

Arizona Judicial Branch

INFORMATION
TECHNOLOGY
STRATEGIC
PLAN

2006 – 2008

FOR THE COURTS
OF
MARICOPA COUNTY



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MARICOPA COURTS
INFORMATION TECHNOLOGY STRATEGIC PLAN
FOR FISCAL YEARS 2006-2008

INTRODUCTION

The Superior Court in Maricopa County is the fifth largest trial court in the nation with more than 130,000 cases filed annually. The Court relies heavily on automation and technology to support and conduct daily operations. The Superior Court in Maricopa County (the Court) is facing unprecedented growth in case filings and associated workloads. To meet the demands of its population, the Court must effectively deploy available technologies to enhance case flow management and improve litigation services. This will involve the use of on-line litigant services, systems integration, courtroom litigation support systems, video and telecommunication services, and conferencing capabilities.

Collaboration, efficiency, and innovation are important features in the development and implementation of any information technology plan. These concepts are expressed throughout this document and at all levels of IT planning and management for the Clerk of Court, Superior Court, Justice Courts, Municipal Courts, Adult Probation Department, and Juvenile Probation Department in Maricopa County. The need for electronic exchange of information among the Clerk of Court, the Court, and Court departments and with local governments and law enforcement agencies is recognized as a key component of IT planning.

The Court and the Clerk's office work closely together and with the Maricopa County Board of Supervisors as the local funding agency in planning and implementing information technology projects. Also, as a part of the Judicial Branch, the Court and Clerk participate in the Arizona Supreme Court's Commission on Technology (COT) for technology planning and state funding. The format of this plan is a reflection of the collaborative effort of the Clerk's Office and the Court, including its major departments - Adult Probation Department, Juvenile Probation Department and the Justice Courts. Also included are individual IT Plans of the Municipal Courts that do not use the state sponsored automation system.

Modern technology and service level demands have made the Court and Clerk's Office increasingly dependent upon information technology to process and store vast amounts of information that support sensitive and critical functions. Court and Clerk leadership recognize that their computer and information assets have such great value that they must be managed to the same extent as more traditional organizational assets such as people, money, equipment, and time. Court and Clerk administrations take the view that traditional management disciplines and functions must be utilized in a coordinated fashion to effectively manage automated information. This management approach is critical, as the Court and Clerk become more electronically based and dependent on automated technologies to support all aspects of their operations.

Court Organization

This is the three-year information technology strategic plan for the courts in Maricopa County covering the period from January 2005 through June 2008.

The Superior Court provides administrative direction to the justice and municipal courts, and both Adult and Juvenile Probation. Each court also works closely with its local funding agency, which are county government for Superior and Justice Courts and city government for municipal or magistrate courts.

The automation for the county's courts is centralized primarily within the Administrative Office of the Courts. The courts also participate in strategic automation projects through a variety of user and other statewide policy groups.

The courts in Maricopa County consist of the following:

Maricopa County Superior Court

Justice of the Peace Courts

Buckeye Justice Court	Northeast Phoenix Justice Court
Central Phoenix Justice Court	Northwest Phoenix Justice Court
Chandler Justice Court	Peoria Justice Court
East Mesa Justice Court	Scottsdale Justice Court
East Phoenix #1 Justice Court	South Mesa/Gilbert Justice Court
East Phoenix #2 Justice Court	South Phoenix Justice Court
East Tempe Justice Court	West Tempe Justice Court
Gila Bend Justice Court	Tolleson Justice Court
Glendale Justice Court	West Mesa Justice Court
Maryvale Justice Court	West Phoenix Justice Court
North Mesa Justice Court	Wickenburg Justice Court
North Valley Justice Court	

Those Municipal Courts that are not participating in ACAP, and a few that are participating in ACAP, have prepared individual IT Plans. Those plans are included herewith in Appendix B. Each plan reflects the court-specific information technology goals, initiatives, and projects for the respective cities. The plans also reflect the coordination and collaboration between the courts and their local funding sources.

Municipal Courts

Avondale Municipal Court	Chandler Municipal Court
Buckeye Municipal Court	El Mirage Municipal Court
Carefree Municipal Court	Fountain Hills Municipal Court
Cave Creek Municipal Court	Gila Bend Municipal Court

Gilbert/Queen Creek Court
Glendale Municipal Court
Goodyear Municipal Court
Guadalupe Municipal Court
Litchfield Park Municipal Court
Mesa Municipal Court
Paradise Valley Municipal Court
Peoria Municipal Court

Phoenix Municipal Court
Scottsdale Municipal Court
Surprise Municipal Court
Tempe Municipal Court
Tolleson Municipal Court
Wickenburg Municipal Court
Youngtown Municipal C

The Superior Court, Justice Courts, Juvenile Probation and Adult Probation technology resources are now consolidated into the Court Technology Services department (CTS). This department is responsible to meet the technology demands of over 3,500 staff. The department reports directly to the Trial Courts Administrator, and indirectly to the Limited Jurisdiction Courts Administrator, the Chief Adult Probation Officer and the Chief Juvenile Probation Officer.

In calendar year 2003, the Trial Courts completed the last of the first four court departments in the initial iCIS (integrated Court Information System) project. During that same year, the Initial Appearance Court and the Reconciliation Court modules were added to iCIS. The iCIS application system has become the foundation on which other Maricopa County Trial Courts' computer applications are integrated.

To build upon the iCIS foundation, three new iCIS modules are currently being developed. The first major development project is the replacement of the Maricopa County JOLTS application. Its first module, Juvenile Detention, was implemented in October of last year. The other two modules, Juvenile Probation and Juvenile Court are targeted for the end of the 2005 calendar year. Other major projects underway are a replacement system for the Justice Courts case management system, migrating the Pre-Trial Services application from the AS/400 platform to the iCIS platform, consolidating 3 distinct networks into one network, creating a Disaster Recovery "hot site" for all the mission-critical application on our iCIS platform, enhancement of the APETS application, an electronic form generation application for the Internet and Self Service Center, and Jury System enhancements for the new Northeast Regional Court. The Clerk's Office is leading a project to expand electronic filing, increase access to document images (EDMS) and to implement a new financial tracking system that will integrate with iCIS.

The Court's major functional departments, judges and division staff, court administration, Clerk of Court (to some extent), the Conciliation Department, and the Jury Commission receive automation support provided by Court Technology Services. Reliable and timely case information is critical to reengineering efforts. Reliable data is imperative for objective evaluation, planning and implementation of system changes, and for day-to-day management decisions, e.g., calendar equalization, case transfer, etc. Because of the high volume of cases handled in Maricopa County, the Court is increasingly utilizing automation for case assignment, case flow management, noticing, calendaring, and generation of ad hoc management reports.

In keeping with integration initiatives of the Supreme Court and the Presiding Judge of the County, the Court Clerk's Office and the Superior Court are continuing with joint efforts to accomplish various automation goals. This includes the development and implementation of shared administrative/business software applications. The Court also coordinates efforts with the work of the Commission on Technology, and the Court Automation Coordination Committee ("CACC" - formerly the Large Volume Courts Subcommittee of the COT). The CACC is charged with the coordination of a comprehensive approach to automation planning for the high volume municipal, justice, and superior courts in both Pima and Maricopa County.

The Presiding Judge of the Superior Court in Maricopa County provides administrative direction for the courts within the jurisdiction. The courts also work closely with their local funding agencies, which is Maricopa County for Superior and Justice Courts, and city governments for municipal courts. The Maricopa County Board of Supervisors has provided the primary funding for reengineering efforts. The Arizona Supreme Court's Administrative Office of the Courts (AOC) has also provided significant grant funding for judicial and staff resources to help the Court handle growing caseloads. Funds from "Swift Fair Justice" have been used for system evaluation and consulting services.

The Court, Clerk's Office, Adult and Juvenile Probation, and Justice Courts are participating in the development of an integrated criminal information system for the court and justice agencies in Maricopa County. As part of the new jail sales tax approved by voters, \$26 million was appropriated for an integrated information system. The Court is also involved in state and federal system integration initiatives through the AOC and Arizona Criminal Justice Commission. These initiatives are directed toward improved public safety, efficiency, and timely sharing of case information to support decision-making.

The Clerk's Office and the Court participate in directing strategic automation projects through a variety of user and other statewide policy groups. These include:

The Commission on Technology and its subcommittees:

- Court Automation Coordinating Committee
- Probation Automation Coordination Committee
- Technical Advisory Council
- The Arizona Court Automation Project Users' Group
- The Juvenile On-Line Tracking System Users' Group

The Arizona Court Automation Project (ACAP) was conceived to actualize the recommendations of the Supreme Court Commission on the Courts to design and implement statewide communications and technology networks. The project is a court initiative that began in 1991 at the request of the Superior Court clerks and limited jurisdiction courts. The objectives of the project are:

- To implement an automated case and cash management system in the project courts
- To build a communications network capable of supporting electronic mail and, eventually, the electronic transfer of and remote access to court records
- To build a solid automation foundation upon which future automation initiatives could be launched.

Seventeen municipal courts in Maricopa County are participating in the ACAP project. To a great extent the strategic and information technology initiatives for participating ACAP courts are determined by those project parameters. In Maricopa County, effort is being made to coordinate local systems development planning with the ACAP project and other state judicial branch initiatives.

A. PLANNING METHOD AND PARTICIPANTS

The Court

Planning, budgeting, and acquiring IT investments are significant activities of the Court. Court leadership approaches IT acquisitions with three key determinations in mind:

1. Does the proposed investment support core priority goals and functions;
2. Is the investment required because no better alternative is available; and
3. Will the investment support work processes that simplify, redesign, or otherwise restructure business functions in order to reduce overall costs, enhance services, and make maximum use of technology?

The backdrop against which all IT plans are made is recognition of the need for implementing a vertically and horizontally integrated, interoperable architecture to efficiently and effectively meet the needs of the Court and its users. Moreover, the Court is mindful that IT acquisitions must be made with the ability to take advantage of emerging technologies.

The Court is also mindful of the fact that capabilities of even the most advanced technologies will be limited unless its workforce is adequately trained and capable of managing and employing information technology to improve the productivity, efficiency, and effectiveness of the Court's business.

Maricopa County has a long history of collaboration between the Court, the Office of the Clerk, and other justice agencies. The innovative approaches and system improvements planned and implemented result from the joint work and input of the County Attorney, Public Defender's Office, Legal Defender's Office, Sheriff, Adult Probation, Clerk of the Court, and the Court. Commitment of Maricopa County justice stakeholders is highlighted by the fact that formal structures have been instituted to ensure continued reengineering efforts. One example is MCJustice, a coalition of Maricopa County criminal justice stakeholders that meets regularly to find system efficiencies to handle the large increase in felony case filings.

Other standing committees and workgroups dedicated to improving the justice system include:

MCJustice	Direct Filings Workgroup
Integrated System Executive Committee	Criminal Study Committee
Business Integration Team (ICJIS)	EDC Expansion Committee
Arizona Judicial Council	Criminal Quad Member Meetings

A countywide automation committee made up of representatives from the county courts contributed to the development of this plan. Participants in the two county level committees are:

MARICOPA COUNTY JUSTICE TECHNOLOGY SUBCOMMITTEE

Hon. Colin Campbell Presiding Judge Maricopa County Superior Court	Bob Briney Legal Defender's Office Maricopa County
Hon. Andrew Thomas County Attorney Maricopa County Attorney Office	David Hendershott Chief Deputy Maricopa County Sheriff's Office
Hon. Michael Jeanes Clerk of Court Maricopa County Superior Court	

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In addition to countywide participation and input, the Court and Clerk benefit from the advisory and review functions provided by statewide committees. The Commission on Technology is subcommittee of the Arizona Judicial Council. It serves to provide an advisory function with respect to statewide technology policies, standards, and applications and is charged with helping to implement automated case management systems, building a communications network, and promoting a solid automation foundation upon which future initiatives may be launched.

COMMISSION ON TECHNOLOGY

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Arizona Supreme Court

Hon. Louraine Arkfeld
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Tempe Municipal Court

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Court Administrator
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James Soto
Presiding Judge
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Don Jacobson
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Kim Johnson
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Gordon Mulleneaux
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Hon. Michael Pollard, Co-chair
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Marcus Reinkensmeyer, Co-chair
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Justice of the Peace
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B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

This section of the Information Technology Plan addresses the vision and mission of the Arizona Judiciary and the county's courts and their respective local funding agencies.

B.1. Judicial Branch Statewide Agenda

The courts support the *JUSTICE FOR A BETTER ARIZONA: A STRATEGIC AGENDA FOR ARIZONA'S COURTS 2002-2005* 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 January, 2002 at the direction of the judiciary's new chief justice. It remains consistent with the previous Justice 2002 vision; an additional agenda "**Serving the Public by Improving the Legal Profession**" has been added and several new or revised initiatives have been identified under each of the existing strategic agendas.

