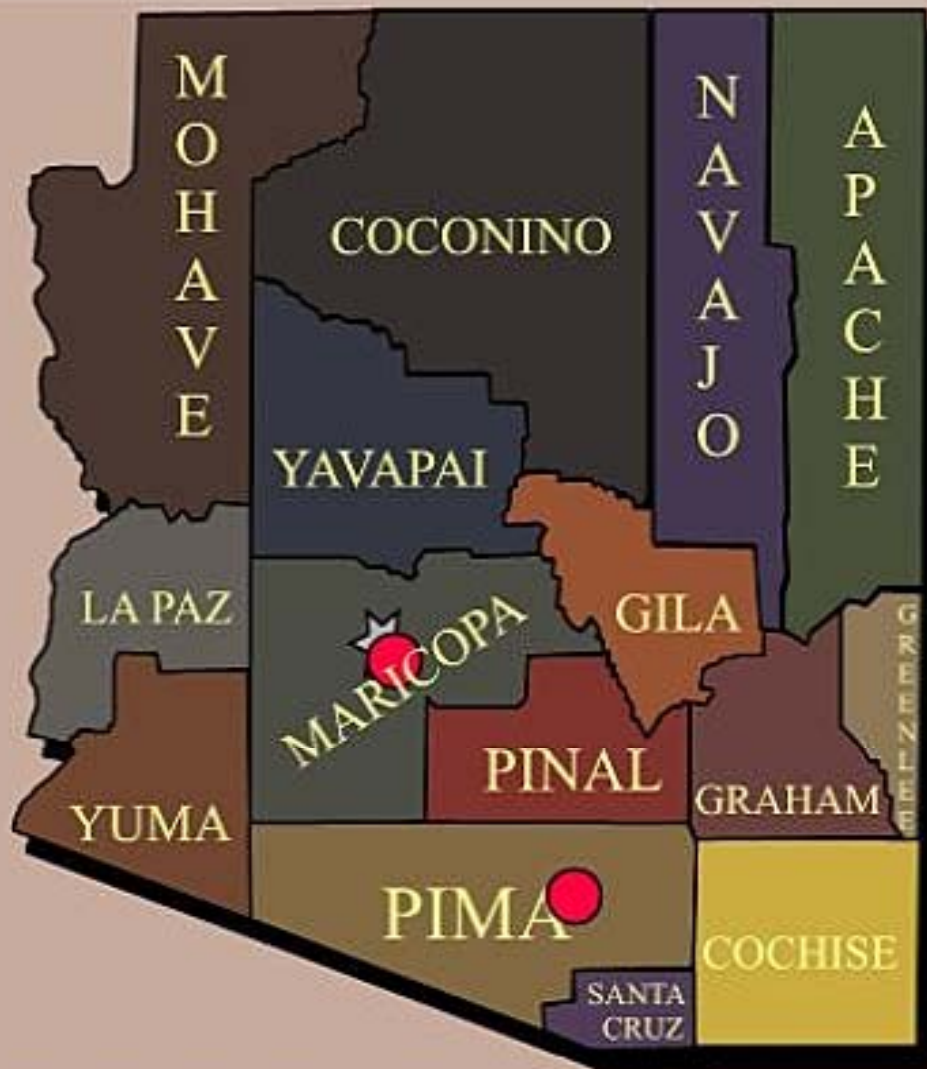


# MARICOPA COUNTY COURTS Information Technology Strategic Plan Fiscal Year 2010-2012



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# MARICOPA COUNTY COURTS

## INFORMATION TECHNOLOGY STRATEGIC PLAN FOR FISCAL YEARS 2010-2012

### INTRODUCTION

Maricopa County continues to be one of the fastest growing populations in the country. Due to this population influx, all courts, Superior, Justice and Municipal, continue to experience significant increases in their court case volumes. This adds to the complexity of accommodating the needs of judicial officers and the court administration staff. There are also attorney and litigant demands to consider as well. Timely information is of the utmost importance. Communication between the various court departments becomes essential to maintain an efficient flow of information throughout the legal system.

To meet the demands of Maricopa County's population, the Court must effectively deploy available technologies to enhance case flow management and improve litigation services. Most of the smaller municipal courts in Maricopa County are "AZTEC courts" and rely upon the Administrative Office of the Courts (AOC) for their technology needs. Those municipal courts that do have IT resources align themselves with the business goals of the Supreme Court and the AOC's IT strategic initiatives. Examples of this can be found in the participation in various committees such as the TAC (Technical Advisory Committee) and the CACC (Court Automation Coordinating Committee), along with the Tempe Municipal Case Management Project, which is a joint project between the City of Tempe and the AOC.

### Court Organization

This is a three year information technology strategic plan for the courts in Maricopa 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.

In addition to the 23 Maricopa County municipal courts, two new Justice Courts were added to the number of Maricopa County Justice Courts. The total number of Justice Courts in Maricopa County is now 25. Those new courts are the Highland Justice Court located in Gilbert and the Desert Ridge Justice Court located in the Northeast Regional Court Center at 40<sup>th</sup> Street and Union Hills. These new courts began operations on January 1, 2009. Listed below are the Justice Courts and municipal courts in Maricopa County.

### MARICOPA COUNTY JUSTICE COURTS

<b>Estrella Mountain Justice Court</b>	<b>Dreamy Draw Justice Court</b>
<b>Encanto Justice Court</b>	<b>Moon Valley Justice Court</b>
<b>San Marcos Justice Court</b>	<b>Lake Pleasant Justice Court</b>
<b>East Mesa Justice Court</b>	<b>McDowell Mountain Justice Court</b>
<b>Downtown Justice Court</b>	<b>San Tan Justice Court</b>
<b>Arcadia Biltmore Justice Court</b>	<b>South Mountain Justice Court</b>
<b>University Lakes Justice Court</b>	<b>Kyrene Justice Court</b>
<b>Ironwood Justice Court</b>	<b>Agua Fria Justice Court</b>
<b>Manistee Justice Court</b>	<b>West Mesa Justice Court</b>
<b>Maryvale Justice Court</b>	<b>West McDowell Justice Court</b>
<b>North Mesa Justice Court</b>	<b>Hassayampa Justice Court</b>
<b>North Valley Justice Court</b>	<b>Highland Justice Court</b>
<b>Desert Ridge Justice Court</b>	

### MARICOPA COUNTY MUNICIPAL COURTS

<b>Avondale Municipal Court</b>	<b>Litchfield Park Municipal Court</b>
<b>Buckeye Municipal Court</b>	<b>Mesa Municipal Court</b>
<b>Carefree Municipal Court</b>	<b>Paradise Valley Municipal Court</b>
<b>Cave Creek Municipal Court</b>	<b>Peoria Municipal Court</b>
<b>Chandler Municipal Court</b>	<b>Phoenix Municipal Court</b>

<b>El Mirage Municipal Court</b>	<b>Scottsdale Municipal Court</b>
<b>Fountain Hills Municipal Court</b>	<b>Surprise Municipal Court</b>
<b>Gila Bend Municipal Court</b>	<b>Tempe Municipal Court</b>
<b>Gilbert/Queen Creek Municipal Court</b>	<b>Tolleson Municipal Court</b>
<b>Glendale Municipal Court</b>	<b>Wickenburg Municipal Court</b>
<b>Goodyear Municipal Court</b>	<b>Youngtown Municipal Court</b>
<b>Guadalupe Municipal Court</b>	

## A. PLANNING METHOD AND PARTICIPANTS

Brian Karth, the Deputy Court Administrator for the Judicial Branch in Maricopa County, has been the strategic plan coordinator for the last few years. With his departure, Karen Westover, also a Deputy Court Administrator for the Judicial Branch in Maricopa County was assigned to lead the business driver review for the Maricopa County court business leaders.

The first meeting of the business decision-makers was held on Friday, November 14. At this meeting, last year's list of business drivers were reviewed and discussed. There were some minor changes made, but generally, the business drivers and their priorities remained the same as last year.

Listed below are the business and IT leaders that participated in this meeting:

<b>Richard McHattie</b>	Clerk of Court
<b>Mark Hendershot</b>	Adult Probation
<b>Debra Olsen</b>	Juvenile Probation
<b>Karen Westover</b>	Superior Court
<b>Mary Horvath</b>	Superior Court
<b>John King</b>	Superior Court
<b>Phil Hanley</b>	Superior Court
<b>Olivia Perez</b>	Tolleson Municipal Court
<b>Rosie Segundo</b>	Buckeye Municipal Court
<b>Jennifer Alwardt</b>	Wickenburg Municipal Court
<b>Linda Rodriguez</b>	Surprise City Court
<b>Adrienne Larson</b>	Carefree Municipal Court
<b>Abril Ruiz-Ortega</b>	Avondale City Court
<b>Jeff Fine</b>	Goodyear Municipal Court
<b>Toni Hale</b>	Peoria Municipal Court
<b>Doug Pilcher</b>	Phoenix Municipal Court
<b>Judy Richitelli</b>	Gilbert Municipal Court
<b>Carla Boatner</b>	Chandler Municipal Court
<b>Cathy Clarich</b>	Glendale Municipal Court
<b>Daniel Edwards</b>	Scottsdale Municipal Court
<b>Pat Dunn</b>	Fountain Hills Municipal Court
<b>Petra Mendez</b>	Youngtown Municipal Court
<b>Marilyn Trujillo</b>	Guadalupe Municipal Court
<b>Rick Rager</b>	Tempe Municipal Court
<b>Lori Burkhardt</b>	Gila Bend Municipal Court
<b>Connie Heimgartner</b>	El Mirage Municipal Court
<b>Dennis Metrick</b>	Justice Courts in Maricopa County
<b>Paul Thomas</b>	Mesa Municipal Court

## B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

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

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

There is a growing spirit of cooperation within the Maricopa County (MC) court community. Originally, each individual MC court created its own IT Strategic Plan and submitted it directly to the Administrative Office of the Courts (AOC). Three years ago, Marcus Reinkensmeyer, the MC court administrator, invited the presiding judges and court administrators from each of the MC Municipal courts to discuss their individual business drivers, hoping to find a common thread(s) that could be a catalyst for future collaboration. This meeting, along with the MC IT representatives' meeting, resulted in MC's first consolidated IT Strategic Plan submitted to the AOC.

In fiscal year 2007, Judge Mundell and Marcus Reinkensmeyer contracted with John Martin, a strategic planning specialist, to assist the MC Judicial Branch departments in the development of a departmental and branch strategic plan. Listed below are just a few highlights of that plan:

#### 1. Working with the Community and Building Support for the Judicial Branch:

Issue Description: After decades of massive population growth, Maricopa County continues to have one of the most rapidly expanding populations of any large county in the United States. Due to the increasing racial and ethnic diversity, the Judicial Branch must develop ways to more accurately and expeditiously:

- Determine the sources, magnitude, and complexity of demands with this new populations,
- Develop and implement comprehensive strategies for meeting these demands, and
- Monitor the effectiveness of improvement efforts.

## 2. Common Direction/One Supportive Organizational Culture:

Issue Description: Creating a common organizational culture that merges the best organization, practices, and working climate of multiple units will be challenging for the Judicial Branch of Maricopa County over the next five years.

There are two aspects to the Judicial Branch's strategy for establishing and maintaining a common direction throughout the entire court system. First, the Branch will overcome the barriers that separate administrative and geographic districts and units by:

- Preparing an aggregate branch strategic plan,
- Providing templates for aligning Division and unit strategic plans with the aggregate strategic plan, and revising Division and unit strategic plans,
- Enhancing Communications practices across units,
- Establishing branch-wide working groups,
- Streamlining policy-making , and
- Implementing cross-training and job rotation across litigation areas, business functions, and court locations

Second, the Judicial Branch will work to establish a common culture across all districts and units, and among all personnel by:

- Promulgating a common judicial branch mission, vision, and values across the entire court system and in the community, and by providing information about progress in implementing an aggregate strategic plan,
- Implementing best practices within incorporate the strongest features of probation units, court divisions, and other units, and
- Describing the Branch's organizational culture and determining how that culture might be enhanced.

## 3. Capacity to Provide Effective Court and Justice Services:

Issue Description: Planning documents prepared for the units throughout the Judicial Branch indicate that there are numerous opportunities to:

- Improve work processes, especially those that cut across unit and organizational boundaries,
- Standardize case processing,
- Consolidate and integrate work processes across the Justice of Peace and Superior Courts, probation units, and the Clerk's Office where appropriate,
- Use technology to enhance case monitoring,
- Streamline and consolidate the work of the Clerk's Office and the courts in regional facilities, and
- Simplify records preparation and transfer and increase the use of electronic file information transfer.

#### **4. Effective Judicial Branch and Justice System Governance:**

Issue Description: Rapid growth and increasing service demand underscore the potential difficulties that accompany a need to work as an administratively-consolidated court system, in partnership with numerous public and private, local and state, justice and human services partners, towards the common goal of providing effective justice services to increasingly economically, socially, and demographically diverse populations within Maricopa County.

The improvement strategy includes:

- Improving both Judicial Branch and interagency justice and human service system policy and decision-making by carefully reviewing and revamping decision-making structures, clarifying decision-making roles among judges and managers throughout the courts and partner organizations,
- Implementing policy development guidelines,
- Exploring how to more closely align Judicial Branch and Maricopa County Government planning, budgeting, and accountability mechanisms, and
- Working with partner agencies and service providers to establish mechanisms to monitor and evaluate both case and program outcomes.

#### **5. Talent Development and Management for Effective Service:**

Issue Description: A variety of long-term local and national labor force trends, along with dramatic change in the Maricopa County population demographics and service demand, coupled with the increasing skill levels required for court personnel, suggest that it will become more and more difficult for the Maricopa County Judicial Branch to hire and retain the sophisticated workforce needed to meet public expectations.

Both local and national court and justice agency staff tenure trends indicated that the court management and justice workforce is aging rapidly. Rapid aging is especially apparent among the middle management and senior administrative segments of the court management profession across the nation but especially in California, the primary competitor for managers and administrators throughout the Southwestern United States.

Additionally, as a result of advances in computer and telecommunications technology, increased emphasis on using evidence-based practices, changes in community demographics and increased public expectations for customer service, the types and levels of skill requirements for court personnel are increasing rapidly and will continue to increase greatly over the next decade.

The long-range strategy for enhancing the Judicial Branch workforce should include:

- Preparing an aggregate Judicial Branch talent development plan,
- Establishing a personnel training program for every Judicial Branch employee,
- Establishing a multi-agency talent pool approach to labor force development,
- Identifying cultural diversity needs,
- Establishing a uniform incentive and compensation system,
- Undertaking succession planning,
- Establishing a mentoring program for judges and staff,
- Developing an assertive community-based personnel recruitment program, and
- Identifying opportunities to consolidate support services with other justice agencies and share personnel (e.g. planning, performance monitoring, program evaluation, and work process re-design services.)

