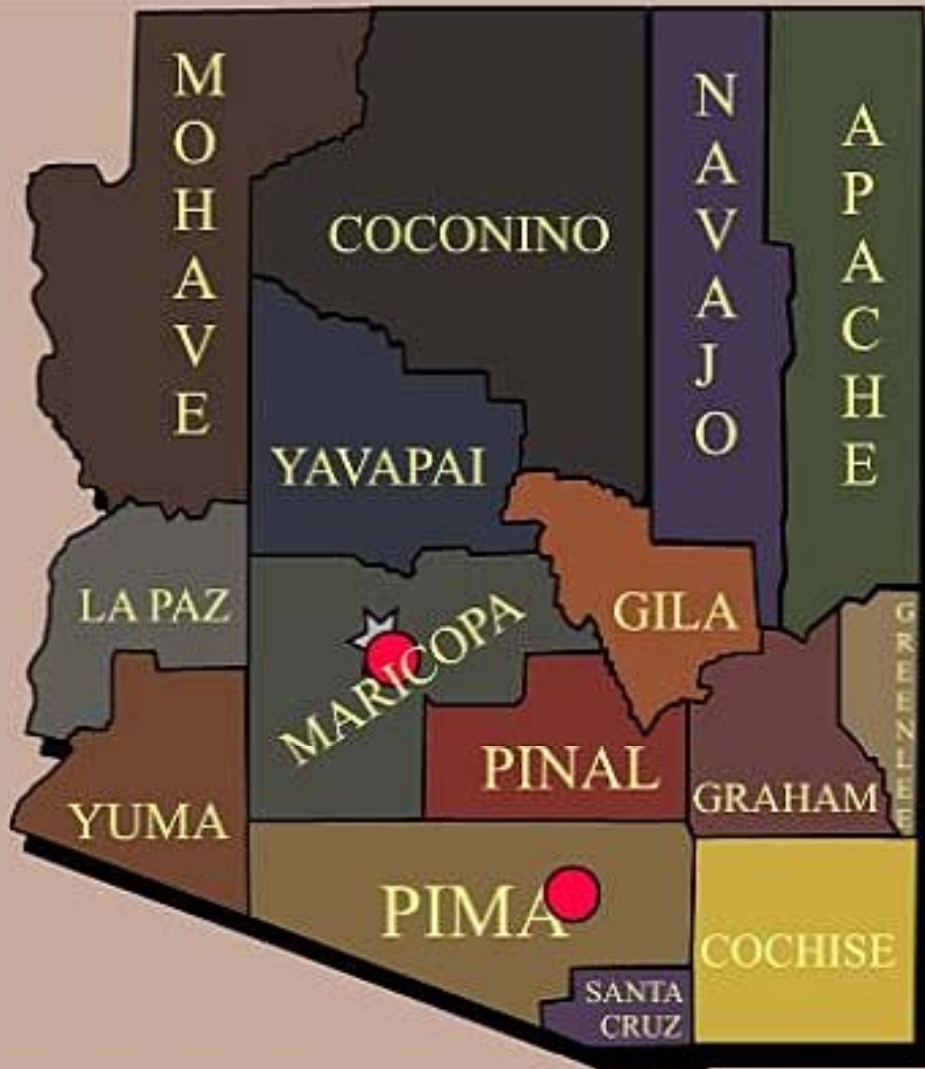


# GREENLEE COUNTY COURTS Information Technology Strategic Plan Fiscal Year 2010-2012



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# GREENLEE 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 Greenlee 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 Greenlee County are composed of the following:

**Superior Court in Greenlee County**

**Justice Court Precinct 1 -- Clifton**

**Justice Court Precinct 2 -- Duncan**

**Clifton Magistrate Court**

**Duncan Magistrate Court**

The Superior Court in 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 (ACAP).