ARIZONA JUDICIAL DEPARTMENT STRATEGIC AGENDA

PROTECTING CHILDREN, FAMILIES & COMMUNITIES

Courts provide a fair and impartial forum for the resolution of disputes. They ensure that those who violate laws are held accountable and serve to limit the arbitrary use of governmental power. They protect against physical or financial harm to those in need due to age or infirmity. Arizona courts are an essential component of a justice system that exists, in substantial part, to protect children, families, and the communities in which we live. To that end, this strategic initiative, "PROTECTING CHILDREN, FAMILIES AND COMMUNITIES," includes four major areas of focus: abused and neglected children; victims of domestic violence; vulnerable persons; and, adults and juveniles under the supervision of the state's probation system.

PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Our judicial system is predicated on the belief that all citizens coming before the courts are entitled to equal justice, regardless of race, ethnicity, gender, age, or economic circumstance. In order to have a fully impartial system of justice, courts must resolve cases swiftly and fairly because, as is often the case, justice delayed is justice denied. Memories fade, evidence is lost, and the accused may spend months or years in custody never having been found guilty of a crime. Courts ensure that litigants and victims fully understand their rights and that those rights are protected. Courts must provide meaningful access to all, ensuring that no litigant is denied justice due to the lack of counsel or the inability to understand legal proceedings. To that end, this strategic initiative, "PROVIDING ACCESS TO SWIFT, FAIR JUSTICE," focuses on the following areas of importance: addressing bias in the judicial system; ensuring the rights of victims are enforced; providing meaningful assistance to self-represented litigants; and, creating user-friendly courts that effectively utilize technology and efficiently process and manage cases to resolve disputes in a fair and timely manner.

CONNECTING WITH THE COMMUNITY

While the judiciary is the smallest branch of government, and is independent, it does not exist in isolation. Courts exist to serve the public and cannot serve effectively if meaningful communication does not exist. This strategic initiative, “CONNECTING WITH THE COMMUNITY,” focuses on enhancing judicial communication with the public and the other branches of government, as well as fostering public understanding of the role of the judiciary and how it functions through educational initiatives. In addition, the only contact many citizens have with judges results from a call to jury service. This initiative focuses on the development of a jury system that communicates its mission within the constitutional system, and is reasonably convenient for those called to serve.

BEING ACCOUNTABLE

The judicial branch of government, like the executive and legislative branches, must be accountable to the public. This strategic initiative, “BEING ACCOUNTABLE,” focuses on the obligation of the judiciary to ensure staff at all levels are competent, professional, and customer service oriented, to keep all branches of government and the public informed of court operations, programs and initiatives, as well as the development of a clear, strategic agenda for the judiciary of Arizona which fosters public trust and confidence.

SERVING THE PUBLIC BY IMPROVING THE LEGAL PROFESSION

The judiciary has long recognized the indispensable role of the legal profession in protecting individual rights and liberties in a free society. We continue in that tradition. Because the Supreme Court regulates the practice of law, however, the judiciary must determine how the legal profession can best serve the public. While the traditional adversarial system for resolving disputes may be applicable in the majority of legal disputes, that system may not be desirable in all cases. Our Model Court program for dependent and neglected youth is a good example. The fundamental conflict inherent in the duty of the attorney to seek truth, vigorously representing the client in adversarial proceedings, may need to be re-examined in other areas, particularly in family disputes. This strategic initiative, “SERVING THE PUBLIC BY IMPROVING THE LEGAL PROFESSION,” focuses primarily on whether existing rules governing the practice of law in specific areas need to be re-visited in light of changing societal expectations and needs. Attorneys must be held to the highest standards to prevent harm to those they serve, and to compensate those who have suffered economic loss caused by dishonest conduct on the part of his or her legal representative.

Within each of these strategic agendas, there are several initiatives identified for achieving the goal. These initiatives are listed in the next section.

B.2. Local Court and Agency Strategic Agendas

The Court

The courts in Maricopa County support the vision of ***“JUSTICE FOR A BETTER ARIZONA: A STRATEGIC AGENDA FOR ARIZONA’S COURTS 2002-2005”***, which is 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 treated fairly.

Court Vision

The Superior Court continually explores ways to improve by experimenting with better methods to resolve disputes and program designs that address civil and criminal issues fairly and without undue delay. We focus on how to be the best at what we do, whether providing a judicial forum or specific customer-centered programs and how to position ourselves to anticipate change, rather than react to it.

Court Mission

The mission of the Superior Court of Arizona in Maricopa County is to provide access to a public forum for dispute resolution and court services to the public so they can realize timely, fair and individualized justice.

Court Goals

- By June 2006, the Court will provide speedy and fair justice in case processing as follows: -95% of all cases, Superior Court and Justice Courts, shall be disposed in compliance with established trial court and limited jurisdiction court standards.
- To prevent delay in judicial decisions, by June 2006, 95% of needs assessments, screenings, and evaluative reports will be made available to judges within guidelines adopted by the court.
- Families will experience satisfactory resolution of their legal issues through earlier assessment, more individualized, appropriate decision-making, and coordinated use of available resources and court services as evidenced by: 80% of cases referred to alternative dispute resolution (ADR) through June 2006 will be resolved by ADR.
- The public will experience increased access to the court system through improved affordability, convenience and understanding of court processes, while maintaining the efficiency of court services, as evidenced by: 85% of customers

surveyed through June 2006 report satisfaction with the services and education provided through the Court's Self Service Centers.

- By December 2005, the court and justice agencies will make informed decisions using timely, accurate and comprehensive information provided through an integrated case management system.

Adult Probation Vision

An agency of professionals committed to continuous improvement in the quality of community life by offering hope to neighborhoods, victims and offenders.

Adult Probation Mission

The Mission of the Maricopa County Adult Probation Department is to provide assistance and adult probation services to neighborhoods, courts, adult probationers and victims so that they experience enhanced safety and well-being.

Adult Probation Goals

- "Crime Reduction" -- by the end of fiscal year 2007, MCAPD will enhance public safety by: - Reducing the number of probationers committed to the Department of Corrections to 20%. - Reducing the number of probationers convicted of a new felony offense to 10% - Increase the rate of successful completions from probation to 65% - Increase the rate of successful completions from Pretrial Supervision to 80%.
- "Compensation/Retention" -- By the end of fiscal year 2007, employee resignations from MCAPD because of pay will be reduced to 30%.
- "Process Improvement" -- By the end of fiscal year 2007, MCAPD will improve case processing as evidenced by: - Maintaining at least a 97% on-time rate for submitting pre-sentence reports to the Court without a continuance. - Increasing the rate of restitution collected to 80%. - Increasing the rate of community work service completed to 50%. - Increasing use of the Offender Screening Tool to 75% for newly sentenced probationers. - Making use of the Field Reassessment Offender Screening Tool to develop case management plans at least 67% of the time.
- "Customer Satisfaction" -- By the end of fiscal year 2007, MCAPD will improve customer satisfaction as evidenced by the following measurable increase in customers who report satisfaction: - 60% of victims will be satisfied with services provided by MCAPD. - 67% of offenders will be satisfied with services provided by MCAPD. - 75% of criminal court judges will be satisfied with services provided by MCAPD. - Staff satisfied with MCAPD will improve to an

overall satisfaction score of 5.50 on the Employee Satisfaction Survey - The percentage of community and criminal justice partners satisfied with MCAPD will be maintained at level of 90% or higher.

- "Infrastructure" -- By the end of fiscal year 2007, MCAPD will have the equipment, facilities, support services and technological interconnectivity with agencies to provide efficient and effective probation services, and promote staff safety as evidenced by: - A minimum mean score of 5 on a scale of 2 to 8 on employee surveys that rate staff's satisfaction level with equipment, facilities, support services and staff safety services. - Attaining 100% of technology standards and replacement schedules recommended by the County Chief Information Officer.

Juvenile Probation Vision

We envision Maricopa County as being a place where: Juveniles who come into contact with the Department become responsible citizens; Victims of juvenile crime experience justice; The Public feels safer.

Juvenile Probation Mission

The Mission of the Maricopa County Juvenile Probation Department is to provide information, services, and programs to county residents so they can resolve problems associated with juvenile crime.

Juvenile Probation Goals

- To reduce the dangers to children and staff and the increased expenses resulting from overcrowding, By July 2006 our detention facilities will be at or below capacity every day.
- To provide high quality services to juveniles, and to provide awareness of that to the public, by July 2006 our detention facilities will be accredited by the American Correctional Association.
- We will retain and develop staff positions to achieve the following retention rates by July 2006: YS: 0 - 2 years @ 85% 3 - 5 years @ 90% Over 5 years @ 95% All Other Positions: 0 - 2 years @ 90% 3 - 5 years @ 90% Over 5 years @ 95% and achieve and maintain an average staffing of 96.5% filled positions by July, 2006.
- To provide a higher level of service to those families whose primary language is Spanish, by July 2006 all documents used by the public will be printed in both Spanish and English; 15% of our staff will be proficient in Spanish.

- To provide judicial officers with reliable and validated information about a juvenile's risk to the community, and to facilitate the use of the Risk/Needs instrument as a casework tool for probation officers, by July 2006 computer programs will be written that incorporate the Risk/Needs Instrument required by statute in all probation officer reports and case plans.
- By July 2006 we will have reviewed all our programs and practices based on risk, needs, and benchmarks for successful outcomes. We will also match them to one or more of the competing needs of our stakeholders, including juveniles and their families.

C. STRATEGIC INITIATIVES: STATE, LOCAL COURT AND LOCAL GOVERNMENT

This section discusses the business-oriented strategic initiatives of the Arizona judicial branch as well as the local courts and their local funding agencies, including the vision and mission they support.

The county's courts support the vision and goals in *JUSTICE FOR A BETTER ARIZONA: A STRATEGIC AGENDA FOR ARIZONA'S COURTS 2002-2005*. Courts are prepared to implement many of the various initiatives as they are taken statewide. These include:

C.1. Statewide Strategic Initiatives

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES
<p>1-A Abused and Neglected Children</p> <p>There may be no greater exercise of governmental power, with the exception of the imposition of the death penalty, than the state's removal of children from their parents once allegations and evidence of abuse or neglect have been established. Courts are required to balance the protection of the child with the right of the parent. Once intervention is deemed necessary, it is imperative that courts act swiftly and fairly to dispense justice, ensuring that parents are given every reasonable opportunity to become responsible for the care of their children. If parents are unable to assume custody, courts and ancillary services must make every effort to find appropriate, permanent homes so that no child languished needlessly in the custody of the state.</p>
<p>Initiatives for Agenda 1-A Abused and Neglected Children</p> <p>Process child abuse and neglect cases in a fair and timely manner to ensure children have safe, nurturing, and permanent homes while protecting the rights of all parties.</p> <ul style="list-style-type: none">• Continue implementation of Model Court statewide.• Encourage public and private agencies to increase efforts to recruit foster homes for children in need.• Encourage public and private agencies to increase efforts to recruit adoptive families and expedite the certification process for children available for adoption.• Provide continuing education to the judiciary on the impact of child abuse and neglect on children and families.

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

1-B Victims of Domestic Violence

Domestic violence affects thousands of Arizona citizens each year. Courts and probation departments observe the real impact such violence has, not only on victims of abuse, but also on children who live with and witness violence in their own homes. It is important for judges and judicial staff to be knowledgeable and possess the skills necessary to process domestic violence cases swiftly and appropriately when victims of abuse seek court protection.

Initiatives for Agenda 1-B Victims of Domestic Violence

Develop and implement best practices and procedures to address domestic violence effectively and to reduce its impact on children and families.

- Expand probation services to the limited jurisdiction courts for domestic violence cases, including the creation of specialized caseloads where appropriate, to ensure offender compliance with court orders.
- Expand the electronic centralized registry to include orders of protection from all courts.
- Provide continuing education to the judiciary concerning the seriousness of domestic violence, the cycle of abuse, and its impact on families, particularly children.
- Assist in educating the public on domestic violence and the availability of services for those affected by domestic violence.

1-C Vulnerable Persons

As the population of our state continues to increase and age, courts are often called upon to appoint fiduciaries, licensed by the court, to aid those in need of assistance in managing their personal and financial affairs due to age or other infirmity. Courts must ensure, through effective oversight, policies, and training that fiduciaries act in the best interests of those they serve and are held accountable for performing their duties properly.

Initiatives for Agenda 1-C Vulnerable Persons

Implement the re-engineering of probate case management statewide to ensure protection of elderly, mentally incapacitated, and other vulnerable persons.

- Develop procedures to screen and monitor fiduciaries.
- Develop uniform procedures to audit the accounting practices of fiduciaries.

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

- Develop statewide automated case processing and uniform case management systems for probate cases.
- Provide continuing education to the judiciary on the effective oversight of probate cases.

1-D Probation Supervision

Persons who violate the laws of this state must be held accountable. Courts determine the appropriate punishment for these individuals within the requirements of existing laws in order to deter crime and protect the public. If the court determines probation to be the most appropriate action, it must ensure that the offender is not only held accountable, but is offered rehabilitative services designed to reduce or eliminate future criminal activity. Those offenders with histories of substance abuse or mental illness present a unique challenge, and innovative approaches must be considered, such as drug courts and family courts, to reduce offender recidivism and promote public safety.

Initiatives for Agenda 1-D Probation Supervision

Provide a balanced approach to probation that focuses on holding probationers accountable, keeping communities safe, and providing treatment and rehabilitation services to offenders.