Last year, the Maricopa County business leaders identified eight (8) major business drivers along with their respective priorities. Since this year's plan was to be an "update year" with little or no major initiative revisions, Maricopa County business leaders met to review the business drivers list and make any necessary adjustments.

There were no changes to the original eight drivers and their priorities. However, two additional drivers were added. The new drivers are the last two in this list.

#### **BUSINESS DRIVERS:**

##### **Improving court case processing:**

**Priority: High**

Whether it was a court in need of a new case management system (CMS) or one that needed enhancements, this was the number one business driver for most Municipal courts.

##### **Digitizing official court documents and records:**

**Priority: High**

This issue revolves around electronic data storage of court documents. Most courts want to move toward an electronic document management system (EDMS), but it is an expensive and complex project to undertake.

##### **Providing information to and receiving information from other Justice Partners:**

**Priority: High**

Not every Municipal court rated this business driver as a "high" priority. The rating was dependent upon if there were current demands from other justice partners or not.

**Continuing court business during a disaster:** **Priority: High**  
Not only are the courts concerned about the likelihood of the computer systems being available, but they are also concerned about what alternative court facilities would be available in the event that offices or office building(s) could not be used.

**Electronic public access:** **Priority: Medium**  
Some courts are receiving an increased demand for information from the public. It is becoming a significant pressure point to safeguard individual privacy while providing non-confidential information to the people they serve.

**Authentication of official documents:** **Priority: Medium**  
Many of the courts' processes are done electronically. One of the major obstacles to making these processes even more efficient is capturing the electronic signature of the judicial officers and court administration.

**Recording court proceedings digitally:  
(Both audio and video)** **Priority: Medium**  
Electronic recordings of court proceedings are becoming more common in the courts as the title of this business driver suggests. However, the general agreement is that the definition of this business driver includes all types of video conferencing as well.

**Measuring court performance:** **Priority: Medium**  
Measuring court performance is important, but it is not high on everyone's list.

**E-Services:** **Priority: Medium**  
This driver includes services such as web-based applications, electronic citations, e-forms, on-line payments, collections and FARE.

**Recruiting/Retention/Succession Planning:** **Priority: Medium**  
As the workforce changes, it is important to develop and implement recruiting, retention and succession planning strategies.

E-Services is the "umbrella" category for such things as online payments, e-citations, e-forms, and collection applications. Last year, online payments were considered as a driver last year, but this year, it was placed under the E-services "umbrella" category.

Succession planning was also considered as a business driver last year, but its definition has expanded to include recruiting and retention planning.

## C. CURRENT TECHNOLOGY ENVIRONMENT

This section summarizes 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

Listed below are the total of the number of desktops, laptops and network printers in Maricopa County as reported by the Judicial Branch, Clerk of the Court and 9 Municipal courts:

<b>Desktop total:</b>	<b>4,357</b>
<b>Laptop total:</b>	<b>1,701</b>
<b>Network Printer total:</b>	<b>1,186</b>

The operating system (OS) for the desktops and laptops are mostly Windows XP. Only 124 systems were reported as having the Vista OS. Most IT departments are trying to maintain a 3 year replacement strategy. Two cities are reporting a 4-year replacement cycle while three cities now have a 5-year replacement cycle.

These totals address “specialized uses” of some PCs in the court:

<b>Number of Public Access PCs:</b>	<b>132</b>
<b>Number of PCs in the courtroom:</b>	<b>398</b>
<b>Number of PCs in the chambers:</b>	<b>354</b>
<b>Number of PCs used for ACJIS:</b>	<b>122</b>
<b>Number of imaging PCs:</b>	<b>21</b>

The MC server information is a little more varied. There are a total of 228 servers at these 11 court sites. Most of these servers are HP Proliant servers and Dell PowerEdge servers. There are 2 Sun servers and 1 Amdahl server in Mesa municipal.

Network Operating Systems (NOS) are mostly Microsoft Win 2000/2003/2008. Tempe and Chandler municipal courts operate at least part of their network with Novell.

### Software

The software table cannot be summarized easily. Instead, the following information should be helpful in understanding how to interpret the table that appears in Appendix A.

Each row in the detailed table is grouped by the second column “Application category/name.” For each Maricopa County court that used that type of software, the writer combined courts to show several courts were running similar software. Specific information in the columns was associated with specific courts via a consistent number across the row. For instance, if Mesa Municipal Court was identified as (1), then all cells with a (1) would be associated with Mesa Municipal Court for that entire row. Improvements in this approach will be addressed next year.

## D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate and 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.

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 Appellamation 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

### JUDICIAL BRANCH IN MARICOPA COUNTY

The following calendar year 2008 accomplishments related to information technology have been organized by the five strategic initiatives detailed in *Good to Great: A Strategic Agenda for Arizona Courts 2005-2010*.

#### **Protecting Children, Families & Communities**

- Implemented improved reporting of the Juvenile Profile, Most Current Information (MCI) and Disposition reports included in both the iCIS case management system and JWA (Juvenile Web Access).

#### **Providing Access to Swift, Fair, Justice**

- The Criminal Tower Technology Committee continues to refine the Design Document. We are looking to ensure the infrastructure and technology of this \$368 million court tower improves court service for many years to come.
- Seventeen JAVS recording systems e-courtrooms were converted to FTR video digital recording systems and equipment was upgraded, thus allowing them to be more easily backed-up on the server and archived. These courtrooms are located in Mesa, downtown Phoenix and at the Northwest Regional Center.
- As of this year, there are approximately 174 courtrooms and hearing rooms with digital recording capability.
- Four new courtrooms were built in the Central Court Building basement which have FTR video digital recording capability.
- Two FTR video recording systems were installed in two courtrooms at the new Highland Justice of the Peace located in Gilbert.
- Implemented enhancements to the iCIS Juvenile Judge Assignment process resulting in a more balanced case load based on new rules and logic.
- Implemented improvements and efficiencies in the juvenile attorney check-in module of the iCIS case management system resulting in more accurate court calendar and attendance data.
- Implemented an electronic data feed between the iCIS case management system and the TASC drug testing agency, resulting in more accurate and timely data for Juvenile Probation. This process enhances probation officers and court staff ability to make accurate and timely decisions regarding the juvenile when drug testing results are involved.
- Implemented enhancements to transfer data between the Juvenile Court/Probation and adult criminal modules of the iCIS case management system. This enhancement reduces duplicative data entry into different systems, improves business efficiency by immediately sharing remanded cases from adult to juvenile and juvenile to adult court. All of this in turn provides a more accurate criminal history, thus increasing public safety.

- Implemented a Juvenile County Attorney work flow in the iCIS case management system resulting in increased employee efficiencies by guiding staff to the required screens automatically and by validating the steps of the automatic flow. This increases staff efficiency, reduces the amount of time to data enter case information, and increasing accuracy by ensuring all required data is entered before completing the automated process.
- Implemented the inmate Alpha Roster data feed from MCSO to the iCIS case management system, resulting in better coordination between MCSO and the Superior Court regarding inmate court calendars and inmate transportation.
- Implemented Criminal Trial Transfer functionality in the iCIS case management system. The solution included a new queue screen and a report showing all trials going through a judge transfer process. The enhancement allows staff to more easily and quickly manage trial transfers than they were able to with the paper process.
- Implemented enhancements to the iCIS case management system in support of the criminal master calendar pilot project. The enhancements allowed for calendaring based on master calendars that were part of the pilot project, while maintaining existing calendar assignments for non-pilot calendars.
- Implemented enhancements to the iCIS case management system to support better tracking of criminal capital cases. Enhancements include automatic generation of several reports that were previously created manually. Additionally an ability to generate capital case timelines and visually monitor progress against the original timelines was delivered in iCIS.

#### **Connecting with the Community**

- Electronic Records Services fulfilled a total of 6,822 requests for copies of digital records and transcripts of digital recordings during FY 2009. Of the monthly average of 568 requests, the majority are from Family Court.
- Modified the iCIS case management system to accommodate the two new precincts established at the Justice Courts. The modification included system setup and configuration to accommodate new judges and calendars, as well as modifications to existing data feeds to external agencies.

#### **Being Accountable**

- Supplemental equipment was installed in 18 Family calendar courtrooms with FTR digital Recording systems to provide improved telephonic conference capability.
- Replaced 1,357 of PC's in Superior Court and Juvenile during the DRP refresh project.
- Installed and configured a Development/Test Environment that will be used by the programming team for the development of the RFR replacement project, the Jury re-write and iCIS .NET re-write.
- Replaced the single database server at the DR site with two more powerful servers that work in a cluster arrangement; also increased the disk capacity by 30%.

- Customer satisfaction surveys indicate 95% of customers are satisfied with services provided by CTS' Technical Support Services team.
- Maintained 100% availability during normal business hours of the most critical system for the FY08.
- Established a Project Management Office (PMO) and have adopted and instituted the Control Objectives for Information and related Technology (COBIT) framework. This IT standard is recognized and endorsed by the County's Internal Audit department for compliance and maturity level measurements.
- Established an Enterprise-level SharePoint installation that will provide further PMO functionality and oversight.
- Successfully completed an Internal Audit on the FY08 Juvenile Probation System Conversion.
- Successfully completed an Internal Audit on iCIS and a number of closely associated items.
- Received excellent responses from Internal Audit on a Data Center audit conducted on CTS.
- Completed the final draft of the IT Governance Structure.
- Modified the iCIS case management system to correct six exceptions to the minimum accounting standards (MAS) as identified by an audit of the Justice Courts.
- Implemented new fee schedule in the financial module of iCIS for Justice Courts as a result of legislative changes.
- Implemented an automated data feed between the iCIS case management system and the new Photo enforcement program for Justice Courts.
- Implemented an automated data feed for Justice Courts between the iCIS case management system and multiple defensive driving schools. The feed automates notifications regarding defensive driving course attendance by defendants with traffic cases at the Justice Courts.
- Implemented Biometric Time clock for juvenile detention, resulting in increased efficiency and accuracy in collecting and reporting payroll time entry and reporting and reduced staff hours.
- Updated and released updated versions of Microsoft Word macros in support of forms used by Adult Probation in support of Court business
- Rewrote the APD Victim Services application for an aging and unsupported application language to an internet browser based application. This rewrite greatly enhanced the performance and stability of this application.
- Implemented enhancements to the Adult Probation employee Performance Evaluation system, which allowed for much more robust establishment and measurement of employee performance.
- Placed COJET classes and materials (videos, CDs, and downloadable programs) on to the courts intranet site. This enhancement enables many employees to partake in COJET classes using their desktop computer at their workstation.

### **Serving the Public by Improving the Legal Profession**

- The Justice of the Peace courts at the San Tan Regional Center, Northwest Regional Center, Northeast Regional Center and Downtown Justice Center were equipped with courtroom presentation capability. The judges were provided with the capability to make presentations from the bench onto a large projection screen in the courtroom, and a presentation cart with a DVD/VCR player, cassette tape player and computer hook-up capability was placed at each location to allow parties to present evidence in the courtroom. There are also monitors on the cart and at the witness stand that provide the ability to annotate any evidence displayed on the screens.
- Implemented enhancements to the Juvenile County Attorney Assignment Process. This improved the method in which attorneys are weighted and assigned to a petition, and also enhanced how the attorney assign screen integrates with these petition level assignments, as well as increased efficiency in data entry and accuracy.
- Redesigned intranet Law Library site. The redesign of this website allows for better cataloging of Law Library information.

### **CITY OF PHOENIX**

#### **Customer Service**

- In April, 2008, the Court administered the CourTools Measure 1, “Access and Fairness” survey to its customers. The purpose of the self-administered survey was to determine how Court users rate the court's accessibility and its treatment of customers in terms of fairness, equality, and respect. A total of 331 citizens participated by completing the survey. For the fifteen questions asked, Phoenix Municipal Court's average score for all questions was a very respectable 4.35, or 87% “Agree” or “Strongly Agree”.
- The Phoenix Municipal Court received honorable mention in the “Being Accountable” category of the 2008 Arizona Judicial Branch Achievement Awards for its CourTools Project. PMC is one of the first courts in Arizona to have successfully implemented all ten CourTools performance measures, consistent with the rigorous methodology and definitions employed by the National Center for State Courts.
- In response to recommendations made by the City's Information Security & Privacy Task Force, the Court developed business practices to ensure the security of all information systems containing confidential or sensitive customer information. This effort included the addition of security gates and modification of the automated access control system to control all afterhours' access to court files.
- Legislation impacted customer access to and utilization of Defensive Driving Programs under the Court's contract with four programs. The Court worked closely with IT to develop CMS processes to expand the number of programs as required by legislation. Shortly after internal business requirements were developed, the AOC announced its intention to coordinate the electronic interface between all providers and courts state-wide.

- Phoenix Municipal Court's updated Web site at [www.phoenix.gov](http://www.phoenix.gov) went live on November 7, 2007. Improvements made the site easier to navigate, more visually appealing and enhanced information about Jury Duty, Protection Orders, and other areas.
- In January, the Court adopted a City of Phoenix Municipal Court Electronic Seal. Phoenix City Code authorizes the Chief Presiding Judge to adopt an electronic seal to be used to authenticate documents printed from the official electronic document management system ("EDMS") of the Court. An electronic seal eliminates the need for court staff to physically affix the Court's seal to the copies.
- The Court developed a Court Continuity of Operations Plan (COOP) which provides a step-by-step guide to mitigate the consequences of a disaster to manageable levels to ensure ongoing operations. Guide books were compiled and distributed to internal recipients and external agencies.
- A process to handle complaints issued by the Street Transportation Department to contractors who fail to correct right-of-way situations and violate the Traffic Barricade Manual was implemented. The Court worked with the Street Transportation and Law Departments to develop the business and automated system requirements to facilitate the filing of these complaints.
- Ms. Dianna Noli Hill, Civil Division Administrator, served on an inter-jurisdictional task force charged with developing a uniform ordinance on citable violations related to the light rail system that will run through Phoenix, Tempe, and Mesa. The feasibility of using a hand-held device to issue civil citations was reviewed and evaluated by Court and Metro staff and postponed until after the system is operational.
- City Council gave approval for the Police Department to implement a pilot program expanding the photo enforcement program to include issuing complaints for illegal right turns at red light camera intersections. The pilot program also included using the photo vans during the summer months to gather statistics to support increased speed enforcement to determine if cameras can be effective when located mid-block or at other intersections. The Court provided statistical and financial information for the Police Department's study that recommended expanding the program. As a result, the Court is serving on a multi-departmental team developing specifications for an Invitation for Bid (IFB).
- In late June, the Phoenix Police Department asked for the Court's assistance in filing complaints issued via hand-held device as part of a pilot program to test the feasibility of the devices. Division administration coordinated the complaint numbering with Police to facilitate the filing of the complaints. Police assigned three motorcycle officers a handheld unit to cite violations of the Arizona Revised Statutes. The handhelds were used for a one-month pilot program, during which time division employees provided feedback to the Police Department. Staff found that the use of handhelds virtually eliminated the many errors resulting from poor handwriting and/or data entry errors.

