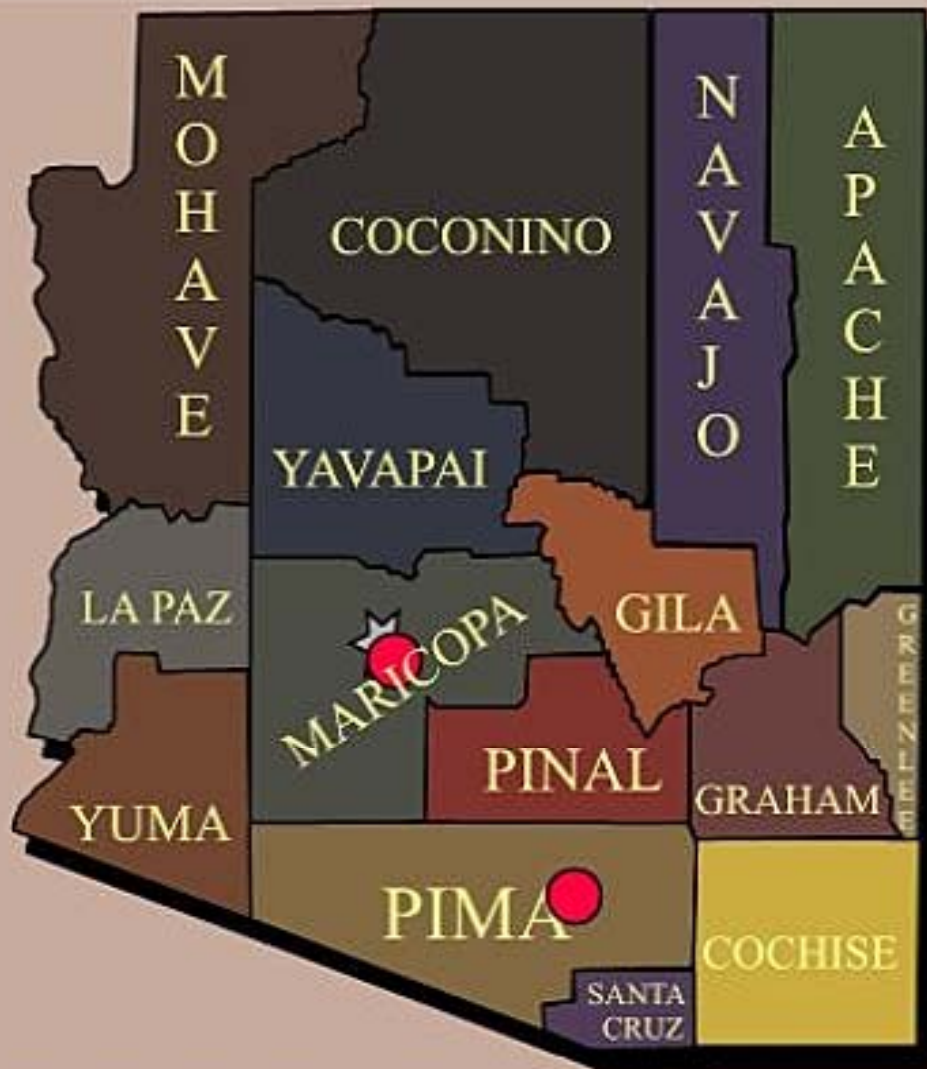


# GILA COUNTY COURTS Information Technology Strategic Plan Fiscal Year 2010-2012



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# **GILA 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 Gila County covering the period from January 2009 through June 2012. This document is an update to the FY09-FY11 plan submitted in March 2008.

The courts in Gila County are composed of the following:

<b>Superior Court in Gila County</b>
<b>Globe Regional Justice Court</b>
<b>Payson Regional Justice Court</b>
<b>Globe Municipal Court</b>
<b>Hayden Municipal Court</b>
<b>Miami Municipal Court</b>
<b>Payson Municipal Court</b>
<b>Star Valley Municipal Court</b>
<b>Winkelman Municipal Court</b>

The Superior Court in Gila 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.

All courts in the county are participating in the Arizona Court Automation Project.