- Enhance efforts to collect restitution and fees from probationers.
- Require that probationers complete all conditions of probation, including community service hours.
- Provide probation services to the limited jurisdiction courts for those convicted of sex offenses and DUI offenses.
- Ensure the provision of treatment services for mentally ill offenders.

Develop innovative, effective methods to assist substance-abusing offenders, including the continued expansion of drug courts, to prevent additional contact with the justice system and ensure community safety.

- Ensure offenders are appropriately screened for needs and risk to the community and that appropriate services are provided.
- Expand drug/alcohol treatment programs for probationers.
- Provide judicial education on the management and supervision of substance abusing offenders.

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

- Make greater use of drug courts and treatment in reducing substance abuse and recidivism in the justice system.

Develop and implement a comprehensive officer safety program in order to ensure the safety of officers and staff, thereby enhancing the effectiveness of probation in protecting the community.

- Establish, implement, and monitor statewide policies concerning officer safety, utilizing the continuum of force model, up to and including the provision of firearms to officers.
- Ensure that on-going safety training is provided to probation personnel.
- Advocate for resources necessary to provide training and safety equipment to probation personnel.

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

2-A Fairness in the Judicial System

The judiciary aspires to a fair and impartial justice system. The court community should strive to reflect the diversity of the public it serves at all levels and have open dialogue with all groups in order to increase respect and understanding between courts and the public they serve.

Initiatives for Agenda 2-A Fairness in the Judicial System

Continue to strive for a justice system in Arizona which is free from actual or perceived racial, ethnic, gender, or economic bias.

- Enhance communication between courts and minority communities.
- Provide continuing education of the judiciary on issues of cultural and racial diversity.
- Endeavor to increase the diversity of the judiciary at all levels to reflect the communities it serves while maintaining the highest level of judicial qualifications.
- Continue efforts to address the over-representation of minority youth in the justice the “Building Blocks” initiative.

2-B Victims’ Rights

For those directly impacted by crime, negotiating the criminal justice system may be a source of frustration. Courts must be responsive to the needs of victims while

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

protecting the constitutional rights of both the accused and the victim. Courts must ensure victims have the opportunity to exercise rights granted to them. Additionally, the victims deserve to be treated with respect by all entities in the criminal justice system.

Initiatives for Agenda 2-B Victims' Rights

Ensure that the rights afforded victims of crime are enforced and that victims are informed and treated with dignity and respect.

- Work in cooperation with law enforcement, prosecutorial agencies, defense counsel, and victims to ensure compliance with victims' rights provisions.
- Provide continuing education of the judiciary on the rights and appropriate treatment of victims.
- Educate victims on their rights as well as the responsibilities of prosecutorial agencies and the courts.

2-C Self-Represented Litigants

For too many people the cost of legal representation has become prohibitive, as evidenced by the ever increasing number of self-represented litigants appearing before the courts. In order to ensure that citizens have meaningful access and an opportunity to be heard, Arizona courts have and will continue to develop methods to provide assistance to litigants so that no one is denied justice solely because they do not have the benefit of counsel.

Initiatives for Agenda 2-C Self-Represented Litigants

Develop and implement effective ways to assist self-represented litigants.

- Partner with the State Bar to examine effective ways to provide legal assistance to pro se litigants.
- Implement a public access line to provide general court related information to the public.
- Encourage the establishment of legal advice hotlines for domestic violence, domestic relations, and juvenile matters.
- Expand the judicial department's self-service center web site to include additional forms, instructions, and other information helpful to those who must appear in the limited jurisdiction and superior courts.

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

- Simplify forms and procedures.
- Encourage the establishment of self-service centers in courts and encourage the expansion of pro-bono legal representation by members of the State Bar.

2-D User-Friendly Courts

To enhance public trust and confidence in the judiciary, courts must be truly accessible to those whom they serve. As the age and diversity of Arizona's population increases, courts must address the need for more language interpreters, assistance for the speech or hearing impaired, and the public's growing expectation of assistance in the area of self-representation. Public expectations concerning the timely resolution of disputes, particularly in divorce and child custody proceedings, continue to challenge courts. The continuing development of efficient case processing and management systems is designed to ensure the resolution of disputes in a fair and timely manner, thereby strengthening public confidence in the courts.

Initiatives for Agenda 2-D User-Friendly Courts

Provide an opportunity for those who appear before the courts to participate effectively without inconvenience.

- Implement programs to ensure the availability of qualified language interpreters for non-English speaking litigants.
- Implement programs to assist speech or hearing-impaired litigants.
- Maintain court facilities that are safe, accessible, and convenient to use.
- Enhance public access and usability of information available on-line through the expansion of the Judicial Branch web site and by looking for opportunities to partner with the Executive Branch to utilize its web portal, "Arizona @ Your Service," to increase the public's ability to conduct business with the courts.
- Provide customer service training for judges and judicial staff.

Encourage the development of case management systems that reflect best practices in order to resolve disputes in a prompt, fair, and cost-effective manner.

- Assist the courts in the development and implementation of best practices for efficient case processing.
- Encourage the elimination of duplicative local rules and encourage the consistent application of statewide rules of procedure.

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

- Enhance the use of technology within courts to process cases in an efficient manner, including the development of an electronic document management system.
- Develop innovative ways in which to use alternative dispute resolution methods to achieve more mutually satisfying results and to expedite case dispositions.

2-E Continuous Improvement

To better serve the public, courts must continuously examine innovative ways to resolve disputes in a fair, timely, and cost-effective manner. Litigants should not be forced to wait in limbo for resolution of such issues as the custody of their children, their financial future, or their very freedom. While traditional adversarial methods of dispute resolution may be appropriate for many cases, it is time to examine better and more cost-effective methods.

Courts of limited jurisdiction, where more than 95 percent of all litigants find themselves, must not be left behind as the judiciary moves forward. Demands placed upon these courts, particularly justice courts, have significantly increased over the years. In order to meet current demand and ensure public trust and confidence, in the judiciary, Arizona courts will continue to expand case re-engineering efforts at all levels.

Initiatives for Agenda 2-E Continuous Improvement

Develop and implement a plan to enhance the operations of limited jurisdiction courts, with particular emphasis on the justice courts.

- Increase qualifications and provide legal assistance to justices of the peace and their staff as needed.
- Enhance educational opportunities for justices of the peace and require demonstrated proficiency in areas of law common in cases handled in justice courts to ensure appropriate and consistent decision-making.
- Encourage the upgrade of court facilities to better serve the public and provide adequate space for court staff and records.
- Centralize the processing of civil and criminal traffic tickets to ensure standardized processing and enhanced collection of fines.
- Ensure accountability through prompt resolution of complaints of misconduct.

Work toward re-engineering domestic relations case processing to eliminate, in the vast majority of cases, the adversarial nature of divorce and provide prompt, fair, and more cost-effective methods to resolve divorce and child custody

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

matters.

- Create a task force to study domestic relations practices and alternatives to the adversarial process.

Explore opportunities for the re-engineering of civil case processing to ensure cases are resolved in a prompt, fair, cost-effective method.

- Conduct a thorough study evaluating the proposed use of complex litigation/business courts.

Continue the re-engineering of criminal case processing to ensure expeditious resolution fairly and timely.

- Dispose of 90% of felony cases within 100 days and 99% of cases within 180 days (Fill the Gap) and, as necessary, achieve funding to meet these goals.
- Develop and implement integrated justice information systems to enhance the efficiency and accuracy of data transferred to and received from other governmental entities.

Review the process of keeping the court record to determine the most appropriate and cost-effective method to preserve the integrity of judicial proceedings and effectively utilize valuable court reporter resources.

- Establish a committee to review current court rules and develop new rules, as needed, governing how to best maintain the record of court proceedings.

AGENDA 3: CONNECTING WITH THE COMMUNITY

Initiatives for Agenda 3

Communicate effectively with communities we serve to ensure continuous improvement of the court in its service to the community.

- Conduct citizen summits in various locations to gather input from the general public, court users, and minority communities.
- Keep the public informed of court activities and initiatives through the use of the Judicial Branch web site and other means of outreach.
- Foster a continuing relationship with the legislature through the “View from the Bench” programs which pair legislators with judges for purposes of enhancing mutual

AGENDA 3: CONNECTING WITH THE COMMUNITY

respect for their respective roles.

- Establish local citizen advisory boards in each county to provide input on court operations.
- Conduct customer service surveys for continuous feedback from court users.

Develop educational programs and initiatives to improve the public's understanding of the role and functioning of the court.

- Partner with the State Bar Foundation to expand educational programs within schools, such as "We the People," to foster a greater understanding of the role of the court in a constitutional system of government.
- Develop and implement opportunities for young people to observe courts in action and continue partnering with the State Bar to maintain and expand the "Law for Kids" web site.
- Assist the public in developing a greater understanding of the functioning and role of the Supreme Court by conducting oral arguments and town halls in communities around the state.

Develop and implement a jury selection and management system which provides a convenient, respectful, and meaningful experience for jurors.

- Implement one day/one trial statewide.
- Expand resource lists used to create jury pools.
- Develop juror appreciation programs.
- Create juror exit surveys to obtain juror input.
- Increase juror compensation.
- Implement systems to promote compliance with the requirement to appear for jury duty.
- Develop jury management software, including systems to assist jurors in scheduling jury service.
- Educate the public on the importance of jury duty in order to secure the attendance of those summoned for service.

AGENDA 4: BEING ACCOUNTABLE

Initiatives for Agenda 4

Recruit and retain a professional, well-trained, customer service oriented workforce to better serve the needs of the public.

- Advocate for competitive salaries and benefits for all court employees, including probation officers, judicial staff, and judicial officers.
- Advocate improved retirement benefits, including the “Deferred Retirement Option Program,” to encourage the retention of experienced employees who would otherwise retire from state service.
- Enhance training and career opportunities to increase the knowledge and professionalism of staff.
- Update and enhance the judicial education programs to require comprehensive, meaningful training of judges, judicial staff, and probation officers.

Keep the executive and legislative branches of government, as well as the public, informed of court operations, programs, and initiatives.

- Deliver an annual State of the Judiciary Address.
- Publish an annual report.
- Publish the court’s strategic agenda.

The Arizona Judicial Council will continue to assist the Chief Justice in the development, review and implementation of the Strategic Agenda of the judiciary.

- Continue to encourage local courts to engage in setting strategic goals consistent with those established by the Judicial Branch Strategic Agenda.
- Continue strategic planning by committees and commissions of the Arizona Judicial Council.

Increase efforts to ensure that court facilities and all who work within or visit the courts are kept safe from physical harm.

- Make recommendations on steps necessary to provide appropriate security to protect court facilities, personnel, and computer systems from intentionally inflicted harm or destruction.

AGENDA 5: SERVING THE PUBLIC BY IMPROVING THE LEGAL PROFESSION

Initiatives for Agenda 5

Work in partnership with the State Bar and other entities to examine ways in which the legal profession can best serve the public and the justice system as officers of the court.

- Work with the Conference of Chief Justices and the National Association of Law School Deans to examine fundamental concepts concerning the legal profession being presented in law schools.

Continue to improve the attorney discipline process to ensure the efficient, timely, and fair resolution of client complaints.

- Meet time frames established by the Supreme Court for processing complaints.
- Provide complainants timely notice and an opportunity to be heard before final disposition of complaints.
- Provide easily accessible information to the public relating to disciplinary actions taken against attorneys in order to protect the public.

Ensure the client protection fund is financially solvent in order to reimburse losses caused by the dishonest conduct of attorneys admitted and licensed to practice in Arizona, occurring in the course of the attorney-client or a fiduciary relationship between the attorney and the claimant.

D. INFORMATION TECHNOLOGY STRATEGIC INITIATIVES

This section outlines the statewide and local courts' strategic technology initiatives including those sponsored by local funding authorities. It identifies how the IT initiatives align with the local courts' and local funding agencies' business-oriented strategic initiatives. It also demonstrates the courts' strategic alignment with the statewide technology strategic initiatives in the *Arizona Judicial Branch Information Technology Strategic Plan*.

The county's courts are participating in several statewide information technology initiatives. The Commission on Technology has identified information technology strategic initiatives and strategic projects that support the agenda and strategic initiatives of *Justice for a Better Arizona: A Strategic Agenda for Arizona's Courts 2002-2005*. They set technology direction for the Judiciary and for the Information Technology Division of the Administrative Office of the Courts, which staffs and supports many statewide projects. Therefore, the courts both support and rely on these statewide initiatives to address the courts' automation needs. The statewide IT strategic initiatives are listed below.

In addition, local court and local funding agency technology initiatives are identified where they are impacting the local court operations and technology planning.

D.1. Judicial Branch Technology Initiatives

STATEWIDE INFORMATION TECHNOLOGY INITIATIVES
Promote a <i>systemic thinking</i> approach to technological solutions.
<p>As the Judiciary addresses systems such as jury, on-line courtrooms and justice integration, it must take a systemic approach. Otherwise, the Judiciary is in danger of either not meeting the demand or building unique solutions for every problem or commitment, increasing both cost and complexity. The solution is to:</p> <ul style="list-style-type: none">• Acknowledge interdependence as a guiding principle for judicial planning.• Study, document and then automate the judicial system supply chain in a uniform manner.• Build an infrastructure for integration of information among courts and between courts and other agencies• Identify a “best practices” approach to judicial business processes; then document and automate them.