## A. PLANNING METHOD AND PARTICIPANTS

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

An AOC representative met with representatives from courts and departments in the County to develop the FY08-10 plan. Participants included:

|                        |                             |
|------------------------|-----------------------------|
| <b>Monica Stauffer</b> | Judge of the Superior Court |
| <b>Cheryl Bowen</b>    | Clerk of Superior Court     |
| <b>Teresa Wagley</b>   | Court Administrator         |
| <b>Rick Guarena</b>    | Probation Department        |
| <b>JoAnn Miranda</b>   | Probation Department        |
| <b>Billie Sanders</b>  | Probation Department        |
| <b>Charles Bérubé</b>  | County IT Manager           |
| <b>David Tracy</b>     | County IT                   |

## 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)  |
|--------------------------------|---|---|
| All Courts in Greenlee County  | <p>Make COJET hours easier to obtain in Greenlee County.</p> <ul style="list-style-type: none"> <li>▪ Provide ability to videoconference for meetings/training, especially to Phoenix.</li> <li>▪ Purchase new satellite in Superior Court to receive AOC broadcasts for use with all Greenlee County court personnel.</li> <li>▪ Provide training tapes to remote courts.</li> <li>▪ Provide in-house training which is COJET eligible.</li> </ul> | <p>Address problems with obsolete satellite system, reinstall in useful room of court building. Consider using fiber or county satellite dish instead of court satellite.</p> |
| Greenlee County Superior Court | <p>Address problem of no court reporting resources residing in county; reduce high cost of contracting court reporters.</p>   | <p>Join Remote Court Reporters statewide project to use Maricopa-based resources via videoconferencing.</p>   |

| COURT/LOCAL AGENCY NAME | STRATEGIC AGENDA  | RELATED IT INITIATIVE(S)  |
|-------------------------|---|---|
|                         | <p>Retain educated, well-trained staff.</p> <p>Improve courtroom audio to aid the hearing impaired and enable remote court reporter use.</p> <p>Upgrade and improve courtroom sound system which would eliminate inaudible portions in transcripts and would eliminate clerks from spending extra time trying to hear the recorded proceedings.</p> <p>Upgrade conference call capabilities in the courtroom which would eliminate high costs of operator coordinated conference calls.</p> <p>Educate the public regarding court procedures, jury service, becoming volunteers in the court system.</p> <p>Continue efforts to increase safety of the superior court. Replace front counter and add plexiglass barrier.</p> <p>Develop and implement an emergency escape plan for staff in the event violence, fire, or other emergency.</p> | <p>Seek funding to enable retention of staff at a competitive salary compared to other local employment opportunities in the private sector with similar job descriptions.</p> <p>Investigate courtroom-wide audio solution.</p> <p>Participate in county web development effort using county styles.</p> <p>Activate panic buttons already installed in courts and court offices and educate staff on proper use.</p> <p>Install video equipment that can be accessed outside of the courtroom to allow employees and/or law enforcement to view the courtroom without having to enter. This would allow for better planning in potentially dangerous situations.</p> <p>Work with sheriff's department, local Homeland Security Officer and all courthouse staff.</p> |

| COURT/LOCAL AGENCY NAME     | STRATEGIC AGENDA  | RELATED IT INITIATIVE(S)  |
|-----------------------------|---|---|
| Clerk of the Superior Court | <p>Ensure longer life of audio records, better storage methods for FTR Gold CDs and audiocassette tapes. Develop procedures for better storage and retrieval of the record as well as for transcribing requested transcripts in a more expeditious manner.</p> <p>Enable clerks to spend less time conducting criminal searches.</p> <p>Obtain access to court records from offsite locations for key personnel.</p> <p>Develop juror brochure and plan for communicating with jurors in a manner that is appropriate and that will inspire them to be willing to serve.</p> <p>Continue to work with IT people, sheriff, county attorney, and other court agencies to interface programs and allow for data to be entered <b>once</b> and not re-entered at every step through the criminal process.</p> <p>Electronically distribute minute entries form courtroom.</p> <p>Provide PDF Acrobat Reader to all clerk's computers to enable them to access and edit Maricopa County forms.</p> <p>Provide court forms on county website which would eliminate counter traffic.</p> | <p>Convert audiotapes to CD Media.</p> <p>Provide a public access computer, ACAP PC.</p> <p>Obtain ACAP laptops for Clerks include EVDO wide area network capability and VPN for business continuity.</p> <p>Select e-distribution technology solution.</p> |
| Probation Dept.             | Stay connected to JOLTS community.  | Keep informed of JOLTSaz development progress and keep connected with other   |

| COURT/LOCAL AGENCY NAME | STRATEGIC AGENDA   | RELATED IT INITIATIVE(S) |
|-------------------------|--|--------------------------|
|                         | Additional technical support for APETS. Currently, problems are reported but never get a response to the problems. | coordinators.            |