## A. PLANNING METHOD AND PARTICIPANTS

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

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

<b>Peter J. Cahill</b>	Presiding Judge, Superior Court
<b>Robert Duber, II</b>	Judge of the Superior Court
<b>Frank A. Owens</b>	Chief Probation Officer
<b>Anita Escobedo</b>	Clerk of the Superior Court
<b>Mary Hawkins</b>	Superior Court Administrator
<b>Eloise Price</b>	Court Information Services Director
<b>Dorothy Little</b>	Payson Regional Justice of the Peace and Magistrate
<b>Patty Nolan</b>	Globe Regional Justice of the Peace and Magistrate

## B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The Gila County 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)
All Gila County Courts	<p>Increase the quality of service to constituents.</p> <ul style="list-style-type: none"> <li>Continue to train employees on the difference between legal advice and legal information and how to improve court usage information they provide to court customers.</li> <li>Continue to expand local court website to include more information for the public and samples of forms used by the courts.</li> <li>Provide court-reporting services as needed by rural courts via video conferencing.</li> <li>Continue replacing locally owned technical components.</li> </ul>	<p>Utilize technology to increase quality of service to constituents.</p> <ul style="list-style-type: none"> <li>Enhance court website to include a glossary of frequently used legal terms, samples of most frequently used court forms, to provide as close to real time or up to the minute information as possible.</li> <li>Provide court-reporting services via video conferencing from Maricopa court reporting pooled services to Globe or Payson courtroom on an as needed basis.</li> </ul>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>All Gila County Courts</b></p>	<p>Improve physical security at the various court locations and probation facilities.</p> <ul style="list-style-type: none"> <li>• Obtain security consultant expert to evaluate our buildings and make recommendations on improving security.</li> <li>• Continue working with the Gila County Sheriff about improving security.</li> <li>• Explore possibility of weapons screening at court facilities.</li> <li>• Improve office/facility design to improve physical security for employees and people using the court.</li> </ul>	<p>Provide technology equipment to increase security at courthouse facility.</p> <ul style="list-style-type: none"> <li>• Provide for a more secured court environment with additional security staff with access to Arizona Criminal Judicial Information System (ACJIS) and other law enforcement databases for security concerns.</li> </ul>
<p><b>Superior and Justice Courts</b></p>	<p>Improve integration between the courts and the county in technology matters.</p> <ul style="list-style-type: none"> <li>• Improve usage of voice-over-IP phones on County phone system.</li> <li>• Expand court users having access to the County LAN for such information to access forms, phone lists, emergency updates, etc., that are also relevant to and used by court employees, but not currently available.</li> </ul>	<p>Utilize county government's WAN tools to provide county information to court staff.</p>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p><b>Superior and Justice Courts</b></p>	<p>Continue evaluating and providing pay equity for current employees, and recruiting and retaining additional, qualified people for court positions.</p> <ul style="list-style-type: none"> <li>Continue updating our current job classification and compensation plan for market factors after the current stay of compensation changes is lifted.</li> <li>Add staff as necessary in the court and probation departments when the current freeze on new positions is lifted</li> </ul>	<p>Provide training to court staff to enhance personnel value productivity within the courts.</p> <ul style="list-style-type: none"> <li>Provide technology training to court staff to enhance ability to utilize technology tools to produce information efficiently.</li> <li>Improve qualification levels of staff in regards to technology to stay competitive in job market and meet court staff goals of education development.</li> <li>Provide training facility for local in-house training of court needs.</li> </ul>
<p><b>Superior Court in Gila County</b></p>	<p>Improve Personnel Administration.</p> <ul style="list-style-type: none"> <li>Recruit and hire qualified personnel specialist for new position upon improved budget conditions</li> <li>Adopt revised personnel policies submitted to the AG for review in FY06 and implement when finally adopted.</li> </ul>	<p>Enhance personnel policies and adopt policies upon approval.</p>
<p><b>Superior and Payson Justice and Magistrate Courts</b></p>	<p>Improve court facilities and make space for existing or additional staff.</p> <ul style="list-style-type: none"> <li>Continue working with County officials on redesign, renovation, maintenance, and acquisition of facilities, now that local bond election was defeated in November 2007.</li> </ul>	<ul style="list-style-type: none"> <li>Provide Probation offices with LAN WAN AJIN connectivity by mid May 2009 to new offices located on second floor of current Court building in Payson.</li> <li>Provide electronic document management techniques for court sealed documents and reduce the amount of physical space needed for document storage.</li> </ul>
<p><b>All Courts in Gila County</b></p>	<p>Improve collections at all levels.</p> <ul style="list-style-type: none"> <li>Add collections staff where necessary.</li> <li>Revise or develop policies and procedures for collections and monitoring of cases.</li> </ul>	<ul style="list-style-type: none"> <li>Provide reliable and up to date financial tracking software applications and electronic fund transfer capability to the public to increase collections of court ordered obligations.</li> <li>Provide FARE applications processing to increase collection of court payment obligations in JP Court.</li> </ul>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<b>Superior and Justice Courts</b>	<p>Improve treatment resources locally, including internal treatment and personal development of offenders.</p> <ul style="list-style-type: none"> <li>Acquire more local treatment providers and use evidence based performance evaluations and sentencing.</li> <li>Improve internal programs such as GED's for those in detention, detention programs, using saliva drug tests rather than UA's, and both adult and juvenile drug courts.</li> </ul>	<p>Provide online continuing education curriculum within Detention facilities to be compliant with educational requirements of juveniles and adults while in the judicial system.</p>
<b>Superior Court in Gila County</b>	<p>Obtain sufficient funding for courts.</p> <ul style="list-style-type: none"> <li>Research and apply for grant opportunities and alternative sources of funding.</li> <li>Obtain county funding for Probation as State funding reduces.</li> </ul>	<p>Provide Strategic Information Technology Planning to inform county of short and long term funding required for court technology</p>
<b>All courts in Gila County</b>	<p>Improve court statistical reporting.</p> <ul style="list-style-type: none"> <li>Acquire staff for data cleanup.</li> <li>Train staff so data input is accurate.</li> <li>Train staff in SRSS to develop court statistical and management reports.</li> <li>Migrate various platform reports into SRSS via users group.</li> </ul>	<p>Provide training of report writing capabilities to court staff.</p> <ul style="list-style-type: none"> <li>Train court staff to write query and ad hoc reports in SRSS against court databases for court metrics.</li> <li>Be able to measure timeliness of case processing with the use of report writing software.</li> <li>Provide a forum to analyze and support case information accuracy and measure court productivity.</li> <li>Continue participation in Case Flow Management</li> </ul>
<b>All courts in Gila County</b>	<p>Improve risk management and emergency response planning.</p>	<p>Provide security to court environment</p> <ul style="list-style-type: none"> <li>Provide appropriate court staff with emergency call buttons to Sheriff Department to ensure court staff and public safety.</li> </ul>

