

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

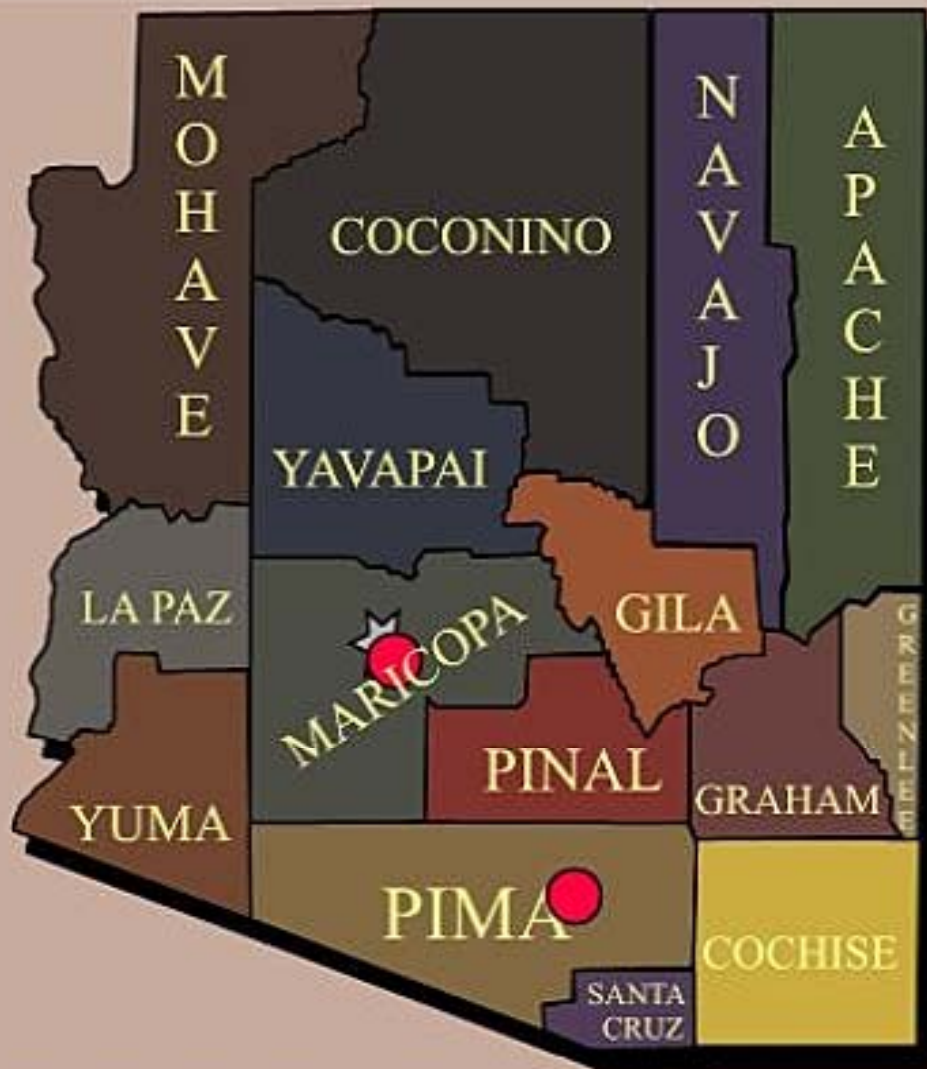


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COCHISE COUNTY COURTS

INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS 2010-2012

INTRODUCTION

This is a three year information technology strategic plan for the courts in Cochise 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 Cochise County are composed of the following:

Superior Court in Cochise County
Bisbee Justice & Municipal Courts
Douglas Justice & Municipal Courts
Benson Justice & Municipal Courts
Willcox Justice & Municipal Courts
Sierra Vista Justice & Municipal Courts
Bowie Justice Court
Tombstone Municipal Court
Huachuca City Municipal Court
Cochise County Juvenile Court

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

Automation methodologies for the county's courts are 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.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, Code Standardization and Caseflow Managers Groups, and 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 Cochise County Courts.