## 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 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<br>2. Core Software Support/Maintenance<br>AZTEC<br>JOLTS<br>APETS<br>JUSTIS DW<br>Appellamtion<br>3. Automation Training and Support<br>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<br>(STATE OR LOCAL)   | PROGRAM / PROJECT  | DESCRIPTION  | LOCAL ACCOMPLISHMENT   |
|---|--|--|--|
| Local Superior Court                    | Field Trainer  | Hire a field trainer to bring staff up-to-speed on AZTEC and stop trial-and-error approach | A field trainer was hired jointly with Graham and Greenlee Counties for use in all courts. |
| Local Superior Court/<br>Clerk's Office | Jury+  | Modernize jury management system and comply with standard.                                 | Acquired Jury+ Next Generation system.   |
| Local Superior Court                    | Obtain access to court records from offsite locations for key personnel. | Obtain ACAP Laptop for Court Administrator with EVDO and VPN                               | Acquired laptop with On-Base for judge to view documents while out of the office.          |
| Local Superior Court/Clerk's Office     | Back-scanning of files to On-Base  | Back scan old files to On-Base which would eliminate additional time in pulling files.     | Hired part-time personnel to prepare old files for scanning to On-Base.                    |
| Probation Department                    | APETS Training   | Upgrade training in APETS for all staff.   | Staff has been training in APETS.  |

## 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   |
|--|---|------------------------------------|--------------------------|-------------------------|---------------------------------|---|
| <b>Electronic Minute Entries</b>         | Create and distribute minute entries from the courtroom.                    | Electronic Filing                  | Mid-Cycle adoptors       | FY10                    | Plan                            | Attorney cooperation  |
| <b>Remote Court Reporting Project</b>    | Join statewide remote court reporters, ensure sufficient bandwidth and QoS. | Court Reporters' Videoconferencing | Early adoptors           | FY10                    | Plan                            | Obtaining sufficient audio levels and video stream for reporter to accurately work remotely |
| <b>Videoconferencing for COJET Hours</b> | Videoconferencing; purchase satellite; in-house COJET training.             | Technical Training                 | Early adoptors           | FY10                    | Plan                            | Funding.  |

## OTHER LOCAL INDEPENDENT PROJECTS

| Strategic Project Name / Phase      | Brief Project Description   | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns  |
|-------------------------------------|---|-------------------------|---------------------------------|--|
| <b>Complete Local Court Website</b> | Create local superior court web presence.   | FY09                    | Execute                         | Relies on County IT labor and infrastructure.                              |
| <b>Conference Call Capabilities</b> | Improve conference call capabilities and costs.   | FY10                    | Plan                            | Funding  |
| <b>Courthouse Security</b>          | Security cameras, monitoring devices, panic buttons.  | FY10                    | Execute                         | Funding, coordination with Sheriff.  |
| <b>Improve Courtroom Audio</b>      | Improve audio level of proceedings for those in courtroom. Include hearing assistance devices in the courtroom. Ensure sound sufficient for use with remote court reporter project. | FY11                    | Concept                         | Funding; selection of technology solution that works with FTR microphones. |
| <b>Self-Service Center</b>          | Make standardized forms available electronically on website and in clerk's office.  | FY10                    | Plan                            | Staffing level; standardizing forms.                                       |

## 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

| <b>STATEWIDE INITIATIVE</b><br><b>NEW JUVENILE DEPENDENCY AND DELINQUENCY MANAGEMENT SYSTEM (JOLTSaz)</b>  |                              |
|--|------------------------------|
| <b>Description:</b><br>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. |                              |
| <b>1. Timeframe in which needed:</b><br>(immediately, next 12 months, 1-2 years, 3-4 years)  | 1-2 years; Mid-cycle adopter |
| <b>2. General Importance or Impact to Courts in County:</b><br>Probation’s concern is that it is a dumb-downed version of Jolts JWALK and that it will not capture diversion parental assessment fees. Probation’s expectation is that it interfaces with Clerk’s Office and that there is a smooth transition.  |                              |

**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)

3-4 years; Late adopter.