- In April, the Parks and Recreation Department (Parks) modified the Work Alternative Program (WAP) with only two weeks notice to the Court and customers. Parks simply discontinued Saturday as a viable workday and moved all “graffiti cleanup” to Wednesdays. Court staff responded by sending 255 letters to customers in a matter of days.
- Several reference documents developed by the Court Standardization Task Force have been approved by the Management Team. The Court Terms glossary, CMS Codes list and Frequently Used Abbreviations and Acronyms list were added to the Court’s Intranet website. The Legal Resources and Information pamphlet is available at the customer service counters and on the Intranet. When the Spanish version is finalized, both versions will be added to the Court Internet site. Several forms are being added to the Internet website to facilitate public requests for copies and for filing motions. As part of Emergency Preparedness and Succession Planning, all Court file forms are under review and PDF versions are now available on the group drive.
- The automated phone attendant for the Phoenix Municipal Court was updated and professionally recorded in conjunction with the City’s replacement of the voicemail system.
- Both the Customer Call Center and the Customer Service sections were able to reduce the customer wait time for the people they serve in person and over the phone to two minutes and less than one minute, respectively.
- The Court web e-mail account was modified to deliver an “out of office” response during weekends and holidays.
- PDF versions of forms and scanned copies of complaints are now sent to requestors who contact the Court for this information through the Court’s website.
- Customer Call Center staff now use a schedule to observe each other to share customer service ideas, expertise and promote uniformity.
- The Court implemented Project Passport, a nationwide effort to improve the service of and enforcement of Protection Orders.
- The tracking and reporting case dispositions to the Department of Public Safety (DPS) in an automated format continues to be a project under development with the Police Department, DPS and AOC.
- An article written by experienced Arizona DUI and Criminal Defense Lawyer, Daniel Jaffe, lauds PMC for professionalism, outstanding customer service, and among other things, efficient DUI case processing.

### **Collections**

- The Phoenix Municipal Court is still the only court in Arizona that is fully operational in the Fines and Restitution Enforcement Program (FARE). Payments totaling \$13,106,043 were received through the FARE WEB SITE/IVR system. The Court’s Customer Call Center, Delinquent Accounts Collections unit, and collection agencies use the FARE Web site to process credit card payments made via telephone, when possible. This interface allows the payment to be posted electronically to the

defendant's account immediately versus manual processing by Court cashiers. It has also reduced Court budgeted credit card banking fees because all banking fees for FARE WEB SITE/IVR payments are paid by the FARE program.

- Through interviews of citizens seeking deferred payment plans, 19,801 payments totaling \$4,139,621 were collected. The Delinquent Accounts unit handled 131,210 telephone contacts with citizens on deferred payment contracts which resulted in the collection of \$7,546,245 in delinquent payments. In addition, \$8,596,786 was collected through the use of external collection agencies. The Municipal Court Enforcement Detail continued to work failure-to-pay warrants. This unit resolved 1,637 warrants totaling \$2,015,316 with Police Officers making 2,029 contacts in the community.
- Through the Tax Intercept Program, \$103,377 was collected via notices of impending tax interception. The Court received 8,671 payments from the Department of Revenue, as a result of tax intercept, totaling \$983,904.
- Approximately 9,059 checks totaling \$2,366,519 were prepared to disburse restitution, bail refunds, and overpayment funds to the public. The Bond Window processed 6,369 payment and surety bond transactions totaling \$2,903,765 which allowed citizens to be released from jail, satisfy outstanding warrants and pay other Court obligations.
- To reduce the number of defendants returning to renegotiate contracts the maximum number of payments on a deferred payment plan was extended from 6 months to 12 months. Since most deferred payment plans can be paid within 12 months, defendants do not have to return to court. Deferred payment plans which cannot be paid within 12 months are scheduled for a balloon payment in month 12 for reassessment of the defendant's financial circumstances.
- Deferred payment plans for completion of work alternative, community restitution, or unemployed defendants looking for employment were removed from the daily telephone collection contact list. This allows the telephone collectors to concentrate on past due accounts where the defendant is more likely to make a payment.
- Given the increased volume of defendants seeking deferred payment plans, accounting staff were trained to update defendant address and telephone numbers after the contract was created. This allowed the Financial Screening staff to create more payment plans each day.
- Due to the expiration of collection agency contracts, a competitive selection process was initiated to select vendors to continue the Court's use of private collection agencies. New contracts with four collection agencies were negotiated.

#### **Leadership Role in the Community**

- Judge Song Ong continues to serve on the Arizona Supreme Court's Commission on Technology.
- Doug Pilcher, Court Executive Officer, was appointed to the Supreme Court Commission on Technology's subcommittee, Court Automation Coordinating Committee (CACC).

- Ester Reeves, Court Controller, continues to serve on the State of Arizona Administrative Office of the Courts (AOC) Limited Jurisdiction Code Standardization Committee for establishing a statewide standard for codes used in future court automation efforts.

### **Information Technology**

#### New CMS Project

- PMC actively participated in the statewide LJ CMS assessment to select the state's LJ CMS replacement and are now participating with the LJ CMS replacement plan.
- Remaining gap analysis work, outlining the Phoenix specific gaps, the design review and phase I testing is slated for 2009.
  - Jennifer Gilbertson, Information Systems Officer, serves on LJ CMS Statewide Steering Committee.
  - Five staff from the IST Division participated on the statewide LJ CMS gap analysis team in Q4 2008, and will continue their work in 2009.

#### Existing CMS

IST completed 102 CMS change requests. Most significant among these were:

- Enhanced CourTools reporting concerning inactive DUI cases
- A pilot program for delinquent accounts collection through FARE
- SAS fee structure change
- Automated processing of DDP completions
- Civil non-traffic complaint form and processing changes to support light rail and the Fire Department
- Compliance with state accounting standards changes requiring preservation of bail bond disbursement comments and more detailed reporting of 90-day old outstanding bails and bonds to facilitate research of their status
- Enhancements to domestic violence and protective order tracking were completed, these included changes to five screens, five documents, and one batch process.

IST supported budget cut decisions with quick changes to CMS in these areas:

- Faster referral of delinquent accounts to collections
- Faster referral of delinquent accounts to tax intercept program
- Scheduling calculation changes for shorter court hours
- Changes to documents and court letters for shorter court hours
- Courtroom closure effects on scheduling

#### Disaster Recovery

The court has purchased a SAN and has started the project to consolidate all the current disk storage arrays onto the one SAN in preparation for a mirrored site. An alternate location for Court operations had been selected. A new project is in progress to enhance the current Court Disaster Recovery contract to include all the mission critical UNIX and Windows servers that would be brought up at the vendor's remote

location if a disaster is declared. The contract will stay in place until a permanent remote hot-site location is selected. The new, permanent, real-time hot-site will be used to house the replaced disk storage array which will be a real-time mirror of the Court's SAN. A remote location for this project has not yet been selected.

#### Upgrades and Accomplishments

- OnBase Upgrade to 7.2
- Completed Windows 2003 Server Operating System implementation (i.e. eliminate Windows 2000 Server Operating System from our environment)
- Completed Windows XP Desktop Operating System implementation (i.e. eliminate Windows 2000 Desktop Operating System from our domain environment)
- Implement Dell IT Assistant for SNMP Traps on Windows Servers
- Completed FLARE Upgrades for both Windows Server AX storage arrays
- Completed KPMG Network Assessment Remediation Efforts
- Removed Novell Client from nearly all Court workstations (eliminate Novell from Court environment in conjunction with ITS strategic goals)
- Upgrade Windows XP workstations to SP3 (the last service pack for Windows XP)
- Implemented NetPro ChangeAuditor and RestoreAdmin for improved Active Directory auditing and recovery capabilities (in conjunction with ITS strategic software goals)

#### GILBERT MUNICIPAL COURT

- Implemented the Debt Set Off Tax Intercept Program (TIP)

#### CITY OF SCOTTSDALE

- MQ process for MVD - MVD Phase: Retrieving MVD batchcon reporting results (rejects & attachments) electronically from AOC utilizing AOC provided reports
- MQ process for DDC: Receiving DDC information directly from AOC for DDC providers. Processing of records in DB.
- Video Upgrades: Upgraded conference room 7 and 8 video; added additional CCTV cameras
- ADA Compliance: ADA assisted hearing device installation
- Court Website: Courts web pages updated and included stats for first time
- Ergonomic Workstations: Finalized conference room 4 ergo workstations
- Scottsdale Police Department and Warrant Viewing: 12/15 incorporate Warrants for SPD view to validate, Automated the warrant form and imaged and attached all old paper warrants from PD into our CMS, Automated the warrant and quash notification to PD
- Compiled IT Documentation
- Participated in LJ courts CMS assessment for the AOC
- Rolled out new sentencing and civil arraignment processing modules; eliminated the need for Word Perfect merge forms by creating these forms in CMS
- Taking over server administration of Unix servers from City IS

## **CLERK OF THE SUPERIOR COURT**

### **Orders of Assignment**

- Completed electronic Order of Assignment project and accomplished the following:
  - The implementation of improved/streamlined business processes to address the root cause of delays,
  - The implementation of improved/streamlined business processes to address the root cause of issues involving inaccurate and/or missing data required to process the Order of Assignment,
  - The shift in task of creating and completing the Order of Assignment to COSC staff to improve quality, and
  - The transfer of the Order of Assignment data via workflow to enable the Order of Assignment to reach COSC Family Court Services from all court facilities electronically, thereby eliminating the built-in delay in receipt for processing.
- Current reports indicate nearly 50% of electronic Orders of Assignment are processed out of Family Court Services within three days of receipt. Additionally, over 50% of all Orders are started in the courtroom, and over 95% of these are submitted to Family Court Services for processing within two days.
- Productivity related to processing Orders of Assignment in Family Court Services is up by nearly 30%.
- The error rate has been cut from 25% to less than 1 %.
- The monthly average number of documents required to be docketed and scanned in Family Court Document Management has been reduced by approximately 4%. Based on the documented cost to process a Family Court paper-based document, this is the annual equivalent of approximately \$70,000.00 savings realized. Further, Family Court Services has decreased the total staff time spent on processing Orders of Assignment by 43% as a result of the automated printing, sorting, and shifting Order of Assignment envelope insertion to the COSC Distribution Center.

### **E-Filing – Volume Project**

- Started project to identify and remediate technical areas within the current eFiling system and ancillary applications in order to facilitate an increase in filing volume.
  - Remediated issues as identified during load testing and project evaluation and implemented solutions to correct, including installation of new hardware and changes in existing software.
  - Load testing was completed 12/30/2008. Processing time per load testing was less than 14 filings per minute as expected. Average page response time for judge and clerk review was less than 4 seconds as expected.

### **Billing System Replacement**

- A billing system replacement project was implemented on May 27, 2008, to replace old technology with up-to-date systems and tools that conform to current county and state standards.
  - Replaced the current vendor's existing billing application and database with the same vendor's new product called "Revenue Results" that uses new technologies consistent with current County and State technology standards
  - Converted existing data to a new SQL database without loss of accounts or payment history
  - Developed new billing statements and letters that are consistent with citizen's expectations
  - Trained administrative and operational staff in the use of the new application

### **EDMS – Centera**

- The long term storage methodology for the Clerk of the Court Electronic Court Record (ECR) has been updated to a highly redundant set of systems using EMC's Centera devices. This provides the official Court record by giving unalterable copies of the electronic records. While copies of the images exist on a high-speed Storage Area Network, it is the images on the Centera systems that hold the official records. This new system replaces the prior system of optical disks stored in a jukebox system. The Centera system provides a second copy of the official records as a mitigating factor to a large disaster that might destroy the first copy. The speed of retrieval from these devices is much faster than the prior system of optical disks stored in a jukebox system.

Each Dell/EMC Centera is a multi-node storage system comprised of three 'servers' in a multi-node configuration, each with its storage in a RAID configuration. Data is spread across each node and across the disk drives, such that, if any disk or node goes down, the data is not lost as it is spread in a redundant fashion across the rest of the nodes and disks. To add to the safety of the data, two Centera systems are installed with the second one being an exact copy of the first. The second Centera system is kept in a separate location over 15 miles away and 400 feet in elevation above the primary Centera system.

### **Desktop Refresh**

- All desktop PCs that were out of warranty and not capable of running Windows Vista (approximately 1024 PCs) were refreshed with new desktops with Internet Explorer 7, Adobe 8 and Office 2003 as a standard image.
- The Desktop Replacement Program (DRP) began in 2002 by refreshing 1/3 of office PCs each year. The refresh cycle was skipped in 2007 due to the change in the chipset to a dual core processor and the anticipation of the release of Windows Vista; it would have installed desktops that were not compatible during the 3-year

replacement cycle. A full replacement was undertaken in order to baseline PCs with the latest hardware and prepare for Windows Vista implementation.

#### **Public Access to Inactive Cases**

- Added search functionality for inactive case files to the existing public kiosks in the Customer Service Center lobby located at 601 West Jackson.
- It has been the practice of the Clerk's Office to microfilm and dispose of the original paper documents as authorized by Arizona Supreme Court Rule 94(h). Access to these inactivated cases has been limited to diazo copies of the original microfilm. A new conversion process has been implemented which images inactive Superior Court case files initiated prior to January 2002 for storage and access via the Clerk's EDMS. The new process improved case researching efforts as microfilm and microfilm equipment are no longer needed. More than one person at a time may now access these files, and overall storage and storage costs have been reduced. A total of 79,413 inactive civil cases are now available for viewing electronically from public terminals and from the desktops of all Court staff with access to the Clerk's EDMS.

#### **Virtual Servers (VMWare)**

- Added three Virtual Machine (VM) platforms to consolidate non-production systems on 23 virtual servers. This allowed retirement of several servers (saving on maintenance renewals), re-deployment of a few servers for production purposes, and considerable expansion of the non-production environment.

### **CITY OF GLENDALE**

#### **Cost Effectiveness**

- In collaboration, the court and Glendale Police Department's Home Detention and Electronic Monitoring Pilot Program (HDEM) substantially reduced prisoner maintenance charges. During the calendar year 2008, HDEM program's conservative estimate in daily housing fee savings was \$175,000.

#### **Technology Improvements**

- The Court implemented business and automation modifications resulting in the successful deployment of a photo red light camera pilot project in December 2007.
- A Systems Analyst was contracted by the Court to manage the red light program's data, track citations, and ensure a successful electronic interface between the vendor and the Court.

#### **Customer Service**

- The court began accepting customer payments online and received \$441,299 via web- payments in FY 2008.
- In January 2008, touch-screen kiosks were added to the court lobby without cost to the Court to assist customers in viewing photo red light citations and paying online.

### **Performance Measurements**

- The Court began measuring key performance indicators as part of the CourTools project. Baselines for two key indicators were established: employee satisfaction and customer satisfaction. Results indicate a high level of employee and customer satisfaction. Customers also exhibited interest in expanded on-line services.
- Quarterly DUI reports were submitted timely to the Arizona Supreme Court Case Processing Division. The existing Caseflow Committee is used to monitor DUI case aging and assess the effectiveness of pretrial conference hearings and case status reports.

