipt fees associated with cases and Clerk fees.
Other Financials/Cash Mgt. System: Quicken Basic 2000	Intuit / Local Staff	Local PC	Clerk of the Court	Used in conjunction with Jury+ to issue expense reimbursement checks. This version is required by Jury+
Other Financials/Cash Mgt. System: Quicken	Intuit / Local Staff	Local PC	Clerk of the Court	Financial software used to balance bank accounts.
AZTEC module: File Tracking	AOC	Local PC	None	A module of AZTEC that uses bar coding to track file locations.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Other File Tracking: Apache FileTrack	Apache County Clerk of the Court	SIERRA server Local PC	Apache County Clerk of the Court, Superior Court	MS Access database and user interface used to generate color file folder labels including bar codes. Tracks files, CD's, tapes and exhibits.
AZTEC Forms Generation	AOC	Local PC	St. Johns Justice and Municipal Courts	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word Perfect.
Other Forms Generation/Processing			None	
APETS (Adult Probation Enterprise Tracking System)	AOC	Local PC/AOC Server	Adult Probation	The new state standard system for tracking adult probationers.
DCATS – CASA	AOC	Local PC/AOC Server	None	The statewide system for tracking court appointed special advocates.
JOLTS (Juvenile On-Line Tracking System)	AOC	AS/400 JOLTS AOC Server Environment for JOLTSAZ	Apache County Clerk of the Court and Juvenile Probation	The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
JOLTS Storage Area Network (SAN)	AOC	AOC Server	Juvenile Probation	Centralize storage for documents, etc
Statistical Reports (CASPER)	AOC	Local PC/AOC Server	Clerk of the Court Springerville/Eagar Municipal Courts Puerco Justice Court St Johns Justice Chinle Justice	A statewide statistical reporting application.
Tax Intercept Program (TIP)	AOC	Local PC/AOC Server	Clerk of the Court Springerville/Eagar Municipal St Johns Justice / Municipal Chinle Justice Puerco Justice Court would like to use this application but currently does not.	A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery.
Vista	Microsoft/AOC staff	Local PC	All courts using AOC provided desktop computers. See Appendix A, Table 1	The operating system of the state standard desktop PCs.
Other PC/Laptop operating system: Windows XP	Local staff	Local PC	Apache County desktop & portable computers. See Appendix A, Table 4	Operating system standard for Apache County computers
Server operating system: Windows 2000	Local staff	Servers	See Appendix A, Table 3	
Network operating system: TCP/IP	Local staff		Superior Court, Clerk of the Court, Adult Probation	Apache County network
Electronic storage (SAN, NAS, etc)	Local staff		None	

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Outlook 2000	Microsoft/AOC staff	Local PC	All Apache County Courts and Agencies	The email and calendaring software used by AJIN.
Outlook 2000	Local staff	Local PC	All Apache County Courts and Agencies	e- mail and calendaring software
Word Perfect 12.0	Corel/Local staff	Local PC	Juvenile Probation	A word processing system.
Microsoft Word 2007	Microsoft/local & AOC staff	Local PC	All Apache County Courts and Agencies	A word processing system.
Excel	Microsoft	Local PC	All Apache County Courts and Departments	A spreadsheet product from Microsoft.
Database: SQL 7	Local staff	PUEBLO & SIERRA servers	Superior Court Clerk of the Court	A database product from Microsoft
Database: MS Access	Local staff	SIERRA server Local PC	Superior Court Clerk of the Court Puerco Justice Adult Probation	A database product from Microsoft
Database: Corel Paradox 9.0	Local staff	Local PC	Superior Court	A database product. Used for one legacy application.
Project management / tracking	Local staff		None	
Timekeeping	Local staff		None	

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Human Resources; HMS	Local staff	Apache County Server	Superior Court Clerk of the Court	Used for Budgetary Accounting, Department Requisitions, Payroll Inquiry
Adobe Acrobat Reader	Adobe	Local PC	All Courts and Departments	A free product from Adobe Acrobat for reading documents in PDF format.
McAfee Virus Scan	McAfee	Local PC and Various AOC Servers	Round Valley Justice Springerville/Eagar Municipal Puerco Justice	Virus detection software to protect local PCs.
Other virus prevention: Symantec Antivirus & Microsoft AntiSpyware	Vendor/Local staff	Local PC and Various Servers	Clerk of the Court	Virus detection software to protect local PCs.
Data backup / recovery system: BrightStor Tape Backup	Vendor/Local staff	Servers	Superior Court Clerk of the Court	Used for disaster recovery and business continuity
Seagate Info/Crystal Reports/Crystal Enterprise	Crystal/AOC staff	AOC server	Superior Court Clerk of the Court Juvenile Probation Adult Probation would like to use this program.	A report-writing tool for user ad hoc reports from various applications.
Other Report writing tool: MS Access	Local staff	Local computers	Clerk of the Court	A report-writing tool for user ad hoc reports from various applications.
Hardware and software inventory	Local staff		None	