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	RELATED IT INITIATIVE(S)
<p>Superior Court in Gila County</p>	<p>Improve records management techniques in the court.</p> <ul style="list-style-type: none"> <li>• Provide reliable and stable network environment components.</li> <li>• Enhance EDMS information database by back scanning documents of older and closed cases into document management database.</li> </ul>	<p>To provide latest technology trends in document management.</p> <ul style="list-style-type: none"> <li>• Utilize document imaging, processing, storage, archiving to improve document management in the courts, and upgrade to OnBase 7.2.</li> <li>• Improve methodology for storing, retrieval, and archiving of minute entries, court reporter notes and transcripts, and other court documented events.</li> <li>• Enhance present electronic minute entry distribution system to become more stable by participating in ACAP implementation of AJACS for an integrated minute entry system.</li> <li>• Install emergency standby network server to ensure court documents are available and accessible for business continuity.</li> <li>• Provide on-going ACAP PC and local owned PC replacements to maintain technology stability within the courts.</li> </ul>

## 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, 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 that 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 the state-provided applications such as AZTEC, APETS, TIP, 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 DATE
Local	Court Calendar on World Wide Web	Installed new Internet Information Server to house Superior Court Administration's court calendar on world wide web with search capabilities for public inquiries	January 2008
Local	Microsoft Office 2007 Application training for all Court Staff	Provided application training for court staff for Word, Outlook, Vista, & file mgmt. prior to Vista PC deployment, July 2008.	January 2008
State & Local	Upgrade Pix Firewall to ASA Firewall	To improve network speed for LJ Courts and Probation, installed fiber core infrastructure in courthouse. To provide and improve security of wireless connectivity within courtrooms for court staff using ASA Firewall.	February 2008
State & Local	Upgrade Wireless Connectivity for higher security	Cisco Aironet deployment of PEAP with WPA2 technology. Also using ACS with use of MAC-authentication	February 2008
Local	Adobe Acrobat Pro training for CIS, Probation, Court Administration staff	Provided Adobe Acrobat training to implement forms building project of 'fill-in' PDF forms for on-line web usage for Probation forms and Family Law forms.	March 2008
State & Local	Implemented Jury Systems Inc. Web Solutions	Provided Jury online summoning process using web solutions	March 2008
State & Local	FARE implemented in Gila County LJ Courts	FARE project completed to improve collection of court fines, fees, restitution and obligations within Limited Jurisdiction Courts in Globe.	April 2008