A countywide automation committee made up of representatives from courts developed this plan. Participants included:

Denise Lundin	Clerk of the Court
Karen Ferrara	Court Administrator
Faye Coakley	Deputy Court Administrator/Limited Jurisdiction Court Administrator
Render Gregory	Associate Clerk
Casey Streeter	Field Trainer
Delcy Scull	Director, Juvenile Court Services
Martha Huntley	JOLTS Manager
Cheryl Tomlinson	JIS Coordinator/APETS Coordinator, Adult Probation

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)
Cochise Superior Court, Clerk of the Court, Adult Probation, Juvenile court Services and Justice Courts	<u>PROTECTING CHILDREN, FAMILIES AND COMMUNITIES</u>	
	Maintain two probation officers and a surveillance officer supervising lower court DUI cases and providing training education classes for offenders.	Purchase an additional laptop computer for one officer and one surveillance officer
	Audit filings of annual accountings. Improve oversight of fiduciaries using AJACS probate screens.	Continue using AJACS.
	Establish, implement, and monitor policies concerning probation officer safety, utilizing the continuum of force model, up to and including the provision of firearms to officers.	
	Increase highway safety by	Implement the use of photo radar

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	<p>providing alternate means of detecting speed violations.</p> <p>Improve current education software applications in Juvenile Detention Education Center.</p> <p>Check with other departments using this software to ensure it meets the needs. Investigate the possibility of other county offices needing this same module to reduce costs.</p>	<p>enforcement in the justice courts.</p> <p>Implement e-citation model in Bowie Justice Court (San Simon Port of Entry)</p>
<p>Cochise Superior Court and Clerk/Justice Courts/Juvenile Court Services/Adult Probation</p> <p>Superior Court</p> <p>Justice & Municipal Courts</p>	<p><u>PROVIDING ACCESS TO SWIFT, FAIR JUSTICE</u></p> <p>Acquire OSAM Workflow module for document sharing to be used to send copies of court documents and intra-department memos and documents</p> <p>Develop electronic minute entry delivery/web posting system for use in Cochise County.</p> <p>Integration of Adult Probation's, County Attorney's and Clerk's victim information, so that everyone who needs it has the most up-to-date information.</p> <p>Partner with the local Bar to examine effective ways to provide legal assistance to pro se litigants.</p> <p>Simplify forms and procedures. Participate in statewide-standardized forms project.</p> <p>Enhance public access and usability of information available online through the expansion of the court websites.</p>	<p>Make mention of legal assistance available on local website.</p> <p>Post standardized forms on Internet sites for courts.</p> <p>Implement bar coding file system</p> <p>Implement document imaging in justice courts.</p> <p>Revise forms used by the limited jurisdiction to meet recommendations of the Forms Committee and Standardization Committee</p> <p>Participate in remote court reporter project.</p> <p>Create and implement conciliation court website and calendar</p> <p>Implement on-line payments for Family Conciliation Court</p> <p>Implement document imaging in Bowie Justice Court</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	<p>Use AJACS reports to ensure valid data entry.</p> <p>Use error reports created by AOC & Crystal reports for use as training tools and means of valid data entry.</p> <p>Provide case file management, reduce physical file storage needs, and enable automated archival of records in the justice courts.</p> <p>Provide basic PC support/trouble shooting software uploads, Expand field trainer program to train/render assistance to all court users. Provide specific training on requested topics. Expand role into felony caseflow management.</p> <p>Decrease staff workload associated with data entry of traffic citations</p> <p>Ensure continued connectivity between county and state software programs</p>	<p>Provide access to public service PCs for forms and legal research</p> <p>Partner with DPS to accept input from photo radar vans</p> <p>Implement use of E-Citation in all justice and municipal courts pending financial status</p> <p>AOC and County IT Staff must cooperate to ensure compatibility among all users</p>
<p>Cochise Superior Court Clerk of the Court and Limited Jurisdiction Courts</p>	<p><u>CONNECTING WITH THE COMMUNITY</u></p> <p>Educate the public on the importance of the court system, jury duty, the court's role in the community, etc. Continue Law Day Committee through which the Court sponsors an educational program in the county schools taught by juvenile probation officers and local attorneys.</p>	<p>Implement web stream juror education video produced by AOC.</p> <p>Produce commemorative booklet and DVDs.</p> <p>Use videoconferencing though County network for inclusion of outsourced interpreters.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
	Obtain interpreters for languages other than Spanish. Continue to provide good service to all staff, community resources and outside agencies	Update Excel, Word and Outlook for court staff
Adult Probation	Continue to enhance and update the Adult Probation section of the County's website	
Juvenile Court Services Clerk of Superior Court	<u>OTHER LOCAL</u> Reduce printer costs	Convert existing county-provided copiers to network printer/fax equipment Back-scan court documents

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.