STATEWIDE INFORMATION TECHNOLOGY INITIATIVES	
Build the infrastructure (including the network, centralized help desk, field support, training and distributed systems management capabilities), processes and procedures to support statewide court automation.	
	The Judiciary has been deploying and supporting automation statewide since 1990. A sophisticated and extensive infrastructure is required to support this effort. Most important to communication and coordination is a network connecting courts to one another and to the Supreme Court. A centralized support center function provides assistance to users of JOLTS, AZTEC, and APETS. A centralized field support function provides support for desktop hardware and software. A training group provides statewide training for a group of local field trainers as well as directly to users through classroom and interactive Web delivery.
Provide security and disaster recovery policies, procedures and technology to protect statewide court technology-related assets.	
	With the creation of AJIN, the deployment of the JOLTS juvenile tracking system, and the ACAP case and cash management system using client-server architecture, the AOC has accepted the major responsibility of safeguarding the data and infrastructure on which courts statewide rely.
Acquire, install, and support software and hardware to facilitate court communications.	
	Internet access and e-mail are indispensable to communications. Internet technologies and protocols have permeated the current business landscape. The Judiciary is leveraging these technologies by using them to facilitate communications among court employees and with the public.
Complete and enhance statewide automation development, implementation, enhancement and consolidation efforts.	
	Several statewide automation projects are under way and being developed, implemented, and supported using centralized resources, often in partnership with local court and technology staffs. AZTEC, JOLTS, and APETS are the major examples of such projects.

STATEWIDE INFORMATION TECHNOLOGY INITIATIVES
Improve data exchange and communications with the public and outside agencies.
There are both statewide and local efforts towards justice integration. Further, the judiciary is providing public access to court information through the central repository project. Preparations for such data sharing include building a messaging middleware infrastructure, and performing data quality reviews and work flow analysis to assure the most efficient and effective processing for timely and accurate data.
Provide solutions for the courts' records storage challenges.
Courts wait for funding for imaging, electronic filing, and electronic document management solutions as well as assistance in developing standards and guidelines in the use of such systems.

D.2. Local Court and Local Agency Technology Initiatives

LOCAL INFORMATION TECHNOLOGY INITIATIVES
Build the infrastructure (including the network, centralized help desk, field support, training and distributed systems management capabilities), processes and procedures to support county court automation.
The CTS Division of the Maricopa County Trial Courts supports its Superior Court, the Adult Probation Department (APD), the Juvenile Probation Department (JPD), and the Justice Courts (JC) by addressing and resolving all network, workstation, laptop, printer, etc. issues in the Maricopa County court system. CTS provides a centralized Customer Support Center, a staff of network administrators and PC technicians along with IT trainers to support our customer base.
Provide security and disaster recovery policies, procedures and technology to protect county court technology-related assets.
CTS provides: <ul style="list-style-type: none"> • An operations staff supporting our data center activities including backups, • A Systems Security Officer addressing Internet and system security issues.

LOCAL INFORMATION TECHNOLOGY INITIATIVES

CTS is working toward a Disaster Recovery (DR) “hot site” that will provide real time replication of its mission-critical applications and an immediate recovery in the event that the primary data center operations is disabled.

Complete and enhance county automation development, implementation, enhancement and consolidation efforts.

There are several county automation projects being developed and enhanced in Maricopa County. Listed below are those projects:

- Continue to make enhancements to our integrated Court Information System (iCIS).
- Complete and implement a new Justice Courts application (iCIS modules) in time for the opening of the new northeast regional consolidated court facility.
- Complete and implement a new Juvenile Probation and Juvenile Court application (iCIS modules).
- Complete and implement a new Pre-Trial Services application (iCIS modules).
- Complete and implement the new Financial Obligation System (iCIS modules) for Justice Courts and Juvenile Court, which will also serve as the replacement for the Clerk’s RFR system in 2006.
- Complete a new iCIS module for the Interpreters Office that integrates with all Court departments.
- Implement a new iCIS module for Probate investigators with laptop integration.
- Working with the AOC and Maricopa County Adult Probation, continue to enhance the Adult Probation Enterprise Tracking System (APETS).
- Integrate APETS data with iCIS and other Maricopa County Adult Probation systems.
- Conduct a gap analysis of adult probation business practices in iCIS to identify missing Court processes, data flows and case management.

LOCAL INFORMATION TECHNOLOGY INITIATIVES

- Build Word macros to fill software shortfalls, automate court forms and provide the flexibility needed to respond to exigent Court needs.
- Build web modules to join disparate data sets to provide staff and management with critical business reports and notifications.
- Implement APD access to document images for Terms and Conditions of Probation.
- Continue to enhance and operate our vendor supplied Jury management system. If the number of enhancements is too many, or the cost is too great, CTS may choose to terminate our contract with our vendor and develop an “in-house” jury management system.
- Implement wireless network access at Juvenile SEF and Durango, the Jury assembly room and other selected sites in Court and Probation.
- During the next three years, CTS will be evaluating the business and technology case as to the right time to migrate our iCIS application to a .NET platform.

LOCAL INFORMATION TECHNOLOGY INITIATIVES

Improve data exchange and communications with the public and outside agencies.

CTS works with the Maricopa County ICJIS (Integrated Criminal Justice Information System) agency to strategically plan for data exchanges and other criminal justice agency integration activities. The following are the items scheduled for development.

- Assist with the implementation of Electronic Filing in the DUI Center.
- Assist with the implementation of the ICJIS File a Case project.
- Assist with the implementation of the ICIS Assign an Attorney project.
- Assist with the implementation of Dispose of a Change and Sentence a Subject.

Other CTS projects that provide communication between the local courts and the public are:

- Implementation of new E-Court turbo forms for public use on the Internet.
- Allow for electronic filing of these turbo forms with the Clerk's Office.
- Enhancing web sites for the Superior Court, Adult Probation, Juvenile Probation and the Justice Courts.

Provide solutions for the courts' records storage challenges.

Maricopa County continues to expand the number of courts using digital recordings for its records storage. Listed below are some of those initiatives.

- Implementation of digital recording project with the LJC.
- Implement technology in the courtrooms at the Northeast and Northwest facilities.
- Use of electronic minute entries instead of hard copies for administration department.

E. FISCAL YEAR 2005 ACCOMPLISHMENTS

This section lists the accomplishments of the county's courts in information technology projects during fiscal year 2005 (really January 2004 through January 2005).

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
APETS Software Development and Implementation (State)	New, critical, multi-county modules rolled out	Inter/Intra County Transfer Process, Pre-Trial, and Statewide Field Reassessment modules completed	Maricopa Adult Probation provides lead business analysis, application design and testing, policy and security committee work and application training and support.
APETS Palm Software Development (State)	APETS for Palm Pilot	Developing code that allows APETS to run on Palm Pilots.	N/A
Automation Training and Support (State)	Field Trainer Program	This is a project to bring at least one AZTEC training specialist on-site field in each county. Funding for an FTE is shared between state and local courts.	Continued operation of the Field Trainer Program. It has resulted in a significant increase in training hours and number of staff trained, improving data quality, standard procedures and job satisfaction.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Central Repository (State)	Court Order of Protection Registry	The Order of Protection Registry in the courts' Central Repository provides a single judicial source for law enforcement of court-issued Orders of Protection.	Improved processes for providing Order of Protection Repository data entry to AZTEC and the Central Repository.
Interactive Jury (State)	Jury Education and Information Program	This is an effort to provide potential jurors with more information regarding their call to service.	Maricopa County uses the Jury For Windows software. We have made several enhancements to this software.
Justice Integration Project (State)	Electronic Criminal Disposition Reporting	This is a project to electronically report to Department of Public Safety the dispositions on criminal cases.	In Maricopa, ICJIS is working to exchange data between iCIS, the Clerk of the Court and the County Attorney regarding disposition data.
Justice Integration Project (Local)	County Integration Project	This is an effort to increase both cooperation and automated communication among justice agencies.	Maricopa County has collaborated with the ICJIS county agency to develop several Data Exchanges with other county agencies.
Justice Integration Project (State)	JOLTS query via ACJIS	This program provides access to juvenile data to law enforcement via the Arizona Criminal Justice Information System.	Maricopa County provides extracts to populate AOC's data warehouse for DPS inquiries.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Public Access to Data (Local)	Court Web Site	This is a local web site providing information on the local court(s) containing a variety of information of interest to the public.	The Superior Court in Maricopa County has a web site where the public can obtain court information by name or case number.
Video Conferencing (Local)	Video Conferencing	This is an effort to acquire and use video conferencing to reduce travel. Implementation in courts for arraignments and initial appearances is the goal.	Maricopa County has 4 video conferencing sites. Downtown, Durango, Southeast, and Northwest. All 62 pre-sentence investigators use the Video Conferencing to conduct remote interviews. An average of 471 interviews is conducted per month, representing 40% of monthly pre-sentence interviews.
Digital Audio and Video Courtroom Recording (Local)	Digital Court Records	This is an effort to use audio and video to record court proceedings.	Maricopa County uses JAVS and FTR audio and/or video technology in 77 MC courtrooms.
iCIS Application Development	EJOLTS module in iCIS.	MC received COT approval to proceed with a MC JOLTS replacement system.	Implemented the first piece, the Detention module, into production.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
	ICIS module for the Court Interpreters.	Significant enhancements to the scheduling of Court interpreters.	MC is continuing its work on this module.
	A “My iCIS” option for the judicial divisions.	“My iCIS” is a more “user-friendly” display of court information that judicial officers want to see.	MC judges can now graphically display the court calendar, including events, hearings, & special blocking items.
	New Court Check-In system as part of iCIS.	Automated system to check in all parties and let the bailiff know that all parties are present.	This system has been implemented at Durango, downtown and southeast.
	Electronic Form IV	The Form IV that was manually completed can now be done electronically.	This has been implemented.
	Judicial Performance Review	Automation of the Judicial Performance Review process.	This has been implemented.
	Justice Courts module	Obtained approval from the COT to develop a MC Justice Court module in iCIS.	Planning, requirements gathering and some design have been accomplished.
MC Web Site Development	E-Court Turbo Forms	Web-enabled forms for public use addressing Family Court and Small Claims.	The first set of forms has been implemented with others to follow.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
	Injunctions against harassment.	Web-enabled forms for public use from the Violence Center.	This is now available to the general public.
	Juvenile Probation Intranet site	MC Juvenile Prob now has its own site to share information with its employees.	This has been implemented.
	Open Hearings Project	This allows public access to selected Dependency and Severance hearings.	This has been implemented.
MC Infrastructure Projects	Migration from Novell to MS	Migrating about 2,000 workstation and printer devices from Novell to Microsoft network.	This was completed in CY2004.
	Help Desk management system	Replaced a vendor-supported Help Desk system with an "in-house" developed system.	This was implemented and staff trained in CY2004.
	Enterprise H/S platform replacement	The primary H/S platform for the iCIS application was replaced.	The 3 year-old iCIS platform has been replaced with a more robust platform in anticipation of adding more mission-critical applications.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
	iCIS Disaster Recovery “hot site”	Obtained approval to develop an off-site H/S platform to operate in the case of a complete failure at the primary site.	Obtained funding, completed the H/S configuration, and ordered the equipment.
	ACJIS Equipment	ACJIS equipment and security issues needed to be reviewed.	Upgraded the ACJIS security, workstations and communication protocol throughout APD and the Court system.
MC Justice Courts Projects	Centralized Citation Entry		This has been implemented.
	Centralized Lockbox	Automated the centralized lockbox process.	This has been implemented.
	Digital Recording	Installation of digital audio and video recording in the Justice Courts.	23 Maricopa County Justice Courts now have digital audio & video recording.
Other Adult Probation Projects	Trust Accounting	A Trust Accounting data transfer to the Clerk’s Office to expedite victim payments.	This process has been validated and implemented.
	MCSO Pre-booking Interface	A web-to-web interface between APD and the Sheriff’s office.	This exchange of pre-booking information has been implemented.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
	Pre-Trial Services inclusion in iCIS	Moving a “stand-alone” Pre-Trial Services application into an integrated iCIS environment.	Obtained an ACJC grant to assist with the moving of this application into iCIS. Project on track for April 2005 delivery.
	Agreement with the AZ Department of Corrections	APD needs more timely information on ADC inmates being released into the community.	Obtained an agreement with the ADC to receive an automated feed of prisoners being released who will be under probation supervision. Automated feed in place and validated. Reports to field officers scheduled for May 2005.

F. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

Hardware

The Maricopa County Judicial Branch consisting of the Adult Probation, Justice Courts, Juvenile Probation and Superior Court departments are working hard to continually standardize on common desktop and laptop hardware platforms that are part of an appropriate refresh cycle. Current standards, which are identified below, exist for desktops, laptops and printers. At this time, the majority of the approximately 3,500 personal computers in service within the Maricopa County Judicial Branch are less than three years old.