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Migrated from using WordPerfect forms generation to Word2007 forms in AZTEC	AZTEC Field Trainer designed, implemented and trained court clerks in use and understanding of forms generation within AZTEC using Word2007.	April 2008
Local	Upgraded Non-ACAP computers with Microsoft Office Pro software for environment compatibility of software	To provide compatibility of applications in July 2008 deployment of Vista PCs, local court owned PCs upgraded from Microsoft Office 2002 products to Microsoft Office Pro 2007 products.	April 2008
Local	Continued application training of MS Office Pro	Provided on-going training to court staff in MS Office Professional 2007 applications to enhance court processing duties.	April 2008
Local	Courts use County's employee timekeeping automation system "New World"	Implemented use of Gila County's New World Payroll module for employee timekeeping.	April 2008
Local	Upgraded from KOFAX scanning software to Production Document Imaging	Provided continuity of software functionality between Hyland OnBase EDMS and physical scanner configuration.	May 2008
Local /State	Use of Video Conference for hearings	Videoconference equipment installed in Globe Hearing Room and installation completed in Payson Courtroom.	June 2008
State	ACAP Device Replacement	Replace ACAP PCs with Vista PCs.	July 2008
Local	Probation Department web page designed and implemented on local court web site	Provided online information to the public at <a href="http://www.supreme.state.az.us/gilasc">www.supreme.state.az.us/gilasc</a> regarding Probation Department services and programs.	September 2008

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT DATE
Local	Coordinated vendor provided regional training to Gila, Graham, Greenlee counties and San Carlos Tribal Court in Microsoft Word 2007	Provided department 'power users' with training in Word2007 to provide support for their departments when CIS staff are unavailable due to deployment priorities.	September 2008
Local	Family Law Web Page	Developed Gila County Superior Court's Family Law web page on court web site to provide knowledge of family law court procedures, forms, and resources as set out in court goals to improve case processing for Dependency matters.	September 2008
Local	Internet Information Server online	Installed IIS server on local court network and internet to provide the public with access to court calendar and calendar search capabilities.	September 2008
Local	Installation of 23 additional network drops	Improved network speed by installing Ethernet cable drops for Probation Department and Limited Jurisdiction Court computers and removing any possibility of loss of bandwidth speed by using hubs.	September 2008
State & Local	Installation of core switches on Gila Courts' to support connectivity to fiber infrastructure	Upgraded switches to increase network speed caused by increased network traffic. Equipment provides necessary media connectivity of fiber infrastructure.	September 2008
Local	Installation of private T1 line for web access to calendar IIS server	Provided court calendar information to attorneys, public, and parties to a case online to decrease number of phone calls to court staff by providing access to court calendar information online.	September 2008
Local	Completion of fiber infrastructure installation and moved LJ Court and Probation Department computers onto fiber infrastructure	Provided increased bandwidth for LJ Court computers and to Probation Department offsite offices 3/8 mile from Courthouse.	November 2008

## 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
<p><b>Enhance Minute Entry Processing</b></p>	<p>To provide an integrated and stable electronic minute entry processing module within the workflow processing of CMS document imaging system and architecture. Gila will participate in AOC Statewide CMS minute entry processing.</p>	<p>Electronic Document Management</p>	<p>Early adopters</p>	<p>Execute</p>	<p>Enhancement</p>	<p>Additional Clerk of Court and technical staff responsibility will be needed to manage and maintain older MEEDS system in parallel with development of new e-MEP system. Training will be required for staff to generate and process minute entries within the e-MEP system</p>
<p><b>SRSS Court Reporting</b></p>	<p>To provide and implement training project for SRSS for designated court users needing to produce statistical reports.</p>	<p>Technical Training</p>	<p>Mid-Cycle adopters</p>	<p>Concept</p>	<p>Utility</p>	<p>Training funds limited due to budgets cuts. Training curve may not meet deadline of AJACS roll out. Need for AJACS database experts to accompany training to understand relative court elements to provide valid and accurate reports.</p>

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Enhance Court Website</b>	To provide general information to the public about local courts and services. Provide a court presence on the web. Improve assistance to the public when legal information is needed from court staff.	Execute	Enhancement	Time commitments by Court Administration, Court Domestic case Mediator, and CIS staff to post information needed by public, ensure forms are correct and user friendly.
<b>Enhance EDMS to Include Sealed Court Documents and Inactive Case File Documents</b>	To provide electronic document storage for cases no longer active and reduce storage space needed when storing paper documents.	Plan	Enhancement	Establish new category for secured court documents and ensured security. Security level staff would need to perform scanning. This project would be in addition to current work load. File storage and indexing increases.
<b>Install Emergency Standby Network Server</b>	To provide for court continuity of operations during emergency or disaster recovery processes.	Execute	Utility	Cost associated to complete project. Redundancy of high cost communication lines. Testing of 'Mock Scenario Disaster' helps project needs. Additional scope to C.I.S. staff duties.