### **New Glendale Courthouse**

- Court staff continued to provide programming data to architectural design consultants in preparation of the design/build phase for construction of the new court facility. Information technology was included in cost projections. The new and expanded facility will feature ten courtrooms and possible convenient drive-through customer window. LCD monitors will be placed by the main elevators to provide customers with case docket information.

### **CITY OF MESA**

- Using the City of Mesa's new FileNet Document Management System, Mesa is making a successful transition to a paper on demand environment. Mesa's civil traffic division has made a complete transition to a paper-on-demand courtroom. The court's protective order processing is now also a paper-on-demand process.
- Mesa's Photo Enforcement Speed and Redlight system generates reports on demand or as scheduled.

## **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>MARICOPA SUPERIOR</b> eCourt/iForms	Online, interactive completion of court forms for pro per litigants.	Internet Public Interactive Service	Early adopter	FY09	Execute	
<b>MARICOPA SUPERIOR</b> FARE	FARE Implementation and interface with CMS.	Penalty Enforcement Program	Mid-cycle implementation	FY09	Execute	
<b>MARICOPA CLERK</b> eFiling System Improvements	Improve the existing eFiling application to resolve current issues and provide a framework for frequent, iterative development of future enhancements to Clerk and Judge Review functionality and support eFilings from the pending statewide eFiling portal.	Electronic Filing	Early adopter	FY10	Plan	Resource availability, complex integration.

## 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
MARICOPA GILBERT Digital Archiving	Digital Scan and Storage.	Electronic Document Management	Early adopter	FY11	Initiate	None
MARICOPA GILBERT DUI Reporting	Report DUI Statistics to AOC on a quarterly basis.	Process Standardization	One of the last	FY09	Execute	None
MARICOPA GILBERT FARE	FARE Implementation and interface with CMS.	Penalty Enforcement Program	Mid-cycle implementation	FY09	Plan	None
MARICOPA GILBERT MVD Interface	Automated Dispo of MVD.	Integration	Mid-cycle implementation	FY09	Plan	None
MARICOPA GILBERT Project Passport Protective Order Forms and Data	Create Electronic Forms and Automate data transfer to State repository.	Order of Protection Repository/PASSPORT	Early adoptors	FY09	Execute	Data Transfer to be a timely process to do on a nightly basis.

## 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
Transfer/CMS Customizations						
<b>MARICOPA GLENDALE</b> E-Citation Pilot	City project to electronically produce citations and transfer data to the court CMS.	Justice Integration	Early adopter	FY09	Execute	AOC must complete citation input data transfer module.
<b>MARICOPA GLENDALE</b> Photo Red Light Pilot	City project to improve public safety.	Justice Integration	Early adopter	FY09	Execute	AOC must complete citation input data transfer module.
<b>MARICOPA PARADISE VALLEY</b> JSI FullCourt v5 Data Interface to FARE	A data interface to facilitate the electronic participation in the FARE program.	Penalty Enforcement Program	Mid-Cycle adoptors	FY09	Concept	
<b>MARICOPA PHOENIX</b> CMS Development	To partner with the AOC and AMCAD to develop a statewide version of AZiCMS for limited jurisdiction courts.	New Case/Financial Management System for Trial Courts	Early adoptors	FY10	Concept	Transition difficulties and costs in replacing mature custom developed PMC-CMS with new

## 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
						statewide standard system that also uses different infrastructure technologies.
<b>MARICOPA PHOENIX</b> Increased Access to PMC and Other Courts' Data	The project which would leverage JUSTIS and the case histories repository by adding more case information to that presently recorded. This would expanded public access capability as well as reduce case scheduling conflicts.	Internet Public Interactive Service	Mid-Cycle adopters		Concept	Project has several challenging pre-requisites including standard codes and near real time updating of central repository by participating courts.
<b>MARICOPA MESA</b> MVD BatchCon Report Viewer	The web site provides an on-line method review and correct MVD rejects on-line.	Process Standardization	Early adopter		Implemented	

## 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>MARICOPA SCOTTSDALE</b> eDispo to ADRS	Transmit criminal dispo information to DPS electronically and receive receipt of such information.	Electronic Criminal Disposition Reporting	Mid-Cycle adopters	FY09	Concept	Matching info between charging document, DPS, and court systems.

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>MARICOPA SUPERIOR</b> .net Migration of iCIS	The CTS dept of the Judicial Branch will be porting our iCIS app from a Classic VB technology to a .net environment following accepted statewide standards.	FY10	Initiate	Minimal risks.
<b>MARICOPA SUPERIOR</b> Adult Probation Automated Case Assignment	Computerized case weighting and assignment based on offender, demographic, geographic & officer variables.	FY09	Concept	
<b>MARICOPA SUPERIOR</b> Adult Probation E-Filing Court Forms	Replace paper filings of criminal filings.	FY09	Concept	Change of business practice for court and probation.
<b>MARICOPA SUPERIOR</b> Adult Probation E-Filing PSRs	Replace paper filing of PSR packets.	FY09	Concept	Change of business practice for Court, defense & prosecutors.
<b>MARICOPA SUPERIOR</b> Adult Probation Generic Assessment Model	Generic model to accommodate assessment of criminogenic needs of special populations, i.e. juvenile, domestic violence, mental health, sex offender, etc.	FY09	Concept	Change of business and training.

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>MARICOPA SUPERIOR</b> Financial Project (iCIS)	Replace the Clerk of the Court's RFR system that interfaces with the Court's case management system (iCIS).	FY11	Execute	Timely implementation with the Clerk of the Court's project.
<b>MARICOPA SUPERIOR</b> New Jury System	Looking to replace the current Juror For Windows application and enhance its functionality.	FY10	Initiate	Minimal risks.
<b>MARICOPA CLERK</b> Cash Receipting System Replacement	Develop a cash receipting solution using new technologies consistent with state and local standards and one that will facilitate integration with existing and future applications/systems.	FY10	Execute	Contract resource availability.
<b>MARICOPA CLERK</b> Financial Application Replacement	Maricopa County Superior Court Technology Services (CTS) department is working with the Clerk of Superior Court to rewrite the RFR Financials application modules to newer standard software technology and associated integration.	FY11	Execute	Complex integration and data conversion.
<b>MARICOPA CHANDLER</b> Electronically Receive Criminal History Records Reports from	Develop an interface to electronically receive Criminal History Records Reports from the Chandler Police Dept and submit them	FY11	Concept	

<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>MARICOPA CHANDLER</b> Chandler PD and Submit them Electronically to DPS	electronically to DPS.			
<b>MARICOPA CHANDLER</b> Expansion of Video Conferencing	Enhancing the current video conferencing equipment to allow prosecutors, defense counsel, defendant and Court as users with expansion to the downtown jail facility.	FY10	Concept	Agreement on business process changes between court, attorneys, and law enforcement.
<b>MARICOPA CHANDLER</b> Court Order Enforcement	Develop automated collections within the current case management system to enhance the enforcement of court orders.	FY09	Concept	
<b>MARICOPA CHANDLER</b> EDMS Project	Develop an electronic document management system that integrates with CJIS.	FY11	Concept	The citywide EDMS solution will not integrate with the current CMS.
<b>MARICOPA GILBERT</b> CMS e-Payment System	Payment method for litigants and integrated with CMS.	FY09	Execute	None

<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>MARICOPA GILBERT</b> FullCourt(CMS) Upgrade	Upgrade CMS to FullCourt Enterprise.	FY09	Initiate	Budget
<b>MARICOPA GLENDALE</b> AZTEC Wizard	Alternative front-end to the statewide CMS.	FY10	Execute	Adding functionality to an end-of-life CMS.
<b>MARICOPA GLENDALE</b> Select Electronic Data Management System	City Enterprise Project.	FY09	Execute	Availability of electronic records.
<b>MARICOPA PARADISE VALLEY</b> JSI FullCourt v5 Data Interface to Administrative Office of the Courts	A data interface to facilitate the electronic participation in the data warehouse with the AOC.	FY09	Concept	
<b>MARICOPA PARADISE VALLEY</b> JSI FullCourt v5 Data Interface to Maricopa County Sheriff's Office	A data interface to facilitate the electronic participation in the order of protection repository with MCSO.	FY09	Execute	

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>MARICOPA PARADISE VALLEY</b> JSI FullCourt v5 Data Interface to Motor Vehicle Division	A data interface to facilitate the electronic reporting of case disposition to AZ MVD.	FY09	Initiate	
<b>MARICOPA PHOENIX</b> eCitation Filing - w/Hand Held	Develop Court systems interface with Phoenix Police system(s) that would employ hand-held eATTC writing devices inclusive of importing ATTC's into PMC-CMS and citation accountability auditing.	FY10	Concept	The majority of the work necessary to implement this project would be the responsibility of the Phoenix Police Department and there would be some risk of project priority and schedule drifting outside the Court's control.
<b>MARICOPA PHOENIX</b> Enhanced PMC-CMS Disaster Recovery Capability	Utilize City of Phoenix network and data storage assets to improve system back-ups to nearly real time and look to other City site as location of emergency remote data center for supporting PMC-CMS.	FY09	Initiate	Coordination of systems' administration efforts, network bandwidth availability, reliability of drop ship equipment vendors.
<b>MARICOPA PHOENIX</b> Expand EDMS	Expanding EDMS system to active case files using OnBase.	FY09	Execute	This represents a large expansion of our current usage for EDMS.

<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>MARICOPA PHOENIX</b> Home Detention	Offers qualified defendants alternative of serving part of their jail sentence in a home detention program. Private vendor manages the program and defendant pays the costs. Violations reported to Courts by vendor.	>FY11	Plan	Screening of defendants for eligibility must eliminate those likely to violate home detention or benefits lost and additional costs incurred (OSC hearings, reconfinement processing, etc.).
<b>MARICOPA PHOENIX</b> On-Line Courtrooms/On-line Judgment and Sentence Orders (JSO's)	Overall project has goal of creating real-time, on-line courtrooms with faster processing of case events and more accurate, more complete, and more readily available data capture, display, and analysis in support of, and as a result of, those case processing events. The on-line JSO phase of this project would add the capture of probation and conditional sentencing terms to the already existent capture of financial, substance abuse screening and treatment, and jail sentencing orders into the PMC CMS case record, and subsequently the generation of a high percentage of JSO's by CMS instead of their being handwritten.	>FY11	Concept	Capture of Probation and Concurrent Sentencing terms by entering them into CMS from case file notes increases courtroom support staff workload, Printed JSO needs to be available in a timely manner for the Defendant . Adding this feature and functionality to PMC-CMS might mean redundant or unnecessary effort if decision is to replace PMC-CMS with an adaptation of

<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
				AOC/Tempe system, and that system with this capability were ready to implement at PMC shortly after this feature were added to PMC-CMS.
<b>MARICOPA MESA Document Imaging</b>	This project provides a method to electronically originate, receive, store, index, and retrieve documents online.	FY11	Execute	Costs of hardware and software along with the cultural transition to a paperless organization. The majority of the hardware and software costs were absorbed by the City of Mesa. The cultural transition is the next hurdle.
<b>MARICOPA MESA e-Citation</b>	Use Tucson City Court's contract with APS to purchase hand-held devices for Mesa Police Dept. This will allow officers to submit their citations electronically.	FY10	Concept	Costs and transition time.
<b>MARICOPA MESA Electronic Monitoring Pretrial Release</b>	Pilot project to access the use of electronic monitoring as a viable option to bond under pretrial conditions. An electronic monitoring device is attached to a defendant's leg. This		Implemented	

<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
	program provides another release option to the judge.			
<b>MARICOPA MESA</b> INOVA Online Payment Processing	This project provides an on-line method to process credit and debit card payments in person and over the telephone.	FY09	Plan	
<b>MARICOPA MESA</b> Intranet	This project provides a web based solution. This project has not been pursued as the concept is being discussed with the case management project, and the City of Mesa has discussed an in-house solution, which would tie into the City's finance system.	FY09	Execute	Timing with future plan to migrate the CMS from a mainframe to a server based system.
<b>MARICOPA MESA</b> Migration of ACIST from Mainframe to Server-Based System	This project transitions a legacy CMS to server based technology. The following options are being explored: 1) Partner with Tempe 2) AmCad 3) Build the application in-house		Concept	Costs and transition time.

## OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>MARICOPA SCOTTSDALE</b> Disaster Recovery	Provide operational and technical solution to return to business following any type of disaster.	FY09	Plan	Power, connectivity, notification, space, staff, case management.
<b>MARICOPA SCOTTSDALE</b> Electronic Warrants	Transmit warrant information to local PD electronically.	FY09	Execute	Additional charges not on original citation, QA, new PD CMS.
<b>MARICOPA SCOTTSDALE</b> Enhance AZTEC Wizard™ - Phase III	Alternative front-end to the statewide CMS.	FY10	Execute	Adding functionality to an end-of-life CMS.
<b>MARICOPA SCOTTSDALE</b> Enhanced Statistical Reporting	Enhance existing stats and create new stats that will assist in making better operational decisions.	FY09	Execute	Standardized definitions of terminology, over analysis.
<b>MARICOPA SCOTTSDALE</b> eSubpeona to Local Law Enforcement	Email/online system to notify local PD of upcoming court dates, allows them to accept, follow decline process, and state if using video or in person.	FY09	Execute	Intranet Access, PD acceptance, procedural changes.

<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>MARICOPA SCOTTSDALE</b> Facilities Expansion	Expand/enhance the physical facility to handle increase/improve flow of customers within the building.	FY10	Initiate	Cost, land/space, power, connectivity, security.
<b>MARICOPA SCOTTSDALE</b> Treatment Provider Data Sharing	Electronically transfer data to and from treatment providers, automate compliance checks.	FY09	Execute	Ability for providers to create the technical aspects of the project. On-hold until better database design for programs implemented.
<b>MARICOPA TEMPE</b> Case Management System Development	Case Financial Management System that fully complies with all Judicial Branch Architectural Standards.	FY09	Execute	Highly complex project that uses newer technology sets.

**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>	
<b>NEW JUVENILE DEPENDENCY AND DELINQUENCY MANAGEMENT SYSTEM (JOLTSaz)</b>	
<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>Participating Maricopa County courts:</b>  - None</p>	<p><b>Target Date:</b></p>
<p><b>2. General Importance or Impact to Courts in County:</b>  The only court in Maricopa County that has a need for this computer application is the Superior Court. The IT division of the Superior Court in Maricopa County, Court Technology Services (CTS), has already implemented its version of the Juvenile Dependency and Delinquency Management computer application.</p>	

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

**Description:**

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

**Participating Maricopa County Courts:**

Mesa Municipal Court: Mesa is participating in the gap analysis and fundamental design of the proposed LJC AmCad solution.

Tempe Municipal Court: Tempe's CMS application is scheduled for a March 2009 implementation.