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.

Software

Appendix A also identifies all the software used in the county's courts. It includes both the state-provided applications such as AZTEC, APETS (and Palm), 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
State/Local	AJACS Implementation	New Case Management System	Using the new case management system in the Superior Court
State/Local	AZTEC 1.5	Implementation of AZTEC 1.5	Using AZTEC 1.5 including updates to OP Module and forms and new Defensive Driving Program module as of January 1, 2009
Local	Performance Measures – Ongoing	Develop set of common definitions for measures	Using AOC error reports and crystal reports to track data efficiency
Local	E-Mail Jail	Reduce time spent managing and responding to large amounts of email when away from the office	Using personal cell phones and AOC exchange server to access email.
Local	Update FTR software	Upgrade current FTR software to ensure compatibility with Vista	FTR 5.1 & 5.2 installed in all courts
Local	Create Family conciliation court website	Create and implement conciliation court website	Family conciliation court website implemented
Local	Update Audio system	Replace DMX4 mixers with DMX8 mixers to ensure compatibility with Vista	All DMX4 mixers replaced with DMX8 mixers
Local	Court website migration to County server	Integrate Court websites with county website through county IT	County website updated integrating court websites & links

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local – COSC	Case Management		Using local server for AJACS updates and forms.
Local -- COSC	EDMS	Attorney General's office capability to view digital images of domestic relations cases	Added Attorney General as user of OnBase; elevated firewall issue to be resolved by the State.
Local -- COSC	Exhibit tracking	Use AJACS feature to track exhibits electronically	Implemented with AJACS
State	Vista roll out	New ACAP PCs with Vista OS	Completed for all courts
Local	Standard Form Data	Posting court forms on website	Forms to be used by the public
Local – Adult Probation		Installed Orchard and Rosetta Stone software into Adult LEARN Center	Installed computers and software allowing Adults and Juveniles alike to complete education classes, study for and obtain a GED
Local – Adult Probation		Installed email encryption software	Installed software in order to be able to email reports to attorneys

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
E-Mailing of Minute Entries to Attorneys	Electronically distribute minute entries.	Electronic Document Management		FY10	Plan	
Expand Electronic Distribution of Minute Entries Pilot Project	Electronically distribute minute entries.	Electronic Document Management	Mid-Cycle adoptors	FY11	Plan	Need comprehensive approach for distribution -- pool with other clerks.
Photo Radar Enforcement	Implement photo radar in Benson and Sierra Vista.	Electronic Filing	Mid-Cycle adoptors	FY09	Execute	Impact on court caseload.
Posting of Criminal Minute Entries to a Website	Post criminal minute entries to a website.	Electronic Document Management		FY10	Plan	

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Arizona Memory Project with Department of Library, Archives and Public Record	Posting historical information to the court web page.	FY13	Execute	
Create ADR Court Website	Create and implement ADR Court website.	FY10	Plan	Obtain access to county website.
EDMS Access for AG	Record access for Attorney General using OnBase.	FY13	Plan	OnBase access.
Electronic Citation	Implement E-Citation in Limited Jurisdiction Courts.	FY13	Plan	Funding issues for equipment.
Expand EDMS to LJ level	Implement document imaging in justice courts.	FY13	Concept	Money; process changes.

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Imaging for Superior Court Phase II: Images Burned to Microfilm to Comply with Archival Standards	Court document images will be transferred to microfilm and indexed meeting state archival standards.	FY10	Execute	Coordination with County IT.
Outsource Interpreter Services	Use videoconferencing on county network to connect courts to outsourced interpreter services.	FY10	Concept	Quality of audio/video.
Post Standardized Forms for Courts on County Website	Posting Court forms on county website.	FY10	Plan	Coordination with County IT.