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Relocating Probation Offices</b>	To relocate Probation Adult and Juvenile offices from 1st floor of current court building in Payson to the second floor previously used by county staff.	Execute	Utility	Funding costs needed to provide 25 cable drops, a switch to connect 1st and 2nd floors to AJIN, could affect bandwidth needing to be increased.
<b>Server Upgrades to "Longhorn"</b>	To upgrade Microsoft Server Operating Systems to supported products	Concept	Enhancement	Funding for server OS upgrades. Implementation of administration, implementation, management, and maintenance resources need to maintain in-house.
<b>Technology Training Facility</b>	To provide training environment with adequate resources and space for a practical court learning environment. Training is initially directed for Vista, MsOffice Suite, Adobe Acrobat Pro, and other local court applications.	Concept	Utility	Facilities are scarce and training environment will need to serve multiple purposes. Facility will be shared between CIS, AZTEC Field Trainer, and court departments as needed for court related training. Software costs.

## 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.

Details follow 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><b>Description:</b> 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><b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)</p>	<p>AJACS Deployment</p>
<p><b>2. General Importance or Impact to Courts in County:</b> The JOLTSaz Visitation Module, Phase II went live in Gila in April, 2007. Importance is the compliancy to technology architecture as set out by Commission on Technology. Impact to courts is the process of updating. Most will be transparent to end users but assurance of application performing status quo without flaws is credited to the JOLTS Big Bang Team. Increasing the ability to track juvenile cases from a probation perspective within the same platform as records management within a case management system.</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 code set. 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)

Next 12 months

**2. General Importance or Impact to Courts in County:**

It is important that LJC have CMS that provides processing for lower courts with financial processing also. The capability to transfer LJC cases to GJC should be included as an enhanced functionality needed by all courts. Impact will be the training process for current staff with the need of on-going training support during initial year and for new staff hires.

New CMS should: provide LJ Courts with the ability to retrieve court document images electronically through the use of the CMS, electronically file between LJ to GJ courts, and provide ability to retrieve vital court information from agencies to ensure timely and fair justice.

**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). The elimination of redundant data entry and the timely passing of information will derive significant benefits. 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 time line of this initiative for justice courts throughout the state.

**1. Timeframe in which needed:**

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

1-2 years

**2. General Importance or Impact to Courts in County:**

Importance is the ability to initiate case from previous processes as opposed to re-entering data each time cases move from jurisdictions. Benefits: allow courts to avoid time delay and errors associated with redundant data entry; retrieval of prior information from several agencies; provide timely receipt of criminal data via handy accessible technology tools; and aid decision-making in regards to defendants. As a systemic approach to sharing appropriate judicial information statewide, this initiative should be at a very high level with short term accomplishments. Gila Courts participate quarterly in Law Enforcement and Judicial Services (LEJUS) committee meetings to address agency issues and impacts among agencies. The committee goals are to improve local Law Enforcement services and Judicial services to the public. Presently, meetings allow participants to share high level information between agencies with long term goals of electronically sharing all necessary data between agencies. Accomplishing these goals will support Arizona's statewide initiative to Provide Access to Swift and Fair Justice and speed up the wheels of justice. Objectives include participating as LEJUS locally and statewide to integrate law enforcement and justice agencies to provide necessary data, reduce data errors, ensure all data is timely, and to improve safety of the public. Gila Courts are anxious to link all local Justice and Law Enforcement agencies to Arizona Disposition Reporting System (ADRS). Moving these goals to a statewide level would benefit all courts, agencies and communities.

**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)

AJAC Deployment

**2. General Importance or Impact to Courts in County:**

Superior Court uses Minute Entry Electronic Distribution System (MEEDS) and the OnBase EDMS system. The next step is to pursue electronic filing. Impacts will be costs associated with implementing the project; timing may not happen with roll out of AJAC CMS but would be open to phasing in the capability; ensuring a methodology is in place to provide alerts of e-filing incoming, docketing, and proof of receipting back to litigants. Designing front-end e-filing and joining the backend document imaging system already in most courts (or included in the new CMS) will complete the e-filing goals within all courts in Arizona. This initiative is one of the means to the end of accomplishing statewide integration of justice and law enforcement agencies. It is evident benefits outweigh project red flags.

## 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	
<b>Superior Court Judicial Divisions</b> Clerk of Court Court Administration Court Information Systems Probation County Attorney	\$57,263	\$229,000	4	0
<b>Globe Regional Courts</b> Justice Court Globe Municipal Miami Municipal	\$8,250 \$3,000 \$1,500		0	0
<b>Payson Regional Courts</b>	\$11,250		0	0
<b>Hayden Municipal Court</b>	\$1,500		0	0
<b>Winkelman Municipal Court</b>	\$1,500		0	0

## 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	32	Vista/Business	1	Win XP	10
Clerk	2	Win XP			
Probation	45 20	Vista/Business Win XP	1 1	Win XP Win ME	18
Court Admin	17	Vista/Business	2	Vista/Business	8
Court Admin	2 (1PAPC)	Win XP	3	Win XP	
C.I.S.	1 (1 PAPC)	Win2000			3
C.I.S.	7 3	Vista/Business Win XP	1	Vista/Business	
Globe Regional Court	13	Vista/Business			4
Payson Regional Court	12	Vista/Business			4
Payson Regional Court	1(1 PAPC)	Win2000			
Hayden Municipal Court	1	Vista/Business			1
Winkelman Municipal Court	1	Vista/Business			1

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
County Attorney	2	Vista/Business			1
Gila County Sheriff	1	Vista/Business			

**2. HARDWARE FOR SPECIAL FUNCTIONS**

All are included in above count.