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Problem and change management	Local staff		None	
Software configuration management	Local staff		None	
Procurement / Materials Manager	Local staff		None	
Centra	Centra	Local PC Client and AOC Server	All courts and departments, Adult Probation and Juvenile Probation	Software for interactive, instructor-led n-line training
Other on-line training tool: Learn2	Local staff	Local PC Client and Server	All Courts and departments	Software for interactive, instructor-led n-line training
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	Server	All Lower Jurisdiction Courts (March Implementation), Clerk of the Court and Superior Court (Post AJACS)	This is a package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. It also includes web payment and an IVR interface.
Other collections tracking			None	
Payment gateway			None	
Digital Audio: Liberty	JCG Vendor	Local PCs Courtroom PCs	All Apache County Courts	for Courtroom recording
Digital Video: Product Name: _____			None	for Courtroom recording

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Document Scanning: OnBase	OSAM Vendor	Two local scanning stations	Clerk of the Court	Scans batches of documents with bar code cover sheets, breaks them into documents and names the files by the bar code.
Electronic Document Management System: CMS, Record Search & OnBase	Pima County Clerk of the Court, CMS, & OSAM Vendor: Record Search & OnBase	PUEBLO server CLERKWEB server	Clerk of the Court Superior Court documents are available and viewed by all court partner departments & attorneys through Record Search.	Docket entries are made to a SQL database through CMS user interface. Scanned documents can be searched and viewed using Record Search through web browser or using OnBase Thin Client.
Integration-electronic data sharing with county/city law enforcement			None	
Integration-electronic data sharing with city/county prosecutor			None	
Integration-electronic data reporting of dispositions to DPS	AOC developed and supported.	AOC MQ server	None	An electronic transaction to DPS with court dispositions.
Integration-electronic data reporting of citations/dispositions to MVD.	AOC developed and supported	Local PC and FTP Server	None	An electronic transaction to MVD for traffic citations.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Jury system: Jury Plus Next Generation	JSI/Jury+	Local AOC PC and Jury Server in Phoenix + Web page for juror questionnaire response	Clerk of the Court	Tracks qualified jurors, jury selection, and their expenses. Randomizes jury calls.
MEEDS (minute entry distribution system)	Maricopa Superior Court developed/ SmartBridge Technologies supported	Local PC and server	None	A software package interfaced to Word and AZTEC that provides electronic minute entry forms generation and distribution.
Other Minute Entry System: Apache Minute Entry (AME)	Clerk of the Court	SIERRA server Local PC	Clerk of the Court Superior Court plans to begin using AME spring 2008.	MS Access wizard process which references data from CMS and Apache Calendar to help build header and footer data for minute entry documents. End of the process allows selection of appropriate ME template and merges data into header, footer, and body of document as appropriate. Generates electronic distribution instructions for minute entries.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Electronic Distribution	Clerk of the Court	SIERRA server	Clerk of the Court Superior Court plans to begin using AME spring 2008. Court Partners receive electronic distribution: Public Defenders County Attorney Adult Probation Juvenile Probation Other Attorneys	Batch file process combined with Feeboti email software distributes all documents normally mailed by the Clerk of the Court via email attachments to Court Partners who have agreed to receive electronic distribution.
Data warehouse			None	
Public access: Record Search	OSAM Vendor Apache County Clerk of the Court	CLERKDMZ server	Clerk of the Court provides this service to court partners including: Public Defenders County Attorney Sheriff's Office Adult Probation Juvenile Probation Other Attorneys	Searchable case number, party names and docket data linked to case file images all viewable online from any internet connected computer. Requires a login be issued by the Clerk of the Court.
Bulk data by subscription			None	

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Court Web site	Local Staff	Apache County Web servers	Superior Court Clerk of the Court St Johns Justice Court Chinle Justice Round Valley Justice Puerco Justice – site requires update Juvenile Probation	Provides general information for participating courts. Clerk site includes extensive links to other related sites of use or interest and updates Jury call information frequently.
Interactive Voice Response System			None	Provides callers access to court information over the telephone
Microsoft Publisher 2000	Microsoft / Local Staff	Local PC	Superior Court	Desktop publishing program
ATLAS	DES	Local PC & DES Server	Clerk of the Court	Child Support payment information

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.supreme.state.az.us/cot/Documents/EAS/EAS.htm>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
User Interface Delivery Method for Public Access	Netscape		Web and graphics based.
User Interface Delivery Method for Business Applications	Character based		We're stuck with AZTEC's character based stuff until August 2009 Other apps are web or graphics based UI.
Electronic Document Management	LaserFiche		OnBase
Report Writer for Ad Hoc Reporting	Crystal <10	Crystal 10	Crystal 10 MS Access
Report Writer for Business Application Reports	Crystal <10	Crystal 10	Crystal 10 MS Access
Development Languages	COBOL, JAM, RPG	Java (on a business case need basis), ASP (Classic), .NET Framework V1.1	VB .ASP .NET
Development Environment	Panther, Visual Studio ≤2003, Visual Studio 6	Visual Interdev, Visual Studio 2005, PowerBuilder	MS Access (VB)