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)	
<p>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.</p>	
<p>1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>1-2 years; early adopters</p>
<p>2. General Importance or Impact to Courts in County: Detention/Visitation Module is in place, would like enhancements. Looking to have financial issues addressed by JOLTSaz. The impact to Cochise County Juvenile Court, including Probation, Detention and Administrative Services divisions, will be a more comprehensive database for reference, research and reporting capabilities. In addition, the advanced technology for our court to work with ultimately provides better service to our juveniles, their parents, the community, and outside agencies with which we coordinate services.</p>	

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

Description:

A limited jurisdiction court case management system candidate to replace AZTEC is being selected between one developed by Tempe Municipal Court and a vendor solution based on the AJACS codeset. Both 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)

As soon as available

2. General Importance or Impact to Courts in County:

Data integrity must be preserved when conversion to new CMS is made. When the courts converted from LOCIS to ACAP, much of the data was lost and the courts had to manually enter case data information.

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)

3-4 years; mid-cycle adopter

2. General Importance or Impact to Courts in County:

Courts worked too hard to have e-Dispo fail. Very important to Juvenile through referral form. Good to eliminate the need for courts to enter duplicate data which will enable courts to focus limited resources on other necessary court activities. Issue is still training of all those involved and getting the buy in of prosecutors and DPS, no matter what the automation solution is. Superior court is underway with e-ROA pilot to Division Two, as approved by COT January 5, 2007.

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)

E-Citation immediately!

1-2 years if AZTEC will be modified. 3-4 years if another case management system will be utilized.

2. General Importance or Impact to Courts in County:

This is a major initiative that will change the way business is conducted and allow the courts and other stakeholders to work smarter. It requires a statewide approach, though. LJ courts see value in e-citation approach, eliminating re-keying and handwriting issues. Cost will be an issue, though. Need LJs to be installing EDMS, not just superior court.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court.

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	City or County FTE Technical Support Staff
			Court FTE Technical Staff	
Clerk & Superior Court	\$81,000			
Limited Jurisdiction Courts	\$65,250			
Juvenile Court Services			1.0	
Adult Probation		\$15,842	1.0	0.1

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
Clerk & Superior Court	68	Vista	1	WinXP	37
Juvenile Court Services in Six (6) Geographic Locations	69	Vista	15	12 WinXP 5 Win2000	33
Juvenile Court Services – Detention LEARN Center Classroom	19	Windows XP	2	Windows XP	2
Bisbee Justice Court	7	Vista	0		4
Benson Justice Court	8	Vista	0		2
Benson Muni Court	1	Vista	0		1
Willcox Justice Court	5	Vista	0		1

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Sierra Vista Justice & Muni Courts	20	Vista	0		5
Bowie Justice Court	4	Vista	0		1
Huachuca City Muni	1	Vista	0		1
Douglas Justice Court	12	Vista	0	0	4
Douglas Muni Court	1	Vista	0		1
Willcox Muni Court	2	Vista	0		1
Tombstone Muni Court	1	Vista			1

2. HARDWARE FOR SPECIAL FUNCTIONS

All items below are included in above desktop/laptop counts.

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk					2	
Sup Court	1	6	5	1	0	4

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Juvenile Court Services				1-included in A.1.		
All LJs	0	7	6	0	0	1

3. LOCAL SERVER HARDWARE AND FUNCTION

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/ Applications
Clerk of the Court	1 Dell/ Opteron 5510	MS Windows 2003	MS SQL	County IT	Imaging EDMS storage server
Adult Probation	2 Dell	Windows Server 2003	PIMS Database LEARN Center GED and Educational Software	JIS Manager w/support from County IT	Stores probation data files and houses PIMS database which contains historical information
Justice Courts/ Superior Court	Dell PowerEdge 2850	Windows 2003		County IT	FTR Digital Recording Archiving
Juvenile Court Services – Detention Classroom	Dell PowerEdge 2900	Windows XP		County IT/JCS has admin rights for most issues	Run Detention LEARN Center application for Orchard and Rosetta Stone software in classroom

4. NETWORK ENVIRONMENT

Network is the Arizona Judicial Information Network (AJIN), maintained by the AOC.