Scottsdale Municipal Court: AZTEC WIZARD™ continued development.

Phoenix Municipal Court: Phoenix is participating in the gap analysis and fundamental design of the proposed LJC AmCad solution.

**Target Date:**

TBD

3-30-2009

At least five (5) years.

2011

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

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

The Mesa Municipal Court's case management system (CMS) is a mainframe application, which is written in COBOL. The City of Mesa has requested that the court update its CMS to a server based web application. The court recently completed a detailed CMS requirements document and participated in presentations of AmCad and Tempe's system. This project is very high on the court's priority list as it is scheduled to move into a new building in 2010. The building is being designed with the anticipation that the court will have a new CMS that facilitates a paperless environment.

This project is of high importance to the limited jurisdiction (Municipal) courts in Maricopa County. The application being developed for the City of Tempe is being written in Visual Basic.NET and operates on Windows servers using a SQL 2005 database. The project conforms to all aspects of the *Arizona Judicial Branch Enterprise Architecture Standards*. Implementation of the CMS application in Tempe is scheduled for March 30, 2009.

For Scottsdale, the AZTEC WIZARD™ has been developed as an alternative AZTEC CMS front-end and provides ease of use, increased edit checks, and productivity gains to the existing system; thereby extending its lifecycle until a new CMS is fully implemented and all issues resolved and enhancements completed.

On August 28, 2008, a decision was made by the Phoenix Municipal Court (PMC) to halt the JAM to java rewrite project as it was obvious a statewide solution was near. From November 2008 through January 2009, the PMC participated in a series of gap analysis sessions with the AOC, several other LJ Courts and AmCad, identifying the needed enhancements for the Arizona LJ courts. A large volume court project manager from AmCad is being hired by Phoenix in March 2009 to layout the project framework for the large volume court LJC AmCad solution. It is anticipated that PMC will deploy in a later phase of the project (2011) as additional system enhancements are needed in the AmCad software to support their needs.

**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.

**Participating Maricopa County Courts:**

**Target Date:**

Gilbert Municipal Court: CMS interface with MVD

On hold - planning to begin 3 mos

Scottsdale Municipal Court: Electronic Warrants

Within next 12 months.

Clerk of the Court: Quash Forward/Quash Warrants<sup>1</sup>

In Production

Clerk of the Court: eSeal<sup>2</sup>

In Production

Clerk of the Court: eFile Multivendor Integration<sup>3</sup>

In Production

Clerk of the Court: MEEDS Crim Fin Obligations<sup>4</sup>

In Production

Clerk of the Court: Warrants<sup>5</sup>

In Production

Clerk of the Court: Bond/Release Condition<sup>6</sup>

In Production

Clerk of the Court: File-a-Case (FAC)<sup>7</sup>

In Production

Clerk of the Court: CR Subsequent Documents<sup>8</sup>

In Production

**STATEWIDE INITIATIVE  
JUSTICE INTEGRATION**

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

<sup>1</sup>The Quash Forward data exchange enables the sharing of data related to a quashed Superior Court Warrant, Injunction Against Harassment, or Order of Protection. The data is submitted from the Clerk's Office to the ICJIS engine, where it is distributed to Interested Parties who have a need or requirement to store the data within their native systems, eliminating redundant data entry and reducing the chance of data entry error.

<sup>2</sup>The eSeal application enables the Clerk of the Court to affix an electronic court seal to an imaged document. The eSeal and its unique identification number are retrieved by ICJIS and affixed to an electronic Superior Court Bench Warrant, Civil Arrest Warrant, or Child Support Arrest Warrant prior to the warrant being issued or stored in the document repository.

<sup>3</sup>The eFile Multivendor integration enables county agencies to integrate their native case management or document generation systems with the COC eFiling application using ECF XML 3.0 standards. For county or state agencies, the integration allows a bypass of the traditional single uploading of documents for a single case via the external filing interface. Data is also submitted from the ICJIS engine to Interested Parties. The data is retrieved by the Clerk's eFiling Online application, along with the document being filed.

<sup>4</sup>Criminal Financial Obligations as ordered by the court at the time of a criminal case sentencing or disposition are documented in a minute entry. The minute entry contains XML tags for the Criminal Financial Obligations which is transferred overnight to the ICJIS engine for distribution to Interested Parties, reducing the amount of data entry required to be entered manually while also reducing the chance of data entry error.

<sup>5</sup>The Warrants data exchange enables the sharing of data related to the following Superior Court Warrants: Criminal Bench Warrants, Civil Arrest Warrants, and Child Support Arrest Warrants. The data is submitted to the ICJIS engine, where it is distributed to Interested Parties who have a need or requirement to store the data within their native systems.

<sup>6</sup>The Bond/Release Condition data exchange enables the sharing of data related to a defendant's bond or release condition status in Superior Court. The data is submitted by the Clerk's Bond/Release Condition Data Exchange application to the ICJIS engine, where it is distributed to Interested Parties who have a need or requirement to store the data within their native systems, eliminating redundant data entry and reducing the chance of data entry error.

<sup>7</sup>The File-a-Case data exchange enables the sharing of data from the County Attorney to initiate cases in Superior Court. The data is submitted to the ICJIS engine, where it is distributed to Interested Parties who have a need or requirement to store the data within their native systems, eliminating redundant data entry and reducing the chance of data entry error.

<sup>8</sup>The CR Subsequent Document integration enables county agencies to integrate their native case management or document generation systems with the COC eFiling application. For submitting agencies, the integration allows a bypass of the traditional single uploading of documents for a single case via the external filing interface. Data is submitted to the ICJIS engine and submitted to Interested Parties. The data is received by the Clerk's eFiling Online application, along with the document being filed.

**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.

**Participating Maricopa County Courts:**

Mesa Municipal Court: Mesa is waiting for the AOC to roll-out its e-filing project to non-AZTEC courts. It is Mesa's understanding that this is available to all Arizona courts.

Scottsdale Municipal Court: Planning stages

**Target Date:**

Unknown at this time.

Within 1 – 2 years.

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

Mesa Municipal Court is still developing its electronic document management system. After its internal processes have been perfected, the court will be extending the use of the application to e-Filing.

Scottsdale: e-filing isn't as imperative to a limited jurisdiction Municipal court, but there are items that could be filed electronically in a slimmed down e-filing environment.

## 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	
Judicial Branch	0	\$9.047 million	87	County CIO does telecom
Clerk of the Court	0	\$4.696 million	37	County CIO does telecom
Avondale City Court	\$14,750	\$10,824 (WIZARD)		.1
Gilbert Municipal Court	0	0	1	City supports network backbone
Glendale City Court	\$56,250	\$161,061 (Wizard and (1) IT Systems Analyst)	1 (temporary position)	NA
Phoenix Municipal Court	0	\$4 million	23	City Clerk supports email; City ITS supports Network backbone

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	City or County FTE Technical Support Staff
			Court FTE Technical Staff	
Chandler Municipal Court	0	\$200,000	1	1
Mesa Municipal Court	0	0	0	2.5 (City)
Scottsdale City Court	\$18,000	\$432,454	3	.25
Tempe Municipal Court	0	\$2.0 million	0	2 (City)

## 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	PC Operating System	PC Count	Replacement Date/Strategy	Laptop Operating System	Laptop Count	Replacement Date/Strategy	Number of Network/PC Printers
Judicial Branch: APD Justice Courts Juvenile Probation Superior Court Law Library	2000/XP	440	3-year cycle	2000/XP	831	3-year cycle	193
	XP	208	3-year cycle	XP	16	3-year cycle	101
	2000/XP	366	3-year cycle	2000/XP	731	3-year cycle	113
	2000/XP	1,324	3-year cycle	2000/XP	23	3-year cycle	329
	XP	48	3-year cycle	XP	2	3-year cycle	9
Clerk of the Court	XP	957	3-year cycle	XP	33	3-year cycle	138
	Vista	60	3-year cycle	Vista	4	3-year cycle	283

Court	PC Operating System	PC Count	Replacement Date/Strategy	Laptop Operating System	Laptop Count	Replacement Date/Strategy	Number of Network/PC Printers
Avondale City Court	Vista	16	4-year cycle		0	4-year cycle	3
Chandler Muni Court	2000	74	5-year cycle	2000	7	5-year cycle	42
Gilbert Municipal Court	XP	51	4-year cycle	XP	6	4-year cycle	27
Glendale City Court	2000	1	TBD by AOC	XP	4	3-year cycle	9
	XP	4	3-year cycle				
	Vista	65	4-year by AOC				
Mesa Municipal Court	XP	106	3-year cycle	XP	7	3-year cycle	81
Paradise Valley Municipal Court	XP	11	4-year cycle	XP	0	4-year cycle	10
Phoenix Municipal Court	XP	455	5-year cycle	XP	14	5-year cycle	200

Court	PC Operating System	PC Count	Replacement Date/Strategy	Laptop Operating System	Laptop Count	Replacement Date/Strategy	Number of Network/PC Printers
Scottsdale Muni Court	XP	102	5-year cycle	XP	6	5-year cycle	33
Tempe Municipal Court	XP	74	3-year cycle	XP	13	3-year cycle	36

## 2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals/PCs	Imaging Workstations	Dedicated Training PCs
Judicial Branch: Adult Probation Justice Courts Juvenile Probation Superior Court Law Library						
	0	0	0	78	0	
	3	40	23	0	0	
	0	0	0	2	0	
	33	37	130	0	0	
	25	0	0	0	0	
Clerk of the Court	35	115	115		17	
Scottsdale Municipal Court	2	8	7		4 (1 dedicated)	

Court	Number of:					
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals/PCs	Imaging Workstations	Dedicated Training PCs
Mesa Municipal Court	1	17	8	1	1	
Phoenix Municipal Court	6	45	30	9	2	
Paradise Valley Municipal Court	0	1	1		0	
Avondale City Court	0	2	1		0	
Tempe Municipal Court	0	9	5		2 (not solely ded.)	
Gilbert Municipal Court	0	0	0		0	
Glendale Municipal Court	2	10	5	1	0	
Chandler Municipal Court	1	13	5	0	0	

### 3. LOCAL SERVER HARDWARE AND FUNCTION

Court Name	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Judicial Branch: APD/Sup Crt.	Compaq/HP Proliant	10	2000	4-year cycle
	Compaq/HP Proliant	72	2003	4-year cycle
	Dell	3	2000/2003	4-year cycle
Justice Courts	Compaq/HP Proliant	1	2000	4-year cycle
	Compaq/HP Proliant	9	2003	4-year cycle
	DEC Alpha	2	VMS	phasing out in 2008
Juvenile Probation	Compaq/HP Proliant	9	2003	4-year cycle
	AS/400	1	AS/400	phasing out in 2008

Court Name	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Clerk of the Court	Dell PowerEdge (production)	41	Win 2003	Hw: 5-year cycle Sw: R&D Y2K8 in FY09
	Dell PowerEdge (non-prod)	31	Win 2003	Hw: 5-year cycle Sw: R&D Y2K8 in FY09
	Dell PowerEdge	3	Win 2000	Retirements
	SUN/Unix (Prod)	1	Unix	Replacement Programs
Scottsdale Municipal Court	HP RP5470	2	HP/UX11i	5-year or as needed
Mesa Municipal Court	Amdahl	1	OS/390	TBD
Phoenix Municipal Court	IBM pSeries 660	3	AIX 5.3	Being replaced in 2008
	IBM pSeries 640	1	AIX 5.3	Being replaced in 2008
	Dell PowerEdge 1750	1	2003	5-year cycle
	Dell PowerEdge 2550s	2	2003	5-year cycle

Court Name	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
	Dell PowerEdge 2650s	3	2003	5-year cycle
	Dell Power Edge2850s	2	2003	5-year cycle
	Sun Enterprise 250	1	Solaris 8	Replacement servers expected to be in production in 2008. Two loading balancing Solaris10 servers and Solaris10 management system.
	Dell Power Edge 2950s	2	2003	5-year cycle
Paradise Valley Municipal Court	Dell PowerEdge 1850	1	2003 Server	4-year cycle
Avondale City Court	0	0	0	0
Tempe Municipal Court	HP e 3000 (legacy)	2	MPE 6.5	2003 Server (dev.)
	HP NT Server	1	2003 Server	None planned

Court Name	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
	HP Proliant DL 580 (dev.)	1	2003 Server	Will add Prod. Svr.
	Compaq ML350	2	2000 Server	None planned
	Dell PowerEdge 400SC	1	2000 Server	None planned
Gilbert Municipal Court	Compaq Proliant ML530G2	1	2003 Server	N/A
	Dell Power Edge 1600SC	2	2003 Server	Within FY09
Glendale Municipal Court	N/A	0	N/A	
Chandler Municipal Court	HP RP3440	2	HP UX11i	4-year cycle

#### 4. NETWORK ENVIRONMENT

Court Name	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
<b>Judicial Branch:</b> Adult Probation, Superior Court, Justice Courts, Juvenile Probation, Law Library	4,797	Win 2000/2003	T-Comm Admin referred	Patch mgmt, Trend anti-virus, VPN, RAS, Citrix, MS Terminal Server
<b>Clerk of the Court</b>	1,237	Win 2000/2003	T-Comm Admin referred	Patch mgmt, Trend anti-virus, VPN, RAS, Citrix (Does not include Data Center items: servers, SAN, other)
<b>Scottsdale Municipal Court</b>	141	MS AD 2003	Firewall 1	Several firewalls, VPN, protocol blocking, Proxy Server
<b>Mesa Municipal Court</b>	194	Mainframe has a DB2 database with OS-390 server operating system	Cisco	VPNs
<b>Phoenix Municipal Court</b>	660	Novell 5 & MS Windows Server 2003	Check Point Firewall-1 NG	Symantec Anti-virus WEB SENSE, Active Directory, Proxy Servers, CISCO VPN

Court Name	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Paradise Valley Municipal Court	17	2000/2003 Server MS AD 2003	Cisco PIX 506e	McAfee Enterprise v8, Websense v5, ISA 2000, protocol/port blocking, patch management, Cisco VPN
Avondale City Court	19	AOC Network	AOC maintained	AOC maintained
Tempe Municipal Court	103	Novell 6.0/6.5	Check Point Firewall 1 NG -AI w/ R55	Several firewalls, McAfee Anti-Virus, Cisco VPN, protocol blocking, Proxy Server, Spam Anti-Virus (e-mail server)
Gilbert Municipal Court	56	Win 2003 Server	CISCO PIX515	N/A
Glendale Municipal Court	AOC network = 70	AOC maintained	AOC maintained	AOC maintained
	City network = 5	City maintained	City maintained	City maintained
Chandler Municipal Court	112	Novell 5.1 Win 2000/2003 HP UNIX & LINUX	Cisco PIX 515 or 525	McAfee Enterprise v8, protocol/port blocking, WSYS server patch management, CISCO VPN, CITRIX

## 5. SOFTWARE ENVIRONMENT

This section identifies all the software used in Maricopa 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.