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Clerk		5			2	
Court Admin	1	3	3			
C.I.S.	1					
Probation				2		
Globe Regional		1	1			
Payson Regional	1	1	1			

### 3. LOCAL SERVER HARDWARE AND FUNCTION

GILA COUNTY SUPERIOR COURTS LOCAL SERVER INFORMATION Managed by Gila County Superior Court, Court Information Systems Department				
Brand/Model	Operating System	Database	Managed By:	Uses/application
IBM Series 235 @ Server, Globe	Windows 2000 Server Active Directory	MEEDS DB OnBase DB JuryPlus DB CenterCourt DB	Local Court C.I.S. Department	MS SQL Server 2000, Apache Tomcat Server, Java Server Pages, Minute Entry DB (MEEDS), Document Imaging DB, Jury Information System DB, CenterCourt – Court Calendar, McAfee Virus Protection, Backup Exec Software, Print Server for MEEDS
IBM Series 235 @ Server, Globe	Windows 2000 Server Active Directory	MS SQL Server 2000 Express (for Backup Exec)	Local Court C.I.S. Department	McAfee Virus Protection, Backup, Exec Software, File Tracking MSAccess DB, File and Print Server for:  Globe Superior Court Justice Court
Generic Server, Payson	Windows 2003 Server Active Directory	MS SQL Server 2005 Express (for Backup Exec)	Local Court C.I.S. Department	McAfee Virus Protection, Backup Exec Software, File Print Server for:  Payson Superior Court Payson Probation Payson Justice Court
IBM Series X3500 Server, Globe Probation	Windows 2003 Server Active Directory	MS SQL Server 2000 Express (for Backup Exec)	Local Court C.I.S. Department	McAfee Virus Protection, Backup Exec Software, File Server for:  Globe Probation
Compaq Deskpro EN Computer, Server	Windows 2000 Server Active Directory	HelpTrac DB, Trak-IT HR DB	Local Court C.I.S. Department	McAfee Virus Protection, Track Help Desk Operations, Track Human Resource Data, Files Server for:  Globe Probation  Print Server for:  Globe Probation

GILA COUNTY SUPERIOR COURTS LOCAL SERVER INFORMATION				
Managed by Gila County Superior Court, Court Information Systems Department				
Brand/Model	Operating System	Database	Managed By:	Uses/application
HP Proliant ML110	Windows 2003 Member Server	Financial Tracking DB, MS SQL Server 2000 Express (for Backup Exec)	Local Court C.I.S. Department	McAfee Virus Protection, Backup Exec Software, Decision Aide Financial Tracking Software, Print Server for Financial Aide
IBM Series X3500 Server, Globe CIS	Windows 2003 Standalone Server	PostgreSQL	Local Court C.I.S. Department	McAfee Virus Protection, IIS Server, Center Court Java Web Server <b>Note:</b> (Not part of the AJIN Network)
IBM Series 230 Server	Windows 2000/2003 Standalone Server	Test Server for testing and verifying Backups of DB's	Local Court C.I.S. Department	McAfee Virus Protection, MS SQL 2000/2003, OnBase, MEEDS, IIS Server, Jury Plus, etc.
TeraStation NAS Servers - 5 Servers	NAS Operating System	Backup System Servers	Local Court C.I.S. Department	1.0 TB Backup Servers for all Production Servers

#### 4. NETWORK ENVIRONMENT

Gila County Courts Network is a participant of Arizona Judicial Information Network (AJIN).