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.

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	All Justice and Municipal Courts Adult Probation	State standard case management system.
AJACS module: Probate	AOC	Local PC	Superior Court	AJACS to process Superior Court probate cases.
AJACS module: Exhibit tracking	AOC	Local PC	Superior Court	AJACS to keep track of exhibits.
AJACS module: Case management	AOC	Local PC	Superior Court	AJACS to docket and case management that tracks all events and provide daily calendars.
AZTEC module: Calendaring	AOC	Local PC	All justice courts, some magistrate courts	A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars.
AJACS module: Financials	AOC	Local PC	Superior Court	AJACS performs the cash management functions.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
AZTEC module: Financials	AOC	Local PC	All justice and magistrate courts	A module of AZTEC that performs the cash management functions.
Other Financials/ Cash Mgt. System	NewWorld	County Server	Justice Courts, Superior Court Juvenile Court Services	The county financial system used to process accounts payable, purchase requests and to provide budget reports.
Other Financials/ Cash Mgt. System: QuickBooks	QuickBooks/ Field Trainer	Local PC/County PC	Limited Jurisdiction Courts – Sierra Vista and Willcox, Benson	Financials
Other Financials/ Cash Mgt. System: Quicken	Intuit/ Field Trainer	Local PC/County PC	Limited Jurisdiction Courts – Bowie	Financials
AZTEC module: File Tracking	AOC	Local PC	None	A module of AZTEC that uses bar coding to track file locations.
AZTEC Forms Generation	AOC	Local PC	All limited jurisdiction courts	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word 2007.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Other Forms Generation/ Processing	Local staff, Omni Forms, AJACS	Local PC	Superior Court	Used to create minute entries, marriage licenses, bench warrants, summons, case file labels. Forms also available in AJACS.
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	CASA	The statewide system for tracking court appointed special advocates.
JOLTS (Juvenile On-Line Tracking System)	AOC	AS/400 JOLTS AOC Server Environment for JOLTSAZ	Juvenile Court Services	The state standard system for tracking juveniles in the court system, including juvenile probation, dependency and detention.
JOLTS Storage Area Network (SAN)	AOC	AOC Server	Juvenile Court Services	Centralize storage for documents, etc.
PIMS (Probation Information Management System)	AOC	Local PC/Local Server	Adult Probation	Research historical data – view only.
Statistical Reports (CASPER)	AOC	Local PC/AOC Server	All courts	A statewide statistical reporting application.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Tax Intercept Program (TIP)	AOC	Local PC/AOC Server	All courts Adult Probation	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	The operating system of the state standard desktop PCs.
Outlook 2007	Microsoft/AOC staff	Local PC	All courts	The e-mail and calendaring software used by AJIN.
Outlook 2003	Microsoft/County IT	Local PC	Adult Probation	E-mail and calendaring.
Other e-mail application: GroupWise	County IT staff	County Server	All courts	E-mail and calendaring software.
Word 2007	Microsoft/AOC/Local staff	Local PC	All courts	A word processing system.
Excel	Microsoft	Local PC	Field trainer Adult Probation Clerk of the Court personnel Case Mgmt.	A spreadsheet product from Microsoft.
PowerPoint	Microsoft	Local PC	Field Trainer, Adult Probation, Clerk of the Court	Used for presentations.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Database(s) MS- Access	Microsoft/Local staff	Local PC	Field Trainer, Alternative Dispute Resolution, Adult Probation, Court Security	Microsoft Access used for various small databases.
Adobe Acrobat Reader	Adobe/AOC	Local PC	All courts Field Trainer Adult Probation	A free product from Adobe Acrobat for reading documents in .pdf format.
McAfee Virus Scan	McAfee/AOC	Local PC and Various AOC Servers	All courts Adult Probation	Virus detection software to protect local PCs.
Other virus prevention	Vendor/Local staff	Local PC and Various Servers		Virus detection software to protect local PCs.
Data backup / recovery system BackupExec	Vendor/Local staff	Local Server	Adult Probation	Used for disaster recovery and business continuity.
Seagate Info/Crystal Reports/Crystal Enterprise	Crystal/AOC staff	AOC Server	Field trainer Clerk of the Court personnel Case Mgmt.	A report-writing tool for user ad hoc reports from various applications.
Centra	Centra	Local PC Client and AOC Server	All courts	Software for interactive, instructor-led on- line training.
Other on-line training tool	Windows Remote Assistance	AOC Server	All courts	Software for interactive, instructor-led in- line training and help.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	Server	5 justice courts 6 magistrate courts	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.
Digital Audio: Product Name: FTR 5.1 & 5.2	FTR/Local Staff	Local PC	All justice courts and superior court	For Courtroom recording.
Document Scanning Product Name: Kofax Ascent Capture	Kofax/OSAM/Local Staff	Local PCs	Superior Court clerk	Document scanning and indexing.
Electronic Document Management System Product Name: OnBase	Hyland/OSAM/Local Staff	Local PCs	Superior Court clerk Adult Probation	Document storage and retrieval integrated with AZTEC.
Jury system: Jury + Next Generation	JSI/Jury+/Local Staff	Local PC and Local Jury Server	All	Manages jury pulls and services.
Jury Financials: Microsoft Money	Microsoft/Local Staff	Local PC	Superior Court	For processing jury checks
Court Web site	Vendor/Local staff		Superior Court and Justice Court	Provides general information for participating courts.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Interactive Voice Response System			None	Provides callers access to court information over the telephone.
Adobe Photoshop Elements	Vendor	Local PC	Adult Probation	Allows storage and enhancement of photos of probation clients.

