

E-COURT MEETING MINUTES

E-COURT

A Subcommittee of the Commission on Technology

Wednesday, September 16, 2009
9:30 AM - 11:30 AM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

CONFERENCE ROOM 106

AUDIO PHONE NUMBER: (602) 452-3192
AUDIO ACCESS CODE: 1114

MEMBERS PRESENT

Andrew Hurwitz, *Chair, Appellate Courts*
Robert Brutinel*, *General Jurisdiction*
Diane Drain*, *State Bar*
Karl Heckart, *AOC*
Donald Jacobson, *Court Administrators*
Michael Jeanes, *Clerks*
Sheri Newman*, *Clerks*

GUESTS AND SUBTEAM MEMBERS

Rachelle Resnick, *Appellate Subteam*

MEMBERS ABSENT

Dennis Lusk, *Limited Jurisdiction*

AOC STAFF

Stewart Bruner, *ITD*
Jim Price, *ITD*
Christi Weigand, *CSD*

* indicates appeared by telephone

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WELCOME AND OPENING REMARKS

Justice Hurwitz

Vice Chief Justice Andrew Hurwitz called the meeting to order at 9:30 a.m. He described the goal for the meeting as obtaining a status of the various facets of electronic filing throughout the court system and turned over the meeting to Christi Weigand and Jim Price, since they needed to present at the Committee on Limited Jurisdiction Courts meeting scheduled concurrently.

DEMONSTRATION STATEWIDE E-FILING LOOK AND FEEL

Christi Weigand

Christi Weigand demonstrated a test version of the eviction actions intelligent form set on TurboCourt. She called members' attention to the overall process of providing the information prompted in various screens, the review process, and outputting a package of related forms. She showed hyperlinks and question/answer boxes that address the most common issues of users.

A concern was raised that asking users to pay before they see the actual forms might slow adoption by the public. Christi mentioned the vendor's experience in other states where customers were obtaining multiple filings for one price by repeatedly editing information then printing. There was a suggestion to the payment step to the beginning of the process rather than having it at the end.

REVIEW STANDARDIZED FORMS DEVELOPMENT AND IMPLEMENTATION

Jim Price

Jim Price carried on with a separate update for members, detailing Phase I development efforts by court, case type, and form type. He also displayed the AJC approved filing fees for three types of forms across five case types. Jim reviewed the number of "pay and print" filings that Maricopa Justice Courts have received to date. Jim also displayed the number of filings and registered users in ACE (Appellate Courts e-Filing).

REVIEW TURBOCOURT IMPLEMENTATION PROGRESS AND ISSUES

Jim Price
Karl Heckart

Before describing each of the tentacles of the e-filing octopus, Jim briefly summarized the key milestone activities for the project, work in progress on additional forms, the payment portal development effort, and integration efforts with Maricopa Justice Courts/Superior Court for filings as well Pima Clerk of Court/Superior Court for case initiation. Michael Jeanes raised a concern that sufficient time be taken to lay the groundwork for successful business adoption, not merely to be capable on the technical side, before standing up the new system. He warned that if done incorrectly the transition will overwhelm clerks with paper rather than electronic filings. Diane Drain shared the cutover strategy of the US Bankruptcy Court several years ago. The chair agreed that both a rational cutover strategy and broad education effort are vital. A separate meeting needs to be held to determine the specific policies and responsibilities related to adoption. Jim then reviewed the progress of integration effort and links to additional information about e-filing in Arizona on both the Internet and court intranet.

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Due to the conflict with the concurrent LJC meeting, Karl took over for Jim to detail the following items:

- Forms Development Approach – Get justice courts to a full e-filing environment, then focus on attached forms and dissolution forms in superior court for full e-filing. Bring The next sets of possible forms to develop, likely criminal and protective order, will be brought to e-Court to prioritize.
- Financial Processing –Work is underway with Bank of America, the state’s contracted financial institution, to expand payment from PayPal to credit cards using the B of A payment portal. Under the strategy, no credit card information will reside with the State.
- Hardware and Software Implementation- - Equipment has been received at the AOC and is being set up to enable processing to be taken over from Intresys by the end of October.
- Central Document Repository and OnBase Upgrades – The approach will leverage a new module being developed by Hyland for OnBase 9.2 that allows synchronization of records between two independent OnBase systems. OnBase 9.0 is required for the new OnBase/AJACS integration method and clerks are already aware of the need to upgrade, but now debate exists as to the wisdom of two upgrades in a short amount of time. Sheri Newman mentioned a concern that the full roadmap on these technical changes has never been shared. Karl assured rural clerks that no need for 9.2 exists until e-filing begins or courts want to provide public access to electronic documents. Michael Jeanes shared his concern because his office is preparing to upgrade only as far as 8.2. Karl assured him that 9.2 is not an immediate requirement for Maricopa because documents are not being synchronized as with the rural clerks. Conversation turned to the communication strategy AOC is pursuing to publicize the impact of upcoming technical changes on the courts. Members recommended an outline that includes the tasks, their specific impacts, and the dates they are anticipated to reach the courts.
- Rules and Orders – Now that the authorizing order has been signed, Melinda Hardman is refining the more expanded administrative order that details various things related to e-filing. Some longstanding legislation is being reviewed for its impact on the new realities of e-filing and remote document access.

REVIEW	NON-TURBOCOURT ACTIVITIES	Rachelle Resnick Karl Heckart
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Supreme Court Clerk Rachelle Resnick briefly described the appellate filing analysis effort underway between Intresys, the TurboCourt vendor, and a team of representatives from all three appellate courts. The ACE program has been expanded and is working well for acculturating the government filers in criminal cases to electronic filing. The electronic records transfer program will expand once Appellation is updated to handle an issue of having to renumber every record placed in the receiving court’s document management system following the transfer. The records transfer program is also expanding to Disciplinary Commission.

Karl added detail about the following areas:

- Document Management for Limited Jurisdiction Courts – EDMS is a pre-requisite for e-filing but the purchase price and operating cost places individual systems out of reach for the vast majority of LJ courts in the state. AOC’s strategic plan includes a central

document management system and disconnected scanning hardware/licenses for each court not operating a standalone system. The timing of the initiative has changed from accompanying the LJ CMS rollout to accompanying the e-filing rollout. Justice courts will need to be the earliest adopters. Justice Hurwitz suggested the topic be included in the next JP's association meeting. He is willing to speak, if necessary.

- Judge Automation – Backoffice changes like LJ EDMS and e-filing have a ripple effect that makes its way to the bench. Karl described work underway to analyze and automate a judge information model. A group of judges visited Colorado to see their bench operations and an analyst has been assigned to the effort.
- Format for Electronic Documents – Karl described a recommendation emerging from COT's Technical Advisory Council (TAC) that text documents be in Open Document Format rather than TIF or PDF. Newer versions of Word and WordPerfect both read and write the format, as does GoogleDocs and the OpenOffice suite. In answer to a question regarding the protection of documents being distributed, Karl explained that the document management system is the proper place to protect the document because using the format only provides the illusion of protection, even for TIFF. He also conceded that, in practice, exhibits would likely remain in TIF format for some time, even if they are text based. A suggestion was made to get the topic included in the State Bar convention next year.

CALL TO THE PUBLIC

Justice Hurwitz

Justice Hurwitz issued a call to the public as well as to members for any final input before wrapping up the meeting. He requested that meetings be scheduled more frequently and for shorter duration, directing staff to look for a time in six weeks or so, prior to the November COT meeting.

Upcoming Meeting:

November 2, 2009

AOC – Conference Room 106

MEETING ADJOURNED

11:20 AM