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
<b>Case Mgmt Systems:</b>						
Avondale Muni Court	AZTEC for the Arizona Court Automation Project (ACAP)	State standard case management system.		AOC	13 years	2 - 3 years (LJ CMS system)
Scottsdale Muni Court	AZTEC Wizard	Add on to AZTEC case mgmt system	Shared with PD, Pros & 5 WValley courts	Scottsdale City Court	Access - 7 years .NET - 4 year	2-3 years / new LJ CMS (AJACS)

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
<b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation	iCIS: integrated Court Information System	The following courts are included in iCIS: Criminal, Family, Probate, Civil, Juvenile, Initial Appearance, Justice Courts, Conciliation, Alternative Dispute Resolution (ADR), Lower Court of Appeals, Pre-Trial Services and Juvenile Probation and Detention management.		Judicial Branch's Court Technology Services (CTS) Department	7 years	Migrate to .NET by CY09
<b>Chandler Muni Court</b>	Criminal Justice Information System (CJIS)	In-house developed case and financial management system	Police/Prosecutor	Chandler Municipal Court and City IT Staff	18 years	TBD
<b>Mesa Municipal Court</b>	ACIST (Automated Court Information and System Tracking)	ACIST serves as an integrated cj sys for Mesa Muni Court, Mesa Police and the Prosecutors.		City of Mesa's Information Technology Department	14 years	2 - 3 years migrate ACIST to a server platform
<b>Phoenix Municipal Court</b>	Court Management System (CMS)	Integrated case and financial management system.		Developed and supported by Phoenix Municipal Court (PMC) staff	10 years	Statewide LJCMS-AMCAD

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Tempe Municipal Court	Tempe Case Management System (current system)	In-House developed application	Police/Prosecutor	Tempe's IT Dept.	14 years	New CMS March 30, 2009
	Tempe Case Management System (under development)	case and financial management system		Tempe Municipal Court/Tempe IT/AOC	N/A - under development	CMS "go-Live" March 30, 2009
Gilbert Municipal Court	FullCourt	Case Management System		Justice Systems, Inc	11 years	TBD
Paradise Valley Municipal Court	FullCourt	Case Management System		Justice Systems, Inc	9 years	TBD
<b>Other Software:</b>						
1) Mesa Muni Court 2) Gilbert Muni Court 3) Phoenix Muni Court 4) Chandler Muni Court 5) Paradise Valley Municipal Court 6) Tempe Muni Court	Calendaring	1) Cases in ACIST going beyond the arraignment are docketed thru scheduling module. 2) MS Outlook 3) Part of CMS 4) Part of CMS 5) MS Outlook 6) MS Outlook and within legacy CMS		1) City of Mesa's Information Technology Department 2) Microsoft 3) PMC staff 4) Chandler Court and City IT staff 5) Court Staff 6) Tempe IT/Court Staff	2) 6 years 3) 10 years 4) 14 years 5) 5 years 6) 7 years/14 years	TBD

Software Category		Local Applications				
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Tempe Municipal Court	Calendar Display System	Displays courtroom information		Infax Systems	7 years	TBD
1) Clerk of the Court 2) Mesa Muni Court 3) Phx Muni Court	Exhibit tracking	1) VB/ASP app that keeps track of exhibits 2) Exhibit tracking is a module in ACIST 3) Evidence Tracking Sys		1) COC staff 2) Mesa's IT dept 3) PMC staff	1) 8 years 2) 1 year 3) 12 years	1) 6 yrs/web based electronic tracking 2) TBD 3) Continue updating MS ACCESS
Gilbert Municipal Court	CourtSmart	Court Reporting		CourtSmart Digital Systems	3-1/2 years	TBD
Tempe Municipal Court	CourtSmart	Digital Recording		CourtSmart Digital Systems	6 years	None
1) Clerk of the Court 2) Mesa Muni Court 3) Phoenix Muni Court 4) Chandler Muni Court 5) Tempe Muni Court	Financials/Cash Management System	1) Informix app that performs cash mgmt functions 2) ACIST financials 3) Part of CMS 4) Part of CMS 5) Part of Legacy CMS; integrated with PeopleSoft (City Accounting)		1) Rankin and COC staff 2) Mesa's IT dept 3) PMC staff 4) CMC staff and IT City staff 5) Tempe IT	1) 12 years 3) 10 years 4) A/R module enhancement made in 2004 5) Part of Legacy CMS; integrated with PeopleSoft (City Accounting)	1) 2009 web-based financials 2, 3, 4 & 5) TBD

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) Clerk of the Court 2) Phoenix Muni Court 3) Chandler Muni Court 4) Scottsdale Muni Court	File Tracking System	1) VB-based app used to track files by bar codes 2) Part of CMS. Integrated with case and financial management system. Logical, not physical tracking. 3) Part of CMS. Integrated a bar-code transfer software to track files by bar codes 4) AOC File Tracking Application		1) COC staff 2) PMC staff 3) CMC staff and City IT staff 4) AOC	1) 9 years 2) 10 years 3) 9 years 4) 5 years	1) Phase out with e-Document Mgmt 2) See Phoenix CMS 3) See Chandler CMS 4) Integration into AZTEC WIZARD

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Scottsdale Muni Ct</b> 2) <b>Mesa Muni Court</b> 3) <b>Phoenix Muni Court</b> 4) <b>Chandler Muni Court</b> 5) <b>Gilbert Muni Court</b> 6) <b>Tempe Muni Court</b>	1) AZTEC forms generator 2) ACIST and Excel forms 3) Forms generation 4) CJIS Forms generation 5) FullCourt Forms generation 6) Fantasia	1) AZTEC allows automatic generation of forms and minute entries using imported AZTEC data and Word Perfect. 2) ACIST generates all court dates, abstracts, dispo reports, & receipts. It is developed using Excel and native format. 3) Part of CMS. Integrated with case and financial mgmt system. 4) CJIS allows automatic generation of sentencing documents, forms, orders and minute entries using imported CJIS data, WORD and XML 5) FullCourt (CMS) generates e-forms 6) Forms generation in Legacy CMS		1) AOC 2) Mesa's IT 3) PMC staff 4) CMC staff and City IT staff 5) Gilbert's Court/IT Staff 6) Tempe IT	1) 2 years 2) 1 1/2 years with Excel forms 3) 10 years 4) 10 years 5) 10 years 6) 13 years	1) Incorporate into AZTEC WIZARD 2) TBD 3) See Phoenix CMS 4) See Chandler CMS 5) TBD 6) Must be replaced and this will occur with development of the new CMS
<b>Judicial Branch:</b> Adult Probation Dept	Adult Probation Tracking System (APETS)	Tracks adult probationers in the court system.		AOC	6 years	TBD

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch:</b> Superior Court 2) <b>Mesa Muni Court</b> 3) <b>Phoenix Muni Court</b>	Court Performance Metrics Tracking tool	1) Courtools - 10 performance measurements for the court 2) ACIST automatically captures performance metrics 3) Part of CMS. Integrated with case and financial mgmt system supplemented with SQL programs.		1) CTS IT Staff 2) Mesa's IT dept 3) PMS staff	1) 3 years 3) 10 years	1 & 2) TBD 3) See Phoenix CMS
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation 2) <b>Scottsdale Muni Ct</b> 3) <b>Clerk of the Court</b> 4) <b>Tempe Muni Court</b> 5) <b>Phoenix Muni Court</b> 6) <b>Chandler Muni Court</b> 7) <b>Scottsdale Muni Court</b> 8) <b>Tempe Muni Court</b>	Electronic Storage (SAN, NAS, etc.)	1) SAN 5) SAN 6) SAN 7) HP SAN/NAS 8) HP SAN/NAS		1) Microsoft/local staff 2) Microsoft/local staff 3) Dell/Hyland, local staff 4) HP/Tempe IT Dept 5) IBM, Dell, EMC, Phoenix staff 6) City IT staff 7) City IS 8) Tempe IT	1) 3 years 2) 1 year 4) 1 year 6) 1 year 7) New 8) 1 year	1) As needed 2) City IS call 4) City IT call 5) As needed 6) City IT call 7) City IS TBD 8) TBD

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch</b> Superior Court Justice Courts 2) <b>Clerk of the Court</b> 3) <b>Phoenix Muni Court</b> 4) <b>Chandler Muni Court</b> 5) <b>Gilbert Muni Court</b> 6) <b>Scottsdale Muni Court</b>	Data backup/recovery system	1) Used for DR & business continuity 2) Argent s/w used for DR & business continuity 3) CMS & MS servers backup and recovery 4) Commvault Galaxy 5) Disaster Recovery and backup plans for court applications 6) 24/7 DB log backup, daily DB full backup, backup server		1) HP/Backup Exec/local staff & "hot site" data replication. 3) Tivoli Storage Manager/ DataPros Offsite Storage/SunGard Business Continuity Services for remote data center services. 4) Commvault/ City IT Staff 5) IT staff/Backup Exec 6) Court/City IS - backup data center	1) 5 years 3) 10 years 4) <1 year 5) TBD 6) Backup server/data center - new	1) Scheduled for replacement in CY09 2) 3 year cycle 3) Establish mirrored datacenter at Central IT Dept's or third party. 4) As needed. City plans to move to a full blown enterprise system (Commserve) before the end of FY07-08. 5) TBD 6) TBD

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation 2) <b>Scottsdale Muni Ct</b> 3) <b>Mesa Muni Court</b> 4) <b>Tempe Muni Court</b> 5) <b>Phoenix Muni Court</b> 6) <b>Chandler Muni Court</b> 7) <b>Paradise Valley Municipal Court</b> 8) <b>Scottsdale Muni Court</b>	E-mail application	1) MS Exchange software 2) MS Exchange software 3) Lotus Notes 2000 4) MS Exchange Software 5) Lotus Notes 6) Lotus Notes 7) MS Exchange 2003 8) MS Exchange		1) County CIO handles this 2) Local staff 3) local staff 4) City IT 5) City Clerk & PMC staff 6) City IT staff 7) Town IT staff 8) City IS	1) 4 years 2) Server 1yr/Client 6 yrs 4) 1-3 years 5) 6 years 6) 7+ years 7) 1.5 years 8) 2 years	1) County CIO call 2) City IS call 4) City IT call 5) City Clerk's call 6) City IT call 7) Town IT call 8) City IS TBD

Software Category		Local Applications				
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation 2) <b>Scottsdale Muni Ct</b> 3) <b>Clerk of the Court</b> 4) <b>Phx Muni Court</b> 5) <b>Gilbert Muni Court</b> 6) <b>Tempe Muni Court</b>	Report writing tool	A report writing tool for use ad hoc reports for various applications. 4) SQL and PERL and JAM Report Writer. 5) Crystal Reports 6) Crystal Reports XI		1) local staff 2) local staff 3) local staff 4) PMC staff 5) IT staff 6) Tempe IT	1) 7 years 2) 4 years 4) 10 years 5) 1 year 6) 3 years	1) Changes with iCIS 2) AZTEC Wizard 4) TBD 5) TBD 6) SSRS
1) <b>Phoenix Muni Court</b> 2) <b>Scottsdale Muni Court</b>	Problem and Change Management	1) Harvest for CMS, Remedy for LAN 2) Gemini		1) CA and PMC staff for Harvest, City Clerk and City IT Department and PMC staff for Remedy. 2) CounterSoft / Court	1) 7.5 years and 5 years, respectively 2) 3 years	1 & 2) No replacements planned at this time.
1) <b>Phoenix Muni Court</b> 2) <b>Scottsdale Muni Court</b>	Software Configuration Management	1) Harvest for CMS and WSUS for MS workstations 2) Gemini		1) CA and PMC staff 2) CounterSoft / Court	1) 9 years and 3 years respectively 2) 2 years	1 & 2) TBD

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Phoenix Muni Court	Systems Development Productivity Software	AllFusion Process Modeler (aka BPWin), AllFusion Data Modeler (aka ERWIN)		AllFusion products – CA and local court staff.	AllFusion products: 13 years.	AllFusion products – evaluating conversion to analogous tools in IBM Rational suite.
Phoenix Muni Court	Systems Development Productivity Software	IBM Rational Requisite Pro (system requirements management tool), IBM Rational RUP (s/w development process management tool), IBM Raional XDE (Code modeling and generation tool)		IBM Rational products – IBM and local court staff.	IBM Rational products: 4 years	IBM Rational products – remain current with new releases.
1) Phoenix Muni Court 2) Gilbert Muni Court	Hardware & Software Asset Management	1) MS-Access-based system for tracking inventory of hardware and software assets 2) TrackIt. Software to track hardware and software inventory		1) PMC staff 2) Numara/IT staff	1) 15 years 2) 3 years	1) No plans for replacement now. 2) TBD
Phoenix Muni Court	Procurement/Materials	SAP		PMC staff and Central IT	10 years	No plans for replacement

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
	Management					now.
<b>Gilbert Municipal Court</b>	CourtChat	Intra-Court On-Line Communications		CourtSmart Digital Systems	3-1/2 years	TBD
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation 2) <b>Scottsdale Muni Ct</b> 3) <b>Mesa Muni Court</b> 4) <b>Tempe Muni Court</b> 5) <b>Phoenix Muni Court</b> 6) <b>Chandler Muni Court</b> 7) <b>Paradise Valley Municipal Court</b> 8) <b>Gilbert Muni Court</b>	Adobe Acrobat Reader	A free product from Adobe Acrobat for reading documents in PDF format. 1) Adobe Acrobat reader 8.0 also used for JWI/CHW 3) Adobe Version 9.0 4) Adobe V 7.0.7 5) Adobe 9.0.0 6) Adobe V 7.0 7) Adobe Reader/Acrobat v8 8) Adobe 7		Adobe Local PC	1) 1 year 2) 1 year 4) 1 year 5) 7 years 6) 2 - 3 years 7) 1 year 8) TBD	1) As needed 2) City IS call 4) City IT call 5) No plans at this time 6) City IT call 7) Town IT call 8) TBD

Software Category		Local Applications				
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation						
2) <b>Scottsdale Muni Ct</b>	MS Office Suite					
3) <b>Clerk of the Court</b>	1) MS Office Suite XP and 2003					
4) <b>Mesa Muni Court</b>	8) MS Office 2000	Word, Excel, PowerPoint	6) FullCourt	MS/local staff		
5) <b>Tempe Muni Court</b>	Professional Suite			6) Justice Systems		
6) <b>Gilbert Muni Court</b>	9) MS Office Professional 2003				1) XP: 3 years, 2003: new	1) MS releases
7) <b>Phoenix Muni Court</b>					2) 6 years	2) City IS call
8) <b>Chandler Muni Court</b>					3) Office XP	3) Office 2007
9) <b>Paradise Valley Municipal Court</b>					5) XP 2003	5) MS Releases
					6) 11 years	6) TBD
					7) 12 years	7) City Clerk's call
					8) 8 years	8) July 2009 to Office 2007