Desktop standard: Dell OptiPlex GX280, P4 2.8 GHz, 512 MB RAM, 40 GB HD, 17” Flat Panel Monitor.

Laptop standard: Dell Latitude D505, Celeron 1.4 GHz, 1GB RAM, 30 GB HD, 15” XGA.

Printer standard: HP 4250N.

The server environment within the Judicial Branch consists mostly of Microsoft Windows servers, both 32 and 64 bit, which provide a variety of application, development, internet/intranet, terminal services, and file/print services. Other platforms used within the Judicial Branch include an IBM AS/400, two HP ALPHA and a few UNIX servers. All of these non-Windows platforms are scheduled to retire within the next twenty-four months.

Software

Appendix A also identifies all the software used in the county's courts. It includes both the state-provided applications such as AZTEC, APETS, and JOLTS along with Maricopa-specific applications such as iCIS, Jury for Windows (JFW) and any word processing, spreadsheet, report writing and other database or other tracking applications.

G. INFORMATION TECHNOLOGY STRATEGIC PROJECT ANALYSIS

This section identifies the independent strategic technology projects that support the courts strategic initiatives. That is, the projects that the courts in the county are pursuing in support of but independent from the statewide projects and/or initiatives. Each of these projects is characterized by type as follows:

Utility: includes the basic and continued operational applications required to be in business;

Enhancement: includes those that extend the organization's performance, offering, for instance, faster delivery of information, better service or higher quality;

Frontier includes projects on the leading edge of technology that could make a dramatic improvement in the court.

Local Information Technology Projects Summary by Type:

STRATEGIC PROJECTS	UTILITY	ENHANCE	FRONTIER
Complete two new iCIS modules for Juvenile Probation and Juvenile Court		X	
Implement a new iCIS module for Pre-Trial Services, Court Interpreters, Forensics		X	
Develop and implement the new Financial Obligation System (iCIS module) for Justice Courts, Juvenile Court, and will serve as the replacement for the Clerk's RFR system in 2006.		X	
Develop and implement a replacement system for the Justice Courts system.		X	
Implement electronic Family Court forms for public access and filing		X	
Implement full F.A.R.E. processing for financial transactions		X	
Implement e-Court (Interactive Forms)		X	

The alignment of these projects with both the business and information technology initiatives is noted in Section H.4 where these projects are presented in more detail.

H. 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 that 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 On-going Initiatives	<u>Priorities in Rank Order</u>
1. Systemic Thinking Approach to Development and New Projects	1 New Court Financial System
2. Core Software Support/Maintenance	2 Code Standardization
AZTEC	3 Penalty Enforcement Program
JOLTS/JOLTSaz	4 Financial Rule Uniformity/Simplification
APETS	5 Adult Probation System (APETS) Rollout
Appellamation	5 Electronic Document Management
3. Automation Training and Support	5 Enterprise Architecture
4. Infrastructure Maintenance	5 Integration
	5 New Case Management System for General Jurisdiction Courts
	5 New Case Management System for Limited Jurisdiction Courts
	6 JOLTSaz
	7 Public Access
	7 Technical Training
	8 Process Standardization
	8 Web Presence
	9 APETS Enhancements
	9 Electronic Filing
	10 Audio and Video Court Records
	11 Electronic Signatures
	12 Interactive Jury
	12 Video Hearings/Arraignments

H.1. Major Statewide Initiatives and Planning/Impact Information

This section addresses the impacts, issues, planning and analysis for new statewide initiatives. These are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources and training requirements. Our courts have begun to analyze these impacts and plan for resources and risk mitigation. Below are some high-level impact perspectives that must be factors in the county and city court participation with statewide initiatives.

Impact analysis follows for:

- JOLTSaz: Juvenile Probation, Detention and Dependency Tracking
- APETS: Adult Probation Enterprise Tracking System Rollout
- New case management system for limited and general jurisdiction courts
- Fines, Fees and Restitution Enforcement (FARE) Program
- New Enterprise Architecture Standard: .NET
- New Enterprise Architecture Standard: Word
- New Enterprise Architecture Standard: Crystal Reports for ad hoc reporting

STATEWIDE INITIATIVE	
JOLTSaz (formerly “JOLTS Next Generation”)	
Description: JOLTSaz is a re-engineering of the Juvenile Online Tracking System (JOLTS) to move the application to cutting-edge Windows technology, increase the functionality of delinquency and dependency modules, incorporate DCATS (the Foster Care Review Board and Court Appointed Special Advocates database), and make data more accessible to juvenile courts and other entities. It represents a collaborative effort among Pima Juvenile Court, rural juvenile courts, and the AOC. The JOLTSaz project is developing new modules in the .NET environment and over time replacing old modules with ones using the new architecture. The initial module to be rolled out in 2005 addresses detention and visitation. Work is underway on a court calendaring module; business requirements are being gathered.	
1. Impact to Juvenile Probation	The Commission on Technology (COT) gave approval for Maricopa County (MC) to develop its own version of the “next generation of JOLTS”. The stipulation is that MC’s JOLTS must coordinate data elements, codes and contribute to AOC’s data repository. MC will comply.
2. Impact on Adult Probation	None.

STATEWIDE INITIATIVE JOLTSaz (formerly “JOLTS Next Generation”)	
3. Impact on Court Administration and the Bench	None.
4. Impact on the Clerk of Court	None.
5. Impact on technology staff and existing local IT infrastructure	None.
6. Locally developed automated integration functions to be migrated to the new environment	None.
7. Locally developed modules, reports, etc. to be migrated to the new environment	None.
8. Court planning team members and lead contact	None.
9. Perceived benefits	None.
10. Court concerns	None.
11. County or City concerns	None.
12. Budget Impact	None.
13. Participation Scheduling:	The courts plan/hope to be: ___early adopters serving as pioneer courts for implementation. ___in the middle of the implementation cycle. ___one of the last courts to implement this new system.

STATEWIDE INITIATIVE
JOLTSaz (formerly “JOLTS Next Generation”)

14. General Comments:

STATEWIDE INITIATIVE
APETS: Adult Probation

Description:

The Adult Probation Enterprise Tracking System (APETS) is an adult probation tracking system. It is currently installed in Maricopa Superior Court’s Probation Department as well as in Yuma and La Paz Superior Courts. The rollout of APETS to the remaining counties will take place during the next two to three years. Concurrent with the rollout, technical staff continue to provide limited system enhancements in support of The APETS project.

1. Impact to Juvenile Probation	None.
2. Impact on Adult Probation	Since this is Maricopa County’s “Core” business application, staying synchronized with County business practices is a challenge and shortfalls have wide impacts.
3. Impact on Court Administration and the Bench	Quick access to probation information.
4. Impact on the Clerk of Court	The COSC provides APETS with a daily financial status feed for posting.
5. Impact on technology staff and existing local IT infrastructure	Lack of reports structure and system for global data access is onerous to Maricopa data retrieval and management. Missing core functionality such as court forms, security features, ticklers and notifications interfaces with law enforcement; et al require parallel development.

STATEWIDE INITIATIVE
APETS: Adult Probation

6. Locally developed automated integration functions to be migrated to the new environment	The State AOC has expressed interest in the urinalysis referral, testing, results and management reporting tools created by Maricopa.
7. Locally developed modules, reports, etc. to be migrated to the new environment	
8. Court planning team members and lead contact	Mark Hendershot – Lead contact Mike Goss and John King voting Steering Committee members.
9. Perceived benefits	Core business application development and support, 24/7.
10. Court concerns	<p>County business practices are not always in agreement with AOC.</p> <p>State statistical requirements are ill defined, subject to change and often disputed.</p> <p>State is not equipped to handle requests for change, refinements, and enhancements or to address specific county needs. Maricopa probation continues to build supplemental components to keep pace with requirements of county and court.</p> <p>Some basic and fundamental business processes are not represented. (Reinstatements, et. al.)</p>
11. County or City concerns	None.
12. Budget Impact	None.

STATEWIDE INITIATIVE APETS: Adult Probation	
13. Participation Scheduling:	The courts plan/hope to be: <input checked="" type="checkbox"/> early adopters serving as pioneer courts for implementation. <input type="checkbox"/> in the middle of the implementation cycle. <input type="checkbox"/> one of the last courts to implement this new system.
14. General Comments:	

STATEWIDE INITIATIVE NEW CASE MANAGEMENT SYSTEM FOR GENERAL AND LIMITED JURISDICTION COURTS	
Description: This initiative is both strategic and long-term in nature. The technology of the current AZTEC system is not sufficiently flexible to support many of the enhancement and integration needs; therefore, replacement will probably occur within the next three to five years. In June 2004, the COT granted permission to the Maricopa Justice Courts to build a new case management system based on the Maricopa Superior iCIS framework. This effort, one of three new system development projects going on in the state courts, is well underway and is scheduled for completion and implementation in mid-summer 2005. The court's approach to gathering business needs and requirements has been open and inclusive. Representatives from Pima Justice, Scottsdale Municipal and Glendale Municipal courts have been involved in the business design discussions that are driving the base requirements being used to develop the Justice Court iCIS functionality.	
1. Impact to Juvenile Probation	None.
2. Impact on Adult Probation	None.

**STATEWIDE INITIATIVE
NEW CASE MANAGEMENT SYSTEM FOR
GENERAL AND LIMITED JURISDICTION COURTS**

3. Impact on Court Administration and the Bench	None.
4. Impact on the Clerk of Court	None.
5. Impact on technology staff and existing local IT infrastructure	By porting Justice Court to the iCIS platform the primary CMS platform in the court family becomes unified. This results in better economies of scale for current staff support and for future technology and development projects.
6. Locally developed automated integration functions to be migrated to the new environment	There are several locally developed integration functions that will be migrated to the new iCIS for Justice Courts system. These include: Common Case Number (CCN) integrations via county ICJIS and JaLET agencies, an Automated Tax Intercept interface to AOC/DOR, an interface to the Domestic Violence data repository, electronic interfaces to several Defensive Driving Schools, electronic interfaces to collection agencies, and a data interface to ACS for batch citation data entry.
7. Locally developed modules, reports, etc. to be migrated to the new environment	The current CMS used by Justice Courts is locally developed and completely custom. All current functionality plus additional features and functions will be integrated into the new iCIS for Justice Courts system.
8. Court planning team members and lead contact	David Stevens (602-506-1531)

**STATEWIDE INITIATIVE
NEW CASE MANAGEMENT SYSTEM FOR
GENERAL AND LIMITED JURISDICTION COURTS**

9. Perceived benefits	The court anticipates many benefits from the new CMS. These benefits include: new platform and development tools, an improved user interface more consist across the court family, system process flows that mirror business processes, better case flow management, and better data integrity an audit trails.
10. Court concerns	None.
11. County or City concerns	None.
12. Budget Impact	The court has approval to use \$297,000 in LJCEF funding for additional development staff for this project.
13. Participation Scheduling:	The courts plan/hope to be: <input checked="" type="checkbox"/> early adopters serving as pioneer courts for implementation. <input type="checkbox"/> in the middle of the implementation cycle. <input type="checkbox"/> one of the last courts to implement this new system.
14. General Comments: Pima County Justice Courts along with the Scottsdale and Glendale Municipal courts have participated in the requirements gathering process for this new system. All three courts have provided input to the design and, likewise, all three are interested in using the system when completed.	

STATEWIDE INITIATIVE
FARE: Fines, Fees and Restitution Enforcement

Description:

The FARE Program is a collections effort using an outsourced vendor that integrates data from AZTEC and non-AZTEC courts. The integration of the data between the vendor and the courts is made possible with the use of the Data Warehouse. The FARE Program provides for English and Spanish Web and IVR credit card payments, bilingual billing, bilingual delinquency noticing, and specialized collections activity. The Tax Intercept Program (TIP) and TTEAP (vehicle registration suspension via interfaces with MVD) are automated functions available to those courts participating in the FARE Program.

1. Impact to Juvenile Probation	None.
2. Impact on Adult Probation	None.
3. Impact on Court Administration and the Bench	FARE will provide access to TTEAP, which can be leveraged to help persuade defendants to stay or become compliant to court orders.
4. Impact on the Clerk of Court	FARE functionality built into the financial system can be leveraged by the Clerk of Court as the Justice Court financials are expected to be the basis of the Clerk's new financial system.
5. Impact on technology staff and existing local IT infrastructure	FARE functionality, via an MQ interface, is planned as part of the new CMS. Technology staff will be required to develop and support the functionality and to train court users on its use. Existing infrastructure and connections to the AOC will support the data transaction flow between the agencies.
6. Locally developed automated integration functions to be migrated to the new environment	FARE functionality is planned and will be incorporated into the new Justice Court CMS as its being built.