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

The lower courts are frustrated with the problems they have encountered in AZTEC. Also, many of the courts have new clerks that have recently been trained in AZTEC. Additional training on the new system would cause a hardship with many of the courts.

**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)

1-2 years; Mid-cycle adopter

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

There is good cooperation among justice partners in the county which makes Greenlee County a great prospect for justice integration. This would help eliminate additional work needed to be performed, especially in offices that are short-staffed.

**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)

4+ years; Late adopter

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

The Clerk's Office is not ready to enter the paperless world. Many attorneys and office personnel have voiced their concerns and are reluctant to accepting electronic filing.

**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:                |  |
|                            |                   |                      | Court FTE Technical Staff | City or County FTE Technical Support Staff |
| All Greenlee Courts        | \$21,500          | \$10,000             | 0                         | .1<br>(2 people)                           |

## 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 | 8             | Windows Vista       | 3                 | Vista                   | 4                          |
| Probation              | 6             | Windows Vista       | 5 (2 not working) | WinXP                   | 3                          |
| Clifton JP #1          | 3             | Windows Vista       |                   |                         | 1                          |
| Clifton Muni           | 2             | Windows Vista       |                   |                         | 1                          |
| Duncan JP & Muni       | 2             | Windows Vista       | 1                 |                         | 1                          |

### 2. HARDWARE FOR SPECIAL FUNCTIONS

| Court          | Number of:        |                  |                 |                     |                            |                        |
|----------------|-------------------|------------------|-----------------|---------------------|----------------------------|------------------------|
|                | Public Access PCs | In Courtroom PCs | In Chambers PCs | DPS ACJIS Terminals | Imaging/ Scanning Stations | Dedicated Training PCs |
| Clerk/Court    | 0                 | 1                | 1               | 0                   | 1                          | 0                      |
| Probation Dept | 0                 | 0                | 0               | 1                   | 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       | 1 Dell/ PowerEdge 2950 | MS Windows Server 2003 | MS SQL   | County IT  | OnBase image storage and retrieval |

### 4. NETWORK ENVIRONMENT

Network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it. Some departments, like Probation, also make use of County-provided computing equipment and applications.

### 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                               | Superior Court and all Justice and Municipal Courts | State standard case management system.  |
| AZTEC module: Calendaring  | AOC                     | Local PC                               | Superior Court and all Justice and Municipal Courts | A module of AZTEC integrated to docket and case management that tracks all events and provides daily calendars. |

| Local Applications  |                            |  |   |  |
|---|----------------------------|--|---|--|
| Application Name  | Developed/<br>Supported by | Resides on<br>("local PC" or<br>server name)                 | Courts Using  | Description of<br>Application  |
| Other Financials/<br>Cash Mgt. System:<br>Microsoft Money   | Microsoft/AOC              | Local ACAP PC  | Superior Court and<br>all Justice and<br>Municipal Courts | Cash management<br>function  |
| AZTEC Forms<br>Generation                                   | AOC                        | Local PC   | Superior Court and<br>all Justice and<br>Municipal Courts | A feature of<br>AZTEC that allows<br>automatic<br>generation of<br>forms and minute<br>entries using<br>imported AZTEC<br>data and Word.           |
| APETS (Adult<br>Probation<br>Enterprise<br>Tracking System) | AOC                        | Local PC/AOC<br>Server                                       | Probation   | The new state<br>standard system<br>for tracking adult<br>probationers.  |
| DCATS – CASA  | AOC                        | Local PC/AOC<br>Server                                       | CASA  | The statewide<br>system for tracking<br>court appointed<br>special advocates.  |
| JOLTS (Juvenile<br>On-Line Tracking<br>System)              | AOC                        | AS/400 JOLTS<br><br>AOC Server<br>Environment for<br>JOLTSAZ | Probation   | The state standard<br>system for tracking<br>juveniles in the<br>court system,<br>including juvenile<br>probation,<br>dependency and<br>detention. |
| JOLTS Storage<br>Area Network<br>(SAN)                      | AOC                        | AOC Server   | Probation   | Centralized<br>storage for<br>documents, etc   |