Software Category		Local Applications				
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation	Database(s)	1) SQL Server, Oracle, DB400 2) SQL Server, Informix 3) Access, SQL Server, Informix 4) Access 5) TurboImage/SQL 2005 6) Informix, Oracle, SQL Server 2000/2005, ACCESS 7) Oracle, Progress 8) Oracle 9i 9) Oracle, SQL Server		Vendor supported/local staff 1) SQL Server supported by local staff, Oracle supported by vendor, DB400 is no longer used 8) Vendor support and Town IT Staff	1) SQL Server 2000 - current, Oracle - current 2) SQL-6 yrs, Informix- 2 yrs 5) TurboImage 13 years/SQL 2005 released 6) 10 years 7) Oracle - current; Progress 17 years 8) 7 years 9) Oracle - 10 years, SQL - TBD	1) SQL Server 2000 - moving to 2005 in CY10, Oracle will be replaced in CY10 2) City IS call 5) Dev. CMS in SQL 2005 (early 2007) 6) Move from Informix to SQL Server 2005 with AmCAD 7) TBD 8) Vendor and Town IT call 9) TBD
2) <b>Scottsdale Muni Ct</b>						
3) <b>Clerk of the Court</b>						
4) <b>Mesa Muni Court</b>						
5) <b>Tempe Muni Court</b>						
6) <b>Phoenix Muni Court</b>						
7) <b>Chandler Muni Court</b>						
8) <b>Paradise Valley Municipal Court</b>						
9) <b>Gilbert Muni Court</b>						

Software Category		Local Applications				
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation 2) <b>Clerk of the Court</b> 3) <b>Mesa Muni Court</b> 4) <b>Tempe Muni Court</b> 5) <b>Phoenix Muni Court</b>	Project Mgmt Tracking	1) MS Project 2) Project Server 2003 3) MS 2000 4) MS Project 2003 5) MS Project		1) MS & local staff 2) MS & local staff 4) MS/Local Staff 5) MS/Local Staff	5) 6 years	As needed
<b>Phoenix Muni Court</b>	Timekeeping	ACCESS & Optima Attendance Controller		PMC Staff and HR-WARE	6 years	No planned replacement at this time.
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation 2) <b>Mesa Muni Court</b> 3) <b>Tempe Muni Court</b>	Human Resources	Peoplesoft		1) County CIO IT staff 4) Central IT dept.	1) 4 years 2) 3) 6 years 4) 8 years	1) Will be replacing PeopleSoft with ADP in FY10 3) City IT Call 4) City's call

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
4) Phoenix Muni Court						
1) <b>Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation 2) <b>Scottsdale Muni Ct</b> 3) <b>Tempe Muni Court</b> 4) <b>Phoenix Muni Court</b> 5) <b>Chandler Muni Court</b> 6) <b>Paradise Valley Municipal Court</b>	Virus Protection	1) Trend anti-virus 2) Trend Micro 3) McAfee 8.0 Enterprise 4) Symantec 5) McAfee Enterprise v8 & EPO Suite V 8 6) McAfee Enterprise v10		1) County CIO and local staff 3) City IT 4) PMC staff 5) City IT staff 6) Town IT Staff	1) Current 3) Current 4) Current 5) Current 6) Current	1)County CIO call 2) City IS call 3) City IT call 4) Upgrades with the City 5) City IT call 6) Town IT call

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>1) Judicial Branch:</b> Superior Court Justice Courts Adult Probation Juvenile Probation 2) <b>Clerk of the Court</b> 3) <b>Phoenix Muni Court</b> 4) <b>Chandler Muni Court</b>	Fines, Fees and Restitution Enforcement Module for FARE participation 2) Informix-based app used in MC COC	Package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. 3) Interface and complementary process with Integrated Case and Financial Mgmt System 4) Interface with integrated case and financial management system		1) AOC and ACS (vendor) 2) Vendor & local staff 3) PMC staff with AOC and ACS 4) CMC staff & City IT staff along with AOC & ACS	1 & 2) 4 years 3) 3.5 years (FULL FARE implementation on 07/05) 4) 3 years	1 & 2) 2010, web-based financials 3 & 4) Coordinate upgrades w/AOC
1) <b>Judicial Branch:</b> Justice Courts 2) <b>Mesa Muni Court</b> 3) <b>Tempe Muni Court</b> 4) <b>Phoenix Muni Court</b> 5) <b>Chandler Muni Court</b> 6) <b>Paradise Valley Municipal Court</b>	Tax Intercept Program (TIP)	A state standard system for reporting and collecting delinquent debt via DOR and AZ Lottery.		1) AOC and local staff 2) Mesa's IT dept 3) AOC and local staff 4) Phoenix and AOC staff 5) CMC staff and AOC staff 6) AOC and Town IT staff	1 & 2) Unknown 3) 3 years 4) 5 years 5) 6 years 6) Unknown	1) Was replaced by Justice Courts application in April 2006 2 & 3) TBD 4 & 5) TIP functionality will be replaced with FARE 6) Unknown

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Mesa Muni Court</b> 2) <b>Phoenix Muni Court</b>	Other Collections Tracking	1) ACIST's collection module creates dunning notices and automatically reports cases to a national credit bureau and collection agencies. 2) Included in Integrated Case and Financial Mgmt system including: internal delinquencies tracking and collections support processes interfaces to private collection agencies.		1) Mesa's IT dept 2) PMC staff and various collection agencies	2) 10 years	1) TBD 2) See CMS replacement
1) <b>Scottsdale Muni Ct</b> 2) <b>Tempe Muni Court</b> 3) <b>Phoenix Muni Court</b>	Web IVR payment Systems	1) Payment Gateway (Web & IVR) 2) First Data Government Solutions (IVR) 3) Included in FARE as integrated with CMS.		1) City of Scottsdale IS and Court 2) Court staff/ City IT 3) PMC staff, AOC & ACS	1) 2 years 2) 3 years 3) 3 years	1) Updated as needed 2) Update as needed 3) Updates will be coordinated by AOC

Software Category		Local Applications				
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch:</b> Superior Court Justice Courts 2) <b>Scottsdale Muni Ct</b> 3) <b>Tempe Muni Court</b> 4) <b>Phoenix Muni Court</b> 5) <b>Chandler Muni Court</b> 6) <b>Gilbert Muni Court</b>	Digital Audio for Courtroom Recording	4 & 5) FTR Gold & FTR Log Notes		1) FTR 2) Liberty 3) CourtSmart 4) PMC staff and FTR 5) CMC & City IT staff and FTR 6) CourtSmart	1) 9 years 2) 1 year 3) 3 years 4) 10 years 5) 6 years 6) 3 1/2 years	1) TBD 2) TBD 3) none planned 4) No plans at this time. 5) None planned 6) TBD
1-2) <b>Judicial Branch:</b> Superior Court Justice Courts 3) <b>Mesa Muni Court</b> 4) <b>Tempe Muni Court</b> 5) <b>Chandler Muni Court</b>	Video for Courtroom Recording	3) Mesa Muni has been using video court proceedings with MCSO since 1997 5) Chandler Muni has used video conferencing technology since 2002 with a link to the MCSO SE Jail facility		1) JAVS Corporation, FTR: Exhibit One 2) FTR: Exhibit One 3) Mesa's IT dept 4) CourtSmart 5) Multimedia Telesys	1) FTR product: 7 years 2) 2 years 3) 9 years 5) 5 years	1) TBD 2) TBD 4) TBD 5) TBD
1) <b>Scottsdale Muni Ct</b> 2) <b>Clerk of the Court</b> 3) <b>Phoenix Muni</b>	Document Scanning and Imaging	1 & 2) Kofax s/w used to capture images. 3) Closed Cases Records Archiving using OnBase/Kofax		1 & 2) Kofax and local staff 3) OSAM/ Hyland/PMC staff	1) 1 year 3) 3 years	1) City IS call 3) No plans at this time

<b>Software Category</b>	<b>Local Applications</b>					
<b>Court Name</b>	<b>Application Name</b>	<b>Description of the Application</b>	<b>Integrates with ....</b>	<b>Developed or Supported by (vendor name or court)</b>	<b>Age of the Current System</b>	<b>Replacement Date/Strategy</b>
<b>Court</b>						
1) <b>Scottsdale Muni Ct</b> 2) <b>Clerk of the Court</b> 3) <b>Tempe Muni Court</b> 4) <b>Phoenix Muni Court</b> 5) <b>Mesa Municipal Court</b>	Electronic Document Management System	1) Hummingbird 2) OnBase s/w used to store & retrieve images 3) SIRE 4) Closed Cases Records Archiving using OnBase/Kofax 5) Filenet		1) Hummingbird 2) vendor 3) SIRE 4) OSAM/ Hyland/PMC Staff 5) Filenet/Mesa ITD Staff	1) 1 Year 3) 4 years 4) 3 years 5) 2 years	1) TBD 3) Tempe IT Call 4) TBD 5) TBD

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Judicial Branch:</b> Superior Court 2) <b>Scottsdale Muni Ct</b> 3) <b>Clerk of the Court</b> 4) <b>Phoenix Muni Court</b> 5) <b>Chandler Muni Court</b>	Integration (ASC3) - electronic data sharing with county/city law enforcement	1) Send court info to ICJIS 2) Transfer of complaint info for AZTEC import. 3) MQ series transport s/w used to exchange data between agencies 4) Misdemeanor Warrants, Officers work schedules, Officer Subpoenaing, Citation Accountability, Automated Disposition Reporting 5) Officer Subpoenaing, Misdemeanor Warrants		1) ICJIS and local staff 2) City Court and PD 3) ICJIS and local staff 4) PMC staff/PPD /DPS/ AOC/e-Corridor (vendor) 5) CMC/CPD/City IT staff	1) 5 years 2) 2 years 4) 10 years 5) 16 years	1) As needed 2) As needed 4) See CMS replacement 5) As needed
1) <b>Phoenix Muni Court</b> 2) <b>Chandler Muni Court</b>	Integration (ASC4) - electronic data sharing with city/county prosecutor	1) Electronic Complaint Filing from Prosecutor's CRIMES system. Electronic case status updates to Prosecutor's CRIMES system. 2) City Prosecutor can initiate long form complaints and plea agreements that can then be accepted by the court		1) PMC staff and City Prosecutor's CRIMES vendor, Ciber 2) CMS/City Prosecutor/IT City staff	1) 3 years 2) 10 years	1) See CMS replacement 2) As needed

Software Category		Local Applications				
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
1) <b>Scottsdale Muni Ct</b> 2) <b>Mesa Muni Court</b> 3) <b>Phoenix Muni Court</b> 4) <b>Chandler Muni Court</b>	Integration (ASC5) - electronic data reporting of citations/dispositions to MVD.	1) An electronic transaction to MVD for traffic citations. 2) Electronically reports to MVD thru the AOC. 3) Electronic transfer of traffic citation dispositions to MVD, Electronic transfer of FTA warrants to MVD for traffic citations, PMC indirectly communicates thru FARE the TTEAP Hold candidate charges. 4) CMC indirectly communicates thru Interim FARE the TTEAP Hold candidate, Electronically reports traffic citation dispositions to the MVD thru the AOC		1) City of Scottsdale Court & MVD (custom app court) 2) AOC 3) PMC staff, AOC, ACS (FARE) 4) CMC Staff, AOC,ACS (Interim FARE)	1) 2 years 3) 10 years for all but TTEAP Hold processing 4) 3 years for TTEAP Hold processing and since Dec 07 for electronic reporting to the MVD.	1) As needed 3) See CMS replacement 4) As needed
<b>Phoenix Muni Court</b>	Integration (ASC6) - electronic data sharing/reporting of Work Alternative Sentencing Terms to City Parks Dept.	Reports sentence orders for park cleanup duty in lieu of fine payment and compliance.		PMC staff and City IT staff.	10 years	See CMS replacement.

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
	Integration – electronic data sharing/reporting of Environmental Complaint information with City Neighborhood Services Department (NSD).	Electronic filing of Environmental complaints from TideMark system.		PMC staff and City Neighborhood Services Department	Initial integration with NSD is complete. Phoenix is enhancing this process to include PMC sending a case # to NSD.	Additional enhancements will be handled via the new CMS replacement project with AmCad.
	Integration – electronic data sharing/reporting of Parking Complaint information from City Finance Department.	Electronic filing of Parking Complaints from Parking Ticket Admin system.		PMC staff and Finance Dept	10 years	See CMS replacement.

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
	Integration – electronic data sharing/reporting of photo red light and photo school speed complaint information with Photo Enforcement Vendor system.	Electronic filing of photo enforcement complaints from vendor system. Confirmation of filings, orders for personal service, case disposition information to vendor system.		PMC staff and ACS, current Photo Enforcement Vendor	6 years	See Court Management System. RFP process underway for new vendor contract for Photo Enforcement services.
	Integration – electronic data sharing/reporting to City Finance System.	Includes court disbursements and GL journal entries to City Finance Department’s SAP system for check creation and update of City GL.		PMC staff and City Finance.	6 years	See CMS replacement.
1) <b>Judicial Branch:</b> Superior Court Juvenile Probation 2) <b>Scottsdale Muni Ct</b> 3) <b>Mesa Muni Court</b> 4) <b>Tempe Muni Court</b> 5) <b>Phoenix Muni</b>	Jury management system	Scottsdale, Mesa, Tempe and Phoenix are clients of Maricopa County’s Juror for Windows system.		Maricopa County Judicial Branch IT staff and ACS	7 years	1) Project being funded to rewrite jury system in-house in CY09

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
<b>Court</b>						
<b>Phoenix Muni Court</b>	Data Warehouse	Data mining is performed almost exclusively via Informix SQL queries against copy of CMS production database		PMC staff	10 years	See CMS replacement
<b>Phoenix Muni Court</b>	Bulk data by subscription	Repetitive data requests for DUI defendants, criminal offense defendants, etc. are satisfied by canned Informix SQL queries of the, or a copy of the, CMS production database.		PMC staff	5 years	See CMS replacement
1) <b>Judicial Branch:</b> Superior Court 2) <b>Scottsdale Muni Ct</b> 3) <b>Mesa Muni Court</b> 4) <b>Tempe Muni Court</b> 5) <b>Phoenix Muni Court</b> 6) <b>Chandler Muni Court</b> 7) <b>Paradise Valley</b>	Court Web Site	Provides general information for participating courts. 6) Daily calendar information and case disposition history information provided on court web-site		1) local staff 2) City Court and IS 3) Mesa's IT dept 4) Court Staff 5) PMC staff 6) CMS & City IT staff 7) Town IT staff 8) Gilbert's IT staff	1) 7 years 2) 1 year 4) 7 years 5) 10 years 6) 6 years and 1 year for calendar information on the web since Nov 08 for case disposition history information	1) As needed 2) As needed 4) As needed 5) No plans for replacement at this time. 6) As needed 7) As needed 8) As needed