STATEWIDE INITIATIVE	
FARE: Fines, Fees and Restitution Enforcement	
7. Locally developed modules, reports, etc. to be migrated to the new environment	FARE functionality is planned and will be incorporated into the new Justice Court CMS as its being built.
8. Court planning team members and lead contact	Dave Davis (602-506-3814)
9. Perceived benefits	Improved revenue collection and additional leverage incentive (TTEAP) for the court. On-line and IVR payment interfaces for the public users.
10. Court concerns	None.
11. County or City concerns	None.
12. Budget Impact	None.
13. Participation Scheduling:	The courts plan/hope to be: <input checked="" type="checkbox"/> early adopters serving as pioneer courts for implementation. <input type="checkbox"/> in the middle of the implementation cycle. <input type="checkbox"/> one of the last courts to implement this new system.
14. General Comments:	

**STATEWIDE INITIATIVE
ENTERPRISE ARCHITECTURE STANDARD (EAS)**

.NET

Description:

Microsoft® .NET is an application development environment. It is a set of Microsoft software technologies that enables a high level of software integration through the use of Web services—small, discrete, building-block applications that connect to each other as well as to other, larger applications over the Web. For developers, .NET provides the ability to create reusable modules, which should increase productivity and reduce the number of programming errors.

1. Impact to Juvenile Probation	None.
2. Impact on Adult Probation	None.
3. Impact on Court Administration and the Bench	None.
4. Impact on the Clerk of Court	None.
5. Impact on technology staff and existing local IT infrastructure	There will not be an immediate impact. A separate project determining the business & technology cases as to when to migrate Maricopa County's iCIS application from its current software platform to a .NET environment will be determined first.
6. Locally developed automated integration functions to be migrated to the new environment	None at this time.
7. Locally developed modules, reports, etc. to be migrated to the new environment	None at this time.
8. Court planning team members and lead contact	N/A at this time.
9. Perceived benefits	To be determined.

STATEWIDE INITIATIVE ENTERPRISE ARCHITECTURE STANDARD (EAS) .NET	
10. Court concerns	None at this time.
11. County or City concerns	None at this time.
12. Budget Impact	None at this time.
13. Participation Scheduling:	The courts plan/hope to be: ___early adopters serving as pioneer courts for implementation. ___in the middle of the implementation cycle. ___one of the last courts to implement this new system.
14. General Comments:	

STATEWIDE INITIATIVE ENTERPRISE ARCHITECTURE STANDARDS (EAS) REPLACING WORD PERFECT WITH MS-WORD	
Description: Many courts, counties, cities, and justice partners are migrating away from Corel's Word Perfect to use Microsoft Word. Word is the EAS standard and preferred word processing software, though some support continues for Word Perfect during the transition period. New licensed productivity software purchases will be for Word and Word upgrades, not for Word Perfect and Word Perfect upgrades. Word migration impacts are below.	
1. Impact to Juvenile Probation	None.
2. Impact on Adult Probation	None.

STATEWIDE INITIATIVE ENTERPRISE ARCHITECTURE STANDARDS (EAS) REPLACING WORD PERFECT WITH MS-WORD	
3. Impact on Court Administration and the Bench	None.
4. Impact on the Clerk of Court	None.
5. Impact on technology staff and existing local IT infrastructure	None.
6. Locally developed automated integration functions to be migrated to the new environment	None.
7. Locally developed modules, reports, etc. to be migrated to the new environment	None.
8. Court planning team members and lead contact	N/A
9. Perceived benefits	N/A
10. Court concerns	None.
11. County or City concerns	None.
12. Budget Impact	None.
13. Participation Scheduling:	The courts plan/hope to be: ___early adopters serving as pioneer courts for implementation. ___in the middle of the implementation cycle. ___one of the last courts to implement this new system.

STATEWIDE INITIATIVE ENTERPRISE ARCHITECTURE STANDARDS (EAS) REPLACING WORD PERFECT WITH MS-WORD
14. General Comments: Maricopa County Trial Courts has already replaced Word Perfect with MS-Word.

STATEWIDE INITIATIVE ENTERPRISE ARCHITECTURE STANDARD (EAS) CRYSTAL REPORTS	
Description: Crystal Reports is the standard tool for ad hoc reporting. It acts as a powerful reporting toolkit for end-users to design flexible, feature-rich reports from state-standard applications like JOLTS, AZTEC, and APETS. A new enterprise-wide concurrent licensing arrangement has made this tool more widely available to courts statewide. It is currently in use for both JOLTS and AZTEC reporting and is available to other data users for reporting needs.	
1. Impact to Juvenile Probation	Maricopa County JPD already uses this tool.
2. Impact on Adult Probation	Maricopa County APD already uses this tool.
3. Impact on Court Administration and the Bench	None.
4. Impact on the Clerk of Court	None.
5. Impact on technology staff and existing local IT infrastructure	None.
6. Locally developed automated integration functions to be migrated to the new environment	None.
7. Locally developed modules, reports, etc. to be migrated to the new environment	None.

STATEWIDE INITIATIVE ENTERPRISE ARCHITECTURE STANDARD (EAS)	
CRYSTAL REPORTS	
8. Court planning team members and lead contact	Deborah Johnson. (602-506-1542)
9. Perceived benefits	It is an excellent ad hoc tool. Easy to use and can be used by either an IT staff person or a trained customer.
10. Court concerns	None.
11. County or City concerns	None.
12. Budget Impact	None.
13. Participation Scheduling:	The courts plan/hope to be: <input type="checkbox"/> early adopters serving as pioneer courts for implementation. <input type="checkbox"/> in the middle of the implementation cycle. <input type="checkbox"/> one of the last courts to implement this new system.
14. General Comments:	

H.2. Potential Initiatives on the Planning Horizon

This section provides local courts with early visibility into possible AOC initiatives currently only in the planning stage. These do not yet require participation outside the AOC and might never progress to the point where local court participation is required. They have been included in case they trigger plans in local courts related to the implementation of the technologies described.

POTENTIAL INITIATIVE
ACCEPTING ONLINE PAYMENTS
<p>Description: The AOC is currently working on a project to accept online credit card payments using the shared payment gateway on the State Web Portal. The first phase of this project enables the collection of licensing and certification renewal fees for the Legal Document Preparers and Defensive Driving Schools. The new web application being developed will also allow for the completion of renewal applications online.</p>
<p>General Comments: Maricopa County has a project (eCourt) in which pro se litigants can use a web application to prepare various court documents for their case. At some point during this project, Maricopa will create a method for the public to make an online payment associated with the form.</p> <p>Maricopa also has another project dealing with eFiling. Again, Maricopa plans to make an online payment available to the public for this service, as well.</p> <p>However, we don't see us using the State Web Portal for this process at this time.</p>

POTENTIAL INITIATIVE
ELECTRONIC FUNDS TRANSFERS
<p>Description: The AOC has been in discussion with Arizona Dept. of Revenue about performing transfers of funds electronically to benefit participants in the Tax Intercept Program (TIP). Electronic funds transfer would allow monies to be received from the Department of Revenue faster and subsequent checks to participants to go out faster. AOC may also pursue electronic funds transfers to TIP participants to eliminate the need for paper checks.</p>

POTENTIAL INITIATIVE
ELECTRONIC FUNDS TRANSFERS
<p>General Comments: Maricopa County agrees that this would be a good process. We currently participate in the TIP process and would welcome electronic fund transfers in the future.</p>

POTENTIAL INITIATIVE
DATA INTEGRATION VIA JUSTIS
<p>Description: The Arizona Judicial Statewide Information Service (JUSTIS) is the data warehouse that provides a statewide integration point for court-related data and supports Public Access, Court Protective Order Repository, and other statewide court-related analysis. JUSTIS provides the focal point for current and future data integration projects.</p>
<p>General Comments: I think that Maricopa County has always been supportive of the JUSTIS data warehouse. Although we are very cognizant of our mission to support our county, we also understand the importance for contributing vital information to the statewide repository. We will gladly provide, or adjust our systems to provide the data JUSTIS needs.</p>

H.3. Local Court Participation in Statewide Strategic Projects

This section identifies planned court involvement in specific, statewide, strategic projects. Technology projects that the county's courts will be participating in, both those related to statewide projects and independent local projects are defined below. Activity projected for the coming one to three years is noted.

Local Participation in Statewide Projects		
STATE STRATEGIC PROJECT	COUNTY COURTS: PARTICIPATION AND RELATED PROJECTS	In FY
<p>Automation Training and Support - Technical Field Support</p> <p>This provides training and technical support staff at distributed sites throughout Arizona for timely equipment and application support of statewide projects such as ACAP JOLTS, and APETS.</p>	<p>Participating in AOC project.</p>	2006-2008
<p>Automation Training and Support - Technical Field Support</p> <p>This provides training and technical support staff at distributed sites throughout Arizona for timely equipment and application support of statewide projects such as ACAP and JOLTS.</p>	<p>Participating in AOC project.</p> <p>Continuing to operate local field trainer program with partial state judicial funding support. Maricopa has two AZTEC field trainers.</p>	2006-2008
<p>Code Standardization</p> <p>This is a project to develop a shared, standardized set of codes used statewide to refer to common events, documents and cases occurring within the courts.</p>	<p>Working with and supporting statewide workgroups that are identifying common, standard code tables for use in the application software.</p>	2006-2008
<p>Core Software: Adult Probation Software</p> <p>Development, testing and deployment of a new adult probation case tracking system.</p>	<p>Participating in statewide meetings related to the implementation planning for APETS (Arizona Probation Enterprise Tracking System).</p>	2006-2008
<p>Digital Audio and Video Court Records</p> <p>Digital audio and video recordings of court proceedings are supplementing both court reporting and shorthand for recording courtroom activity.</p>	<p>Maricopa County Superior Court now has 77 video and/or audio courtrooms.</p>	2006-2008

Local Participation in Statewide Projects		
STATE STRATEGIC PROJECT	COUNTY COURTS: PARTICIPATION AND RELATED PROJECTS	In FY
<p>Electronic Document Management</p> <p>This project will address courts' document storage and management needs and includes imaging and electronic filing as well as setting standards for interoperability and document transfer.</p>	<p>Maricopa Courts are continuing to work with the Clerk's Office to integrate our case managements systems with the Clerk's EDMS system.</p>	2006-2008
<p>Electronic Filing</p> <p>Electronic filing involves accepting electronic documents from litigants and from the court itself and storing and managing them in an electronic document management system which is interfaced to a case management system.</p>	<p>Maricopa Courts are working with the Clerk's Office for electronic filing for complex civil litigation cases now. We are now looking to expand this feature to other case types. Please refer to the MC Clerk's Office strategic plan for details.</p>	2006-2008
<p>Electronic Signatures</p> <p>This is a project to identify appropriate processes and technologies for electronic signatures on court-generated documents (e.g. court orders, minute entries, etc.).</p>	<p>Maricopa Courts are continuing to work with ICJIS, the AOC and others to create a standard for electronic signatures.</p>	2006-2008
<p>Enterprise Architecture</p> <p>This is a statewide undertaking to identify standardized automation tools and protocols to promote leveraging of automation resources across courts.</p>	<p>Maricopa Courts are involved in the creation of standard architectures to be used in state projects.</p>	2006-2008
<p>Financial Uniformity/Simplification</p> <p>This is a project that will review current collection and allocation practices and attempt to both make uniform and simplify the algorithms and processes used in courts.</p>	<p>Participating in the AOC project.</p>	2006-2008

Local Participation in Statewide Projects		
STATE STRATEGIC PROJECT	COUNTY COURTS: PARTICIPATION AND RELATED PROJECTS	In FY
<p>Infrastructure Maintenance: Data and Network Security</p> <p>A project to constantly monitor and improve the security of the Arizona Judicial Information Network and the data processed within it.</p>	Participating in AOC project.	2006-2008
<p>Infrastructure Maintenance: Desktop</p> <p>A project to provide and support the PCs, laptops and printers used in the operation of the various automation systems statewide.</p>	The Maricopa County Judicial Branch adheres to a 3-year technology refresh cycle for PCs and laptops. Printers are replaced when funding is available.	2006-2008
<p>Integration: Court Orders of Protection</p> <p>This project includes building a central data store to be used for law enforcement access as well as providing court statistical information.</p>	Participating in AOC project.	2006-2008
<p>JOLTSaz Development</p> <p>A new Juvenile On-Line Tracking System is being developed using .NET technology to replace JOLTS, which has reached the end of its automation life cycle. JOLTSaz will incorporate DCATS, the Foster Care Review Board and Court Appointed Special Advocates database. This project involves defining new requirements specifications and implementing modules of the new system as they are completed.</p>	<p>N/A.</p> <p>Maricopa County has been authorized by the COT to develop a MC version of the new JOLTS application. We are coordinating codes, d/b elements and will provide the AOC with requested elements for the statewide repository.</p>	2006

Local Participation in Statewide Projects		
STATE STRATEGIC PROJECT	COUNTY COURTS: PARTICIPATION AND RELATED PROJECTS	In FY
<p>Justice Integration Projects</p> <p>Various projects to develop and support electronic information sharing to other justice-related local, state and federal agencies. Electronic Criminal History Disposition Reporting, Motor Vehicle Division citation disposition reporting and a variety of queries from law enforcement to the JOLTS, APETS, AZTEC and Court Orders of Protection Registry are part of this project.</p>	<p>Participating in defining automation requirements and supporting the implementation of modules as they are developed.</p>	<p>2006-2008</p>
<p>New Case Management System for Limited and General Jurisdiction Courts</p> <p>The existing AZTEC case management system is reaching the end of its automation life cycle. This project involves selecting and implementing an alternative system or systems.</p>	<p>A new CMS, based on the iCIS model, is currently under development for the Justice Courts. This system scheduled for initial implementation mid-summer and will be rolled-out to all Justice Courts over the following 6 months.</p>	<p>2006</p>
<p>New Court Financial System</p> <p>This is a project to develop a more robust financial system that will accommodate the complexities of the Arizona courts' allocations of fines and fees collected.</p>	<p>Maricopa Courts are working with the MC Clerk of the Court to develop an integrated court financial system that will be used by the Adult and Juvenile courts in MC.</p>	<p>2006-2007</p>