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Analysis Tools	HOW		N/A
Word Processing	Word Perfect, Word97		MS Word 2002 or later
Spreadsheet	Excel <2003	Excel 2003	MS Excel 2002 or later
Presentation	PowerPoint ≤2003	PowerPoint 2003	PowerPoint 2002 or later
E-mail Client	Outlook ≤2003	Outlook 2003	Outlook 2002 or later
Instant Messaging	IRC Chat		N/A
DBMS	Informix, Advanced Revelation, DBASE, SQL Server <2000	SQL Server 2000, FoxPro, Clipper	AZTEC is Informix CMS/Record Search - FoxPro & SQL 2000 MS Access – multiple apps Paradox 9 – one dbase in Superior Court
Data Exchange Model		Fixed format, XML homegrown	N/A
Audio File Format		Proprietary	Liberty exportable to .wav
Network Protocol	SNA		TCP/IP (County Network)
Wireless Network Access	WEP		WEP Shared Key (County Network)
Network Operating System	Novell (unsupported) Windows (unsupported)		MS Active Directory 2003 (County Network)
Client Operating System	≤ Windows 2000	Windows XP	Windows XP (County Computers) Windows Vista (AJIN computers)

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Server Operating Systems	OS/400	DEC VMS	MS Windows 2000 MS Windows 2003
Component Service Layer		Web Services V1.1, DCOM, ASP (classic)	N/A
Message Transport	MQ ≤ V5.2	MQ V5.3	N/A
Data Transformation	MQSI ≤ V2.1	Data Junction, Cloverleaf	N/A
Data Routing/Publish and Subscribe	MQSI ≤ V2.1	Cloverleaf	N/A
File Transfer	FTP (intercourt and using public Internet), MQ ≤ 5.2	FTP (intra-court only), MQ V5.3	FTP used to transmit & post web pages to Apache County Web servers only.

APPENDIX B. REMOTE LIMITED JURISDICTION COURT CONNECTIVITY

Apache County has T1 line bandwidth that may be available for use by AOC Courts in Apache County. Connectivity through hardware must be established to remote sites.

This is a status report on the overall connectivity situation at the Apache County Limited Jurisdiction Courts which is carried more briefly on the Apache County Project list as “**Local Network Enhancement**” but which actually should involve cooperation and communication between the Apache County Limited Jurisdiction Courts, Apache County IT, and the AOC IT department to try and improve or resolve these connectivity issues.

The Apache County Limited Jurisdiction Courts which are located in places remote from the county seat in Saint Johns are operating under minimally functional network and internet connections. These courts are on dial up connections, rarely or never check email or use the internet and experience tremendous inefficiencies in the use of any centralized or web based applications. The speed and bandwidth limitations at these locations may make it impossible for these courts to run any new more graphically based case management system that may become standard in the state. It also prevents Apache County Courts from implementing projects such as video arraignments.

Chinle

Short Term: Apache County has established T1 line service to the probation office in Chinle. The APETS application is currently running across the County T1 line and is passed through to the AOC network. A similar connection scheme for the Chinle Justice Court could be established so that they could run their AOC applications, including a new case management system, across the County network lines. This project would require the addition of a switch and some re-wiring.

Long Term: County offices in Chinle are connected via a frame relay T1 line. This connection is shared by many users already and would not be sufficient for video arraignments or other additional heavy usage. The price of additional bandwidth is governed by the purchased committed access rate which could possibly be increased. Depending on the requirements, of some prioritization was implemented; some video could possibly be used. Additional equipment would have to be purchased to manage the signal prioritization.

Round Valley (Eagar & Springerville)

Short Term: The Springerville Immunization department is on the Apache County network T1 line and is physically located very close to the Justice Court. The Round Valley Limited Jurisdiction Courts could be connected to the T1 line with the addition of a switch and some pulled wire.

Medium Term: The Clerk of the Court and Superior Court plan to create satellite offices in the Adult Probation building in Round Valley and we understand that additional bandwidth connectivity will be necessary to support those functions.

Long Term: County offices in Round Valley are currently using Salt River Project radios to connect to the network in Saint Johns. It is possible that more bandwidth could be purchased through the Apache County Schools business consortium which would allow for video arraignments. Additional capacity would require working on a new agreement.

Sanders (Puerco)

Short Term: The Adult Probation office in Sanders is connected to the Apache County Network but that is some distance from the Puerco Justice Court. Radio equipment and possibly a switch would have to be purchased and installed in order to connect the Limited Jurisdiction Court to the County Network.

Long Term: County offices in Sanders currently use an Apache County Schools dish to connect to Saint Johns. If the schools agreed to allow additional usage of the dish, this connection could be made to work for applications such as video arraignments.

POSSIBLE FUTURE SOLUTION

The Apache County Schools have been working on a Metro Ethernet project that could possibly be coupled with the county and potentially enhance the ability of the schools to bring the project to completion. Metro Ethernet would essentially solve the bandwidth issues, but getting a business case built for it has been difficult. The minimum speed would 5 Mbs. per connection which would be the equivalent or better than three T1's at about the same price. The bandwidth could be turned up as needed to close to 30 Mbs. Frontier is currently working on this Metro Ethernet service offering and is rumored to have it working in one pilot area, but the status of their project and how widespread its availability may be is unknown.