## 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, 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	Superior Court and all Justice and Municipal Courts	State standard case management system.
AZTEC module: Probate case management	AOC	Local PC	Superior Court and all Justice and Municipal Courts	A module of AZTEC to process Superior Court probate cases.
WORD Exhibit tracking	Local	Local PC	Superior Court	Listing of Exhibits
AZTEC module: Calendaring	AOC	Local PC	JP Court	A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars.
Center Court Calendaring	Levare, Inc. Local Staff	Local PC Local Server	Superior Court	Tracks all events and provides daily calendars.
AZTEC module: Financials	AOC	Local PC	JP Court	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
WindX	DSA, Inc. Local Staff	Local PC Local Server	Clerk of the Court	Other Financials/ Cash Mgt. System, performs cash management posting and tracking functions.
Quicken 2008	Intuit Local Staff	Local PC	Clerk of the Court	Local Bank Reconciliation and Other Financials for Jury system
AZTEC Forms Generation	AOC	Local PC	JP Court	A feature of AZTEC that allows automatic generation of forms and minute entries using imported AZTEC data and Word Perfect.
AIC Appeals Image Capture	Local Staff	Local PC	Clerk of the Court	Application for retrieving our file images to Court of Appeals
APETS (Adult Probation Enterprise Tracking System)	AOC	Local PC AOC Server	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.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
JOLTS (Juvenile On-Line Tracking System)	AOC	AS/400 JOLTS AOC Server Environment for JOLTS AZ	Probation	The state standard system for tracking juveniles in the Court system, including juvenile probation, dependency and detention.
JoltsAZ	AOC	Local PC	Probation	Visitation Tracking Module
Statistical Reports (CASPER)	AOC	Local PC AOC Server	JP Court	A statewide statistical reporting application.
F.A.R.E. Fines/Fees And Restitution Enforcement	AOC	Local PC	JP Court	Full Range of Collection and Order Enforcement Services.
TIP Tax Intercept Program	AOC	Local PC AOC Server	Superior Court JP Court Municipal Court Probation	A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery.
Windows Vista	Microsoft, Local, AOC staff	Local PC	C.I.S. Dept. Superior Court JP Court Municipal Court Probation	The operating system of the state standard desktop PCs.
Windows XP	Microsoft, Local, AOC staff	Local PC	Superior Court JP Court Municipal Court Probation	PC Operating System
Windows 2000	Microsoft AOC staff	Local PC	(2) Public Access	PC Operating System

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Server 2000 Standard	Microsoft Local staff	Local Server	C.I.S. Dept.	The operating system of the Local Servers.
Server 2003 Standard	Microsoft Local staff	Local Server	C.I.S. Dept.	The operating system of the Local Servers.
MS SQL	Microsoft Local staff	Local Server	C.I.S. Dept.	SQL product from Microsoft.
MS Web Expression	Microsoft Local Staff	Local PC	C.I.S. Dept	Webpage design product from Microsoft.
Outlook 2007	Microsoft local staff	Local PC	Superior Court JP Court Municipal Court Probation	Email and calendaring software.
Microsoft Word 2007	Microsoft Local Staff	Local PC	Superior Court JP Court Municipal Court Probation	A word processing system.
MS Excel 2007	Microsoft Local Staff	Local PC	Superior Court JP Court Municipal Court Probation	A spreadsheet product from Microsoft.
MS PowerPoint 2007	Microsoft Local Staff	Local PC	Superior Court JP Court Municipal Court Probation	Presentation product from Microsoft.
MS Access 2007	Microsoft Local Staff	Local PC	Superior Court JP Court Municipal Court Probation	Other File Tracking Database
MS Publisher 2007	Microsoft Local Staff	Local PC	C.I.S. Dept Probation	Publishing software