Local Participation in Statewide Projects		
STATE STRATEGIC PROJECT	COUNTY COURTS: PARTICIPATION AND RELATED PROJECTS	In FY
<p>Penalty Enforcement Program (PEP)</p> <p>PEP involves a variety of projects to enforce court orders. For automation, this primarily relates to the FARE Program. FARE will automate an interface from case management systems to a 3rd party collections vendor and provide for automatic submission of delinquent accounts to a variety of collection and enforcement activities. It will also provide web and IVR payments processing and do payment contracts as requested.</p>	<p>The Justice Courts have been actively involved in the FARE program as a pioneer court since July 2003. A new CMS and financials is currently under development for the court and FARE integration is one of the major interfaces being constructed. Then court plans to begin full FARE testing later this year, in calendar year 2005, a full implementation in 2006. Additionally, the court currently supports interfaces for TIP and third party collection activities.</p>	<p>2006-2008</p>
<p>Public Access to Data</p> <p>This is a variety of projects, including the Public Access to Court Case Information and the Data Quality Project, directed towards creating access to court information, including court-related Web sites.</p>	<p>Continuing to maintain data quality review for data provided via public access.</p>	<p>2006-2008</p>
<p>Public Access to Data: Virtual Self-Service Center</p> <p>A project to provide most standard court forms and instructions over the Internet. Eventually, the forms will be interactive and capable of being filed electronically.</p>	<p>Participating in AOC project.</p>	<p>2006-2008</p>

Local Participation in Statewide Projects		
STATE STRATEGIC PROJECT	COUNTY COURTS: PARTICIPATION AND RELATED PROJECTS	In FY
<p>Tax Intercept Program (TIP)</p> <p>The TIP project sends courts' accounts receivable data electronically to the AZ Dept. of Revenue and State Lottery via a centralized clearinghouse at the Supreme Court. SB, call before March 05 to receive three dollars. Any lottery winnings or tax refund money for those who owe court fines is intercepted. Since TIP data is now updated automatically via JUSTIS as part of the FARE program, any court participating in FARE has the option of automatically updating its TIP electronically via JUSTIS.</p>	<p>Participating in AOC project.</p>	<p>2006-2008</p>
<p>Video Hearings/Arraignments</p> <p>This project is to support the placing of video conferencing capabilities in key locations across Arizona.</p>	<p>Maricopa County has 4 video conferencing sites: downtown Phoenix, Durango, the Southeast Facility and Northwest.</p> <p>In Maricopa APD, all 62 presentence investigators use Video Conferencing to conduct remote interviews at substantial savings of staff time in travel, cost of vehicles/ fuel and risk prevention. Averages of 471 interviews are conducted per month, representing 40% of monthly presentence interviews.</p>	<p>2006-2008</p>

H.4. Local Information Technology Strategic Projects Detail:

	Project Name	iCIS for Justice Courts
A.	Project Description (Provide scope and description of project)	A new case management system is under development for Justice Courts. The new system is based on the iCIS platform, based on Microsoft platform, development and database technologies, and is a complete system replacement for the current CMS. The court's legacy system runs on a DEC Alpha platform using OpenVMS RMS ISAM data file structures and written in Datatrieve, Basic and C languages.
B.	Project Duration – Start and End Dates:	July 2004 – December 2005 (full rollout)
C.	Project Deliverables (List key milestones and measurable/ tangible results.)	Complete CMS replacement system to include: all infrastructure components (database, security, and audit trails), an integrated complaints module supporting both short (ATTC) and long form entry and management, a civil system that includes support for small claims, forcible detainers and civil cases, and full financial support that included accounts receivable, receipting, non-financial compliance, period accounting processing and full financial reporting.
D.	Courts Participating	The project deliverable is intended primarily for Maricopa Justice Courts, but the Pima Justice Courts along with the Scottsdale and Glendale Municipal courts have participated as well.

	Project Name	iCIS for Justice Courts
E.	Strategic Agendas & Initiatives Supported	<p>This project supports several Strategic Agendas and Initiatives. iCIS for Justice Courts will continue the court toward integration of the court family under one umbrella technology system.</p> <p>Agenda 1B – Justice Courts have provided Orders of Protection and Harassment to the statewide DV Repository since its inception. iCIS for Justice Courts will continue the data feed of DV data to this repository.</p> <p>Agenda 2B – iCIS for Justice Courts will ensure compliance with victims rights provisions (restitution payment and protected data).</p> <p>Agenda 2D – iCIS for Justice Courts will enhance public access and usability of on-line data by providing a web presence and through participation in the FARE program.</p> <p>Additionally, the system will provide implementation of best practices for efficient case processing and more timely and accurate electronic case data.</p> <p>Agenda 5 – iCIS for Justice Courts will implement system level case processing time standards and will “push” cases through the system proactively rather than having court users “pull” cases reactively.</p>
F.	Benefit Assessment (Include court & public benefits)	<p>iCIS for Justice Courts will benefit both the court and the public. Benefits to the court include an improved user interface, better case management tools, improved data capture and many more integrated reports and forms, along with more automated processes and interfaces to outside systems.</p> <p>Benefits to the public include better and more timely case management, better integration to business partners (other courts and AOC), and access to more information via the Internet.</p>

	Project Name	iCIS for Justice Courts
G.	Risk Assessment (Address technology, staffing and business risks)	It is imperative that Justice Courts move to a new CMS as the current legacy system is growing more costly to support each year and may soon be at end-of-life. Also, the CMS is antiquated, doesn't provide enough case management information, and doesn't capture enough case information or provide enough data edits. Additionally, staff members with required system and development expertise are difficult to find and hire.
H.	Financial Assessment (products and services required, costs, and funding sources)	This project will leverage existing technical infrastructure and be developed via existing staff and 3 new staff funded by local JCEF funding. This funding has already been approved at \$297,000. No additional products or services are required.
I.	Interoperability (i.e. need for sharing data)	iCIS for Justice Courts will leverage the same database used by the adult court and as being migrated to by Juvenile Probation. Data sharing becomes much easier for these integrated data partners. Additional data sharing among other County agencies will be accomplished via existing connections via the County ICJIS agency. Additional data sharing to the state will be accomplished via current routes (FTP and MQ Series) for data warehouse, DV repository, TIP, and FARE.
J.	Success Criteria and Measures	The project will be considered a success if the Justice Courts iCIS system provides the planned functionality and is delivered on or before schedule.
K.	Enterprise Architecture Compliance and Exceptions	New system uses Microsoft ASP and SQL technologies which are within the Enterprise Architectural Standards.

	Project Name	iCIS for Justice Courts
L.	Project Status	Project is currently on track for completion and implementation beginning mid-summer 2005.
M.	Project Plan with Milestones	June 2004 – COT approval to proceed with development. July 2004 – July 2005 – New CMS development. July 2005 – December 2005 – Full Implementation

	Project Name	ICIS for Juvenile Probation Department (eJOLTS)
A.	Project Description (Provide scope and description of project)	ICIS/eJOLTS is a re-engineering of the Juvenile Online Tracking System (JOLTS) to integrate, enhance and streamline the legacy system into Maricopa County's iCIS application. It will include all current aspects of the legacy system (detention, delinquency, dependency), and include many other processes that are being done manually or inconsistently. The stakeholders are not just limited to the Maricopa County court and probation departments. Much functionality comes from the MC County Attorney, Juvenile Court Administration, Public Defender, Clerk of the Court and the AOC. Other stakeholders are the ADJC, Foster Care Board, CPS and many others too numerous to mention. The eJOLTS project is developing new modules in the classic VB environment, the same environment used by iCIS. Eventually, this will be migrated to a .NET platform.

	Project Name	ICIS for Juvenile Probation Department (eJOLTS)
B.	Project Duration – Start and End Dates:	The eJOLTS project began in March 2004. The first piece, the iCIS Detention module, was implemented on October 18, 2004. The second and final piece that includes delinquency and dependency is scheduled for implementation in December 2005.
C.	Project Deliverables	<ol style="list-style-type: none"> 1) Detention module. October 2004 2) Working Delinquency/Dependency module. August 2005 3) Delinquency/Dependency implementation. December 2005
D.	Courts Participating	Superior Court in Maricopa County and MC Juvenile Probation Department.
E.	Strategic Agendas & Initiatives Supported	<p>This project supports the following Strategic Agendas and Initiatives:</p> <ol style="list-style-type: none"> 1) iCIS for the Juvenile Probation Department will continue the court toward integration of the court family under one umbrella technology system. 2) Reengineering the aging legacy JOLTS system into a more efficient and robust application addressing the changing needs of the court and probation. 3) Migrating the character-based application to a more user-friendly web application that can accommodate the next generation of JOLTS users who are more familiar with the Internet apps than the “green screen” applications.

	Project Name	ICIS for Juvenile Probation Department (eJOLTS)
F.	Benefit Assessment	<p>iCIS for eJOLTS will benefit both the court, the public, the juveniles we encounter and their families. Benefits to the court include an improved user interface, better case management tools, improved data capture and many more integrated reports and forms, along with more automated processes and interfaces to outside systems.</p> <p>Benefits to the public include better and more timely case management, better integration to business partners (other courts and AOC), and access to more information via the Internet.</p> <p>Benefits to juveniles and their families enable JPD probation officers to better determine the best services for the juvenile and/or family.</p>
G.	Risk Assessment (Address technology, staffing and business risks)	<p>The legacy JOLTS application is 25 years old. It is a character-based system when the staff members being added to the Juvenile Probation Department (JPD) are younger and are more familiar with graphics and “point and click”. As we have found, web applications are more intuitive and takes less time to train.</p> <p>In recent years, the businesses of delinquency and dependency have changed and a reengineering of the whole computer system is needed to create a new system architecture that will be more fluid and responsive. The new technology will allow us to do this.</p>
H.	Financial Assessment (products and services required, costs, and funding sources)	<p>This project will leverage existing technical infrastructure and be developed via existing Superior Court and Juvenile Probation staff. No additional products or services are required.</p>

	Project Name	ICIS for Juvenile Probation Department (eJOLTS)
I.	Interoperability (i.e. need for sharing data)	iCIS for eJOLTS will leverage the same database used by the adult court. Data sharing among other County agencies will be accomplished via existing connections and the County ICJIS agency. Additional data sharing to the state will be accomplished via current routes (FTP and MQ Series) for the data warehouse.
J.	Success Criteria and Measures	The project will be considered a success if the new JOLTS iCIS modules provide the planned functionality and is delivered on or before schedule.
K.	Enterprise Architecture Compliance and Exceptions	New system uses Microsoft ASP and SQL technologies that are within the Enterprise Architectural Standards.
L.	Project Status	Project is currently on track for completion and implementation in December 2005.
M.	Project Plan with Milestones	<p>Jan 2004 – COT approval to proceed with development.</p> <p>Oct 2004 – Implement the iCIS Detention module.</p> <p>Aug 2005 – Create a working model of Juvenile Court and case management system.</p> <p>Dec 2005 – Full implementation of iCIS/eJOLTS.</p>

	Project Name	iCIS for Pre-Trial Services
A.	Project Description (Provide scope and description of project)	CTS are moving the current stand-alone Pre-Trial Services application from the AS/400 platform into the iCIS application. The scope of this project is primarily all the functionality that is in the current Pre-Trial application.
B.	Project Duration – Start and End Dates:	Start Date: February 2005 Target Date: June 2005
C.	Project Deliverables	Secure the appropriate consulting services. Delineate the business and technical specifications. Complete development and testing. Implement the changes.
D.	Courts Participating	Superior Court in Maricopa County and Adult Probation.

	Project Name	iCIS for Pre-Trial Services
E.	Strategic Agendas & Initiatives Supported	<p>This project supports the following Strategic Agendas and Initiatives:</p> <ol style="list-style-type: none"> 1. iCIS for the Pre-Trial Services will continue the court toward integration of the court family under one umbrella technology system. 2. The current Pre-Trial System was created to alleviate immediate needs, but was designed only for a short period of time. Its platform is MC Juvenile Probation's AS/400. This hardware will be removed in the near future. So, the application will need to be moved to another platform. That platform is iCIS.
F.	Benefit Assessment (Include court & public benefits)	Consolidating the stand-alone application into an integrated system (iCIS). This will virtually eliminate data entry redundancy.
G.	Risk Assessment (Address technology, staffing and business risks)	<p>The iCIS technology is a state-of-the-art technology. CTS have many developers who are skilled with this tool. Migrating this application from the AS/400 and COBOL platform to the iCIS platform is a low risk due to the skilled people in CTS.</p> <p>The business risk is also low risk. The SMEs and developer of the original application are all still available. This migration provides us with an opportunity to fix any problems from the original development.</p>
H.	Financial Assessment (products and services required, costs, and funding sources)	This project will leverage existing technical infrastructure and be developed via existing staff and one consultant funded by the ACJC. The Adult Probation Department obtained \$64,000 enabling CTS to hire a technical consultant for this project.