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)	Current Court Technology or Product (fill in)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Applications & Tools				
User Interface Delivery Method for Public Access	Netscape			
User Interface Delivery Method for Business Applications	Character based			
Electronic Document Management	LaserFiche			
Report Writer for Ad Hoc Reporting	Crystal <10	AJACS/SSRS	Crystal 10	
Report Writer for Business Application Reports	Crystal <10	AJACS/SSRS	Crystal 10	
Development Languages	COBOL, JAM, RPG	AJACS/.NET	Java (on a business case need basis), ASP (Classic), .NET Framework V1.1	
Development Environment	Panther, Visual Studio ≤2003, Visual Studio 6		Visual Interdev, Visual Studio 2005, PowerBuilder	
Analysis Tools	HOW			
Office Productivity Tools				
Word Processing	Word Perfect/Word 97	Word 2007		
Spreadsheet	Excel <2003 Excel 2007	Excel 2007	Excel 2003	Excel 2007

Architecture Layers	Retirement (targeted for de-investment)	Current Court Technology or Product (fill in)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Presentation	PowerPoint ≤2003	PowerPoint 2007	PowerPoint 2003	PowerPoint 2007
E-mail Client	Outlook ≤2003	Outlook 2007	Outlook 2003	Outlook 2007
Instant Messaging	IRC Chat			
Data Architecture				
DBMS	Informix, Advanced Revelation, DBASE, SQL Server <2000		SQL Server 2000, FoxPro, Clipper	
Data Exchange Model			Fixed format, XML homegrown	
Audio File Format			Proprietary	
Networks and Platforms				
Network Protocol	SNA			
Wireless Network Access	WEP			
Network Operating System	Novell (unsupported) Windows (unsupported)			
Client Operating System	≤ Windows 2000	Vista	Windows XP	

Architecture Layers	Retirement (targeted for de-investment)	Current Court Technology or Product (fill in)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)
Server Operating Systems	OS/400		DEC VMS	
Shared Services				
Component Service Layer			Web Services V1.1, DCOM, ASP (classic)	
Message Transport Middleware				
Message Transport	MQ ≤ V5.2		MQ V5.3	
Data Transformation	MQSI ≤ V2.1		Data Junction, Cloverleaf	
Data Routing/Publish and Subscribe	MQSI ≤ V2.1		Cloverleaf	
File Transfer	FTP (intercourt and using public Internet), MQ ≤ 5.2		FTP (intracourt only), MQ V5.3	