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
MS Communicator	Microsoft Local Staff	Local PC	Superior Court	Chat software from Microsoft.
MS Office Suite 2002	Microsoft local staff	Local PC	Probation	Word, Outlook, Excel, Access, PowerPoint, Publisher
Word Perfect 8.0	Corel Local staff	Local PC (2 PCs only)	C.I.S. Dept.	Archival Retrieval Purposes Only
Track It!	HR TrackiT Local staff	Local PC Local Server	Probation	Human Resources
Adobe Acrobat Reader	Adobe Local Staff	Local PC	Superior Court JP Court Municipal Court Probation	A free product from Adobe Acrobat for reading documents in .pdf format.
Adobe Acrobat Professional	Adobe Local Staff	Local PC	Superior Court C.I.S. Dept. Probation	Creating documents in .pdf format.
McAfee Virus Scan	McAfee	Local PC and Various AOC Servers	Superior Court JP Court Municipal Court Probation	Virus detection software to protect local PCs.
Veritas Backup Exec 12	Veritas local staff	Local Servers	C.I.S. Dept.	Backup software for Servers.
Crystal Reports 10 /Crystal Enterprise	Crystal AOC staff	Local PC AOC server	Superior Court JP Court Municipal Court Probation	A report-writing tool for user ad hoc reports from various applications.
HelpTrac 8.0	Local staff	Local PC Local Server	C.I.S. Dept.	Support Call tracking; Hardware and software inventory.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Lexis Nexis	LexisNexis Local staff	Local PC	Superior Court	Judicial Documentation
Centra	Centra	Local PC Client and AOC Server	Superior Court JP Court Municipal Court Probation	Software for interactive, instructor-led n- line training
Liberty Court Recorder	JCG Technology Local Staff	Local PC	JP Court Municipal Court	Digital Audio for Courtroom recording with capability to export to .wav
Liberty Court Player	Roxio/Sonic Local Staff	Local PC	JP Court Municipal Court	For playing Courtroom recording with capability to export to .wav
Record Now 9.0	Roxio/Sonic Local Staff	Local PC	JP Court Municipal Court	CD burning software for Courtroom recording
OnBase Production Software Imaging	Hyland OnBase/Local	Local PC	Superior Court	Provides continuity of software functions between Hyland OnBase and physical scanning process.
OnBase V7.2	OSAM, Inc. Local Staff	Local PC Local Server	Superior Court	Electronic Document Management System
Integration-electronic data reporting of dispositions to DPS	AOC developed and supported.	AOC MQ server	Superior Court	An electronic transaction to DPS with Court dispositions.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or server name)	Courts Using	Description of Application
Integration-electronic data reporting of citations/dispositions to MVD.	AOC developed and supported	Local PC and FTP Server	Superior Court	An electronic transaction to MVD for traffic citations.
Jury Plus Next Generation v5.65b2	JSI/Jury+ Local Staff	Local PC and Local Jury Server	Clerk of the Court	Jury system
MEEDS (minute entry distribution system)	Maricopa Superior Court developed/ SmartBridge Technologies supported	Local PC and Local Server	Superior Court	A software package interfaced to Word and AZTEC that provides electronic minute entry forms generation and distribution.
Court Web site	Vendor Local staff	AOC's web server  Local IIS	Gila Courts	Provides general information for participating Courts via internet to the public.
Case Catalyst4 v.8.050	Stenograph Local staff	Local Laptops	Superior Court	Court Reporter Software
Case View II	Stenograph Local staff	Local Laptops	Superior Court	Real-time Court Reporter Viewing Software
New World Systems	Local Gila County	Local PC	Superior Court JP Court Municipal Court Probation	Web-Based County Accounting & Financial system

## 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)
<b>Applications &amp; Tools</b>				
User Interface Delivery Method for Public Access	Netscape	I.E.7		
User Interface Delivery Method for Business Applications	Character based	Web and Character based		
Electronic Document Management	LaserFiche	MicroFiche MicroFilm .tif OnBase		
Report Writer for Ad Hoc Reporting	Crystal <10	Crystal 10 Crystal Enterprise CASPER Access 2007	Crystal 10	
Report Writer for Business Application Reports	Crystal <10	Crystal 10 Crystal Enterprise CASPER Access 2007	Crystal 10	
Development Languages	COBOL, JAM, RPG	N/A	Java (on a business case need basis), ASP (Classic), .NET Framework V1.1	

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)
Development Environment	Panther, Visual Studio ≤2003, Visual Studio 6	.NET	Visual Interdev, Visual Studio 2005, PowerBuilder	
Analysis Tools	HOW			
<b>Office Productivity Tools</b>				
Word Processing	Word Perfect, Word97	Word 2007		
Spreadsheet	Excel <2003	Excel 2007	Excel 2003	
Presentation	PowerPoint ≤2003	PowerPoint 2007	PowerPoint 2003	
E-mail Client	Outlook ≤2003	Outlook 2007	Outlook 2003	
Instant Messaging	IRC Chat	Office Communicator		
<b>Data Architecture</b>				
DBMS	Informix, Advanced Revelation, DBASE, SQL Server <2000	Access 2007	SQL Server 2000, FoxPro, Clipper	
Data Exchange Model			Fixed format, XML homegrown	
Audio File Format		.WAV	Proprietary	

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)
<b>Networks and Platforms</b>				
Network Protocol	SNA	TCP/IP		
Wireless Network Access	WEP	PEAP with WPA2 technology. Access Control Servers use MAC- authentication		
Network Operating System	Novell (unsupported) Windows (unsupported)	Windows 2000 Windows 2003		
Client Operating System	≤ Windows 2000	Vista Business V6.0 Build 6001; SP1	Windows XP	
Server Operating Systems	OS/400	Windows 2000 Windows 2003	DEC VMS	
<b>Shared Services</b>				
Component Service Layer			Web Services V1.1, DCOM, ASP (classic)	
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤ V5.2	N/A	MQ V5.3	
Data Transformation	MQSI ≤ V2.1	N/A	Data Junction, Cloverleaf	
Data Routing/Publish and Subscribe	MQSI ≤ V2.1	N/A	Cloverleaf	
File Transfer	FTP (intercourt and using public Internet), MQ ≤ 5.2	FTP	FTP (intracourt only), MQ V5.3	