| Local Applications                       |                             |  |   |  |
|--|-----------------------------|--|---|--|
| Application Name                         | Developed/<br>Supported by  | Resides on<br>("local PC" or<br>server name) | Courts Using  | Description of<br>Application  |
| Tax Intercept Program (TIP)              | AOC                         | Local PC/AOC Server                          | Superior Court and all Justice and Municipal Courts | A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery. |
| Vista                                    | Microsoft/AOC staff         | Local PC                                     | Superior Court and all Justice and Municipal Courts | The operating system of the state standard desktop PCs.  |
| Other PC/Laptop operating system: XP SP2 | Local staff                 |  | Superior Court                                      |  |
| Server operating system: Windows 2003    | Local staff                 | Local Server                                 | Clerk of Court                                      |  |
| Office Outlook 2007                      | Microsoft/AOC staff         | Local PC                                     | Superior Court and all Justice and Municipal Courts | The email and calendaring software used by AJIN.   |
| Microsoft Office Power Point 2007        | Microsoft                   | Local PC                                     | Superior Court and all Justice and Municipal Courts |  |
| Microsoft Office Word 2007               | Microsoft/local & AOC staff | Local PC                                     | Superior Courts and all Justice                     | A word processing system.  |
| Microsoft Office Excel 2007              | Microsoft                   | Local PC                                     | Superior Court                                      | A spreadsheet product from Microsoft.  |

| Local Applications                                   |                            |  |   |  |
|--|----------------------------|--|---|--|
| Application Name                                     | Developed/<br>Supported by | Resides on<br>("local PC" or<br>server name) | Courts Using  | Description of<br>Application  |
| Adobe Acrobat Reader                                 | Adobe                      | Local PC                                     | Superior Court and all Justice and Municipal Courts | A free product from Adobe Acrobat for reading documents in pdf format.   |
| McAfee Virus Scan                                    | McAfee                     | Local PC and Various AOC Servers             | Superior Court and all Justice and Municipal Courts | Virus detection software to protect local PCs.                           |
| Data backup / recovery system: Backup Exec, Symantec | Vendor/Local staff         | OnBase scan station                          | Superior Court                                      | Used for disaster recovery and business continuity                       |
| Seagate Info/Crystal Reports/Crystal Enterprise      | Crystal/AOC staff          | AOC server                                   | Superior Court and Probation                        | 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 collections tracking: Probation                | Probation "Dave's Program" | Local PC                                     | Superior Court                                      | Collection notification and tracking                                     |
| Digital Audio:<br>Product Name:<br>FTR Gold          | For the Record             | Local PC                                     | All courts  | Courtroom recording  |
| Document Scanning<br>Product Name:<br>Kofax          | Kofax/OSAM                 | Local PC                                     | Superior Court                                      | Document image capture   |

| Local Applications   |                            |  |                          |   |
|--|----------------------------|--|--------------------------|---|
| Application Name   | Developed/<br>Supported by | Resides on<br>("local PC" or<br>server name) | Courts Using             | Description of<br>Application   |
| Electronic Document Management System<br><br>Product Name:<br><br>OnBase | Hyland/OSAM                | Local PC                                     | Superior Court           | Image store and retrieve  |
| Jury system: Jury + Next Gen   | JSI/Jury+                  | Local PC and Local Jury Server               | All courts               | Jury management software  |
| Court Web site   | County IT/Local staff      | County server at Navajo County               | Superior court and clerk | Provides general information for participating courts well as links to forms. |