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
8) <b>Municipal Court</b> <b>Gilbert Muni Court</b>					7) 8 years 8) TBD	
<b>Judicial Branch:</b> Superior Court Justice Courts	e-Court (or i-forms)	Web-based apps that generate court forms for the public by asking litigants questions.		Local staff	1 year	Continuing development
1) <b>Judicial Branch:</b> Superior Court 2) <b>Scottsdale Muni Ct</b> 3) <b>Mesa Muni Court</b> 4) <b>Phoenix Muni Court</b>	Interactive Voice Response System (IVR)	Provides callers access to court information over the telephone.		1) Vendor supports Jury app & Self Service Center. 2) City Court and IS 3) Mesa City IT staff 4) City IT Dept	1) 7 years 2) 1 year 4) 11 years	1) Jury IVR will be replaced by iCIS 2) As needed 4) No plans for replacement at this time
<b>Adult Probation Systems:</b>						
<b>Judicial Branch:</b> Adult Probation	APD On-Line	Global case tracking and officer productivity tools	APETS, DOC, COSC, TASC, iCIS	Maricopa Superior Court developed/local technology staff	4 years	Integrated Court Info System

<b>Software Category</b>	<b>Local Applications</b>					
<b>Court Name</b>	<b>Application Name</b>	<b>Description of the Application</b>	<b>Integrates with ....</b>	<b>Developed or Supported by (vendor name or court)</b>	<b>Age of the Current System</b>	<b>Replacement Date/Strategy</b>
<b>Judicial Branch:</b> Adult Probation	APD Web page	User navigation to services training, policy, manuals & productivity tools		Maricopa Superior Court developed/local technology staff	5 years	
<b>Judicial Branch:</b> Adult Probation	Tax Intercept Program	Collections tool	AZ Dept Revenue	State	unknown	
<b>Judicial Branch:</b> Adult Probation	FTP data exchanges	Share & receive data files and extracts i.e. DNA data; UA testing; financial data; booking and release data; et al	Municipal police; private vendors; APETS; COSC; MCSO	Maricopa Superior Court developed/local technology staff	7 years	Live or MQ type possibly via ICJIS
<b>Judicial Branch:</b> Adult Probation	Computer Aided Dispatch	Proprietary app shared by MCSO for APD safety monitoring of agencies in field service	Adult, Juvenile, Court Security	MCSO	5 years	
<b>Judicial Branch:</b> Adult Probation	MCSO Prebooking	Allows officers to pre-book probationers for arrest and transfer to jail	APD Web services	MCSO	3 years	
<b>Judicial Branch:</b> Adult Probation	Equipment Inventory	Track and inventory employee assigned equipment		Maricopa Superior Court developed/local technology staff	6 years	Integrated Court Personnel

<b>Software Category</b>	<b>Local Applications</b>					
<b>Court Name</b>	<b>Application Name</b>	<b>Description of the Application</b>	<b>Integrates with ....</b>	<b>Developed or Supported by (vendor name or court)</b>	<b>Age of the Current System</b>	<b>Replacement Date/Strategy</b>
<b>Judicial Branch:</b> Adult Probation	Timesheet	Reporting of work hours and annual leaves with approvals, reports & extracts	Payroll	Maricopa Superior Court developed/local technology staff	7 years	Integrated Court Personnel
<b>Judicial Branch:</b> Adult Probation	Sex Offender Density verification	Preapproval of sex offender placement based on address and density requirements	APD On Line	Maricopa Superior Court developed/local technology staff	5 years	Integrated Court Info System
<b>Clerk of the Court Systems:</b>						
<b>Clerk of the Court</b>	eFile - Modules: (Administrator, Court Filings, Clerk Review, Judge Review, ICJIS Warrants, MCAO CR Subsequent, Attorney Filing Interface, ECR, Multivendor - Wiznet)	Court filings	ICIS, ICJIS, MCAO, PD	Local staff	4 years	Under Review

<b>Software Category</b>	<b>Local Applications</b>					
<b>Court Name</b>	<b>Application Name</b>	<b>Description of the Application</b>	<b>Integrates with ....</b>	<b>Developed or Supported by (vendor name or court)</b>	<b>Age of the Current System</b>	<b>Replacement Date/Strategy</b>
Clerk of the Court	Electronic Court Record Online (ECR Online)	Allows parties and attorneys to a case to retrieve Court documents through a secure web application.		Local staff	1 year	none
Clerk of the Court	Marriage License	Provides entry of data and creation/generation of Marriage License on pre-printed forms.		Local staff	9 years	none
Clerk of the Court	Adoption Research - Juv	Search application that queries databases for historical data from JOLTS.		Local staff	18 months	none
Clerk of the Court	Application Request	Application that provides COC supervisors ability to request access to applications for staff.		Local staff	6 years	none
Clerk of the Court	Application Security	COC security module		Local staff	6 years	none
Clerk of the Court	Birth Affidavits Log - Juvenile	Search application that queries database for historical data from JOLTS.		Local staff	18 months	none
Clerk of the Court	Bond/Release Data Exchange	Bond information.		Local staff	2 years	none

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Clerk of the Court	Cars	Computer assisted retrieval system. This application has been created to provide Clerk of Court staff a means to locate and maintain case records that have been committed to film for archival purposes.		Local staff	5 years	none
Clerk of the Court	EDMS Batch Log	This application was created to assist the various document scanning areas with tracking departmental statistics, pending document destruction schedules and employee production.		Local staff	2 years	none
Clerk of the Court	Fingerprints	Allows for the creation of a new Fingerprint Card entry. Used mainly by Juvenile administration.		Local staff	4 years	none

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ...	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Clerk of the Court	Notary Bonds	This web application was created to assist the public and internal users alike. Data entered is available to the public and will minimize the number of phone calls that the department is currently responsible for answering. These calls are, more often than not, requesting the status of the caller's notary bond application.		Local staff	4 years	none

Software Category	Local Applications					
Court Name	Application Name	Description of the Application	Integrates with ....	Developed or Supported by (vendor name or court)	Age of the Current System	Replacement Date/Strategy
Clerk of the Court	Special Deputy	The Special Deputy system has been created by ITG to assist the Public Affairs and Education staff to efficiently receive and process Special Deputy requests from all agencies designated to maintain court records handled by the Clerk of the Superior Court. In this system the designated Administrator(s) of the Public Affairs and Education Department has the ability to approve and record Special Deputy appointments requested by supervisor for assignment to specified staff.		Local staff	6 years	none
Clerk of the Court	Trusts	Financial application tracking.		Local staff	9 years	none

<b>Software Category</b>	<b>Local Applications</b>					
<b>Court Name</b>	<b>Application Name</b>	<b>Description of the Application</b>	<b>Integrates with ....</b>	<b>Developed or Supported by (vendor name or court)</b>	<b>Age of the Current System</b>	<b>Replacement Date/Strategy</b>
<b>Clerk of the Court</b>	Under Advisement	The Under Advisement Tracking Utility was developed by the Information Technology Group to allow the courtroom clerks of the Maricopa County Superior Court to track matters taken under advisement by judicial officers of the Court. The clerks enter all Under Advisement matters into this program and it automatically calculates when each matter is due to be ruled upon. Users are able to run reports to find out what UA matters are outstanding and/or overdue for all judicial officers or for any particular judicial officer.		Local staff	6 years	none
<b>Clerk of the Court</b>	Pre Sentence Report	Tracking and reporting system		Local staff	6 years	none
<b>Clerk of the Court</b>	OOA	Orders of Assignment		Local staff	1 year	none
<b>Clerk of the Court</b>	Clerk of the court Web Site	User navigation to services training, policy, manuals & productivity tools		External Users	3 years	none
<b>Clerk of the Court</b>	COCWEB Survey	Internal Survey tool				

<b>Software Category</b>	<b>Local Applications</b>					
<b>Court Name</b>	<b>Application Name</b>	<b>Description of the Application</b>	<b>Integrates with ....</b>	<b>Developed or Supported by (vendor name or court)</b>	<b>Age of the Current System</b>	<b>Replacement Date/Strategy</b>
Clerk of the Court	COCWEB	COC Intranet for access to internal websites, training, policy, manuals & productivity tools		Local staff	8 years	none
Clerk of the Court	MEEDS Court Minutes Web Site	External Access to Minute Entry PDF's with Search capability		External and Internal users	8 years	none
Clerk of the Court	eSupply	Supply ordering system		Local staff	4 years	none
Clerk of the Court	Position Management Request	HR PMRS provides an online Request form along with self-service request status verification options		Local staff	4 years	none
Clerk of the Court	COSC Statistics	Statistics reporting web site		Local staff	2 years	none
Clerk of the Court	OnBase Advanced Custom Viewer	Custom software built for extensive and complicated business rules		External and Internal users	6 years	none
Clerk of the Court	Kiosk Viewer	Public Access Terminals		Local Users	5 years	none
Clerk of the Court	Express Indexing	Custom VB6 Application that creates scanning cover sheets that contain the docket information		Local staff	6 years	none

<b>Software Category</b>	<b>Local Applications</b>					
<b>Court Name</b>	<b>Application Name</b>	<b>Description of the Application</b>	<b>Integrates with ....</b>	<b>Developed or Supported by (vendor name or court)</b>	<b>Age of the Current System</b>	<b>Replacement Date/Strategy</b>
<b>Clerk of the Court</b>	40+ MS-Access Applications	Custom built applications used in all areas of COSC		Local staff	8 years	none
<b>Clerk of the Court</b>	MEEDS Adult (Minute Entry Distribution System)	Software package interfaced with Word, exchange & onbase to provide electronic minute entry forms generation & distribution in the COC.		Maricopa Superior Court developed/local technology staff	11 years	none
<b>Clerk of the Court</b>	MEEDS Juv (Minute Entry Distribution System)	Software package interfaced with Word, exchange & onbase to provide electronic minute entry forms generation & distribution in the COC.		Local staff	2 years	none
<b>City of Glendale Systems:</b>						
<b>Glendale Muni Photo Red-light</b>	ATS - Data Push	Communicates between our Photo Red Light vendor and the court AZTEC system	AZTEC	Glendale Muni	2 yrs	New Statewide CMS
<b>Glendale Muni Photo Red-light</b>	Statistical Reporting Software (SRS)	Creates instant reports on commonly requested Photo Red Light statistics	AZTEC	Glendale Muni	2 yrs	New Statewide CMS

<b>Software Category</b>	<b>Local Applications</b>					
<b>Court Name</b>	<b>Application Name</b>	<b>Description of the Application</b>	<b>Integrates with ....</b>	<b>Developed or Supported by (vendor name or court)</b>	<b>Age of the Current System</b>	<b>Replacement Date/Strategy</b>
<b>Glendale Muni Merge Form Cleanup</b>	Merge Form Cleanup	Cleans up temp files created by AZTEC merge form	AZTEC	Glendale Muni	<1 yr	New Statewide CMS
<b>Glendale Muni Online Court Calendar</b>	Skywalker	Transfers court calendar info to city side for an online calendar	AZTEC	Glendale Muni	1 yr	New Statewide CMS
<b>City of Mesa Systems:</b>						
<b>Mesa Municipal</b>	Photo Enforcement and Redlight	Generates reports on demand or on scheduled runs	ACIST (CMS)	Mesa Municipal Court	11 years	TBD

## 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	Browser IE 6.x		
User Interface Delivery Method for Business Applications	Character based	GUI		
Electronic Document Management	LaserFiche	OnBase/Kofax, SIRE, FileNet,, Hummingbird		
Report Writer for Ad Hoc Reporting	Crystal <10	Crystal (moving to MS Report Service)	Crystal 10	Crystal (moving to MS Report Service)
Report Writer for Business Application Reports	Crystal <10	Crystal (moving to MS Report Service)	Crystal 10	Crystal (moving to MS Report Service)
Development Languages	COBOL, JAM, RPG	ASP, Com, HTML, DHTML, javascript, vbscript, T-SQL	Java (on a business case need basis), ASP (Classic), .NET Framework V1.1	Moving to asp.net, C#, T-SQL

<b>Architecture Layers</b>	<b>Retirement (targeted for de-investment)</b>	<b>Current Court Technology or Product (fill in)</b>	<b>Containment (limited to maintenance &amp; current commitments)</b>	<b>Current Court Technology or Product (fill in)</b>
Development Environment	Panther, Visual Studio ≤2003, Visual Studio 6	Visual Interdev, Visual Studio 6	Visual Interdev, Visual Studio 2005, PowerBuilder	Moving to MS Team Foundation Server, Visual Studio.net
Analysis Tools	HOW			
<b>Office Productivity Tools</b>				
Word Processing	Word Perfect, Word97	Word 2000 Word 2003		
Spreadsheet	Excel <2003	Excel 2000 Excel 2003	Excel 2003	Excel 2000 Excel 2003
Presentation	PowerPoint ≤2003	PowerPoint 2000 PowerPoint 2003	PowerPoint 2003	PP 2000 PP 2003
E-mail Client	Outlook ≤2003	Outlook 2000 Outlook 2003 Lotus Notes	Outlook 2003	Outlook 2000 Outlook 2003 Lotus Notes
Instant Messaging	IRC Chat	Moving to FTP Live Messenger V2		
<b>Data Architecture</b>				
DBMS	Informix, Advanced Revelation, DBASE, SQL Server <2000	SQL Server, Oracle, Informix Progress, MS-Access, DB400	SQL Server 2000, FoxPro, Clipper	SQL Server, Oracle, Informix Progress, MS-Access, DB400
Data Exchange Model			Fixed format, XML homegrown	XML
Audio File Format			Proprietary	FTR, Liberty, CourtSmart

<b>Architecture Layers</b>	<b>Retirement (targeted for de-investment)</b>	<b>Current Court Technology or Product (fill in)</b>	<b>Containment (limited to maintenance &amp; current commitments)</b>	<b>Current Court Technology or Product (fill in)</b>
<b>Networks and Platforms</b>				
Network Protocol	SNA	TCP/IP		
Wireless Network Access	WEP	WPA-TKIP		
Network Operating System	Novell (unsupported) Windows (unsupported)	Win 2008 AD, Win 2003 AD, Win 2000		
Client Operating System	≤ Windows 2000	Win 2000, XP, Vista	Windows XP	Win 2000, XP, Vista
Server Operating Systems	OS/400	Win 2000, Win 2003, Unix, HP/UX, AIX, Solaris, OS/390`	DEC VMS	Win 2000, Win 2003, Unix, HP/UX, AIX, Solaris
<b>Shared Services</b>				
Component Service Layer			Web Services V1.1, DCOM, ASP (classic)	COM
<b>Message Transport Middleware</b>				
Message Transport	MQ ≤ V5.2	MQ 5.3	MQ V5.3	MQ 5.3
Data Transformation	MQSI ≤ V2.1		Data Junction, Cloverleaf	
Data Routing/Publish and Subscribe	MQSI ≤ V2.1		Cloverleaf	
File Transfer	FTP (intercourt and using public Internet), MQ ≤ 5.2	MQ 5.3	FTP (intracourt only), MQ V5.3	MQ 5.3