	Project Name	iCIS for Pre-Trial Services
I.	Interoperability (i.e. need for sharing data)	iCIS for Pre-Trial Services will leverage the same database used by the adult court. Data sharing among other County agencies will be accomplished via existing connections and the County ICJIS agency. Additional data sharing to the state and others will be accomplished via current routes (FTP and MQ Series).
J.	Success Criteria and Measures	The project will be considered a success if the Pre-Trial Services iCIS module provides the planned functionality and is delivered on or before schedule.
K.	Enterprise Architecture Compliance and Exceptions	The new system uses Microsoft ASP and SQL technologies that are within the Enterprise Architectural Standards.
L.	Project Status	The project is currently on track for completion and implementation in June 2005.
M.	Project Plan with Milestones	<p>Feb 2005 – Secure consulting services.</p> <p>May 2005 – Complete development and testing.</p> <p>June 2005 – Full implementation of iCIS/Pre-Trial Services.</p>

	Project Name	ICIS for Court Financials
A.	Project Description (Provide scope and description of project)	This project is the middle piece of a three-piece project. The first piece is what we call the “Front-end” of the financial process. This is the cash receipting project done by MC Clerk of the Court. This project is the tracking and processing of court-ordered financial obligations. This will be developed by the MC CTS division. The last piece contains the General Ledger and Payables activities and will be developed by MC Clerk of the Court.
B.	Project Duration – Start and End Dates:	Start Date: October 2004 1 st Implementation Date: November 2005 Full Implementation Date: October 2006
C.	Project Deliverables (List key milestones and measurable/ tangible results.)	<ol style="list-style-type: none"> 1) Case and Party setup. Interface to Receipting system. 2) Setup hardware/software environment. Obligation allocation & distribution to payables. 3) Implement eJOLTS financials. 4) DOR unclaimed funds on obligations. RFR data conversion. Implement new receivables in the Clerk of the Court.
D.	Courts Participating	Superior Court, Justice Courts, Clerk of the Court, Juvenile Probation Department

	Project Name	ICIS for Court Financials
E.	Strategic Agendas & Initiatives Supported	<p>This project supports the following Strategic Agendas and Initiatives:</p> <ol style="list-style-type: none"> 1. iCIS for the Court Financials will continue the court toward integration of the court family under one umbrella technology system. 2. The Superior Court desires to reduce redundancy by consolidating like functions throughout the court. This project takes the financial functions in the adult system, the justice courts and the juvenile system and consolidates them into one computer system.
F.	Benefit Assessment (Include court & public benefits)	<p>Reduce redundant data entry by consolidating systems.</p> <p>Consistent application of business rules base on statute.</p> <p>Timelier processing of information.</p>
G.	Risk Assessment (Address technology, staffing and business risks)	<p>The iCIS technology is a state-of-the-art technology. CTS have many developers who are skilled with this tool. Developing this application using this skill set onto the iCIS platform is a low risk due to the experienced people in CTS.</p> <p>The business risk is medium. We will be combining adult financials, juvenile financials and justice courts financials while coordinating activities with the Clerk’s Office. The technology will be low risk, but the combining and coordinating factors will be more difficult.</p>
H.	Financial Assessment (products and services required, costs, and funding sources)	<p>This project will leverage existing technical infrastructure and be developed utilizing existing staff and funding for 3 positions for 24 months from the COT. The Maricopa County Superior Court and the Clerk’s Office obtained \$135,000 every 6 months for 2 years enabling CTS to fund 3 positions for this project.</p>

	Project Name	ICIS for Court Financials
I.	Interoperability (i.e. need for sharing data)	iCIS for Court Financials will leverage the interoperability of the iCIS database. CTS will be closely integrated with the County's Clerk of the Court system to share information. This will be accomplished via current technology.
J.	Success Criteria and Measures	The project will be considered a success if the Court Financial iCIS module provides the planned functionality and is delivered on or before schedule.
K.	Enterprise Architecture Compliance and Exceptions	The new system uses Microsoft ASP and SQL technologies that are within the Enterprise Architectural Standards.
L.	Project Status	The project is currently on track for completion with the first implementation targeted for November 2005 and the full implementation targeted for October 2006.
M.	Project Plan with Milestones	Oct 2004 – Obtain funding from the COT. Nov 2005 – First implementation for Justice Courts and the Juvenile Probation Department (eJOLTS). Oct 2006 – Full implementation of Court Financial project in iCIS.

	Project Name	ECourt
A.	Project Description (Provide scope and description of project)	ECourt is a web application directed toward the general public as the primary customers. The goal is to web-enable all Maricopa County Trial Courts' self-service forms making these forms available via the Internet. The forms would be completed in an "interview process" making it easier for the pro se litigants to provide more complete and accurate information. These forms could also be printed at the local printer.
B.	Project Duration – Start and End Dates:	Start Date: May 2004 Full Implementation Date: 2008
C.	Project Deliverables (List key milestones and measurable/ tangible results.)	<ul style="list-style-type: none"> - Pre-Decree form - Dissolution of Marriage form - all pre-filled forms for superior court and justice courts - eFiling modules
D.	Courts Participating	Superior Court in Maricopa County, Justice Courts, and the Clerk of the Court in Maricopa County.
E.	Strategic Agendas & Initiatives Supported	<p>This project supports the following Strategic Agendas and Initiatives:</p> <ul style="list-style-type: none"> - Improve data exchange and communication with the public and outside agencies. <p>The general public is the primary customer. They need to provide information to the courts, and the court needs complete and accurate information. This project will facilitate that exchange.</p>

	Project Name	ECourt
F.	Benefit Assessment (Include court & public benefits)	<p>The court benefits in that it receives more complete and accurate information from pro se litigants.</p> <p>The public benefits in that the completion of the forms is easier to understand thus reducing their confusion, stress, and making the court experience a more tolerable and efficient process for everyone.</p>
G.	Risk Assessment (Address technology, staffing and business risks)	<p>The web technology is the common tools of the Internet. The Web Application group did add 1 developer. All developers are familiar with the technology tools and environment. From an IT perspective, developing this application is low risk due to the experienced people.</p> <p>The business risk is medium. The manual paper process is already in place. Therefore the business rules are well-established. The biggest change will come from the public. That is, the public will need to change from downloading the form and writing the answers on the printed form, to completing the online form then printing it.</p>
H.	Financial Assessment (products and services required, costs, and funding sources)	<p>We have only incurred one new cost. That is the one new developer funded through Local JCEF for 18 months. Since the project is estimated to last 4 – 5 years, this cost will eventually need to be absorbed by the CTS department.</p>
I.	Interoperability (i.e. need for sharing data)	<p>eCourt will be data sharing when eFiling is in place. Changes will be made to allow some forms to actually initiate a case in iCIS.</p>
J.	Success Criteria and Measures	<p>This project will be successful if more pro se litigants use the web forms and less pro se litigants use the Self-Service Center for manually completing forms.</p>

	Project Name	ECourt
K.	Enterprise Architecture Compliance and Exceptions	Yes.
L.	Project Status	The project is currently on track for completion with the first implementation targeted for November 2005 and the full implementation targeted for October 2006.
M.	Project Plan with Milestones	Dec 2004 – Default Decree in production. June 30, 2005 – Consent Decree in production. Dec 31, 2005 – Post Decree in production. 2006, 2007, 2008 - Others

H. 5. Local Information Technology Strategic Resources

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

LOCAL TECHNOLOGY RESOURCES						
	Amount of:				Number of:	
Court	Total Budget	State Device Cost	Technical FTE Cost	Other Technical Cost	Court FTE Technical Staff	City or County FTE Technical Support Staff
Court Technology Services include: <ul style="list-style-type: none"> • Superior Court • Justice Courts • Juvenile Probation • Adult Probation 	5.6 million	0	3.4 million	2.2 million	75	0

APPENDICES

A. CURRENT ENVIRONMENT

1. Hardware Environment by Court

Court	Number of PCs	Number of Laptops	Number of Network Printers
Superior Court	1,037	24	216
Justice Courts	430	7	100
Adult Probation	280	931	66
Juvenile Probation	729	259	94

Hardware for special functions

Court	Number of:			
	Public Access PCs	In Courtroom PCs	In Chambers PCs	DPS ACJIS Terminals
Superior Court	6	64	130	0
Justice Courts	3	40	23	0
Adult Probation	0	0	0	79
Juvenile Probation	0	0	0	1

Local Server Information				
Brand/Model	Operating System	Database	Managed By	Uses/applications
8 HP/Compaq Proliant	Win 2000/2003		Court Technology Services	Domain Controllers/DHCP Server
12 HP/Compaq Proliant	Win 2000/2003		Court Technology Services	File/Print Servers
8 HP/Compaq Proliant 2 DEC Alpha 1 AS/400	Win 2000/2003 VMS, HP-UX OS400	SQL Server RMS, Oracle, Informix DB2/400	Court Technology Services	Database Servers
11 HP/Compaq Proliant	Win 2000/2003		Court Technology Services	Web Servers
2 HP/Compaq Proliant	Win 2000		Court Technology Services	FTP Servers
14 HP/Compaq Proliant	Win 2000/2003		Court Technology Services	Administrative/ Application servers
6 HP/Compaq Proliant	Win 2003		Court Technology Services	Multipurpose (i.e. domain controller, DHCP, file/print, application)

2. Network Environment

LOCAL AREA NETWORK				
Network Software	Number of Devices (PCs & Printers) on Network	Number of support personnel	Firewall brand/model	Other security provisions
Windows (Superior Court, Justice Courts, Adult Probation,	4,173	18 Techs and 8 Help Desk personnel	T-Com Administrated	Patch management, anti-virus

LOCAL AREA NETWORK				
Network Software	Number of Devices (PCs & Printers) on Network	Number of support personnel	Firewall brand/model	Other security provisions
Juvenile Probation)				

3. Software Environment

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or Server Name)	Courts Using	Description of Application
AZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	Local PC	All municipal courts in Maricopa County except Phoenix, Tempe, Chandler, Mesa, Gilbert and Paradise Valley.	State standard case management system.
JOLTS (Juvenile On-Line Tracking System)	Maricopa County	AS/400 JOLTS	Juvenile Probation and Juvenile Court.	The state standard system for tracking juveniles in the court system, including juvenile probation and dependency.
Microsoft Word	Microsoft	Local PC	All courts.	A word processing system.
Windows 2000 XP	Microsoft	Local PC	All courts.	The operating system for standard desktop PCs.
Outlook 2000 2002, XP	Microsoft	Local PC		The email and calendaring software.
Seagate Info/Crystal Reports/Crystal Enterprise	Crystal	Local servers		A report-writing tool.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or Server Name)	Courts Using	Description of Application
Adobe Acrobat Reader	Adobe	Local PC		A free product from Adobe Acrobat for reading documents in pdf format.
Excel	Microsoft	Local PC		A spreadsheet product from Microsoft.
Trend Anti Virus	Trend	Local PC and servers		Virus detection software to protect local PCs.
Digital Audio/Video: FTR (For The Record)	Exhibit One	Court PCs and servers	59 courtrooms throughout Maricopa County	Performs digital recordings of courtroom hearings in audio and video.
Digital Audio: JAVS	JAVS Corporation	Court PCs and servers	18 courtrooms throughout Maricopa County	Performs digital recordings of courtroom hearings in audio and video.
Jury For Windows	ACS	Local server	Superior and Justice courts	Jury management and summoning system.
ICJIS integration engine	Maricopa ICJIS (Integrated Criminal Justice Information System Agency)	ICJIS server	Superior and Justice courts	Integration system for exchanging data with County Attorney, Clerk, Public Defender, Sheriff and the Courts.
MEEDS (minute entry distribution system)	Maricopa Superior Court developed/ supported and local technology staff	Local Server	Superior Court	A software package interfaced to Word and iCIS that provides electronic minute entry forms generation and distribution.

Local Applications				
Application Name	Developed/ Supported by	Resides on ("local PC" or Server Name)	Courts Using	Description of Application
ICIS (integrated Court Information System)	Maricopa County	Local Server	Superior Court in Maricopa County	Case management system for Civil, Criminal, Family, Probate and Juvenile.
Court Web site	Maricopa Superior Court developed/ supported and local technology staff	Local Server	Superior Court	Provides public access whereby the public can obtain court info by name or case number.
APETS (Adult Probation Enterprise Tracking System)	AOC and Maricopa County	AOC server	Adult Probation	Case management system for Adult Probation
PACTS (Pre-Trial Services Automated Tracking System)	Maricopa County	AS/400	Pre-Trial Services	Case management system for Pre-Trial Services
JC-CMS (Justice Courts Case Management System)	Maricopa County	Local server	Justice Courts	Case management system for the Justice Courts.

B. NON-ACAP MUNICIPAL COURT PLANS

The following pages contain the individual court plans submitted with the Maricopa Superior plan.