## 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 step 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<br>(targeted for de-investment) | Current Court<br>Technology or<br>Product<br>(fill in) | Containment<br>(limited to<br>maintenance &<br>current<br>commitments) | Current Court<br>Technology or<br>Product<br>(fill in) |
|--|--|--|--|--|
| <b>Applications &amp; Tools</b>                          |  |  |  |  |
| User Interface Delivery Method for Public Access         | Netscape                                   | IE 7   |  |  |
| User Interface Delivery Method for Business Applications | Character based                            | GUI (except AZTEC)                                     |  |  |
| Electronic Document Management                           | LaserFiche                                 | OnBase   |  |  |
| Report Writer for Ad Hoc Reporting                       | Crystal <10                                |  | Crystal 10   |  |
| Report Writer for Business Application Reports           | Crystal <10                                |  | Crystal 10   |  |

| <b>Architecture Layers</b>       | <b>Retirement<br/>(targeted for<br/>de-investment)</b> | <b>Current Court<br/>Technology or<br/>Product<br/>(fill in)</b> | <b>Containment<br/>(limited to<br/>maintenance &amp;<br/>current<br/>commitments)</b> | <b>Current Court<br/>Technology or<br/>Product<br/>(fill in)</b> |
|----------------------------------|--|--|---|--|
| Development Languages            | COBOL, JAM, RPG  |  | 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  |  |   |  |
| <b>Office Productivity Tools</b> |  |  |   |  |
| Word Processing                  | Microsoft Office <Word 2003                            | Word 2007  |   |  |
| Spreadsheet                      | Microsoft Excel <2003                                  | Excel 2007   | Excel 2003  | Excel 2007   |
| Presentation                     | Microsoft PowerPoint <2003                             |  | PowerPoint 2003   |  |
| E-mail Client                    | Microsoft Outlook <2000                                | Outlook 2007   | Outlook 2007  | Outlook 2007   |
| Instant Messaging                | IRC Chat   | Office Communicator  |   |  |
| <b>Data Architecture</b>         |  |  |   |  |
| DBMS                             | Informix, Advanced Revelation, DBASE, SQL Server <2000 |  | SQL Server 2000, FoxPro, Clipper  |  |

| Architecture Layers                 | Retirement<br>(targeted for<br>de-investment)       | Current Court<br>Technology or<br>Product<br>(fill in) | Containment<br>(limited to<br>maintenance &<br>current<br>commitments) | Current Court<br>Technology or<br>Product<br>(fill in) |
|-------------------------------------|---|--|--|--|
| Data Exchange Model                 |   |  | Fixed format, XML<br>homegrown   |  |
| Audio File Format                   |   |  | Proprietary  |  |
| <b>Networks and Platforms</b>       |   |  |  |  |
| Network Protocol                    | SNA   | TCP/IP   |  |  |
| Wireless Network<br>Access          | WEP   |  |  |  |
| Network Operating<br>System         | Novell<br>(unsupported)<br>Windows<br>(unsupported) |  |  |  |
| Client Operating<br>System          | ≤ Windows<br>2000                                   | Windows Vista  | Windows XP   | Windows Vista  |
| Server Operating<br>Systems         | OS/400  | Win 2003 Server  | DEC VMS  | Win 2003<br>Server                                     |
| <b>Shared Services</b>              |   |  |  |  |
| Component Service<br>Layer          |   |  | Web Services V1.1,<br>DCOM, ASP<br>(classic)                           |  |
| <b>Message Transport Middleware</b> |   |  |  |  |
| Message Transport                   | MQ ≤ V5.2   |  | MQ V5.3  |  |
| Data Transformation                 | MQSI ≤ V2.1   |  | Data Junction,<br>Cloverleaf   |  |

| <b>Architecture Layers</b>            | <b>Retirement<br/>(targeted for<br/>de-investment)</b>        | <b>Current Court<br/>Technology or<br/>Product<br/>(fill in)</b> | <b>Containment<br/>(limited to<br/>maintenance &amp;<br/>current<br/>commitments)</b> | <b>Current Court<br/>Technology or<br/>Product<br/>(fill in)</b> |
|---------------------------------------|---|--|---|--|
| Data Routing/Publish<br>and Subscribe | MQSI ≤ V2.1   |  | Cloverleaf  |  |
| File Transfer                         | FTP (intercourt<br>and using<br>public Internet),<br>MQ ≤ 5.2 |  | FTP (intracourt<br>only), MQ V5.3   |  |